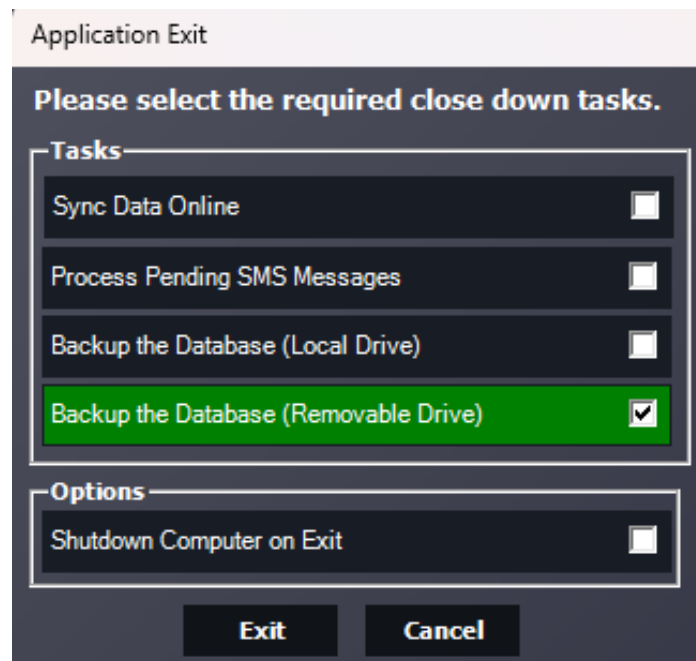


Backing Up Salon Tracker

How to back up to a USB drive when you close Salon Tracker, and where to find the backup files.



Tick Backup the Database (Removable Drive) before you exit

Work through the guide in order and stop as soon as you have what you need.

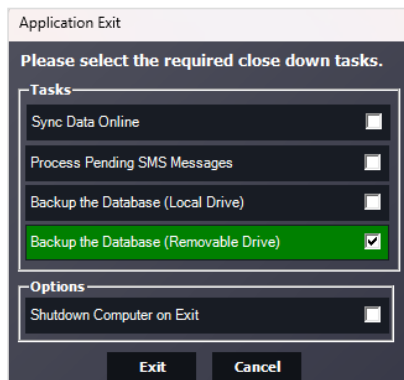
Contents

Click a section below to jump straight to it.

What do you want to do?	3
The close-down options explained	4
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Find your backup files	6
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Still need help?	8

What do you want to do?

Choose the option that best matches what you need, then go to that page.



1. I want to back up to my USB drive

Take a backup when you close Salon Tracker at the end of the day.

Go to [page 5](#)

Name	Date modified
Previous	12/02/2026 13:06
Data(Backup)(15-Sep-26 13-16)(1.1.0)	15/09/2026 13:16

2. I want to find my backup files

Open the USB drive in File Explorer and find the most recent backup.

Go to [page 6](#)

Name	Date modified	Type
SalonTrackerBackup	08/01/2026 14:25	File fold

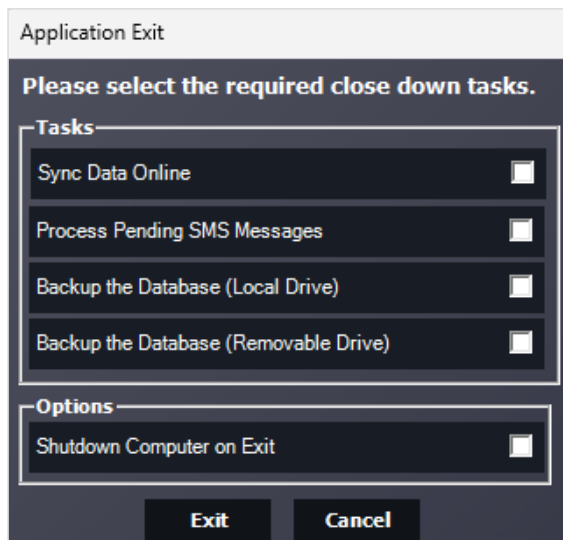
3. My backup is not on the USB drive

You ticked the option, but there is no backup file, or it is an old one.

Go to [page 7](#)

The close-down options explained

When you close Salon Tracker, or press the power button in the top-right corner, the **Application Exit** window appears. It lets you choose what happens as the program closes.



Sync Data Online

Enterprise only. Tick this so your data syncs to the cloud. If you are on Enterprise and this is not ticked, your data will not be saved to the cloud.

Process Pending SMS Messages

Sends any text messages that are waiting to go out.

Backup the Database (Local Drive)

Saves a backup **onto the computer itself**. This is useful, but it will not help if the computer fails or is stolen.

Backup the Database (Removable Drive)

Saves a backup **onto your USB drive**, usually the D: drive. This is the one to use for your regular backup.

Shutdown Computer on Exit

Turns the computer off once the tasks have finished.

WHICH SHOULD I TICK?

Tick **Backup the Database (Removable Drive)** so a copy of your data is kept off the computer. If you are on **Salon Tracker Enterprise**, also tick **Sync Data Online**, otherwise your data will not be saved to the cloud. You can tick the local drive option as well if you want a second copy.

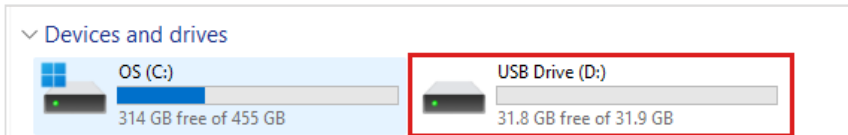
To take a backup now, go to [page 5](#).

Back up to your USB drive

Do this at the end of the day, when you close Salon Tracker.

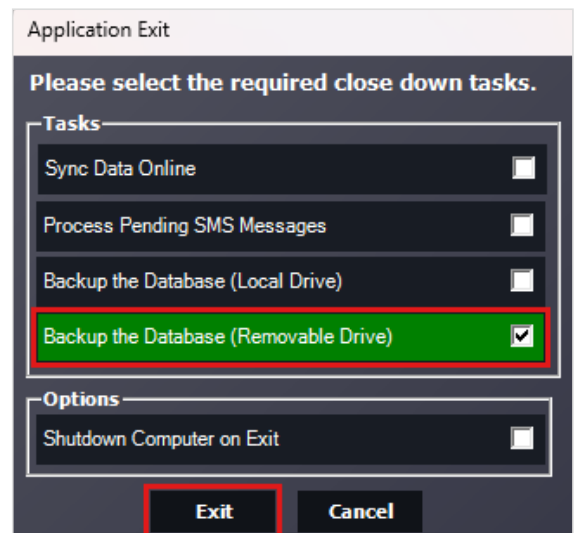
1. Plug in your USB drive

Plug the USB drive into the computer and leave it in until the backup has finished. To check that Windows can see it, open **File Explorer** and look under **This PC**. You should see the drive listed, usually as **USB Drive (D:)**.



2. Tick the removable drive backup

1. Close Salon Tracker, or press the **power button** in the top-right corner.
2. The **Application Exit** window appears.
3. Tick **Backup the Database (Removable Drive)**.
4. On Salon Tracker Enterprise, also tick **Sync Data Online**, or your data will not be saved to the cloud.
5. Click **Exit**.
6. Wait for the backup line to turn **green**, then for Salon Tracker to close fully. Do not unplug the USB drive before then.



BACKUPS CAN TAKE A LITTLE WHILE

On a busy salon database, the backup can take a few minutes. Let it finish on its own rather than closing the window or turning the computer off.

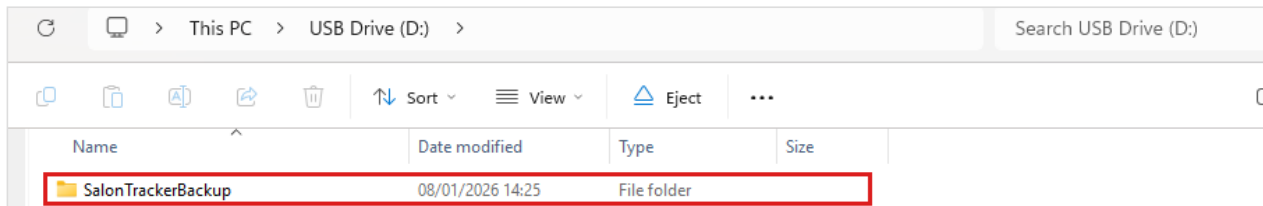
To check the backup saved correctly, go to [page 6](#).

Find your backup files

Your backups are saved on the USB drive in a folder called **SalonTrackerBackup**. Follow the folders in this order.

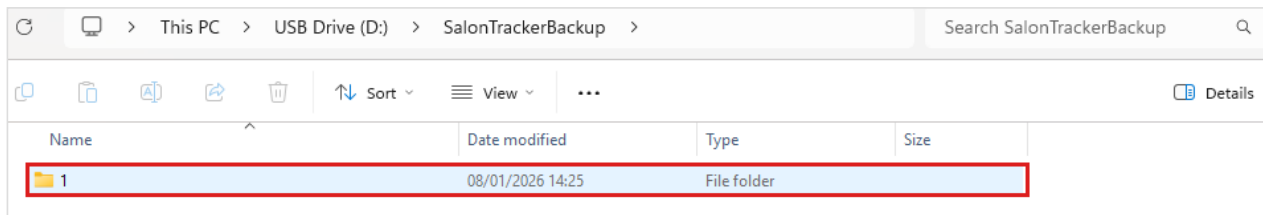
1. Open the USB drive

Open **File Explorer**, then open **USB Drive (D:)**. Open the **SalonTrackerBackup** folder.



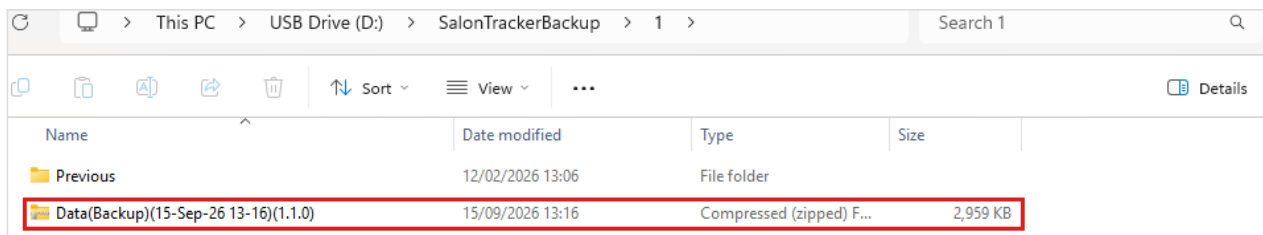
2. Open the folder called 1

Inside **SalonTrackerBackup** there is a folder called **1**. Open it.



3. Find the most recent backup

The backups are zip files, named with the date and time they were taken. The most recent one is the file with **today's date**. You may also see a folder called **Previous**, which holds older backups.



LEAVE THE FILES AS THEY ARE

Do not rename, move, unzip or delete the backup files. If you need a backup restored, contact Salon Tracker Support and we will do it for you.

No backup on the USB drive?

If there is no backup file, or the newest one has an old date, work through these checks.

1. Check the basics

- Was the USB drive plugged in **before** you closed Salon Tracker?
- Was **Backup the Database (Removable Drive)** ticked, and did it turn green after you clicked **Exit**?
- Did you click **Exit** rather than **Cancel**?
- Did you wait for Salon Tracker to close fully before unplugging the drive?
- Are you looking on the right drive? The backup goes to the USB drive, usually **D:**, not the **OS (C:)** drive.

If any of these were missed, plug the drive in and take another backup ([page 5](#)).

2. Check the USB drive

- Unplug the drive, wait 5 seconds, then plug it into a different USB port.
- Check that the drive appears in File Explorer under **This PC**.
- Check that there is free space left on the drive.
- If the drive is not recognised at all, try a different USB drive.

BACKED UP TO THE WRONG PLACE?

If you ticked **Local Drive** instead, the backup was saved onto the computer rather than the USB drive. Take another backup with **Removable Drive** ticked.

STILL NO BACKUP ON THE DRIVE?

Contact Salon Tracker Support ([page 8](#)). Do not keep closing and reopening Salon Tracker to retry, as we can check where the backup is being sent.

Still need help?

If you have worked through this guide and your backup still is not saving, or you need a backup restored, please contact Salon Tracker Support.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

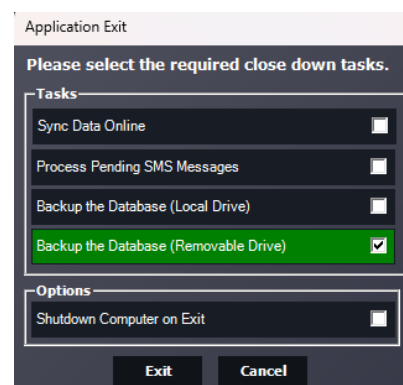
Telephone

0113 350 8230

What we can check

Our Support Team can check the main things that affect backups, including:

- Where Salon Tracker is set to send the backup
- Whether the backup completed successfully
- Whether Windows can see the USB drive
- Restoring a backup for you if you need it



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Which option did you tick in the Application Exit window?
- What drive letter does the USB drive show as in File Explorer?
- What is the date on the newest file in the SalonTrackerBackup folder?
- Did you get any error message when Salon Tracker closed?

TIP

If possible, have the USB drive plugged in and the SalonTrackerBackup folder open when you contact us. This means we can begin checking straight away.