

Getting listed on CareTrove

A step-by-step guide for new SpaHarbor businesses — from an empty account to a live, bookable listing on the CareTrove marketplace.

How the integration works, in one paragraph. SpaHarbor stays the owner of your calendar. You build your services and your team's working hours in SpaHarbor; SpaHarbor then publishes your real free times to CareTrove, and patients who find you on CareTrove book straight into your SpaHarbor diary. You never copy availability anywhere, and you never manage two calendars — CareTrove always shows what SpaHarbor knows to be free, refreshed automatically.

Before you start — what you need

- ☐ A **SpaHarbor account** for the business (sign up at spaharbor.com, or your admin creates it).
- ☐ The business **time zone set to a US zone** (e.g. America/New_York, America/Detroit). CareTrove is US-only for now, and SpaHarbor will refuse to connect a business on a non-US zone. Set it in [Site settings → Time zone](#).
- ☐ **At least one service** with a real duration and price (group classes are not listed on CareTrove — only individual services).
- ☐ **At least one team member with weekly working hours** — no staff hours means no free slots, which means an empty CareTrove calendar.
- ☐ A **CareTrove provider account** for the clinic (created on CareTrove's side; CareTrove ops or the clinic owner sets this up).

1 Create the business and run the setup wizard

A new account lands in the guided setup at [/get-started](#). Every step is skippable and resumable, but for a CareTrove-bound business make sure these get done:

- **Template & branding** — pick a look, upload a logo. (This is for the business's own website; CareTrove shows its own listing page.)
- **About you / Content** — description and photos. Good copy here also feeds the CareTrove listing when the business is provisioned by SpaHarbor.
- **Contact** — address, phone, email. CareTrove displays these on the clinic profile.

WHERE THINGS LIVE AFTERWARDS

Everything the wizard sets can be changed later from the dashboard:

[Dashboard](#) → [Edit my site](#) for content, [Site settings](#) in the admin for the time zone and business details.

2 Create your services

Services are what patients pick on CareTrove, so treat this step as building your public menu. In [Dashboard → admin → Services](#) (or the wizard's Services step), for each service set:

- **Name** — exactly as it should read on the marketplace (e.g. "Deep Tissue Massage — 60 min").
- **Duration** — drives the slot length SpaHarbor publishes. A 30-minute and a 60-minute service produce different slot grids, both pushed to CareTrove automatically.
- **Price** — shown to patients.
- Optional booking rules: per-service **buffer minutes** (cleanup time), required rooms/resources, intake forms.

GOOD TO KNOW

When the business is connected with "SpaHarbor manages my services" enabled, SpaHarbor is the **single source of truth** for the CareTrove menu: edits made here flow to CareTrove, and the CareTrove portal becomes read-only for services. New or renamed services go through CareTrove's moderation before they appear publicly — that's normal and usually quick.

3 Add your team and their working hours

Free slots exist only where someone is scheduled to work. In [Dashboard → admin → Staff](#) (or the wizard's "Staff & hours" step):

- Add each practitioner and set their **weekly availability** (working windows per weekday). Date-specific shift overrides are supported for irregular weeks.
- Set booking rules per person if needed: buffer between appointments, minimum lead time, maximum bookings per day, how far ahead they can be booked.
- Record **time off** through [Dashboard → Time off](#) — approved time off is removed from what CareTrove sees, automatically.
- Optionally connect a practitioner's **Google Calendar** — external busy times are subtracted from published availability too.

4 Sanity-check the calendar

Before connecting, confirm the diary looks right in [Dashboard → Calendar](#): working hours appear as bookable, time off is blocked, durations look sane. Optionally make a test booking through the business's own website widget and cancel it. Whatever you see as free here is exactly what CareTrove will offer.

5 Connect to CareTrove — one click, no keys

Go to [Dashboard → CareTrove](#) and press "**Connect to CareTrove**". What happens:

- 1 You're taken to CareTrove and asked to **sign in as the clinic's provider** (or create the provider account if it doesn't exist yet).
- 2 CareTrove shows a **consent screen**: which clinic to connect, plus two permissions (both off by default — see below).
- 3 Press **Connect**. You land back on the SpaHarbor dashboard with the status card green: *"Live on CareTrove"*.
- 4 SpaHarbor automatically imports the clinic's profile, syncs services, and publishes the first availability calendar — typically within seconds.

The credentials are exchanged server-to-server behind the scenes; nobody copies or pastes a key. (A manual "paste a clinic key" fallback exists on the same page, collapsed — only needed in support scenarios.)

The two consent checkboxes, explained

Checkbox on CareTrove	What it does
"Let SpaHarbor confirm and decline bookings"	CareTrove bookings are auto-confirmed the moment SpaHarbor verifies the slot is genuinely free, and declined (with a reschedule prompt) when it isn't. Recommended: on. If left off, bookings sit as "requested" until someone confirms them manually in CareTrove.
"SpaHarbor manages my services"	The service menu on CareTrove mirrors SpaHarbor's services automatically; the CareTrove portal becomes read-only for services. Recommended: on — one menu, maintained in one place.

STARTING FROM CARETROVE INSTEAD

The flow also works in the other direction: in the CareTrove provider portal, the clinic's Integrations page has a **"Connect with SpaHarbor"** card. It brings the provider to SpaHarbor, lets them pick (or create) the business, and continues through the same consent screen. Same result either way.

6 Life after connecting — what runs by itself

- **Availability** is re-published automatically: on a schedule, and immediately (within ~20 seconds) after anything changes — a new booking, edited staff hours, approved time off, a service change. Each publish is valid for 48 hours, so even a total outage degrades gracefully.
- **Bookings made on CareTrove land in the SpaHarbor calendar** as normal appointments (marked as CareTrove-sourced), and a client record is created automatically. The business gets its usual internal notification; *the patient's confirmation email comes from CareTrove*, not SpaHarbor.

- **Cancellations sync both ways.** A patient cancelling on CareTrove frees the slot in SpaHarbor (and waitlisted clients are notified); a slot conflict makes SpaHarbor answer "reschedule needed" so the patient picks another time.
- The [Dashboard → CareTrove](#) status card shows the last push, how long the published calendar is valid, and any errors — plus manual buttons (*Push availability now*, *Send services now*, *Refresh from CareTrove*) for support use.

Troubleshooting

Symptom	Cause & fix
"Set your business time zone (a US zone)..." when connecting	The business time zone isn't a US zone. Fix it in Site settings → Time zone , then connect again.
No "Connect to CareTrove" button	The business is already connected (the status card shows the connection instead). One SpaHarbor business links to one CareTrove clinic.
Connected, but CareTrove shows no times	Almost always: no staff with weekly hours, or all services missing durations. Check step 3, then press <i>Push availability now</i> .
"You cancelled on CareTrove. Nothing was connected."	The provider pressed Cancel on the consent screen. Nothing changed; just run Connect again when ready.
Status card shows a push error	Transient errors clear on the next automatic push. A persistent authorization error means the clinic's credential was replaced on CareTrove's side — ask the provider to use CareTrove's <i>"Replace key"</i> and paste the new key into the collapsed manual form, or contact SpaHarbor support.
New service not visible on CareTrove	It's in CareTrove's moderation queue. It appears publicly once approved; no action needed on our side.

DISCONNECT — READ BEFORE PRESSING

Disconnect immediately removes the business's published calendar from CareTrove — the clinic becomes unbookable on the marketplace until it is reconnected (reconnecting restores everything in seconds; the SpaHarbor calendar itself is untouched). Use it deliberately, not as a "refresh". To refresh, use *Push availability now* or *Refresh from CareTrove* instead.