



# Rapid Feedback User Guide

Ask every customer how it went, in about a minute.

The latest version is always at [rapidfeedback.net/guide](https://rapidfeedback.net/guide)

Questions? Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net)

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# Rapid Feedback User Guide

Ask your customers how it went, in about a minute. This guide shows you how.

Rapid Feedback is a review request tool for local businesses. After you've helped a customer, you send them a short, friendly email from your own inbox. Your customer taps one of four answers. Everyone you ask gets your Google review link. Happy customers see it first, and anyone who wasn't happy can also tell you privately, so you can make it right.

That's it. No app to install, no new habits to learn, nothing for your customer to sign up for.

## New here?

Start with the [Quick Start](#). You can be set up and sending your first request in one sitting.

## Sending every day?

See [Everyday use](#) for tips on sending from the office or your phone.

## Something not working?

Go to [Help](#), or email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net). A real person answers.

## What Rapid Feedback does

1. **You send a feedback request.** Type your customer's first name and email on your Rapid Feedback page, and press one button. The email goes out from **your own** Gmail or Outlook, signed with your name.
2. **Your customer answers in seconds.** They pick *Very good*, *Good*, *Poor* or *Very poor*. No account, no password.
3. **You hear back.** If they weren't happy, we email you straight away so you can reach out. If they leave a note, we send it to you.
4. **Everyone you ask gets your Google review link.** Every customer who answers is shown your public Google review link, happy or not.

## What it doesn't do

- It isn't a review website. We don't post anything about your business anywhere.
- We never write, change or hide reviews. Google reviews are written by your customers, on Google.
- Your customers' answers and notes on Rapid Feedback are private. Only you see them. (Any Google review they leave is public on Google.)

## How to use this guide

- **Read the [Quick Start](#) first.** It covers everything you need to send your first request.
- **Then dip in when you need something.** Use the menu, the search box at the top, or the [A to Z index](#).
- **Bold words** are the exact names of buttons and fields on your screen, like **Request Customer Feedback**.
- Boxes like these point out helpful extras:



### Tip

A shortcut or a good habit.



### Good to know

Something that saves confusion later.



### Heads up

Something that could cost you time or money.

## Print or save a copy

The PDFs are rebuilt every time this guide changes. The web version is always the most up to date.

# Quick Start

Set up Rapid Feedback and send your first feedback request in one sitting.

## 1. Before you start

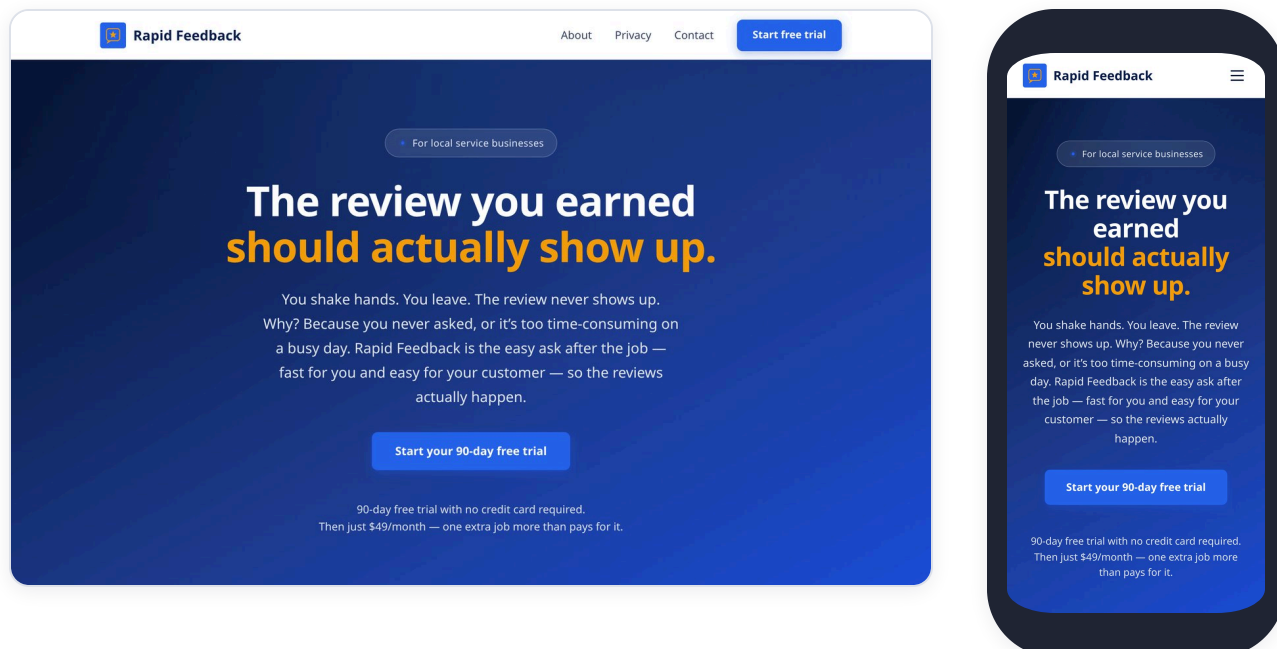
Have these ready:

- **Your business email.** The one your customers already know, on **Gmail** (including Google Workspace) or **Outlook** (including Hotmail and Microsoft 365). Feedback requests go out from this address, so customers recognize them.
- **Your Google Business Profile.** That's your business listing on Google Maps. You'll copy your review link from it. Don't have one yet? See [Find your Google review link](#).
- **About 20 minutes**, and a computer if you can. Setup is easiest on a bigger screen. Everyday sending works great on a phone.

You don't need a credit card. Your free trial is 90 days.

## 2. Sign up and verify your email

1. Go to [rapidfeedback.net](https://rapidfeedback.net) and press **Start your 90-day free trial**, or go straight to [get.rapidfeedback.net/signup](https://get.rapidfeedback.net/signup).



1. Fill in **Business name**, **Your name** and **Email**. Use your business email.
2. Press **Start free trial**.

The image shows two versions of the Rapid Feedback sign-up form. On the left is a desktop view with a dark blue background. At the top is the 'Rapid Feedback' logo. Below it, the heading 'Start your free trial' is in orange, followed by the text '90 days free — full usage — no credit card required.' The form fields are: 'Business name \*' with 'Tidewater Plumbing & Heating', 'Your name \*' with 'Dana', and 'Email \*' with 'dana.macphee@rapidfeedback.net'. A blue 'Start free trial' button is at the bottom. Small text at the very bottom reads: 'By signing up you agree to our [Terms of Service](#) and [Privacy Policy](#). 90-day free trial — then \$49/month — cancel anytime.' On the right is a mobile view of the same form, showing how it adapts to a smaller screen.

You'll see **Thanks for signing up**. Now check your inbox:

1. Open the email from Rapid Feedback called "*[your business], verify your email to finish Rapid Feedback setup*".
2. Click **Verify your email**. You're taken straight to the next step.

The image shows two parts of the sign-up process. On the left is the 'Thanks for signing up' page, which has a dark blue background. It says 'Thanks for signing up' in orange, followed by 'Check your email and click the link to verify. Then you can finish setup.' Below this is a box with the text: 'Thanks for signing up for the free trial. Click the link in the email we sent to [dana.macphee@rapidfeedback.net](mailto:dana.macphee@rapidfeedback.net). Then you can finish setup.' and a 'Resend email' button. On the right is a screenshot of the verification email. The subject is 'Tidewater Plumbing & Heating, verify your email to finish Rapid Feedback setup'. The header shows the 'Rapid Feedback' logo and the email address '<account@rapidfeedback.net> to Dana (Tidewater Plumbing & Heating)'. The body says 'Hi Dana, Thanks for signing up for the Rapid Feedback free trial. Click the link below to verify your email. Then you can finish setup.' and features a blue 'Verify your email' button. Below the button is a link: 'Or paste this link: <https://get.rapidfeedback.net/verify/>'. At the bottom, it says 'Want help with setup? [View our Quick Start guide.](#)' and 'Rapid Feedback'.



### Tip

No email after a few minutes? Check your spam or junk folder, then press **Resend email** on the waiting page. Always use the newest email, because sending a new one replaces the old link.

### 3. Add your Google review link

This is the link every customer is offered so they can leave you a Google review.

1. On **Step 2 of 3: Add your Google review link**, paste your link into **Google review link**. It usually looks like `https://g.page/r/.../review`.
2. Press **Continue**.

The image shows two versions of the Rapid Feedback interface for 'Tidewater Plumbing & Heating'. The desktop version on the left features a dark blue background with a white central form. The form has a green success message 'Email confirmed. Thank you!', followed by the heading 'Step 2 of 3: Add your Google review link'. Below this is explanatory text: 'This is the link we will send your happy customers so they can leave you a Google review.' A text input field labeled 'Google review link \*' contains the placeholder 'https://g.page/r/...'. At the bottom of the form are two buttons: a blue 'Continue' button and a white button with a blue border labeled 'I need help finding this link'. The mobile version on the right is a smaller, rounded rectangle with the same layout and elements.

Not sure where to find it? Press **I need help finding this link** for quick instructions, or follow [Find your Google review link](#), with pictures.

#### Good to know

Once it's saved, you can't change the Google link yourself. That keeps it from being changed by mistake. If you ever need a new one, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll update it for you.

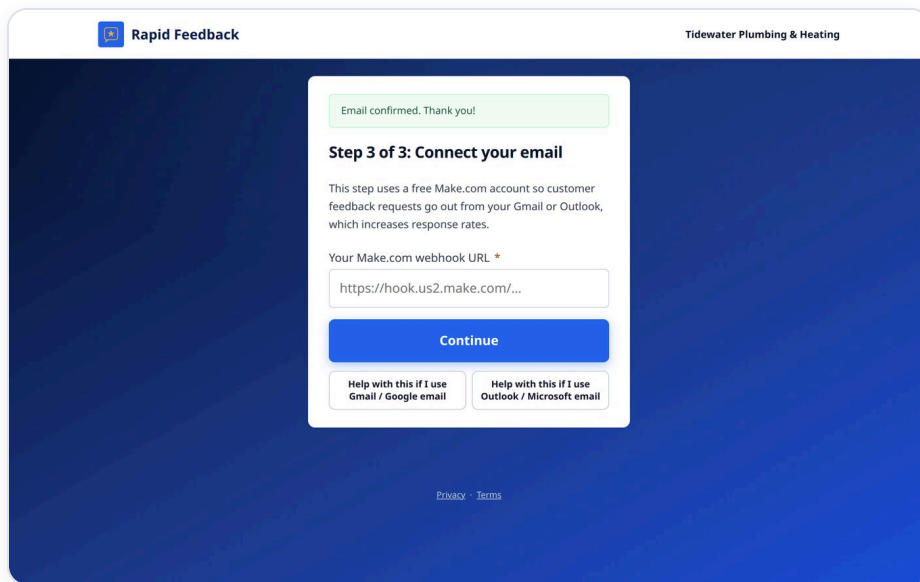
### 4. Connect your email

This is the step that lets feedback requests go out from **your own** inbox. It uses a free service called **Make.com**, which links Rapid Feedback to your Gmail or Outlook. You set it up once and then forget about it.

Here's the short version. Allow about 10 minutes.

1. Create a free account at [Make.com](https://www.make.com) and confirm your email.

2. Open our ready-made Make.com setup for [Gmail](#) or [Outlook](#) and press **Use this scenario**.
3. Connect your email account when Make.com asks.
4. Create the webhook, name it **Rapid Feedback**, and copy its address.
5. Save the scenario and turn it on.
6. Back on **Step 3 of 3: Connect your email**, paste the address into **Your Make.com webhook URL** and press **Continue**.



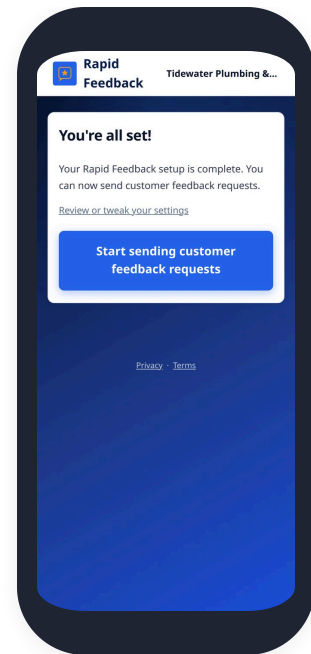
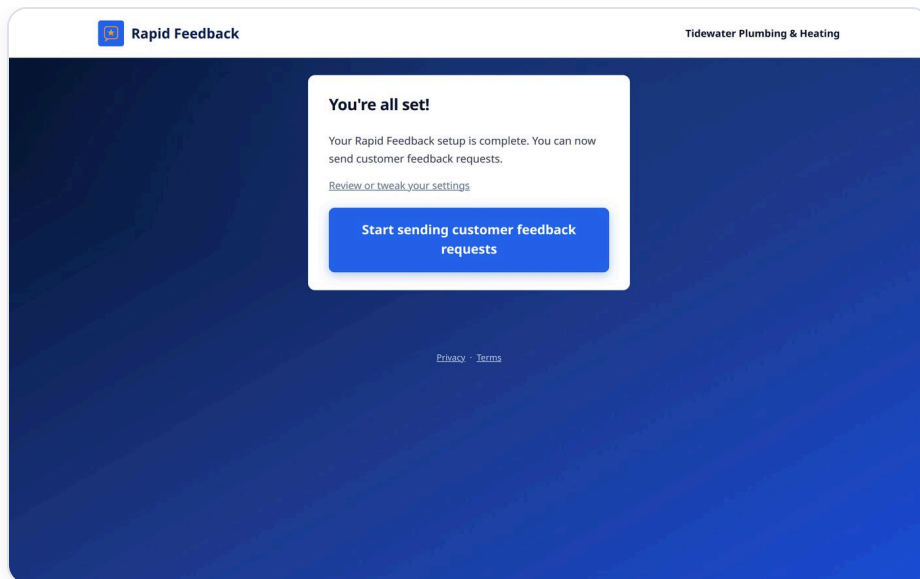
The screenshot shows a web interface for 'Rapid Feedback' by 'Tidewater Plumbing & Heating'. A central white box contains the following elements: a green confirmation message 'Email confirmed. Thank you!'; the title 'Step 3 of 3: Connect your email'; explanatory text 'This step uses a free Make.com account so customer feedback requests go out from your Gmail or Outlook, which increases response rates.'; a label 'Your Make.com webhook URL \*' above a text input field containing 'https://hook.us2.make.com/...'; a blue 'Continue' button; and two help links: 'Help with this if I use Gmail / Google email' and 'Help with this if I use Outlook / Microsoft email'. At the bottom of the white box are links for 'Privacy' and 'Terms'.

**Want every click spelled out?** Follow [Connect your email, with pictures](#). The help buttons on Step 3 (**Help with this if I use Gmail / Google email** and **Help with this if I use Outlook / Microsoft email**) show the same steps right on the page.

#### **Good to know**

A "webhook URL" is just a private address Make.com gives you. When you send a feedback request, Rapid Feedback passes the email to that address, and Make.com sends it from your inbox. You don't have to understand it. You only need to copy and paste it once.

When both steps are done, you'll see **You're all set!**



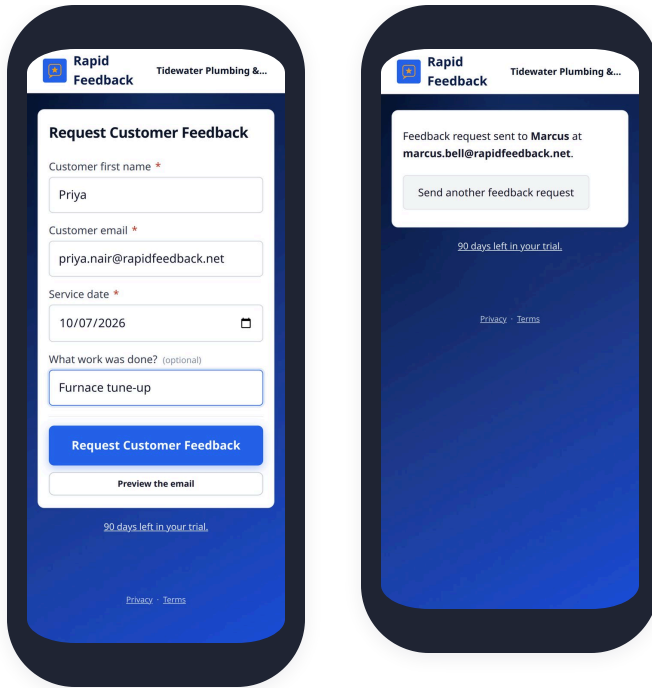
We'll also email you "*[your business], your Rapid Feedback page is ready*" with the address of your page. Keep that email. It's the easiest way back.

## 5. Send your first feedback request

### Send the first one to yourself

Use your own name and a personal email address. You'll see exactly what your customers see, and you'll know everything is connected.

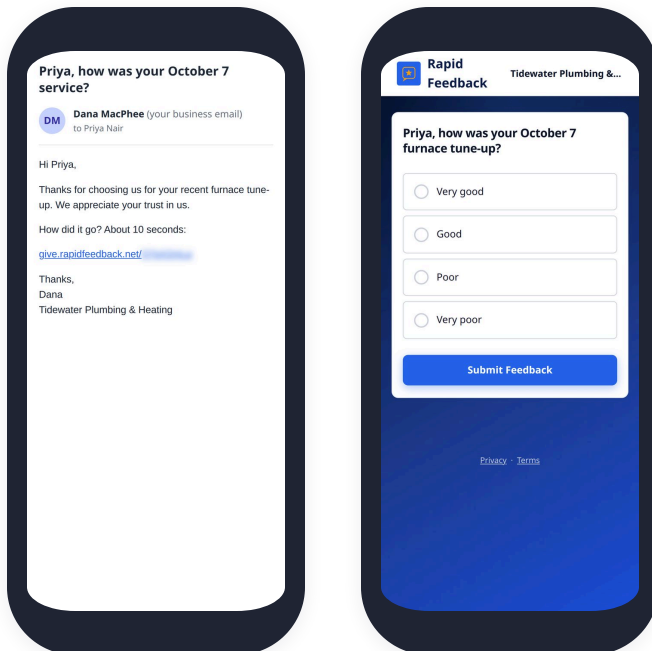
1. Press **Start sending customer feedback requests**. This is **your Rapid Feedback page**, the one you'll use every day.
2. Fill in **Customer first name** and **Customer email**.
3. Check the date. It's today unless you change it.
4. Optional: say what the work was, like *furnace tune-up*.
5. Press **Request Customer Feedback**.



You'll see **Feedback request sent to** your customer's name and email. That's it.

## 6. What your customer sees

Your customer gets a short email from you, signed with your name. One tap on the link opens a page that asks how it went:



They choose **Very good**, **Good**, **Poor** or **Very poor**, and press **Submit Feedback**. Then they can leave you a Google review, or send you a private note, or both. More in [What your customers see](#).

## 7. What happens next

- **If a customer isn't happy**, we email you right away. Reply to that email and it goes straight to your customer. See [When a customer isn't happy](#).
- **If a customer writes a note**, we email it to you.
- **Each week you've been busy**, you get a short recap with your numbers. See [Your weekly recap](#).
- **Save your page** to your phone's home screen so it's one tap away. See [Using your phone](#).
- **During your trial**, we'll send you an occasional tip. You can add a card any time, or not until the end. See [Plan and billing](#).

You're ready. Nice work!

# Everyday use

# Sending a feedback request

Your Rapid Feedback page has one job: sending a short, friendly feedback request to a customer. It takes about a minute.

## Find your page

Your page lives at `get.rapidfeedback.net/` followed by your own code. You'll find the link:

- in the email "*[your business], your Rapid Feedback page is ready*",
- behind the **Start sending customer feedback requests** button at the end of setup.

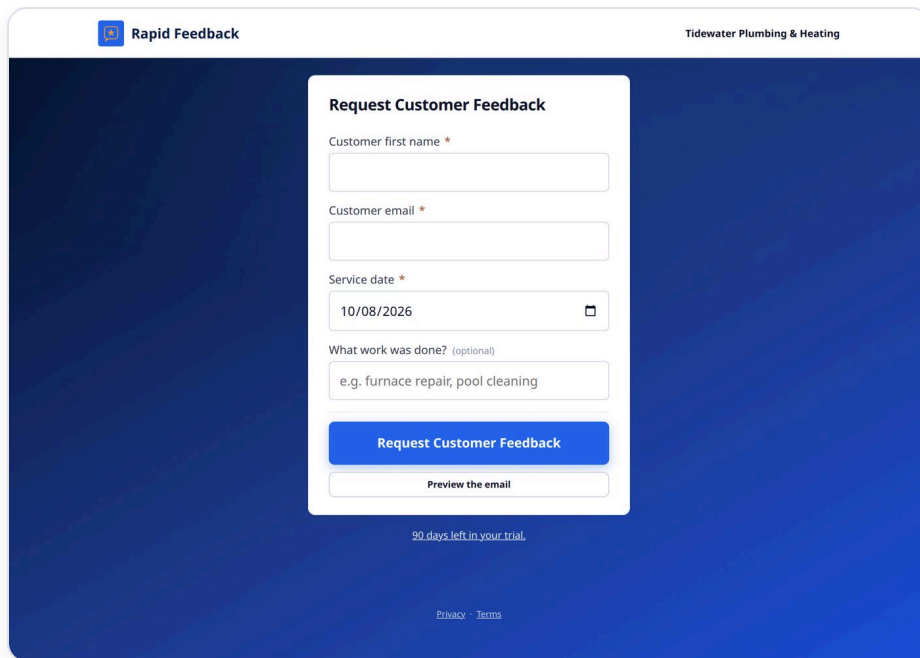


### Tip

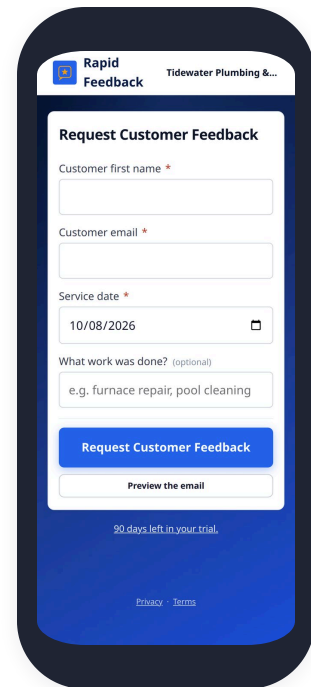
Bookmark it on the office computer and [add it to your phone's home screen](#). Anyone on your team who sends requests can use the same page.

## Send a request

1. Type the **Customer first name**. Just the first name, the way you'd greet them.
2. Type the **Customer email**.
3. Check the date (the label says **Service date**, or the word you chose in [Wording](#), like **Appointment date**). It starts as today. Change it if the work was earlier. It can't be a future date.
4. Optional: fill in **What work was done?** (or your own wording), like *water heater replacement*. Short and specific works best.
5. Press **Request Customer Feedback**.

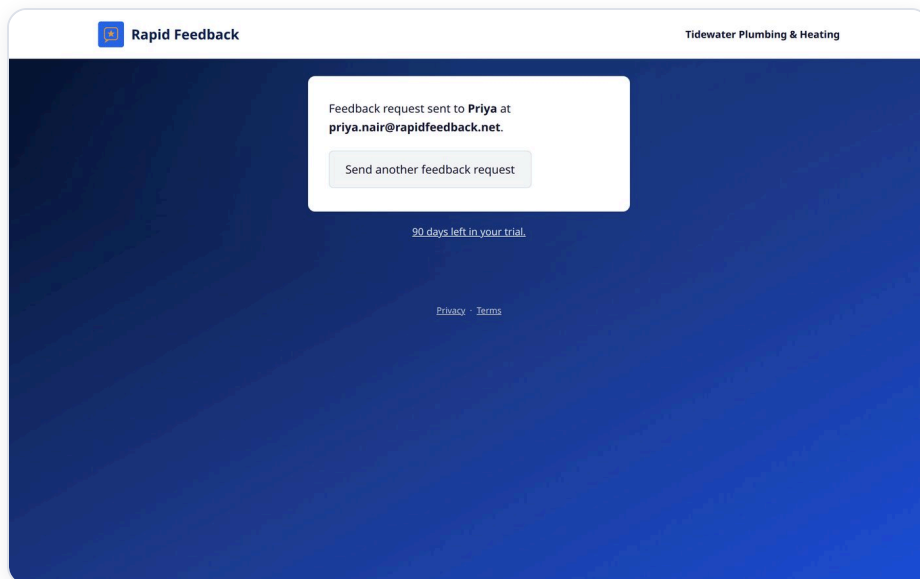


The image shows a web browser interface for 'Rapid Feedback' by 'Tidewater Plumbing & Heating'. The main heading is 'Request Customer Feedback'. Below this, there are four input fields: 'Customer first name \*', 'Customer email \*', 'Service date \*' (with a calendar icon), and 'What work was done? (optional)' (with a placeholder text 'e.g. furnace repair, pool cleaning'). At the bottom of the form are two buttons: 'Request Customer Feedback' (blue) and 'Preview the email' (white). Below the form, there is a status message '90 days left in your trial.' and links for 'Privacy' and 'Terms'.



The image shows a mobile app interface for 'Rapid Feedback' by 'Tidewater Plumbing & Heating'. The main heading is 'Request Customer Feedback'. Below this, there are four input fields: 'Customer first name \*', 'Customer email \*', 'Service date \*' (with a calendar icon), and 'What work was done? (optional)' (with a placeholder text 'e.g. furnace repair, pool cleaning'). At the bottom of the form are two buttons: 'Request Customer Feedback' (blue) and 'Preview the email' (white). Below the form, there is a status message '90 days left in your trial.' and links for 'Privacy' and 'Terms'.

You'll see **Feedback request sent to** your customer's name and email. Press **Send another feedback request** for the next one.



The image shows a web browser interface for 'Rapid Feedback' by 'Tidewater Plumbing & Heating'. The main heading is 'Feedback request sent to Priya at priya.nair@rapidfeedback.net.'. Below this, there is a button 'Send another feedback request'. Below the button, there is a status message '90 days left in your trial.' and links for 'Privacy' and 'Terms'.

What each field is for

| Field                                 | What to type             | Why it matters                                                                                                                                            |
|---------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer first name</b>            | <i>Priya</i>             | The email and the rating page greet them by name.                                                                                                         |
| <b>Customer email</b>                 | <i>priya@example.com</i> | Where the request goes. Double-check the spelling.                                                                                                        |
| <b>Service date</b>                   | The day of the job       | Shown as "your October 7 furnace tune-up", which helps them remember.                                                                                     |
| <b>What work was done? (optional)</b> | <i>furnace tune-up</i>   | Makes the email feel personal. If you leave it blank, we use your <a href="#">default description</a> , or simply your word for the work, like "service". |

## When to send

The best time is soon after the job, while it's fresh. Many businesses send from the truck before pulling away, or from the office at the end of the day. See [Good times to ask](#) for ideas.

### Good to know

Ask every customer, not just the ones you think were happy. Hearing from someone who wasn't happy gives you the chance to fix it. See [Fair to every customer](#).

## What happens after you press the button

1. Rapid Feedback writes the email (you can [preview it first](#)).
2. Make.com sends it from your Gmail or Outlook. You'll usually find a copy in your **Sent** folder.
3. If you have [follow-up reminders](#) turned on and the customer hasn't answered, one gentle reminder goes out a few days later.
4. When they answer, you [hear back](#).

If anything goes wrong while sending, you'll see a message right away. See [If a request didn't send](#).

# Preview the email first

See exactly what your customer will read, before you send.

1. Fill in the form as usual.
2. Press **Preview the email**. The **Email preview** opens below the form, with the subject line and the message.
3. If you use follow-up reminders, press **Show follow-up email preview** to see the reminder too.
4. Happy with it? Press **Request Customer Feedback**.

The preview updates as you type, so you can watch the name, date and job fill in.

**Rapid Feedback** Tidewater Plumbing & Heating

**Request Customer Feedback**

Customer first name \*  
Priya

Customer email \*  
priya.nair@rapidfeedback.net

Service date \*  
10/07/2026

What work was done? (optional)  
Furnace tune-up

**Request Customer Feedback**

**Preview the email**

**EMAIL PREVIEW**

Subject: **Priya, how was your October 7 service?**

Hi Priya,

Thanks for choosing us for your recent furnace tune-up. We appreciate your trust in us.

How did it go? About 10 seconds:  
[give.rapidfeedback.net/](https://give.rapidfeedback.net/)

Thanks,  
Dana  
Tidewater Plumbing & Heating

[Show follow-up email preview](#)

90 days left in your trial.

[Privacy](#) · [Terms](#)

## What the email says

Here's the feedback request for a customer named Priya, from Dana at Tidewater Plumbing & Heating:

**Subject:** Priya, how was your October 7 service?

Hi Priya,

Thanks for choosing us for your recent furnace tune-up. We appreciate your trust in us.

How did it go? About 10 seconds:

give.rapidfeedback.net/...

Thanks,

Dana

Tidewater Plumbing & Heating

It's short on purpose. Short, personal emails from someone you know get answered.

## What you can change

| Part of the email                                      | Where to change it                                                                          |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------|
| "your recent <b>furnace tune-up</b> "                  | The <b>What work was done?</b> box on the form, or your <a href="#">default description</a> |
| "how was your October 7 <b>service</b> " (the subject) | Your <a href="#">word for the work</a> : service, visit, appointment, and so on             |
| "We appreciate <b>your trust in us</b> "               | <a href="#">How should we say thanks?</a>                                                   |
| The signature, "Dana"                                  | <a href="#">Your name</a>                                                                   |
| "Tidewater Plumbing & Heating"                         | <a href="#">Business name</a>                                                               |

The rest of the wording is the same for everyone. It's been kept simple so it reads well on any phone.

### Good to know

The link in the email is unique to that one customer and that one job. It works for 90 days.

## Request Customer Feedback

Customer first name \*

Priya

Customer email \*

priya.nair@rapidfeedback.net

Service date \*

10/07/2026



What work was done? (optional)

Furnace tune-up

Request Customer Feedback

Preview the email

## EMAIL PREVIEW

Subject: **Priya, how was your October 7 service?**

Hi Priya,

Thanks for choosing us for your recent furnace tune-up. We appreciate your trust in us.

How did it go? About 10 seconds:

[give.rapidfeedback.net/](https://give.rapidfeedback.net/)

Thanks,  
Dana  
Tidewater Plumbing & Heating

[Hide follow-up email preview](#)Subject: **Priya, how did October 7 go?**

Hi Priya,

Checking in on your October 7 furnace tune-up. Still about 10 seconds if you have them:

[give.rapidfeedback.net/](https://give.rapidfeedback.net/)

Thanks,  
Dana  
Tidewater Plumbing & Heating

[90 days left in your trial.](#)[Privacy](#) · [Terms](#)

# Follow-up reminders

Busy people miss emails. One polite reminder makes it easy for them to answer.

## How it works

- If your customer hasn't answered after a few days (3 days unless you change it), Rapid Feedback sends **one** reminder from your inbox.
- Only one. Never more.
- If they've already answered, no reminder goes out.
- If your page is [paused](#), reminders pause too.

The reminder looks like this:

**Subject:** Priya, how did October 7 go?

Hi Priya,

Checking in on your October 7 furnace tune-up. Still about 10 seconds if you have them:

[give.rapidfeedback.net/...](https://give.rapidfeedback.net/...)

Thanks,

Dana

Tidewater Plumbing & Heating

It uses the same link as the first email.

## Turn reminders on or off, or change the timing

1. Open [Settings](#) and choose the **Wording** tab.
2. Tick or untick **Send a single follow-up reminder if the customer doesn't give feedback.**
3. If it's on, set **Send the reminder after how many days?** Anything from 1 to 30 days.
4. Press **Save**.

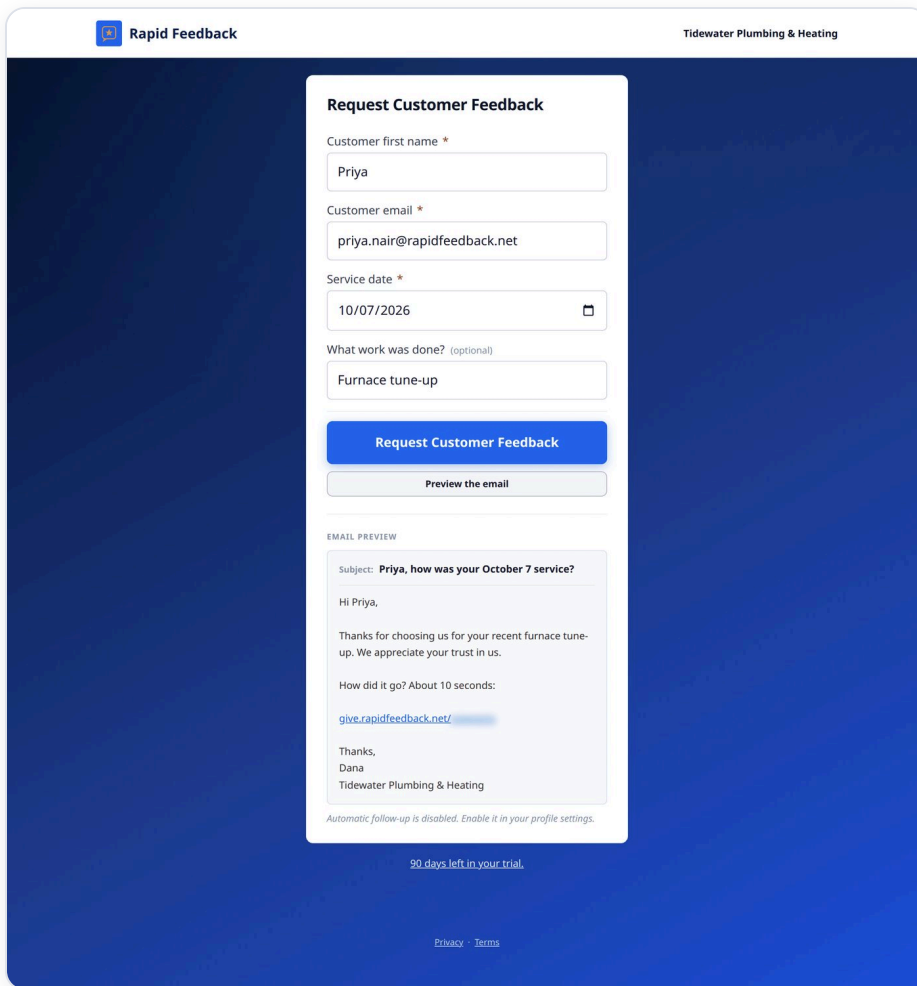
See [Wording](#) for a picture.

## Good to know

The timing is set when you send each request. Changing the number of days later doesn't move reminders that are already scheduled. Turning reminders **off** does stop any that haven't gone out yet.

## If reminders are off

The email preview on your page will say *"Automatic follow-up is disabled."* To turn it back on, use the **Wording** tab in Settings, as above.



The screenshot displays the Rapid Feedback interface for 'Tidewater Plumbing & Heating'. It features a 'Request Customer Feedback' form with the following fields: 'Customer first name' (Priya), 'Customer email' (priya.nair@rapidfeedback.net), 'Service date' (10/07/2026), and 'What work was done?' (Furnace tune-up). Below the form are buttons for 'Request Customer Feedback' and 'Preview the email'. An 'EMAIL PREVIEW' section shows a sample email with the subject 'Priya, how was your October 7 service?', a greeting, a thank you message, a survey link (give.rapidfeedback.net/), and a signature from Dana at Tidewater Plumbing & Heating. A note at the bottom of the preview states 'Automatic follow-up is disabled. Enable it in your profile settings.' At the very bottom of the interface, it says '90 days left in your trial.' and provides links for 'Privacy' and 'Terms'.

**Rapid Feedback** Tidewater Plumbing & Heating

### Request Customer Feedback

Customer first name \*  
Priya

Customer email \*  
priya.nair@rapidfeedback.net

Service date \*  
10/07/2026

What work was done? (optional)  
Furnace tune-up

**Request Customer Feedback**

Preview the email

EMAIL PREVIEW

Subject: Priya, how was your October 7 service?

Hi Priya,

Thanks for choosing us for your recent furnace tune-up. We appreciate your trust in us.

How did it go? About 10 seconds:  
[give.rapidfeedback.net/](https://give.rapidfeedback.net/)

Thanks,  
Dana  
Tidewater Plumbing & Heating

Automatic follow-up is disabled. Enable it in your profile settings.

90 days left in your trial.

[Privacy](#) · [Terms](#)

# If a request didn't send

Rapid Feedback checks every send with Make.com and tells you right away if something went wrong. Here's what each message means.

## Red message: the email did not send

*There was a problem and the email did not send.*

Make.com couldn't send this email. Your customer did **not** get it.

1. Read the **Details:** part of the message, if there is one. It often says what's wrong.
2. Press **Resend** to try again.
3. Still red? The usual cause is the Make.com connection. See [Sending problems](#).

The screenshot shows the Rapid Feedback app interface. At the top, there's a header with the Rapid Feedback logo and the text 'Tidewater Plumbing &...'. Below this, a red error message box states: 'There was a problem and the email did not send. Details: Webhook not found. You can email hello@rapidfeedback.net for help.' A 'Resend' button is located below the error message. Below the error message is a 'Request Customer Feedback' form. The form has the following fields: 'Customer first name' (with a red asterisk) containing 'Priya', 'Customer email' (with a red asterisk) containing 'priya.nair@rapidfeedback.net', 'Service date' (with a red asterisk) containing '10/07/2026' and a calendar icon, and 'What work was done? (optional)' containing 'Furnace tune-up'. At the bottom of the form are two buttons: 'Request Customer Feedback' and 'Preview the email'. Below the form, there's a status bar that says '90 days left in your trial.' and links for 'Privacy' and 'Terms'.

## Yellow message: we couldn't confirm

*We could not confirm Make received the send. The customer may already have it — don't Resend unless you are sure.*

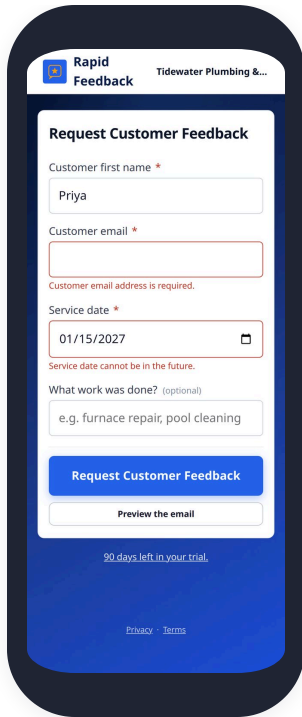
The request reached Make.com, but the answer back was slow, so we can't be sure it went out. Most of the time it did.

1. Check your inbox's **Sent** folder for the email.
2. If it's there, you're done. Don't press **Resend**, or your customer gets two.
3. If it isn't there after a few minutes, press **Resend**.

The screenshot shows the 'Rapid Feedback' app interface for 'Tidewater Plumbing &...'. At the top, there's a status message: 'We could not confirm Make received the send. The customer may already have it — don't Resend unless you are sure. Details: Operation timed out after 15001 milliseconds with 0 bytes received. You can email hello@rapidfeedback.net for help.' Below this is a 'Resend' button. The main section is titled 'Request Customer Feedback' and contains a form with the following fields: 'Customer first name' (filled with 'Priya'), 'Customer email' (filled with 'priya.nair@rapidfeedback.net'), 'Service date' (filled with '10/07/2026'), and 'What work was done?' (optional, filled with 'Furnace tune-up'). Below the form are two buttons: 'Request Customer Feedback' and 'Preview the email'. At the bottom, there's a footer with '90 days left in your trial', 'Privacy', and 'Terms'.

## Messages under a field

If a box is missing something, a short note appears under it, like *"Customer email address is required."* or *"Service date cannot be in the future."* Fix the box and press **Request Customer Feedback** again.



## "Too many feedback requests"

*You have submitted too many feedback requests in a short period of time. Please wait a while before trying again.*

To protect your inbox from spam filters, there's a limit on how many requests can go out in a short time. Wait a little while, then carry on. Sending a big batch from an old list isn't a good fit for Rapid Feedback. It works best one job at a time.

## Something else

If the page says *"Something went wrong. Please try again."*, try again in a minute. If it keeps happening, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) with the time and the customer's first name, and we'll look into it.

# Using Rapid Feedback on your phone

Your Rapid Feedback page works in your phone's web browser. No app to download. Send a request before you pull out of the driveway.

## Add your page to your home screen

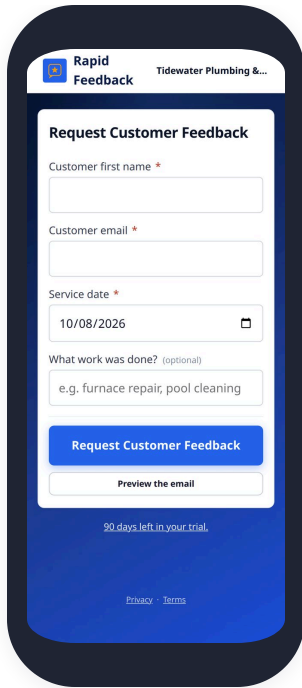
Then it opens with one tap, just like an app.

### iPhone (Safari)

1. Open your Rapid Feedback page in **Safari**.
2. Tap the **Share** button (the square with an arrow pointing up).
3. Scroll down and tap **Add to Home Screen**.
4. Tap **Add**.

### Android (Chrome)

1. Open your Rapid Feedback page in **Chrome**.
2. Tap the **⋮** menu in the top corner.
3. Tap **Add to Home screen** (on some phones, **Install app**).
4. Tap **Add**.



## Tips for sending on the go

- **Ask for the email while you're there.** "Can I send you a quick two-question check-in?" Most people say yes.
- **Type the email carefully.** Phone keyboards love to "fix" email addresses.
- **The date is already today,** so you only need the name and email.
- **Set a [default description](#)** if most of your jobs are the same kind. It fills in for you.



### Good to know

Your page address is like a key to your sending page. Share it only with people who send requests for you. If you'd like an extra lock on shared phones or tablets, ask us for a [PIN](#).

# Using a PIN on shared devices

A PIN is an optional 6-digit code that locks your sending page. It's handy if your page is open on a shared tablet or a phone that gets passed around.

## Getting a PIN

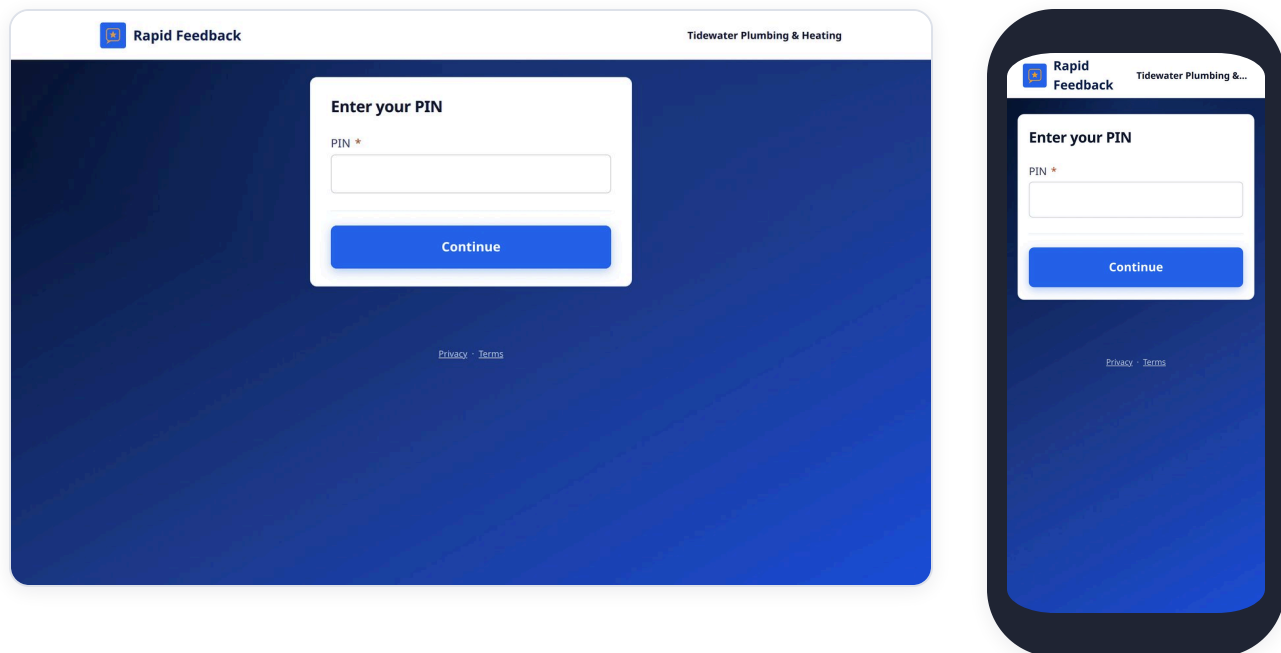
We set PINs for you. Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) from the email address on your account, and tell us you'd like one. We'll set it up and reply with the next steps. To change or remove a PIN, email us the same way.

## Entering your PIN

With a PIN on, your page shows **Enter your PIN** first.

1. Type your 6 digits into **PIN**.
2. Press **Continue**.

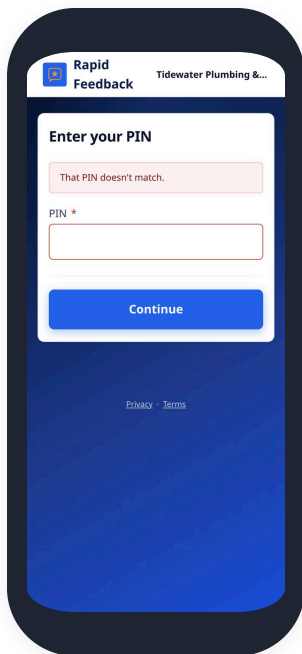
That browser remembers it for about a year, so you won't be asked every time.



## If the PIN doesn't work

- *"That PIN doesn't match."* Check the digits and try again.

- *"Too many tries. Wait a few minutes and try again."* For safety, the page pauses after several wrong tries.
- **Forgot it?** Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll help.



#### Good to know

When your PIN changes, every device needs the new PIN once. Your [Settings](#) use a separate emailed sign-in link, not the PIN.

# Good times to ask

You don't need a new system. Pick a moment that already happens after every job, and ask then.

## Two easy moments

1. **When you finish the job, before you leave.** In the driveway or in the truck. The visit is fresh in everyone's mind.
2. **When you send the invoice.** Whoever handles billing sends the request at the same time.

Pick one and stick with it. That's the whole habit.

## Make it part of the routine

- **Ask everyone.** Every customer, every job. Don't pick and choose. See [Fair to every customer](#).
- **Ask for the email up front.** At booking or at the door, the way you'd ask for a phone number.
- **Share the job.** In the office, one person can send for the whole team. On the road, each person can send for their own jobs from the [same page](#).
- **Keep it personal.** A short job description like *heat pump install* makes the email feel like it's from a person, because it is.
- **Answer every unhappy reply.** That's where Rapid Feedback earns its keep. See [When a customer isn't happy](#).

## What to say in person

You don't need a script, but some people like one:

"I'll send you a quick email to see how everything went. It takes about ten seconds. If anything's not right, that's the fastest way to tell me."

### Good to know

Rapid Feedback helps you ask every customer, consistently. What customers say, and whether they leave a Google review, is always up to them.

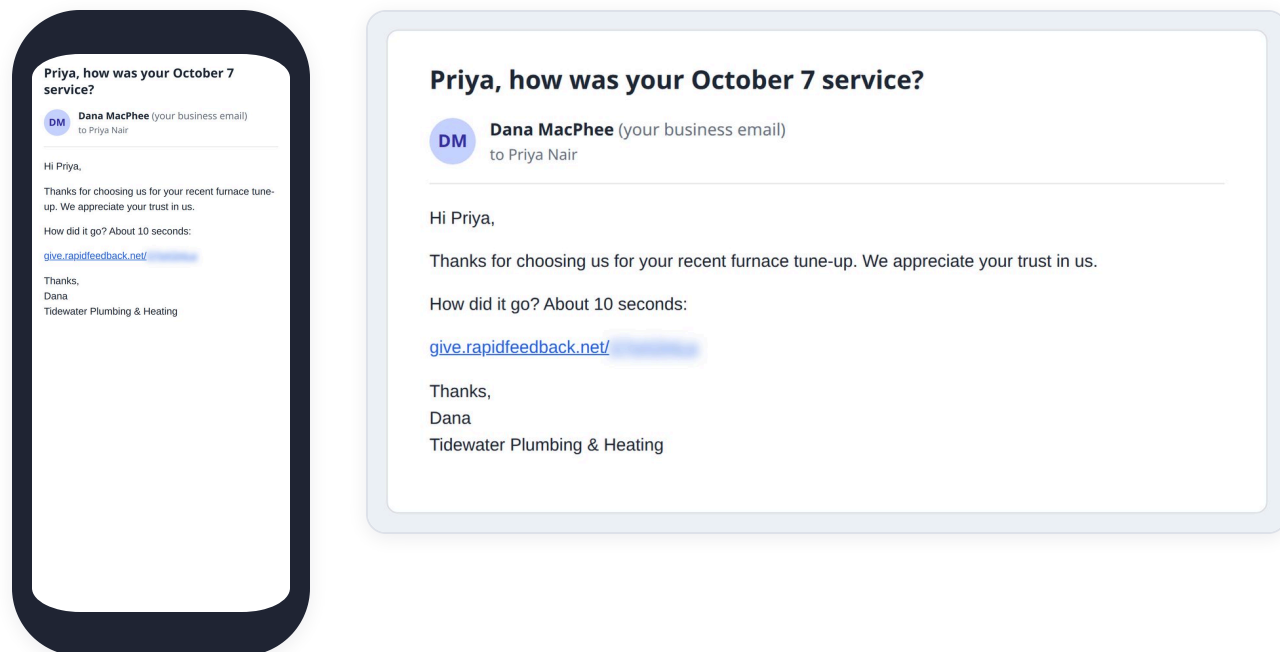
# What your customers see

# What your customers see

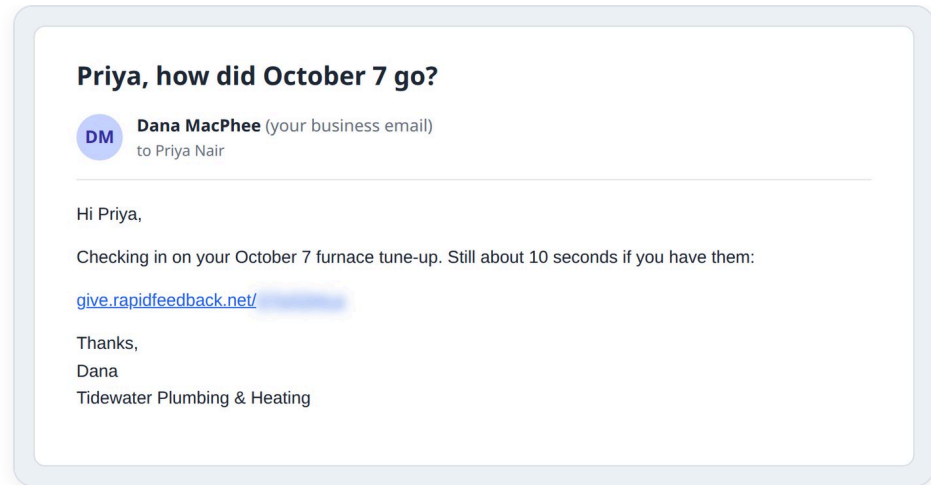
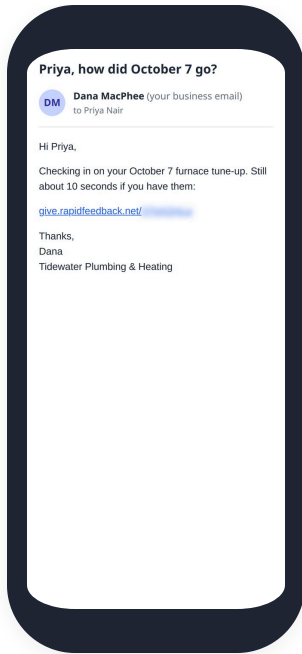
For your customer, it's one email and one quick page. About ten seconds, start to finish.

## The email they get

The feedback request comes from **your** email address, with **your** name at the bottom. It doesn't mention Rapid Feedback or Google. To your customer, it's a short note from the business they just hired.



If they don't answer and you have [reminders](#) on, they get one short reminder after the number of days you choose (1–30).



## The steps, from their side

1. **They tap the link** in your email. A page opens at `give.rapidfeedback.net`, showing your business name.
2. **They rate the job**: Very good, Good, Poor or Very poor.
3. **They see a thank-you page**. What it shows depends on their answer:
  - **After a good rating**, the Google review button comes first, with room for an optional note.
  - **After a poor rating**, a box to tell you what happened comes first, and the Google button is still there below it.
4. **That's it**. No account, no password, nothing to download.

In this part:

- [Rating the job](#)
- [After a good rating](#)
- [After a poor rating](#)
- [Private notes](#)
- [Used, expired or paused links](#)
- [Fair to every customer](#)

# Rating the job

One question, four answers, one button.

The page greets your customer by name and reminds them of the job, for example **"Priya, how was your October 7 furnace tune-up?"** If the job description is missing, it simply asks **"How did things go?"**

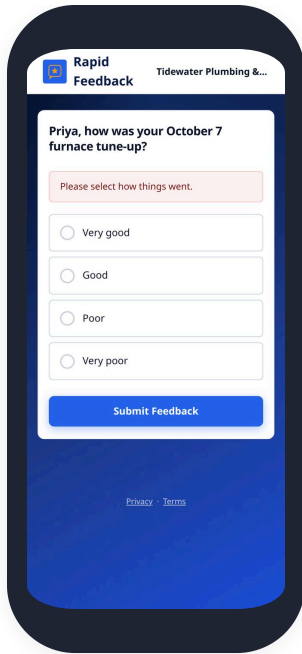
They choose one of:

- **Very good**
- **Good**
- **Poor**
- **Very poor**

Then they press **Submit Feedback**.

The image displays three mockups of the 'Rapid Feedback' form. The first two are mobile phone screens, and the third is a desktop browser window. All three show the same interface: a header with the 'Rapid Feedback' logo and 'Tidewater Plumbing & Heating' text, a question 'Priya, how was your October 7 furnace tune-up?', four radio button options ('Very good', 'Good', 'Poor', 'Very poor'), a 'Submit Feedback' button, and a footer with 'Privacy' and 'Terms' links. In the mobile versions, the 'Very good' option is selected. The desktop version shows the form centered on a dark blue background.

If they press **Submit Feedback** without choosing, the page asks *"Please select how things went."*



## What you hear about it

- **Poor** or **Very poor**: we email you straight away. See [When a customer isn't happy](#).
- **Very good** or **Good**: it's counted in your [weekly recap](#). You get an email only if they also write you a [note](#).

### Good to know

Each link can be rated once. If your customer opens it again, they see **Already Submitted**, with the same choices to leave a review or a note. See [Used, expired or paused links](#).

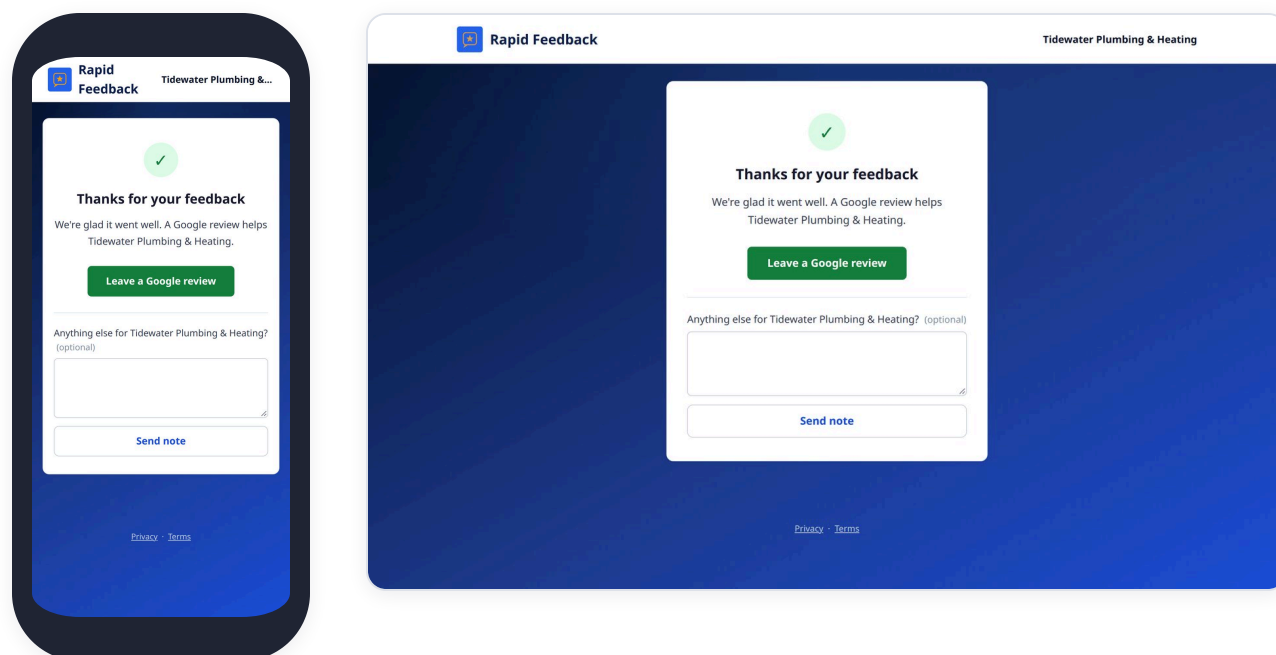
# After a good rating

When a customer chooses Very good or Good, the next page thanks them and makes it easy to leave you a Google review.

They see **Thanks for your feedback** and *"We're glad it went well. A Google review helps [your business]."*

Below that:

1. **Leave a Google review.** One tap opens your Google review page in a new tab. They write the review on Google, in their own words.
2. **Anything else for [your business]? (optional).** A box for a private note, with a **Send note** button. Only you see it.



Your customer can do either, both, or neither. There's no pressure.

## Good to know

We can't see whether a customer actually posts a Google review, and we never post one for them. Your [weekly recap](#) shows your Google review count and star rating, so you can see how things are going over time.

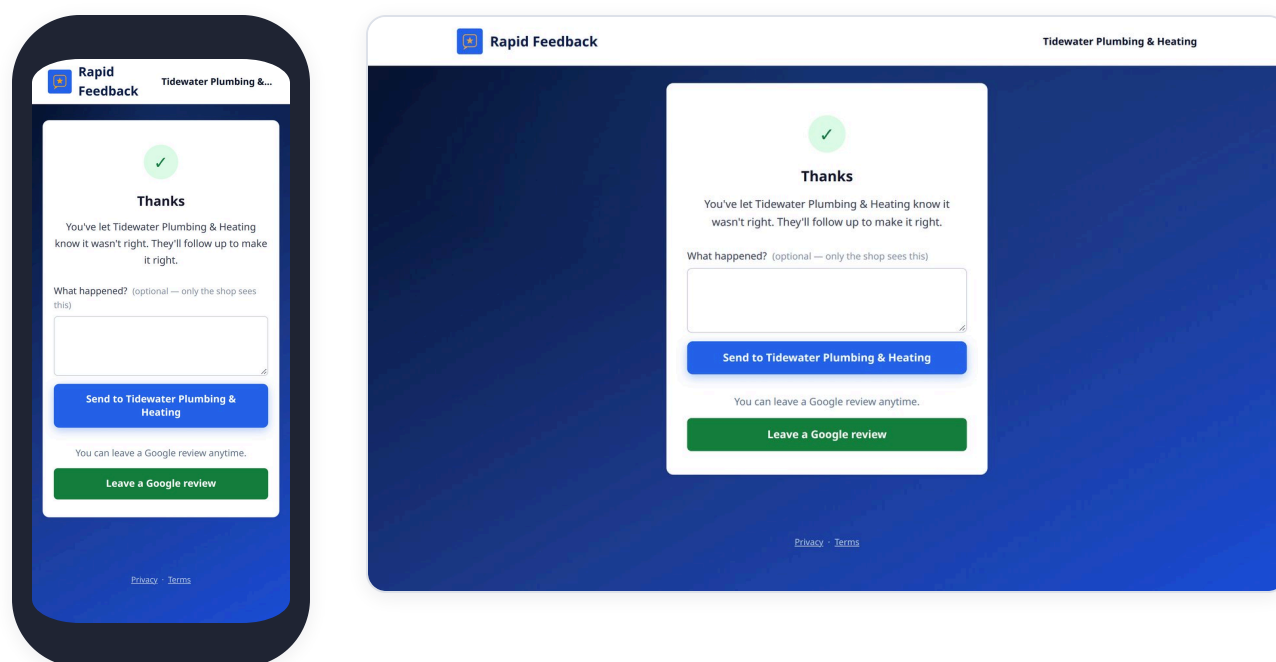
# After a poor rating

When a customer chooses Poor or Very poor, the next page lets them tell you what happened, privately. The Google review button is still there for them.

They see **Thanks** and *"You've let [your business] know it wasn't right. They'll follow up to make it right."*

Below that:

1. **What happened?** (*optional — only the shop sees this*). A box to explain, with a **Send to [your business]** button.
2. **You can leave a Google review anytime.** The same **Leave a Google review** button every customer gets.



## What happens on your side

- The moment they press **Submit Feedback** with a poor rating, we email you: *"[Customer] was not happy"*.
- If they also write what happened, a second email follows with their words: *"[Customer] added details"*.
- Replying to either email goes straight to your customer.

See [When a customer isn't happy](#) for what to do next.

 **Heads up**

The thank-you page tells your customer you'll follow up. Please do. A quick call or reply is often all it takes.

# Private notes

After rating the job, any customer can write you a note. Notes are private: they come to you by email and nowhere else.

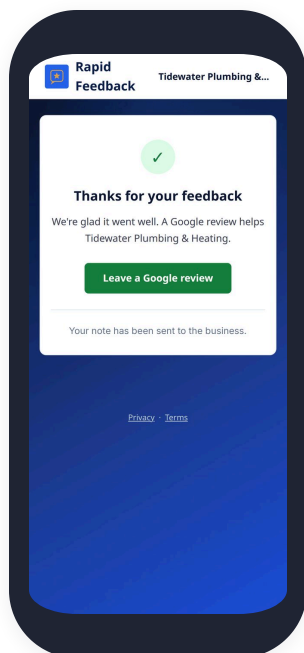
## Who sees a note

Only you, at the email address on your account. Notes are never posted anywhere. They don't go to Google.

## What your customer sees

- After a good rating, the box is called **Anything else for [your business]?** and the button is **Send note**.
- After a poor rating, the box is called **What happened?** and the button is **Send to [your business]**.

Once they send it, the page says *"Your note has been sent to the business."* If they open the link again later, or try to send another note, it says *"You already sent a note to the shop."* Each link takes one note.



If they press the button with an empty box, they see *"Please add a note, or skip this step."*

## What you get

| They rated        | They wrote a note | You get                                                                                    |
|-------------------|-------------------|--------------------------------------------------------------------------------------------|
| Very good or Good | Yes               | <i>"[Customer] left a private note"</i> with their words                                   |
| Poor or Very poor | Yes               | <i>"[Customer] added details"</i> with their words, after the <i>"was not happy"</i> alert |

Reply to the email and your reply goes to your customer. See [Notes from happy customers](#) and [When a customer isn't happy](#).



#### Tip

A note from a happy customer is a lovely thing to share with your team.

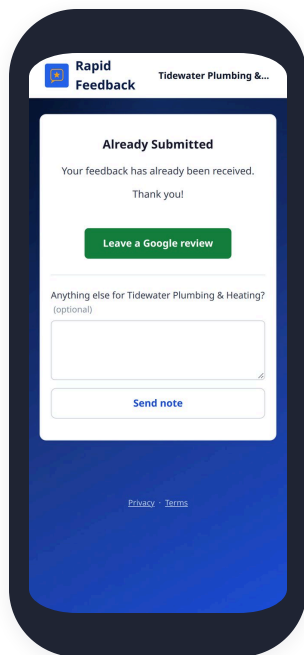
# Used, expired or paused links

Every feedback link belongs to one customer and one job. Here's what a customer sees if they open one that's already used, too old, or paused.

## Already used

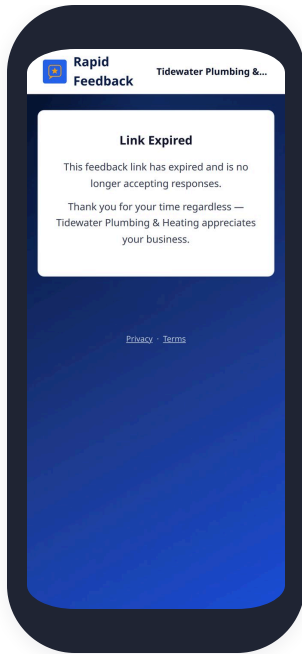
**Already Submitted.** *"Your feedback has already been received. Thank you!"*

Below that, they can still press **Leave a Google review**, or send a note if they haven't yet. They can't change their rating.



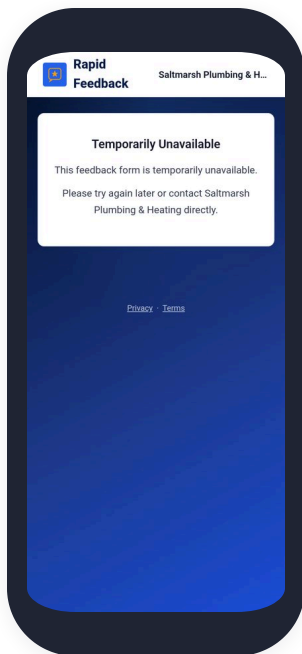
## Expired

Links work for **90 days**. After that, customers see **Link Expired**, with a thank-you from your business.



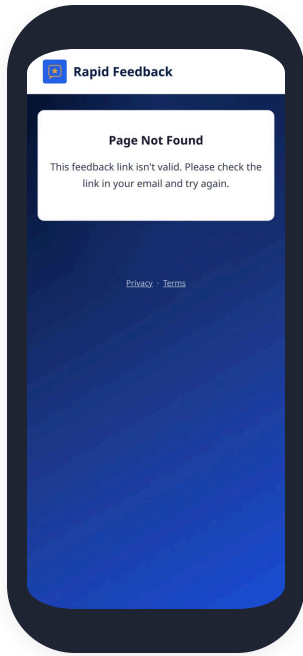
## Your page is paused

If your [plan is paused](#), customers who open a link see **Temporarily Unavailable** and *"Please try again later or contact [your business] directly."* Links work again as soon as your page is back on.



## A broken link

If a link has been cut short or mistyped, customers see **Page Not Found** and a request to check the link in their email. If a customer tells you this happened, you can send them a new request.



# Fair to every customer

Rapid Feedback treats every customer the same way. Here's how, and why it matters.

## Everyone is offered your Google link

Every customer sees the **Leave a Google review** button, whatever they answer. After a good rating it comes first. After a poor rating it comes after the box for telling you what happened. It's never hidden.

## Ask every customer

Please send a request after every job, not only when you think it went well. That's how the whole thing works best:

- **You find out about problems while you can still fix them.** A customer who hears back from you quickly can end up feeling better about your business than before.
- **It's honest.** Google's review policies ask businesses not to pick and choose who they invite to review. Asking everyone, and offering everyone the same link, fits that.
- **It's simpler.** No deciding, no second-guessing. Every job, one request.

## What we never do

- We never write, edit, post or remove reviews.
- We never stop an unhappy customer from reviewing you.
- We never share your customers' answers or notes with anyone else.

### ” From an unhappy-customer alert

People don't expect perfection. They appreciate it when somebody owns a mistake and is willing to make it right.

# Hearing back

# Hearing back from customers

Feedback comes to you by email, at the address on your account. There's nothing to log in and check.

## When you'll get an email

| Your customer...                                        | You get                                                   |
|---------------------------------------------------------|-----------------------------------------------------------|
| rates the job <b>Poor</b> or <b>Very poor</b>           | "[Customer] was not happy", right away                    |
| then writes what happened                               | "[Customer] added details", with their words              |
| rates <b>Very good</b> or <b>Good</b> and writes a note | "[Customer] left a private note", with their words        |
| rates <b>Very good</b> or <b>Good</b> with no note      | No email. It's counted in your weekly recap               |
| doesn't answer                                          | No email. It shows in your weekly recap as a request sent |

Plus, in any week you've sent requests or had answers, you get [Your Rapid Feedback week](#), a short recap with your numbers.

### Good to know

Feedback emails come from **feedback@rapidfeedback.net**, with your customer's first name in the sender name, like "*Priya via Rapid Feedback*". Press **Reply**, and your reply goes straight to your customer's email, not to us.

## Where to find past feedback

Your Rapid Feedback page is for sending. It doesn't keep a list of past answers. Your feedback emails are your record, so:

- **Keep them.** Don't delete feedback emails.
- **Make a folder or label** called "Customer feedback" and file them there.
- **Search your inbox** for "via Rapid Feedback" to find them all at once.

## Make sure they reach you

Add **feedback@rapidfeedback.net** to your contacts so these emails never land in spam. See [Making sure our emails reach you](#).

In this part:

- [When a customer isn't happy](#)
- [Notes from happy customers](#)
- [Your weekly recap](#)

# When a customer isn't happy

This is the most valuable email Rapid Feedback sends you. It's your chance to make things right.

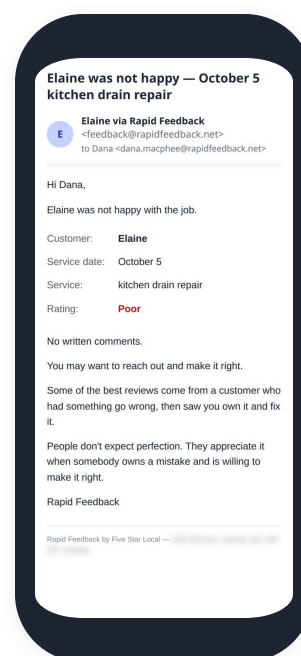
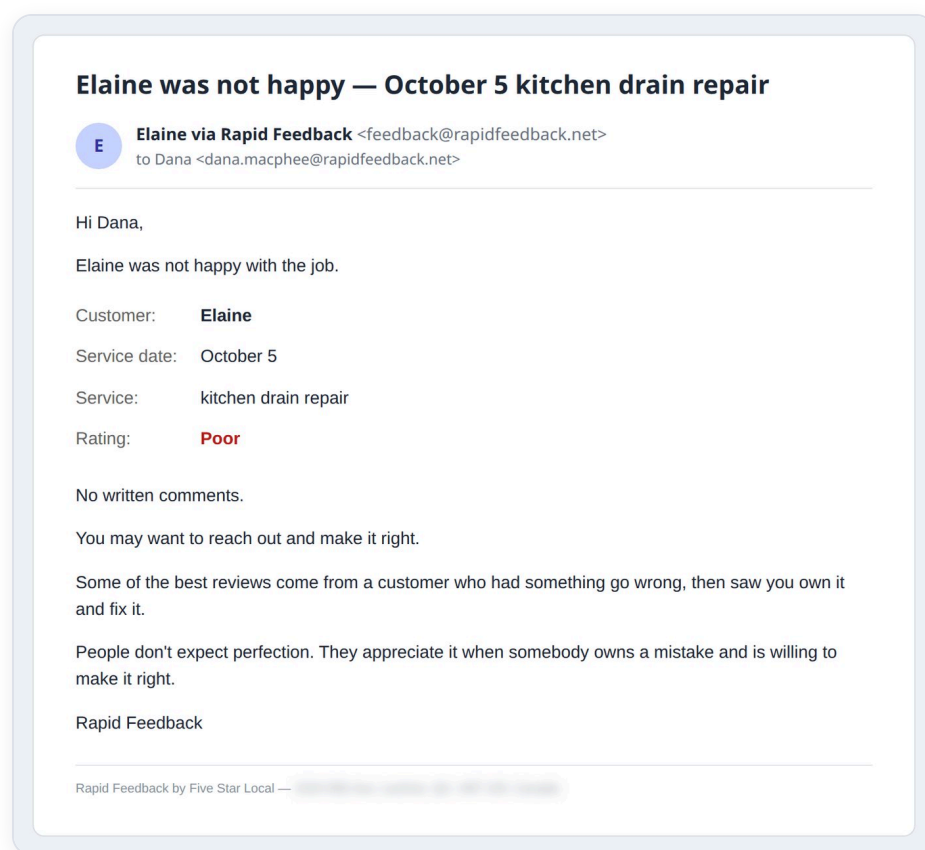
## The alert

As soon as a customer chooses **Poor** or **Very poor**, we email you:

**From:** Elaine via Rapid Feedback

**Subject:** Elaine was not happy — October 2 kitchen drain repair

It shows the customer's name, the date, the job (if you typed one) and their rating. At that moment they haven't written anything yet, so it says *"No written comments."*

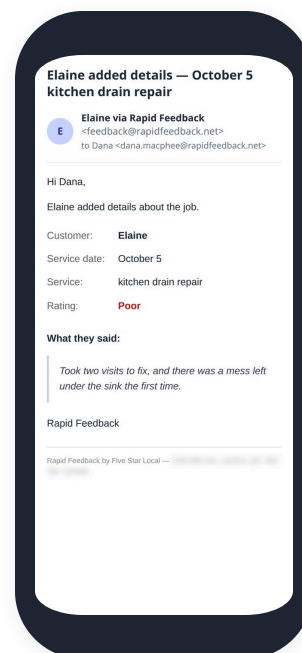
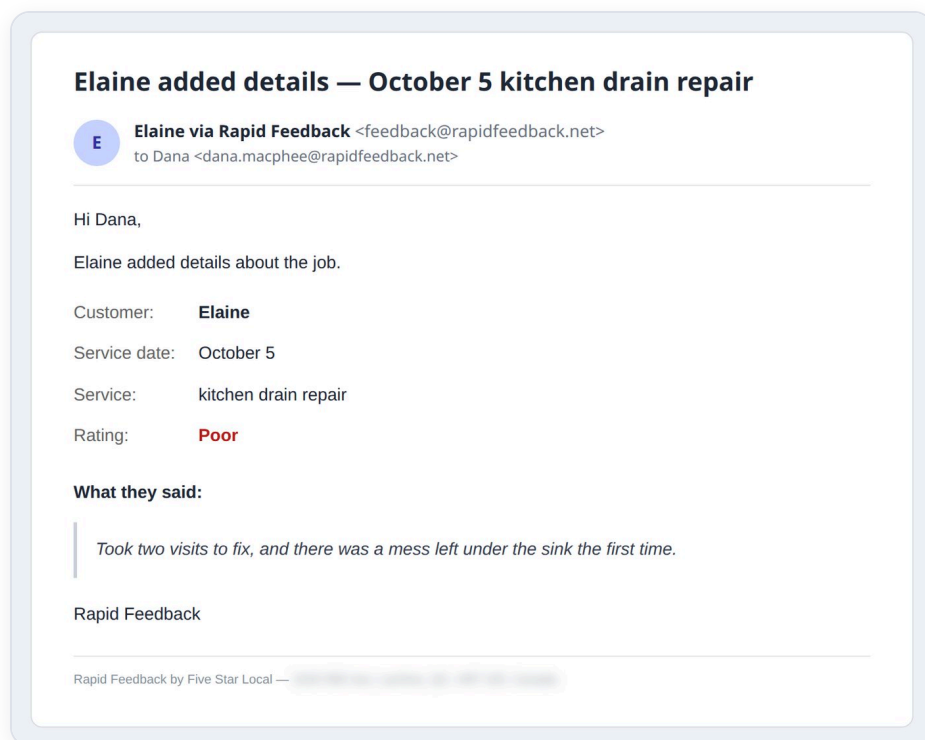


## The details

If your customer then writes what happened, a second email follows:

**Subject:** Elaine added details — October 2 kitchen drain repair

It includes their words exactly as they wrote them.



## What to do next

1. **Reply soon.** Press **Reply** on either email. Your reply goes straight to your customer.
2. **Thank them for telling you.** They chose to tell you first. That's a good sign.
3. **Own it.** If something went wrong, say so plainly.
4. **Offer a fix.** A return visit, a call, an adjustment. Whatever fits.
5. **Follow through.** Do what you said.

### A simple reply

"Hi Elaine, thank you for letting me know, and I'm sorry the first visit didn't go the way it should have. I'd like to make it right. Could I call you today? — Dana"

People don't expect perfection. They appreciate it when somebody owns a mistake and is willing to make it right.



#### **Good to know**

Your customer was also shown your Google review link, the same as every customer. Whether they use it is up to them. Reaching out quickly and kindly is the best thing you can do either way.

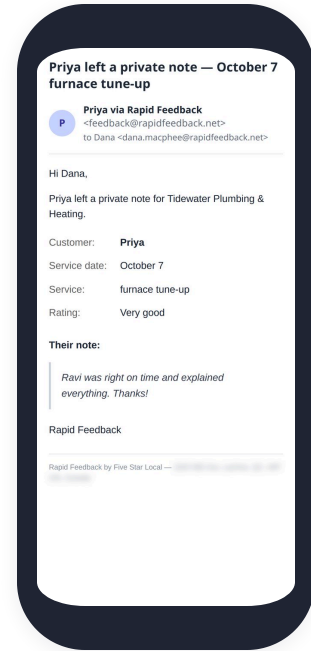
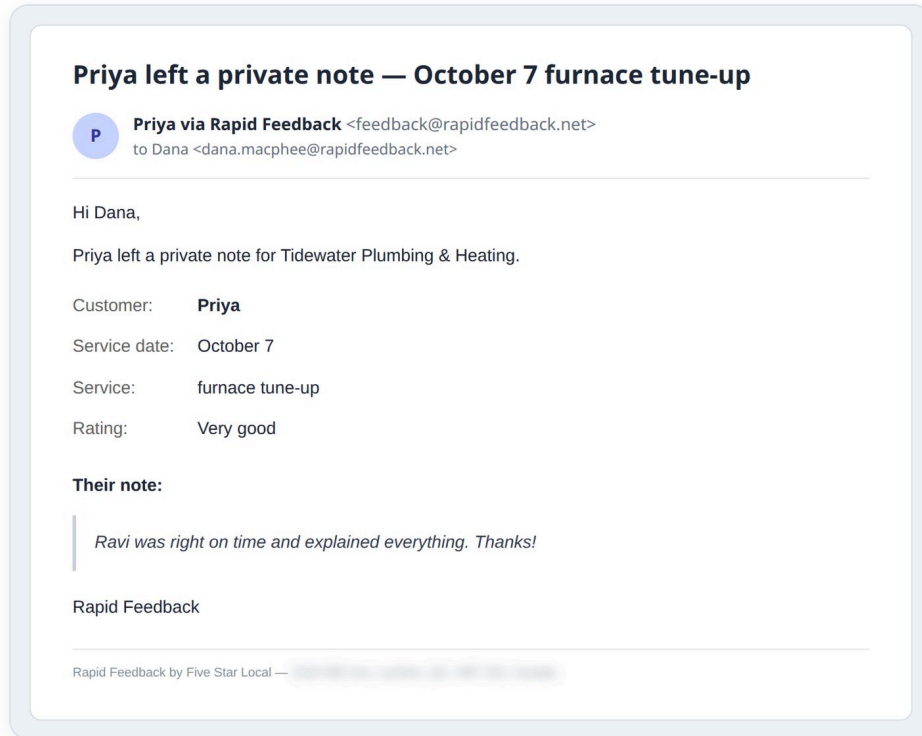
# Notes from happy customers

When a happy customer writes you a note, it comes straight to your inbox.

**From:** Priya via Rapid Feedback

**Subject:** Priya left a private note — October 7 furnace tune-up

The email has their rating and their words. Press **Reply** to answer them directly.



## Ideas for using notes

- **Share them with your team.** "Ravi was right on time and explained everything" means a lot to Ravi.
- **Reply with a thank-you.** One line is plenty.
- **Look for patterns.** If several notes mention the same thing, good or bad, it's worth knowing.

### Good to know

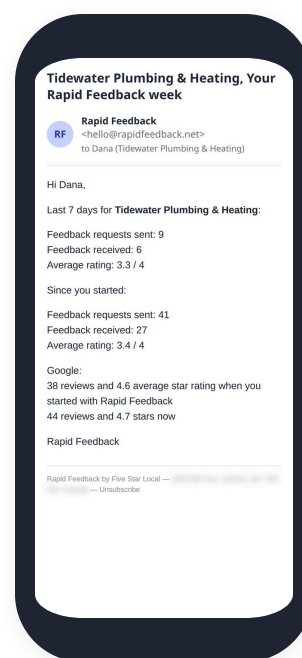
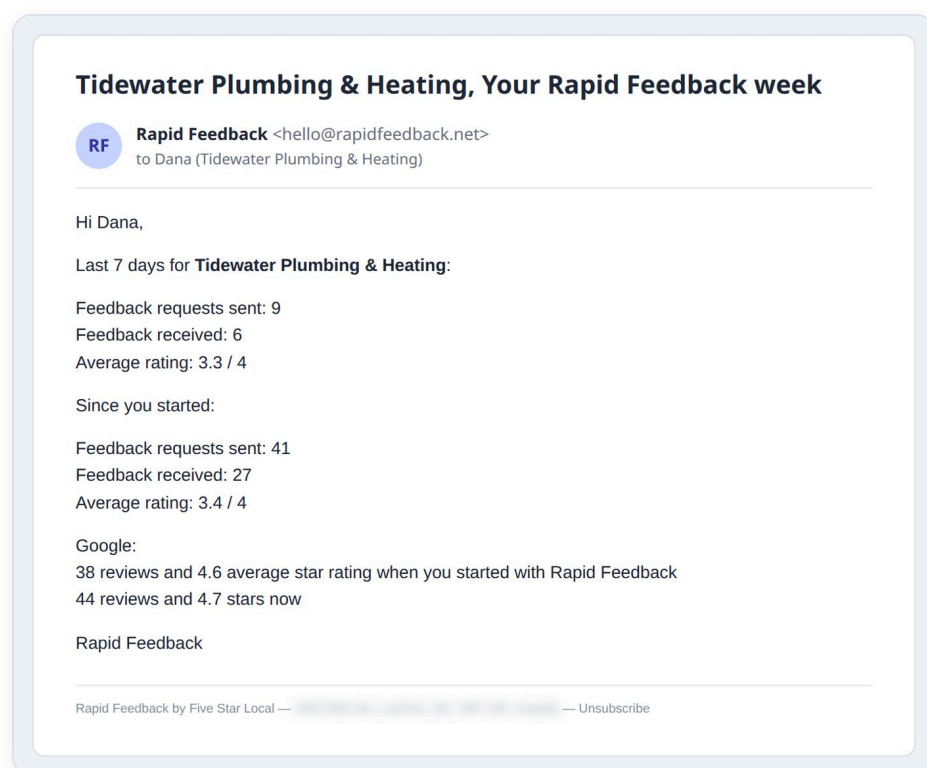
A note is private, sent only to you. If you'd like to quote a customer anywhere public, ask them first.

# Your weekly recap

A short email with your numbers, in any week you've been busy.

## When it comes

- Once a week, on the same weekday you signed up.
- Only if, in the last 7 days, you sent at least one request or a customer answered. Quiet weeks don't get a recap.
- It comes from **hello@rapidfeedback.net**, called "*[your business], Your Rapid Feedback week*".



## Reading the numbers

**Last 7 days** and **Since you started** each show:

- **Feedback requests sent:** how many customers you asked.
- **Feedback received:** how many answered.
- **Average rating:** out of 4, where 4 is *Very good* and 1 is *Very poor*. It only appears when someone answered.

**Google** (when we can read your Google listing) shows two lines:

- your number of Google reviews and average star rating **when you started** with Rapid Feedback,
- the same numbers **now**.

 **Good to know**

Rapid Feedback ratings are out of **4**. Google stars are out of **5**. They're different scales, so they're shown separately.

## If the Google lines are missing

Sometimes we can't read the numbers from your Google review link, and the Google lines are left out. Everything else still works. If you'd like them, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll take a look.

## Turning it off

The recap comes from hello@, the same as our tips. To stop them, use **Unsubscribe** at the bottom of any hello@ email. See [Unsubscribing](#).

# Settings

# Opening settings

Settings is where you change your business name, your signature, the wording of your emails, and your billing. For safety, you open it with a link we email you.

## Your settings address

Settings lives at your page address with `/settings` on the end:

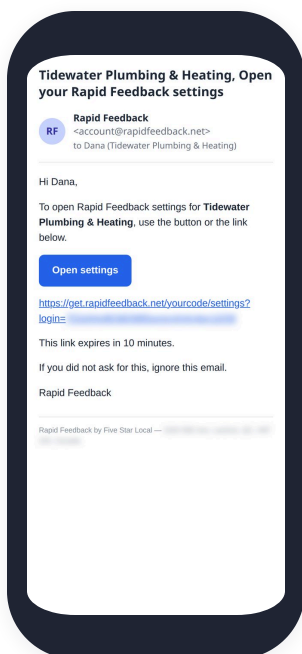
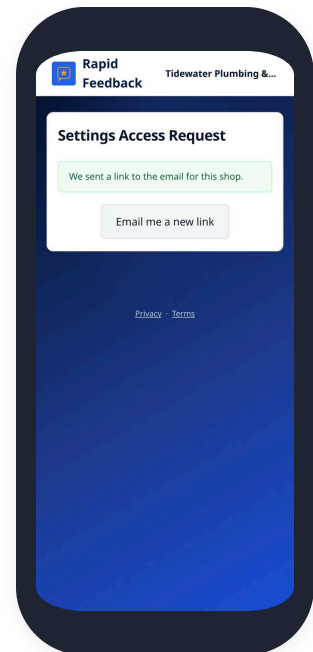
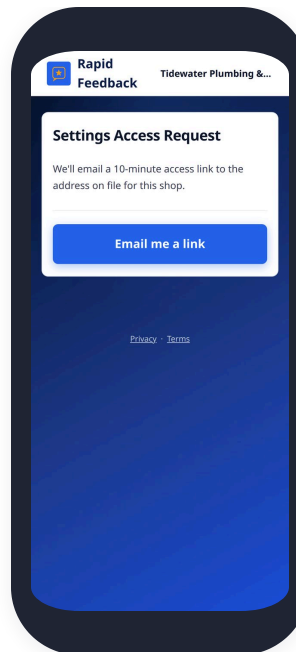
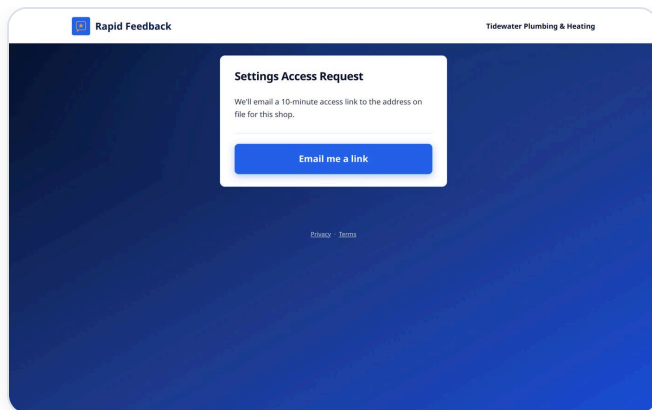
```
get.rapidfeedback.net/yourcode/settings
```

### Bookmark it

There's no Settings button on your sending page, so save this address as a bookmark. The quickest way to find it the first time: take your page address from your *"your Rapid Feedback page is ready"* email and add `/settings`.

## Sign in with an emailed link

1. Open your settings address. You'll see **Settings Access Request**.
2. Press **Email me a link**. We send a link to the email address on your account.
3. Open the email *"[your business], Open your Rapid Feedback settings"* and click the link **within 10 minutes**.
4. You're in. That browser stays signed in to settings for 7 days.



Link too old? Go back and press **Email me a new link**.

#### Good to know

Right after setup, the **Review or tweak your settings** link on the **You're all set!** screen takes you straight in, no email needed.

## The four tabs

| Tab                     | What's there                                                                            |
|-------------------------|-----------------------------------------------------------------------------------------|
| <a href="#">Profile</a> | Business name, your name (your signature), your email                                   |
| <a href="#">Wording</a> | What you call your work, a default description, the thank-you line, follow-up reminders |
| <a href="#">Links</a>   | Your Google review link (view only) and your Make.com connection                        |
| <a href="#">Billing</a> | Your trial, your card, and managing billing                                             |

Make your changes and press **Save**. You'll see **Saved.** at the top. The Billing tab has its own buttons and no **Save**.

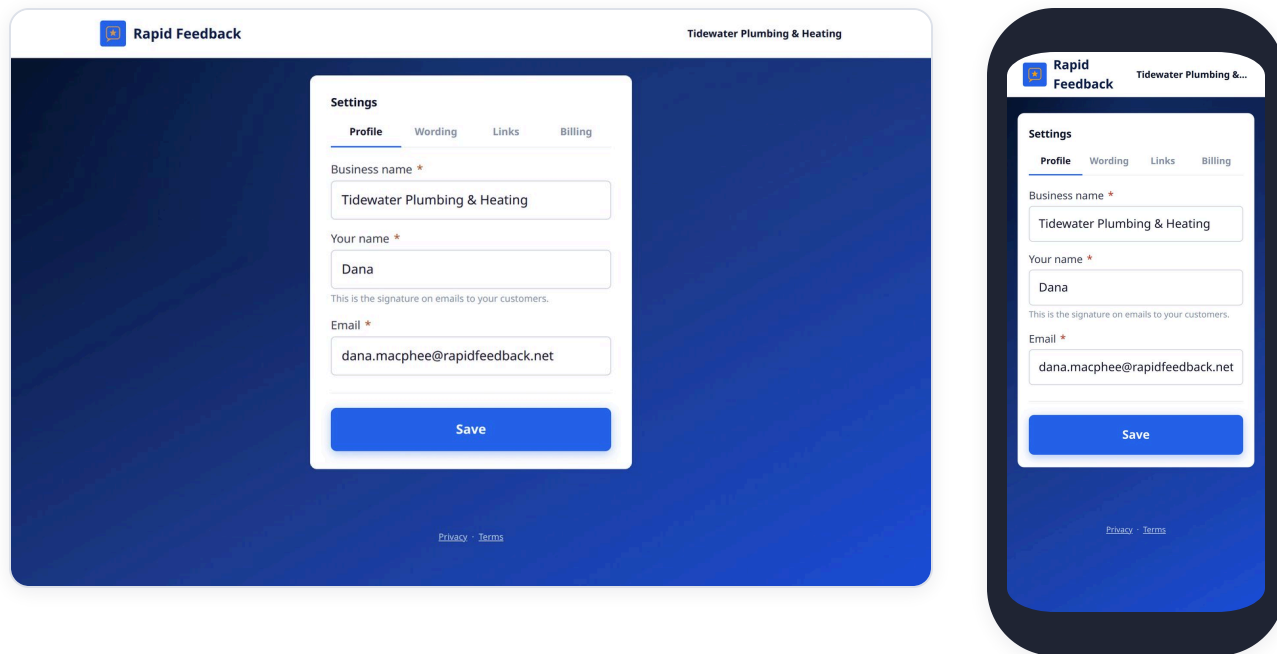
The screenshot shows the 'Settings' modal for 'Rapid Feedback' with the 'Profile' tab selected. The background is a dark blue gradient with the text 'Tidewater Plumbing & Heating' in the top right. The modal is white and contains the following elements:

- Settings** header with tabs: **Profile**, Wording, Links, Billing.
- A green box with the text **Saved.**
- Business name \*** field with the value 'Tidewater Plumbing & Heating'.
- Your name \*** field with the value 'Dana'.
- This is the signature on emails to your customers.
- Email \*** field with the value 'krista.doucette@rapidfeedback.net'.
- A blue **Save** button.
- At the bottom of the modal, there are links for [Privacy](#) and [Terms](#).

Having trouble getting in? See [Sign-in problems](#).

# Profile

Who you are, as your customers see it.



## Business name

Shown at the bottom of every feedback request and on your customers' rating page. Use the name your customers know you by.

## Your name

*"This is the signature on emails to your customers."* A first name feels friendliest: "Thanks, Dana".

## Email

The address where we send feedback, sign-in links and account emails. It's also how we know it's you.

## Changing your email

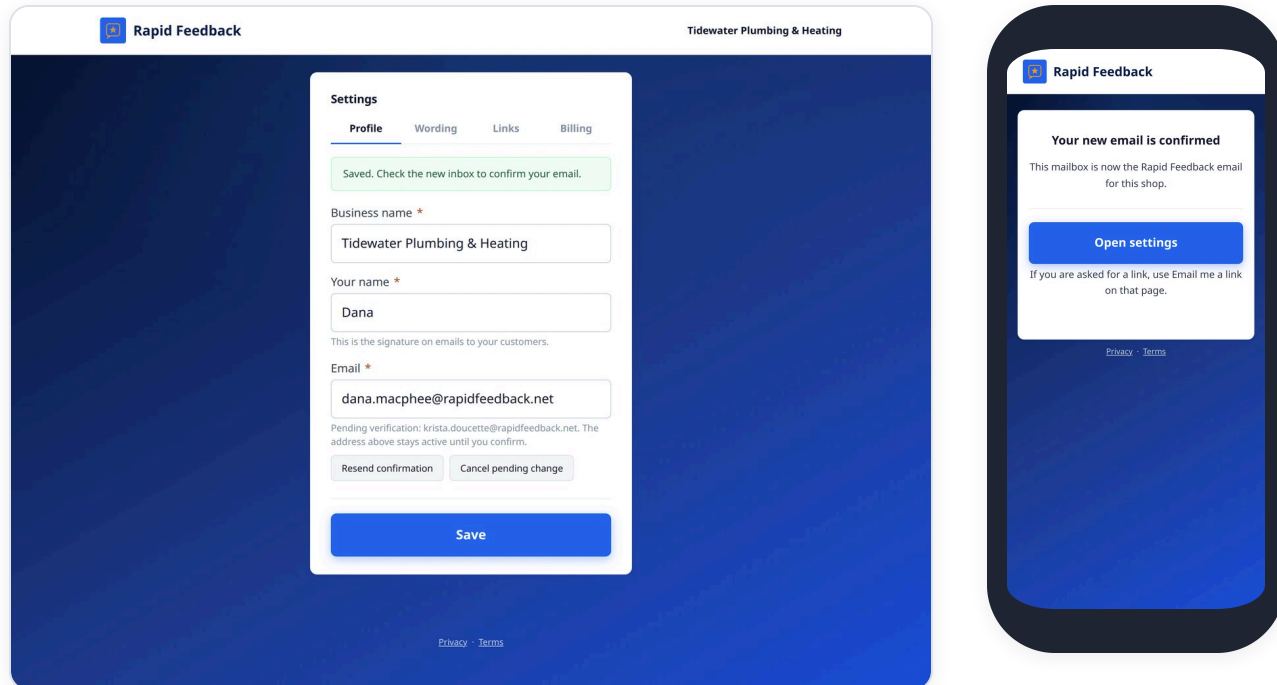
To keep your account safe, a new address has to be confirmed from its own inbox.

1. Type the new address in **Email** and press **Save**.
2. You'll see **Saved. Check the new inbox to confirm your email**.

3. Open the email "[your business], Confirm your new Rapid Feedback email" in the **new** inbox and click the link.
4. You'll see **Your new email is confirmed**. From now on, everything goes to the new address.

Until you confirm, your old address keeps working. The Profile tab shows *"Pending verification: [new address]. The address above stays active until you confirm."* with two buttons:

- **Resend confirmation**, if the email didn't arrive.
- **Cancel pending change**, if you changed your mind.



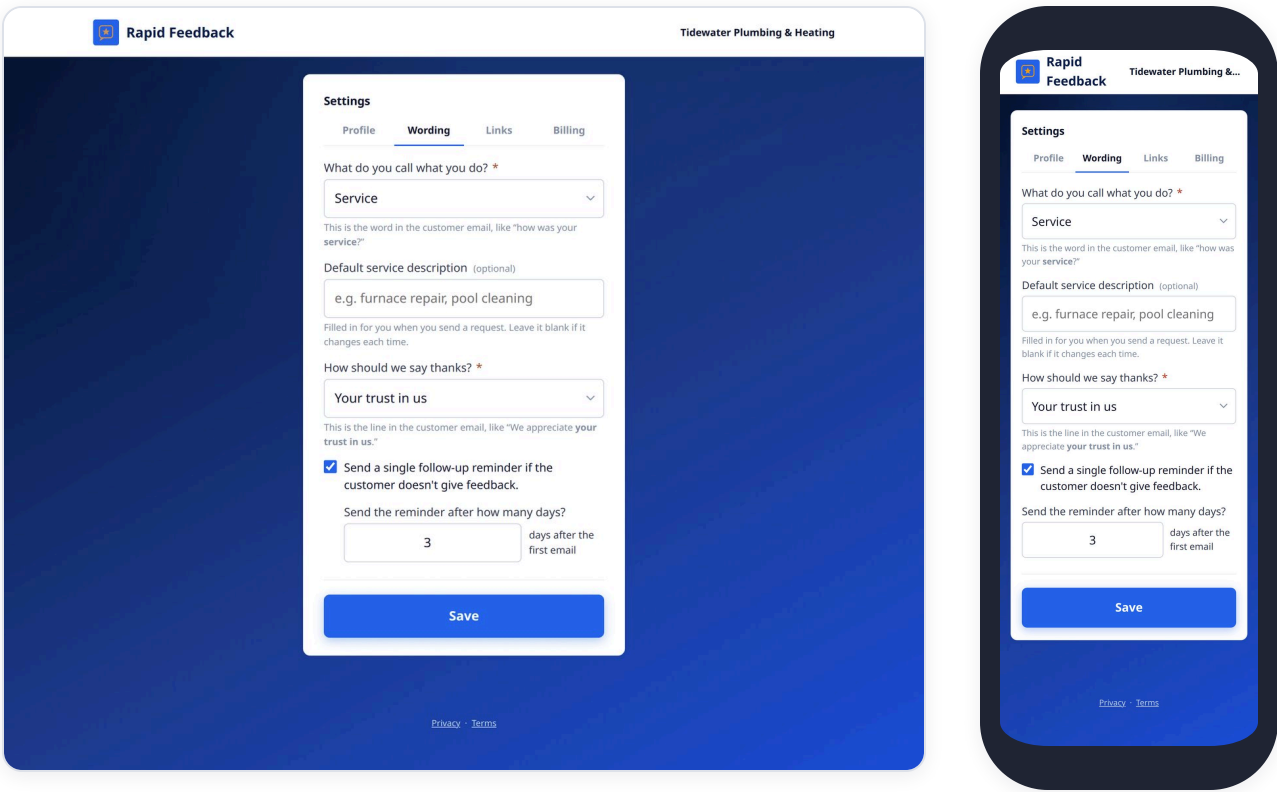
After the change, we also send a short notice to your **old** address, *"Your Rapid Feedback email address was changed"*, so you'd know if someone else did it.

#### **Good to know**

Changing your email signs settings out on every device, as a safety step. Use **Email me a link** to sign in again. If you'd turned off any of our emails before, changing your address turns them back on for the new one.

# Wording

Make your feedback requests sound like you.



## What do you call what you do?

The word used in your emails and forms, like *"how was your service?"* Choose from:

| Choice      | Good for                   | The date box on your page says |
|-------------|----------------------------|--------------------------------|
| Service     | Trades, cleaning, repairs  | <b>Service date</b>            |
| Appointment | Clinics, salons, dentists  | <b>Appointment date</b>        |
| Visit       | Estimates, house calls     | <b>Visit date</b>              |
| Session     | Classes, therapy, training | <b>Session date</b>            |
| Meal        | Restaurants, catering      | <b>Meal date</b>               |
| Stay        | Inns, rentals, campgrounds | <b>Stay date</b>               |

The question on your sending page changes to match, for example **What was the appointment for?**

## Default description

*(optional) "Filled in for you when you send a request. Leave it blank if it changes each time."*

If most of your jobs are the same, like *lawn care* or *dental cleaning*, type it here. It appears in the description box on your sending page, ready to go. You can still change it for any one request.

## How should we say thanks?

The thank-you line in your email: *"We appreciate your business."* Choose from:

- your business
- your trust
- your trust in us
- your continued support

## Follow-up reminder

- **Send a single follow-up reminder if the customer doesn't give feedback.** Tick to turn it on.
- **Send the reminder after how many days?** Anything from 1 to 30, counted from the first email.

More in [Follow-up reminders](#).

Rapid Feedback

Tidewater Plumbing & Heating

Settings

ProfileWordingLinksBilling

What do you call what you do? \*

Service

This is the word in the customer email, like "how was your service?"

Default service description (optional)

e.g. furnace repair, pool cleaning

Filled in for you when you send a request. Leave it blank if it changes each time.

How should we say thanks? \*

Your trust in us

This is the line in the customer email, like "We appreciate your trust in us."

☐ Send a single follow-up reminder if the customer doesn't give feedback.

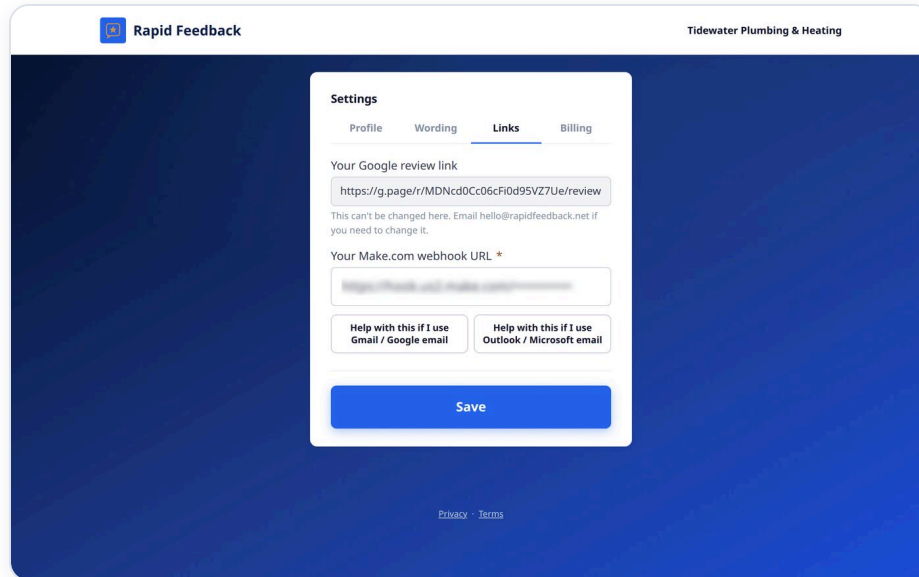
Save

Privacy · Terms

Press **Save** when you're done. To check the result, use [Preview the email](#) on your sending page.

# Links

The two connections that make Rapid Feedback work: your Google review link and your Make.com connection.

The screenshot shows a web interface for 'Rapid Feedback' with the business name 'Tidewater Plumbing & Heating' in the top right. The main content area is a 'Settings' modal with four tabs: 'Profile', 'Wording', 'Links' (which is active), and 'Billing'. Under the 'Links' tab, there are two sections. The first is 'Your Google review link' with a text input field containing 'https://g.page/r/MDNcd0Cc06cF0d95VZ7Ue/review'. Below this is a note: 'This can't be changed here. Email hello@rapidfeedback.net if you need to change it.' The second section is 'Your Make.com webhook URL \*' with a text input field containing a partially obscured URL. Below these fields are two buttons: 'Help with this if I use Gmail / Google email' and 'Help with this if I use Outlook / Microsoft email'. At the bottom of the modal is a large blue 'Save' button. At the very bottom of the page, there are links for 'Privacy' and 'Terms'.

## Your Google review link

Shown here so you can check it, but you can't change it on this page. That keeps it from being changed by mistake. If you need a new one, for example after moving to a new Google listing, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll update it.

## Your Make.com webhook URL

The private address Make.com gave you in [setup](#). Change it here if you:

- built a new Make.com scenario,
- switched to a different email account, or
- were asked to by our team.

Paste the new address and press **Save**. The **Help with this if I use Gmail / Google email** and **Help with this if I use Outlook / Microsoft email** buttons show the setup steps again. Pictures are in [Connect your email, with pictures](#).

 **Heads up**

If you change your business email, the Make.com connection still sends from the **old** account until you connect the new one in Make.com. See [Connect your email, with pictures](#).

# Things we change for you

A couple of settings are kept off your settings page, so they can't be changed by accident. Just ask, and we'll do them for you.

| What                               | Why we handle it                                                          | How to ask                                     |
|------------------------------------|---------------------------------------------------------------------------|------------------------------------------------|
| <b>Your Google review link</b>     | It's where every customer is sent to review you, so a wrong link matters  | Email us the new link                          |
| <b>A PIN for your sending page</b> | Adding, changing or removing it                                           | Email us. See <a href="#">Using a PIN</a>      |
| <b>Turning our emails back on</b>  | If you unsubscribed from account emails and now can't get a settings link | Email us. See <a href="#">Sign-in problems</a> |

Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) **from the address on your account**, so we know it's you. Tell us your business name and what you'd like changed.

# Plan and billing

# Your plan and free trial

Try everything free for 90 days. No card needed to start.

## The plan

- **90-day free trial.** Every feature, from the day you verify your email.
- **Then \$49 CAD / \$35 USD a month.** One plan, everything included. Stripe checkout shows the price in your currency.
- **Cancel anytime.** No contract.

## Your trial

Your sending page shows how much trial is left, in small print under the form, for example "**62 days left in your trial.**" Tap it to see the details and an **Add a card** button.

The image displays two versions of the 'Request Customer Feedback' form. The desktop version on the left features a dark blue background with a white form box. The form includes fields for 'Customer first name', 'Customer email', and 'Service date' (set to 10/08/2026), followed by a text area for 'What work was done?' with the example 'e.g. furnace repair, pool cleaning'. Below these are buttons for 'Request Customer Feedback' and 'Preview the email'. At the bottom, a message states '8 days left in your trial. Everything still works until October 16, 2026. Add a card now if you want. You won't be charged until then. \$49 a month, cancel anytime.' with an 'Add a card' button. The mobile version on the right is a scaled-down version of the same form, showing the same fields and trial status message.

As the end of your trial gets closer, we'll send you a few friendly reminders from hello@rapidfeedback.net, so it's never a surprise. They stop once you add a card.

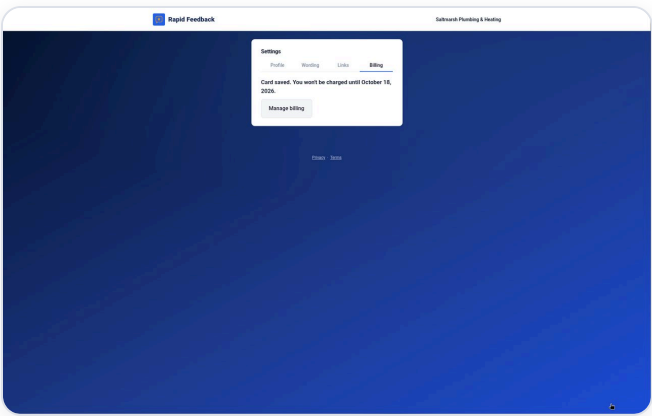
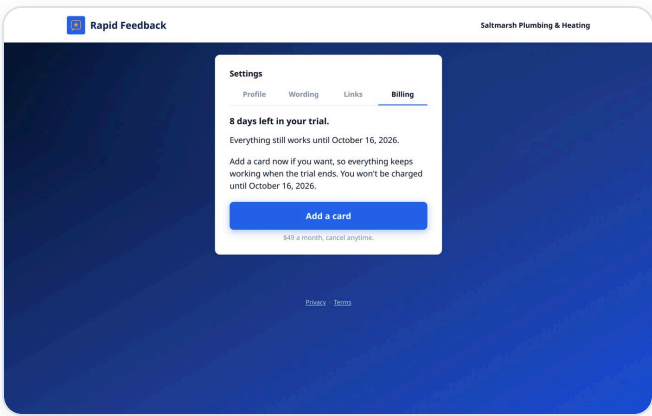
# Your choices

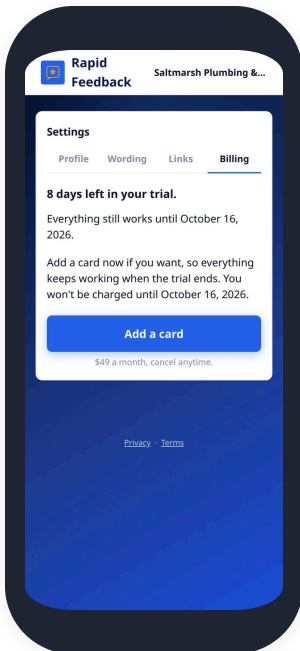
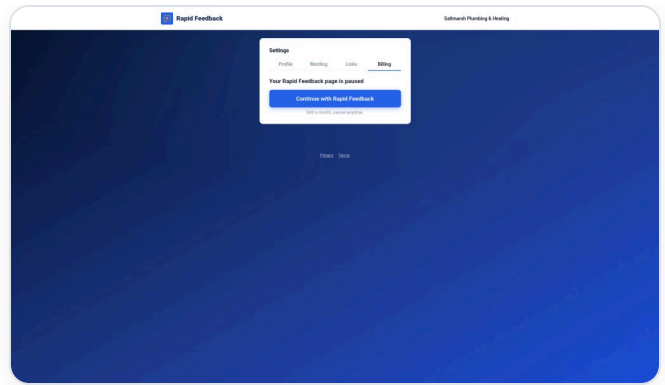
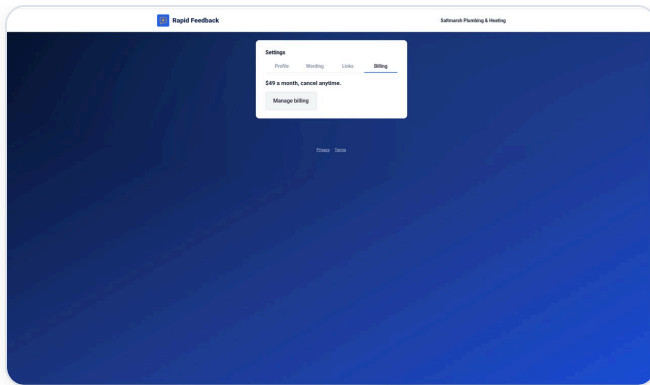
- **Add a card now** and keep going without a break. You won't be charged until your trial ends. See [Adding a card](#).
- **Wait until the end**. When the trial ends, your page pauses. Continue whenever you're ready. See [When your page is paused](#).
- **Do nothing**. No card means no charge, ever.

## The Billing tab in Settings

[Settings](#) has a **Billing** tab that always shows where you stand:

| What you see                                                                 | What it means            |
|------------------------------------------------------------------------------|--------------------------|
| "[N] days left in your trial." and <b>Add a card</b>                         | Trial, no card yet       |
| "Card saved. You won't be charged until [date]." and <b>Manage billing</b>   | Trial, card on file      |
| "Paid monthly, cancel anytime." and <b>Manage billing</b>                    | You're on the paid plan  |
| "Your Rapid Feedback page is paused" and <b>Continue with Rapid Feedback</b> | Trial over or plan ended |





Payments are handled by **Stripe**, a secure payment service used by millions of businesses. We never see or store your card number.

# Adding a card during your trial

Add a card whenever you like, and keep going without a break. You aren't charged until your trial ends.

1. On your sending page, tap the days-left line under the form (or open **Settings** and choose **Billing**).
2. Press **Add a card**. Stripe's secure checkout page opens.
3. Check the date your first payment is due, then enter your card details.
4. Confirm. You're brought back to your page, which says "**Card saved. You won't be charged until [date].**"

The desktop view shows a blue sidebar on the left with the text: "Try Rapid Feedback Monthly", "7 days free", "Then US\$49.00 per month starting October 16, 2026", and "The easy way to get customer feedback and Google reviews." The main content area has a white background. At the top, it says "OR" and "Enter payment details". Below this is an email field with "heather.langille@rapidfeedback.net". Under "Payment method", there is a "Card" section. It includes a "Card information" field with "1234 1234 1234 1234", a "MM / YY" field, a "CVC" field, and icons for Visa, Mastercard, and American Express. Below this is a "Cardholder name" field with "Full name on card". Then a "Country or region" dropdown menu showing "Canada", and a "Postal code" field. At the bottom of the card section is a checkbox labeled "Save my information for faster checkout" with the text "Pay securely at FiveStarLocal.co and everywhere Link is accepted." Below the card section is an orange "Start trial" button. At the very bottom, it says "By subscribing, you authorize FiveStarLocal.co to charge you according to the terms until you cancel." and "Powered by stripe | Terms | Privacy".

The mobile view shows the same form as the desktop view, but with a dark blue header and footer. The header text is: "Try Rapid Feedback Monthly", "7 days free", "Then US\$49.00 per month starting October 16, 2026", and "The easy way to get customer feedback and Google reviews." Below the header is a green button that says "Pay securely with link". The main content area is white. It starts with "OR" and "Enter payment details", followed by the email field "heather.langille@rapidfeedback.net". Under "Payment method", there is a "Card" section. It includes a "Card information" field with "1234 1234 1234 1234", a "MM / YY" field, a "CVC" field, and icons for Visa, Mastercard, and American Express. Below this is a "Cardholder name" field with "Full name on card". Then a "Country or region" dropdown menu showing "Canada", and a "Postal code" field. At the bottom of the card section is a checkbox labeled "Save my information for faster checkout" with the text "Pay securely at FiveStarLocal.co and everywhere Link is accepted." Below the card section is an orange "Start trial" button. At the very bottom, it says "By subscribing, you authorize FiveStarLocal.co to charge you according to the terms until you cancel." and "Powered by stripe | Terms | Privacy".

The screenshot shows a web interface with a dark blue background. At the top, there's a header with 'Rapid Feedback' on the left and 'Salmon Farming & Feeding' on the right. In the center, there's a white form titled 'Request Customer Feedback'. The form contains the following fields: 'Customer first name \*' (text input), 'Customer email \*' (text input), 'Service date \*' (date picker showing '10/10/2026'), and 'What work was done?' (text area with a placeholder 'e.g. furnace repair, pool cleaning'). Below these fields is a blue button labeled 'Request Customer Feedback' and a smaller link 'Provide the email'. At the bottom of the form, there's a small note: 'Card saved. You won't be charged until October 16, 2026.' Below the form, there are links for 'Home' and 'About'.

## What happens next

- Nothing changes until your trial ends. You keep all your free days.
- On the last day of your trial, Stripe charges your first month (\$49 CAD / \$35 USD). Then it's the same day each month.
- Stripe emails you a receipt each time. See [Managing billing in Stripe](#).
- Our trial reminder emails stop, since you're all set.



### Good to know

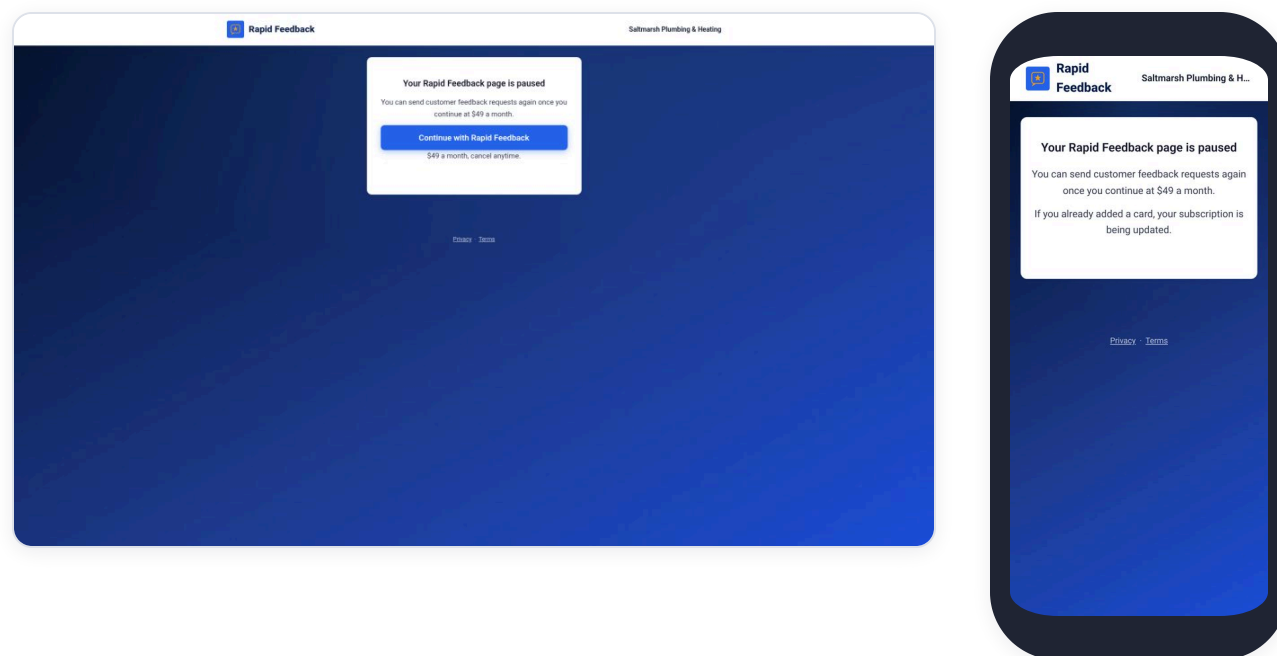
Changed your mind before the trial ends? Cancel in Stripe, and you won't be charged. You keep the rest of your free days. See [Cancelling](#).

# When your page is paused

If your trial ends without a card, or your plan ends, your page pauses. Nothing is lost, and you can continue in a minute.

## What "paused" means

- Your sending page shows **Your Rapid Feedback page is paused**.
- You can't send new requests, and [follow-up reminders](#) pause too.
- Customers who open an old link see [Temporarily Unavailable](#).
- Your settings, wording and connections are all kept.



## Continue with Rapid Feedback

1. Press **Continue with Rapid Feedback**.
2. Stripe's secure checkout opens. Your first month (\$49 CAD / \$35 USD) is charged today.
3. Confirm. Your page is back on, and everything works again right away.

Subscribe to Rapid Feedback Monthly  
\$49.00 per month  
The easy way to get customer feedback and Google reviews.

OR

Contact information

Email

Payment method

Card

Card information

1234 1234 1234 1234

MM / YY CVC

Cardholder name

Full name on card

Country or region

Canada

Postal code

☐ Save my information for faster checkout  
The security of FirstDataLocal.co and everywhere LDB is accepted.

Subscribe

By subscribing you authorize FirstDataLocal.co to charge you according to the terms until you cancel.

Powered by [stripe](#) | [Terms](#) | [Privacy](#)

### Good to know

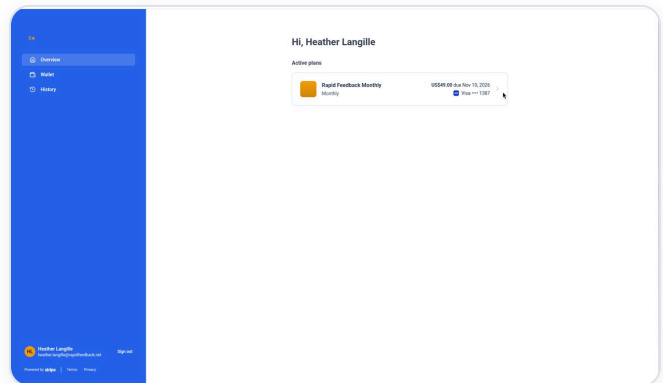
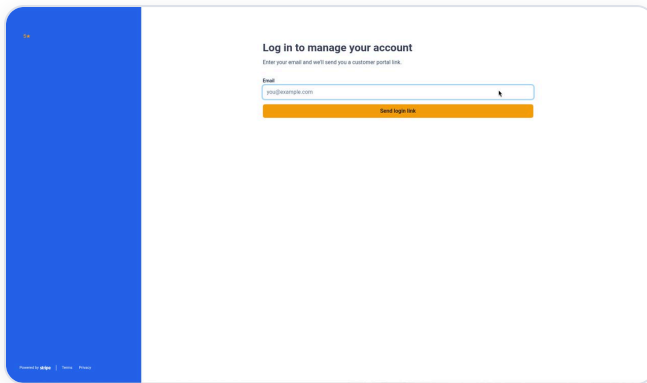
If the page says *"If you already added a card, your subscription is being updated."*, your card is on file and Stripe is catching up. Give it a few minutes and refresh. Still paused? See [Billing questions](#).

# Managing billing in Stripe

Once you've added a card, you manage it yourself on Stripe's secure billing page: update your card, download invoices, or cancel.

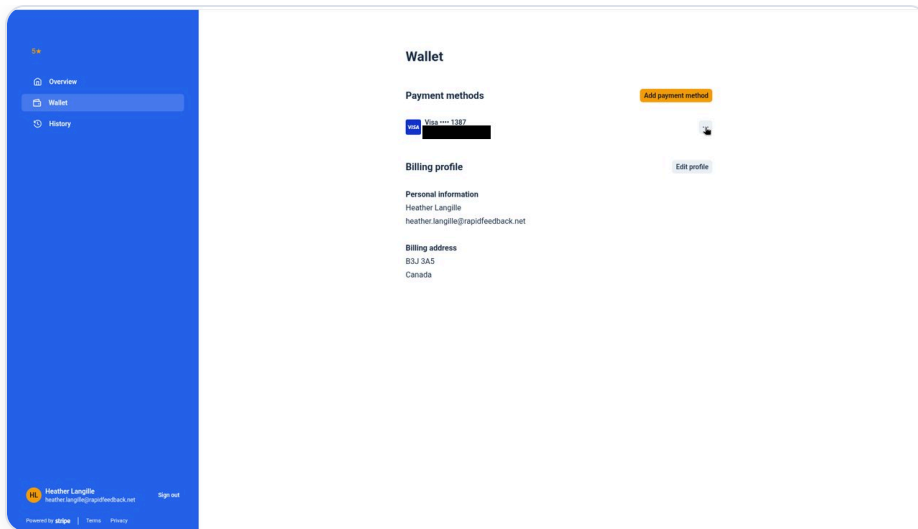
## Open your billing page

1. In [Settings](#), choose **Billing** and press **Manage billing**.
2. Stripe asks for your email. Use **the same email you used when you added your card**.
3. Stripe emails you a sign-in link. Open it.



## Update your card

1. On your Stripe billing page, find **Payment method**.
2. Choose to add or update a card, and enter the new details.
3. Save. The new card is used from your next payment.



## Receipts and invoices

- Stripe emails a receipt after every payment, to the email you used when you added your card.
- Every past invoice is listed on your Stripe billing page, ready to download.



FiveStarLocal.co

Receipt from FiveStarLocal.co

**US\$49.00**

Paid on 10 October 2026 with Visa - 1387

**Receipt #2375-9850**

10 Oct–10 Nov 2026

**Rapid Feedback Monthly**

**US\$49.00**

Qty 1

**Total**

**US\$49.00**

**Amount paid**

**US\$49.00**

[Manage your subscription](#) if you would like to update or cancel.

Download receipt

Download invoice

Questions? Visit our **support site** or contact us at  
**hello@fivestarllocal.co.**

Powered by Stripe

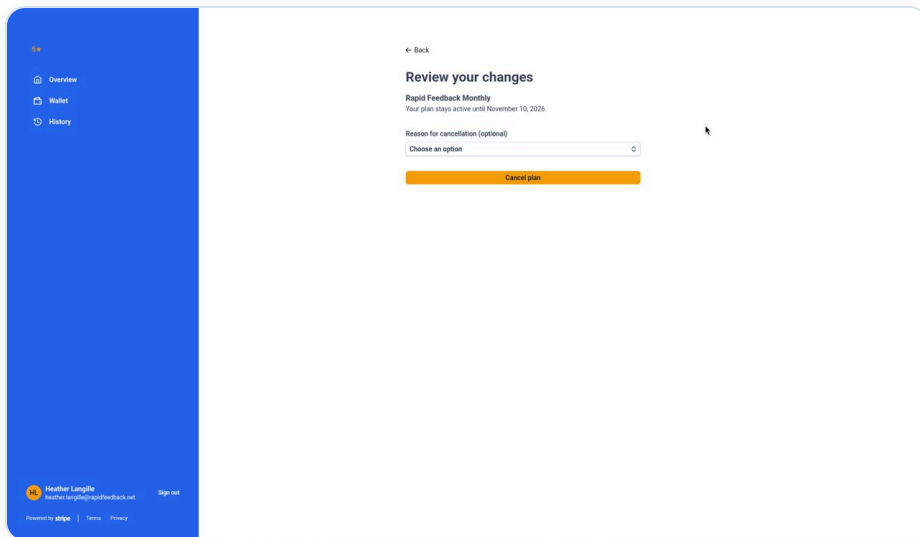
Cancel

See [Cancelling](#).

# Cancelling

You can cancel anytime, yourself, in a few clicks. No phone call, no questions.

1. Open your [Stripe billing page](#): **Settings**, then **Billing**, then **Manage billing**.
2. Choose **Cancel** on your plan.
3. Confirm.



## What happens when you cancel

| When you cancel               | What happens                                                                                                          |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>During your free trial</b> | You won't be charged. Your page keeps working until your trial ends, then pauses.                                     |
| <b>On the paid plan</b>       | Your plan runs until the end of the month you've paid for. Then your page pauses. There are no partial-month refunds. |

## Changed your mind?

- **Before your trial ends:** tap the [days-left line](#) and press Add a card to keep going.
- **After your page has paused:** email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll get you going again.

**Tip**

If something about Rapid Feedback isn't working for you, we'd really like to hear about it. Reply to any of our emails, or write to [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).

# If a payment fails

Cards expire and banks say no sometimes. Here's what to do.

1. **Watch for an email from Stripe.** Stripe tells you when a payment doesn't go through, and when your card is about to expire.
2. **Update your card** on your [Stripe billing page](#).
3. **That's it.** Stripe tries the payment again with your new card.

If your page ever shows **Your Rapid Feedback page is paused**, press **Continue with Rapid Feedback** or update your card in Stripe. See [When your page is paused](#).



## Good to know

Payment emails come from Stripe, not from us. If you're not sure an email is really from Stripe, don't click it. Open **Settings**, then **Billing**, then **Manage billing** instead.

Questions? See [Billing questions](#), or email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).

# Emails from us

# Emails from Rapid Feedback

We send you three kinds of email, each from its own address, so you always know what you're looking at.

## Who sends what

| From                              | What it's for                                     | Examples                                                     |
|-----------------------------------|---------------------------------------------------|--------------------------------------------------------------|
| <b>account@rapidfeedback.net</b>  | Your account: sign-in links, confirmations, setup | Verify your email, settings link, your page is ready         |
| <b>feedback@rapidfeedback.net</b> | Your customers' feedback                          | "[Customer] was not happy", private notes                    |
| <b>hello@rapidfeedback.net</b>    | Tips, trial reminders and your weekly recap       | "Ask while they are still happy", "Your Rapid Feedback week" |

Every one of them is signed **Rapid Feedback**. When you press **Reply**:

- on a **feedback@** email, your reply goes to **your customer**;
- on any other email, your reply comes to **us**, and a real person reads it.

### Good to know

The feedback requests your **customers** get don't come from any of these. They come from your own Gmail or Outlook, through Make.com. See [What your customers see](#).

## In this part

- [Every email, explained](#): what each email is, when it comes, and what to do.
- [Unsubscribing](#): what you can turn off, and what you'll still get.
- [Making sure our emails reach you](#): keep us out of spam.

Stripe sends its own emails about payments and receipts. See [Managing billing in Stripe](#).

# Every email, explained

Every email Rapid Feedback might send you, what it means, and whether you need to do anything.

"[your business]" is your business name and "[Customer]" is your customer's first name.

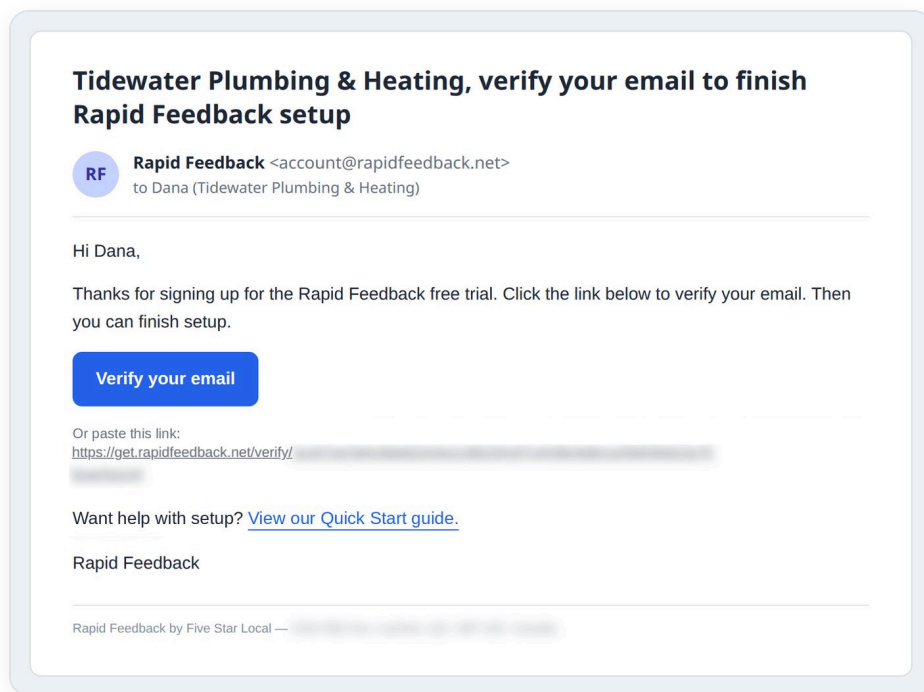
## Account emails, from account@

### Verify your email

**Subject:** [your business], verify your email to finish Rapid Feedback setup

**When:** Right after you sign up.

**What to do:** Click **Verify your email** to continue setup. The grey **Or paste this link** line is the same link. **View our Quick Start guide** opens the [Quick Start](#). If you asked for a new one, use the newest email.



### Your page is ready

**Subject:** [your business], your Rapid Feedback page is ready

**When:** When you finish setup.

**What to do:** Keep it. It has the link to your sending page. Reply if you get stuck.

## Tidewater Plumbing & Heating, your Rapid Feedback page is ready



**Rapid Feedback** <account@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

Your Rapid Feedback page for **Tidewater Plumbing & Heating** is ready. You can start sending customer feedback requests.

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

Reply if you get stuck.

Rapid Feedback

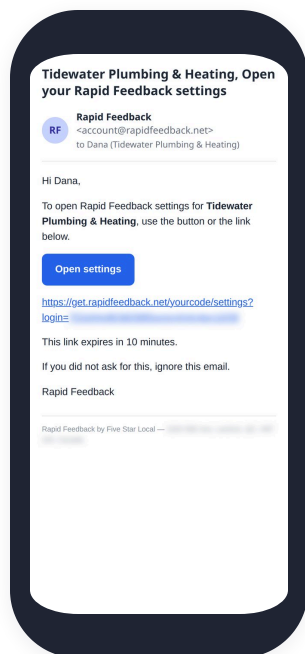
Rapid Feedback by Five Star Local —

## Open your settings

**Subject:** [your business], Open your Rapid Feedback settings

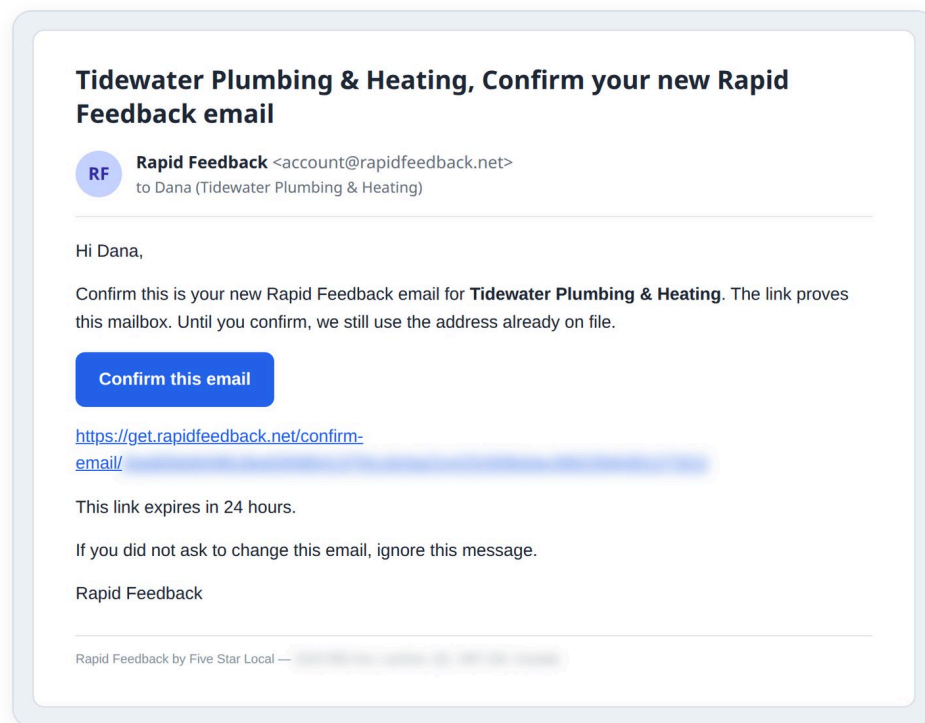
**When:** When you press **Email me a link** on the settings page.

**What to do:** Click the link within 10 minutes. Didn't ask for it? You can ignore it. Nobody gets in without the link.



## Confirm your new email

**Subject:** [your business], Confirm your new Rapid Feedback email  
**When:** You changed your email in [Profile](#). It goes to the **new** address.  
**What to do:** Click the link to finish the change.



## Your email address was changed

**Subject:** Your Rapid Feedback email address was changed  
**When:** Right after an email change. It goes to the **old** address.  
**What to do:** Nothing, if it was you. If it wasn't, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) right away.

## Your Rapid Feedback email address was changed



**Rapid Feedback** <account@rapidfeedback.net>  
to Dana <dana.macphee@rapidfeedback.net>

Hi Dana,

The email address on your Rapid Feedback account for **Tidewater Plumbing & Heating** was changed on October 8, 2026 at 7:25 PM ADT:

From: dana.macphee@rapidfeedback.net

To: kr\*\*\*@rapidfeedback.net

Sign-in links and customer feedback now go to the new address.

If you made this change, you don't need to do anything.

If you didn't make this change, reply to this email right away and we'll restore your account.

Rapid Feedback

Rapid Feedback by Five Star Local —

## One step left (setup check)

**Subject:** one of:

- [your business], One step left: connect your email
- [your business], One step left: add your Google review link
- [your business], Finish setup so you can send feedback requests

**When:** Two days after you verify, only if setup isn't finished.

**What to do:** Use the link in the email to pick up where you left off. See the [Quick Start](#).

## Tidewater Plumbing & Heating, One step left: connect your email



**Rapid Feedback** <account@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

Your Rapid Feedback page is ready. Feedback requests still cannot go out until you connect your Gmail or Outlook.

Open this and follow the Make.com steps:

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

After that, you can send customer feedback requests.

Rapid Feedback

Rapid Feedback by Five Star Local —

## Feedback emails, from feedback@

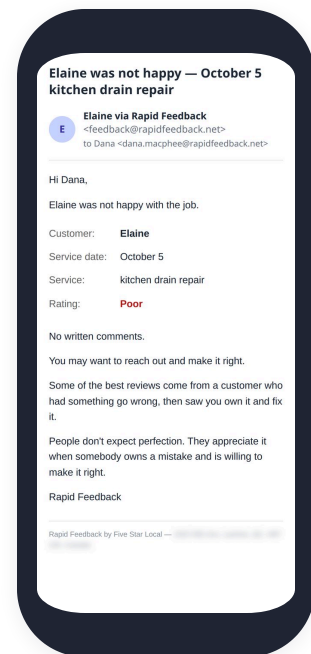
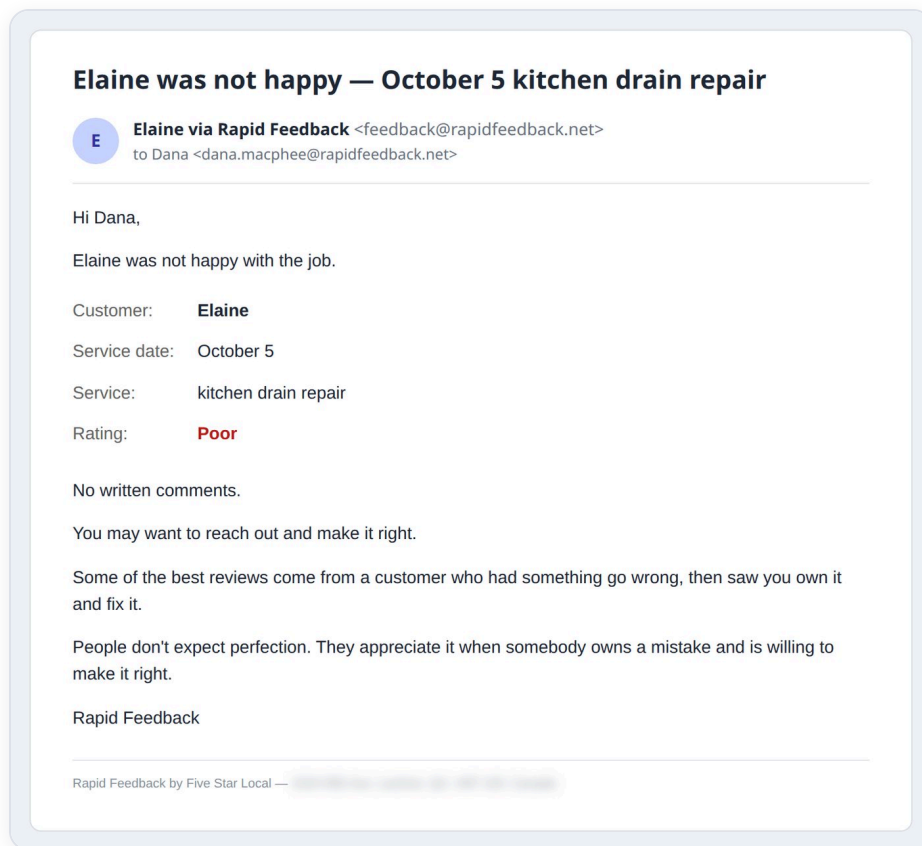
The sender name is your customer's first name, like "*Elaine via Rapid Feedback*". **Reply** goes to your customer.

[Customer] was not happy

**Subject:** [Customer] was not happy — [date] [job]

**When:** Right after a customer rates **Poor** or **Very poor**.

**What to do:** Reach out. See [When a customer isn't happy](#).



[Customer] added details

**Subject:** [Customer] added details — [date] [job]

**When:** After a poor rating, when the customer writes what happened.

**What to do:** Read their words, then reply.

## Elaine added details — October 5 kitchen drain repair

**E** Elaine via Rapid Feedback <feedback@rapidfeedback.net>  
to Dana <dana.macphee@rapidfeedback.net>

Hi Dana,

Elaine added details about the job.

Customer: **Elaine**

Service date: October 5

Service: kitchen drain repair

Rating: **Poor**

### What they said:

*Took two visits to fix, and there was a mess left under the sink the first time.*

Rapid Feedback

Rapid Feedback by Five Star Local — [View details](#)

## Elaine added details — October 5 kitchen drain repair

**E** Elaine via Rapid Feedback  
<feedback@rapidfeedback.net>  
to Dana <dana.macphee@rapidfeedback.net>

Hi Dana,

Elaine added details about the job.

Customer: **Elaine**

Service date: October 5

Service: kitchen drain repair

Rating: **Poor**

### What they said:

*Took two visits to fix, and there was a mess left under the sink the first time.*

Rapid Feedback

Rapid Feedback by Five Star Local — [View details](#)

[Customer] left a private note

**Subject:** [Customer] left a private note — [date] [job]

**When:** After a good rating, when the customer writes you a note.

**What to do:** Enjoy it. Maybe share it with your team. See [Notes from happy customers](#).

## Priya left a private note — October 7 furnace tune-up

**P** Priya via Rapid Feedback <feedback@rapidfeedback.net>  
to Dana <dana.macphee@rapidfeedback.net>

Hi Dana,

Priya left a private note for Tidewater Plumbing & Heating.

Customer: **Priya**

Service date: October 7

Service: furnace tune-up

Rating: Very good

### Their note:

*Ravi was right on time and explained everything. Thanks!*

Rapid Feedback

Rapid Feedback by Five Star Local — [View details](#)

## Priya left a private note — October 7 furnace tune-up

**P** Priya via Rapid Feedback  
<feedback@rapidfeedback.net>  
to Dana <dana.macphee@rapidfeedback.net>

Hi Dana,

Priya left a private note for Tidewater Plumbing & Heating.

Customer: **Priya**

Service date: October 7

Service: furnace tune-up

Rating: Very good

### Their note:

*Ravi was right on time and explained everything. Thanks!*

Rapid Feedback

Rapid Feedback by Five Star Local — [View details](#)

## Tips and trial reminders, from hello@

Short, friendly emails during your trial, with ideas for getting the most out of Rapid Feedback. Each has an **Unsubscribe** link at the bottom. The day is counted from the day you verified your email.

| When                  | Subject                                                     | What it's about                                         |
|-----------------------|-------------------------------------------------------------|---------------------------------------------------------|
| Day 5                 | [your business], Ask while they are still happy             | The best moment to ask                                  |
| Your first request    | [your business], You sent your first feedback request       | A well-done, and what happens next                      |
| Day 14                | [your business], People check Google before they call       | Why reviews matter to local businesses                  |
| Day 28                | [your business], Two easy times to ask for feedback         | Building the habit                                      |
| Day 30                | [your business], You have not asked anyone for feedback yet | Only if you haven't sent a request yet                  |
| Day 42                | [your business], Why they open your email                   | Why requests from your own inbox get read               |
| Day 56                | [your business], Fresh reviews help people find you         | Why recent reviews count                                |
| Day 70                | [your business], About 20 days left on your trial           | A heads-up. Skipped if you've added a card              |
| Day 80                | [your business], Your trial ends in 10 days                 | Skipped if you've added a card                          |
| Day 88                | [your business], Two days left                              | Skipped if you've added a card                          |
| When your page pauses | [your business], Your trial has ended                       | Only if the trial ended without a card. How to continue |

### Tidewater Plumbing & Heating, Ask while they are still happy



**Rapid Feedback** <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

The best time to ask a customer for feedback is right after the job, while they are still happy. On site, in the truck, or when you send the invoice.

If you already asked someone, do the same after the next job. That is the whole habit. You get the feedback, and happy customers can leave a Google review.

You do it here:

[get.rapidfeedback.net/yourcode](http://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local — [Unsubscribe](#)

### Tidewater Plumbing & Heating, You sent your first feedback request



**Rapid Feedback** <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

You sent your first feedback request. Congratulations! That is the step most people skip, and the reason a lot of businesses do not get many Google reviews.

You're on the right track. Do the same after the next job. Same page:

[get.rapidfeedback.net/yourcode](http://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local — [Unsubscribe](#)

### Tidewater Plumbing & Heating, People check Google before they call



**Rapid Feedback** <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

When someone needs a local business, they often look you up on Google first. A profile with real reviews is easier to trust than one with none.

We do not promise that reviews will bring extra jobs. We do make it easy to send a feedback request to your happy customers, and for them to leave a Google review.

After the next job:

[get.rapidfeedback.net/yourcode](http://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local — [Unsubscribe](#)

### Tidewater Plumbing & Heating, Two easy times to ask for feedback



**Rapid Feedback** <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

You do not need a new system to get customer feedback. Pick one of two moments and stick to it:

1. When you finish the job, before you leave.
2. When you send the invoice.

A few taps:

[get.rapidfeedback.net/yourcode](http://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local — [Unsubscribe](#)

### Tidewater Plumbing & Heating, You have not asked anyone for feedback yet



**Rapid Feedback** <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

You signed up for Rapid Feedback a month ago. No feedback requests have gone out yet.

Pick one happy customer this week. That is enough to start.

Ask them for feedback here:

[get.rapidfeedback.net/yourcode](http://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local — [Unsubscribe](#)

### Tidewater Plumbing & Heating, Why they open your email



**Rapid Feedback** <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

With Rapid Feedback, your customer feedback requests come from your Gmail or Outlook. It looks like a personal note from you, not spam from a company they don't know. That is why it gets opened.

We never send emails to your customers from our address. They always come from yours.

[get.rapidfeedback.net/yourcode](http://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local — [Unsubscribe](#)

### Tidewater Plumbing & Heating, Fresh reviews help people find you

**RF** Rapid Feedback <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

Recent Google reviews can help people notice you on Maps, Search, and in AI answers. Google does not publish an exact formula. We will not pretend we know the weight.

If you get even a small increase in business from better Google reviews, that can pay for Rapid Feedback. That is an example, not a promise.

Keep sending a feedback request after the jobs you already did well.

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local —  — Unsubscribe

### Tidewater Plumbing & Heating, About 20 days left on your trial

**RF** Rapid Feedback <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

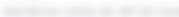
Hi Dana,

Your free trial for **Tidewater Plumbing & Heating** has about 20 days left. No card on file. After **December 30, 2026** the page locks unless you continue at \$49 a month.

If you have been asking for customer feedback after jobs, keep going. If you have not, there is still time.

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local —  — Unsubscribe

### Tidewater Plumbing & Heating, Your trial ends in 10 days

**RF** Rapid Feedback <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

Your trial ends on **December 30, 2026**. After that, Rapid Feedback locks until you continue.

Then it is **\$49 a month**. Cancel anytime. No long contract.

If you want to keep your page, the pay link will be on your Rapid Feedback page when the trial ends. You can also pay sooner if you like.

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local —  — Unsubscribe

### Tidewater Plumbing & Heating, Two days left

**RF** Rapid Feedback <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

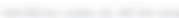
Hi Dana,

Two days left on the trial. On **December 30, 2026** the page locks.

**\$49 a month** to keep using it. Cancel anytime.

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

Rapid Feedback

Rapid Feedback by Five Star Local —  — Unsubscribe

### Tidewater Plumbing & Heating, Your trial has ended

**RF** Rapid Feedback <hello@rapidfeedback.net>  
to Dana (Tidewater Plumbing & Heating)

Hi Dana,

Your Rapid Feedback trial for **Tidewater Plumbing & Heating** has ended. The page is locked.

If you want it back, you can subscribe for \$49 a month on that same page. Cancel anytime.

[get.rapidfeedback.net/yourcode](https://get.rapidfeedback.net/yourcode)

This is the last email we will send about the trial.

Rapid Feedback

Rapid Feedback by Five Star Local —  — Unsubscribe

## Your Rapid Feedback week

**Subject:** [your business], Your Rapid Feedback week

**When:** Weekly, in weeks with activity.

**What to do:** Have a look at your numbers. See [Your weekly recap](#).

## Emails from Stripe

Payment emails come from Stripe, the payment service we use, not from us.

| Email                     | When                                                             |
|---------------------------|------------------------------------------------------------------|
| Receipt                   | After each payment                                               |
| Your trial is ending soon | About a week before your first payment, if you've added a card   |
| Payment failed            | If your card is declined. See <a href="#">If a payment fails</a> |
| Card expiring             | Before your card's expiry date                                   |

 FiveStarLocal.co

Receipt from FiveStarLocal.co

# US\$49.00

Paid on 10 October 2026 with Visa - 1387

**Receipt #2375-9850**

10 Oct–10 Nov 2026

|                               |                  |
|-------------------------------|------------------|
| <b>Rapid Feedback Monthly</b> | <b>US\$49.00</b> |
| Qty 1                         |                  |

---

|              |                  |
|--------------|------------------|
| <b>Total</b> | <b>US\$49.00</b> |
|--------------|------------------|

---

|                    |                  |
|--------------------|------------------|
| <b>Amount paid</b> | <b>US\$49.00</b> |
|--------------------|------------------|

[Manage your subscription](#) if you would like to update or cancel.

Download receipt

Download invoice

Questions? Visit our [support site](#) or contact us at [hello@fivestartlocal.co](mailto:hello@fivestartlocal.co).

Powered by Stripe

 FiveStarLocal.co

**Your free trial ends on October 16, 2026 at 8:59:59 PM ADT**

Your free trial for Rapid Feedback Monthly with FiveStarLocal.co will end soon. You have an upcoming payment on October 16, 2026 at 8:59:59 PM ADT.

Your card (visa \*\*\*\* 1387) will be charged \$49.00 every month, unless you cancel.

[Update payment method](#)

[Manage your subscriptions](#)

Questions? Visit our [support site](#) or contact us at [hello@fivestartlocal.co](mailto:hello@fivestartlocal.co).

Powered by Stripe

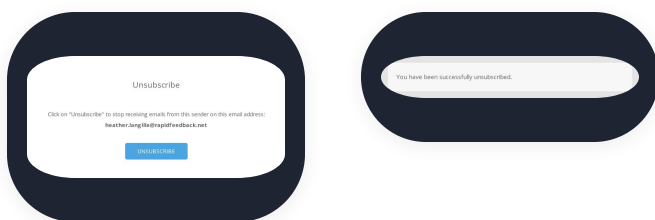
# Unsubscribing

You're in charge of what you get. Here's what you can turn off, and what each choice means.

## Tips, trial reminders and the weekly recap

These come from **hello@rapidfeedback.net**. Each one has an **Unsubscribe** link at the very bottom.

1. Click **Unsubscribe** at the bottom of any hello@ email.
2. Confirm on the page that opens.



You'll stop getting tips, trial reminders and your weekly recap. You'll **still** get account emails and customer feedback, because Rapid Feedback can't work without them.

## Your email app's Unsubscribe button

Gmail, Apple Mail and others sometimes show their own **Unsubscribe** button at the top of an email. It works on our emails too, but it only turns off **that sender**:

| If you use it on an email from... | You stop getting...                      | Watch out                                                |
|-----------------------------------|------------------------------------------|----------------------------------------------------------|
| hello@                            | Tips, trial reminders, weekly recap      | Nothing else changes                                     |
| account@                          | Sign-in links, setup and account notices | You won't be able to get a <a href="#">settings link</a> |
| feedback@                         | Unhappy-customer alerts and notes        | You won't hear about unhappy customers                   |

### Heads up

Please don't unsubscribe from **account@** or **feedback@**. Without them, you can't sign in to settings or hear what your customers say. If it happens by accident, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll turn them back on.

## Older emails

Some emails sent before October 2026 have an older unsubscribe link that opens a Rapid Feedback page. Press **Unsubscribe** on that page to stop tips and reminders. It works the same way as the link above.

## Changing your email turns everything back on

When you [change your email address](#), all three kinds of email start again for the new address.

# Making sure our emails reach you

A minute now means you'll never miss an unhappy customer.

## Add our addresses to your contacts

Add these three addresses to your contacts or "safe senders":

- **account@rapidfeedback.net**
- **feedback@rapidfeedback.net**
- **hello@rapidfeedback.net**

### Gmail

1. Open any email from us.
2. Hover over (or tap) the sender's name.
3. Choose **Add to contacts**.

If one of our emails lands in **Spam**, open it and press **Report not spam**.

### Outlook

1. Open any email from us.
2. Select the sender's name, then **Add to contacts**.

If one lands in **Junk Email**, select it and choose **Not junk**.

## Check spam once in a while

Especially in your first week. If you find one of our emails there, mark it as not spam, and the rest will follow.

## Using a shared or forwarded inbox?

If your business email forwards to another address, add our addresses to the contacts on the inbox you actually read.

# Help

# Help and troubleshooting

Most problems have a quick fix. Find yours below. If not, we're a short email away.

## Setup problems

Can't find your Google link, stuck in Make.com, or "This shop isn't ready yet".

## Sending problems

A red or yellow message, or a customer who didn't get the email.

## Sign-in problems

The settings link didn't arrive, or it says it's not valid.

## Billing questions

Cards, receipts, paused pages and cancelling.

## FAQ

Quick answers to common questions.

## Contact us

Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net). A real person answers.

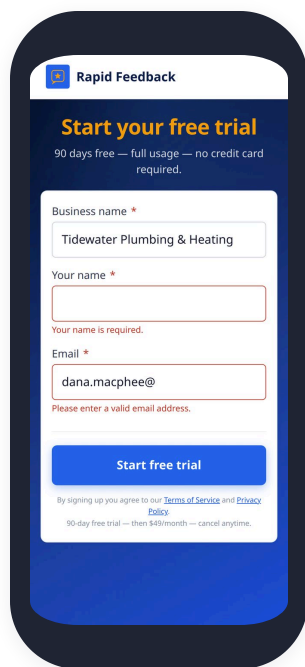
# Setup problems

## The signup form shows a red message

The form tells you what to fix, right under the box:

- **Business name is required.**, **Your name is required.** or **Email address is required.** Fill in that box.
- **Please enter a valid email address.** Check for a typo, like a missing @ or .com.
- **Maximum 100 characters.** (or 50 for your name) Shorten it a little.

Fix it and press **Start free trial** again. Everything else you typed stays put.

A screenshot of a mobile app interface for 'Rapid Feedback'. The header shows the app name and a 'Start your free trial' button. Below the header, there's a section for '90 days free — full usage — no credit card required.' The form has three input fields: 'Business name' (filled with 'Tidewater Plumbing & Heating'), 'Your name' (empty), and 'Email' (filled with 'dana.macphee@'). Red error messages are displayed below the 'Your name' and 'Email' fields: 'Your name is required.' and 'Please enter a valid email address.' respectively. At the bottom, there's a blue 'Start free trial' button and a small disclaimer about terms of service and privacy policy.

**Too many signup attempts from your connection.** You'll see this after lots of tries in a short time.

Wait an hour, then try once more.

Started signing up before and didn't finish? Signing up again with the same email takes you back to the

**Thanks for signing up** page so you can carry on. Already have a working page? There's no need to sign up again. Use the link in your *"page is ready"* email, or [ask us](#).

## The verification email didn't arrive

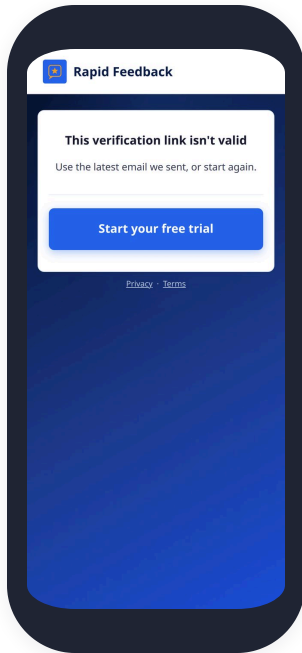
1. Check your **spam** or **junk** folder.
2. Check the address shown on the **Thanks for signing up** page.

3. Press **Resend email**, then use the **newest** email (it replaces the old link).

If it says *"Please wait a minute and try again."*, give it a minute. If it says *"Too many tries from your connection..."*, wait an hour.

## "This verification link isn't valid"

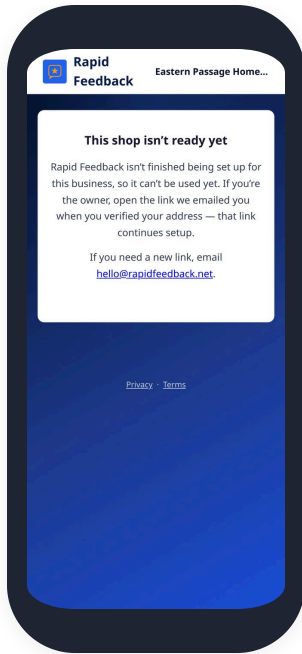
You probably clicked an older verification email after asking for a new one. Open the newest one. Or start again at [get.rapidfeedback.net/signup](https://get.rapidfeedback.net/signup) with the same details.



## "This shop isn't ready yet"

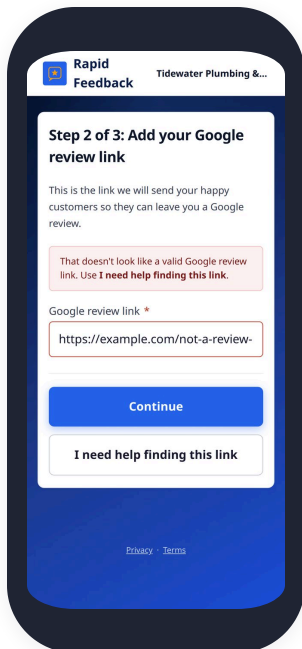
Your setup isn't finished, and this browser doesn't know it's you. That's a safety step: only the person with the verification email can finish setup.

- **Open your verification email again** and click **Verify your email**. You'll go straight back to where you left off.
- Can't find it? Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll send you a new link.



## My Google link isn't accepted

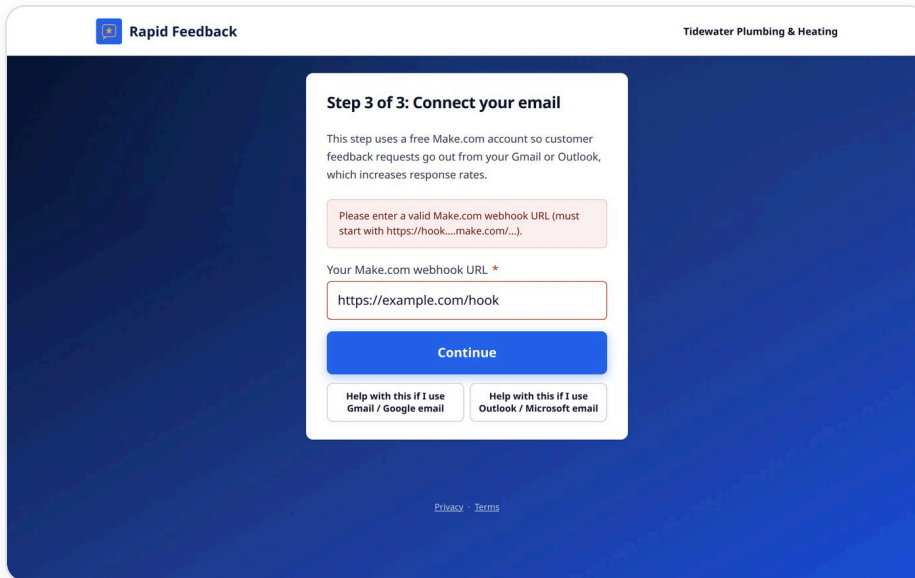
- *"That doesn't look like a valid Google review link."* Make sure you copied the **review** link from your Google Business Profile, not the address of a Google search. It usually starts with `https://g.page/r/` . See [Find your Google review link](#).
- *"Another account already uses this Google review link."* Each Google listing can be connected to one Rapid Feedback account. If that's your business and you didn't set it up, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).



## My Make.com address isn't accepted

The address should start with `https://hook.` and end in `make.com/` followed by a long code, for example `https://hook.us2.make.com/...`. Check that:

- you copied the **webhook** address, not the address of the Make.com page you were on;
- nothing is missing from either end.



The screenshot shows a web form titled "Step 3 of 3: Connect your email" within a "Rapid Feedback" interface for "Tidewater Plumbing & Heating". The form explains that a free Make.com account is used for feedback requests. It contains a text input field for a "Your Make.com webhook URL \*" with the placeholder "https://example.com/hook". Below the field is a blue "Continue" button. Two links are provided: "Help with this if I use Gmail / Google email" and "Help with this if I use Outlook / Microsoft email". At the bottom, there are links for "Privacy" and "Terms".

## I'm stuck in Make.com

Follow [Connect your email, with pictures](#) step by step. Most people get stuck at one of these:

- **Didn't confirm the Make.com account.** Look for Make's email and click its link.
- **Connected the wrong email account.** Connect the inbox your customers know.
- **Forgot to turn the scenario on.** It must be switched on to send.

Still stuck? Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net). We're happy to help you through it.

# Sending problems

## Red message: "the email did not send"

See [If a request didn't send](#). The most common causes are below.

### The Make.com scenario is off

1. Sign in to [Make.com](#).
2. Open the Rapid Feedback scenario.
3. Make sure it's switched **on** (the toggle next to **immediately as data arrives**).
4. Back on your page, press **Resend**.

### The email connection expired

Every so often, Google or Microsoft asks you to sign in to a connection again, especially after a password change.

1. In Make.com, open the scenario and click the email bubble (the second one).
2. Next to **Connection**, reconnect your email account.
3. Save the scenario, then press **Resend** on your page.

### The webhook address changed

If you rebuilt your scenario in Make.com, it has a new webhook address. Paste the new one in [Settings, Links](#).

## Yellow message: "we could not confirm"

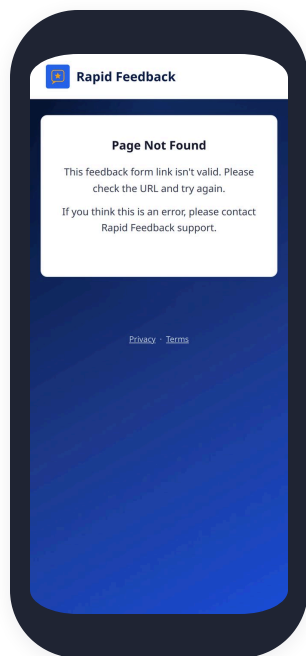
See [If a request didn't send](#). Check your **Sent** folder before pressing **Resend**.

## A customer says they didn't get the email

1. **Check the address.** Typos are the usual reason.
2. **Check your Sent folder.** If it's there, ask them to look in spam or junk.
3. **Send a new request** with the corrected address.

## "Page Not Found" on my own page

The page address is mistyped or cut short. Use the link in your *"your Rapid Feedback page is ready"* email, or email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).



## My page says it's paused

See [When your page is paused](#).

# Sign-in problems

Settings opens with an emailed link. See [Opening settings](#).

## The settings link didn't arrive

1. Check **spam** or **junk**.
2. Make sure you're checking the inbox for the email address on your account.
3. Press **Email me a new link**.

If you see "Too many links sent. Try again in an hour.", wait an hour and try again.

## The link says it's not valid, or has expired

Settings links last **10 minutes** and work once. Go back to your settings address and press **Email me a new link**.

## "...it unsubscribed from account emails"

*We can't email a sign-in link to this shop's address because it unsubscribed from account emails.*

At some point, account emails were turned off for your address (often by an email app's Unsubscribe button). Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) from that address and we'll turn them back on.

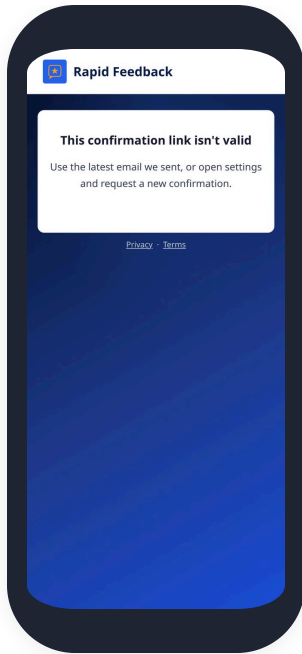
## "...earlier email to it bounced"

*We can't email a sign-in link to this shop's address because earlier email to it bounced.*

An earlier email couldn't be delivered to your address. Check the mailbox is working, then email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) and we'll help.

## "This confirmation link isn't valid"

This is about confirming a **new** email address. The link was already used, or a newer one was sent. Open the newest "Confirm your new Rapid Feedback email" message, or press **Resend confirmation** in [Profile](#).



## I was signed out of settings

That's normal after 7 days, or after an email change. Press **Email me a link** to sign in again.

## I no longer have access to the email on my account

Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net) from your new address with your business name. We'll check it's really you, then help you move the account.

# Billing questions

## How much is it?

\$49 CAD / \$35 USD a month after a 90-day free trial. See [Your plan and free trial](#).

## When will I be charged?

- **Card added during the trial:** on the day your trial ends, then monthly on that day.
- **Card added after the trial ended:** the day you add it, then monthly on that day.

## Where are my receipts?

Stripe emails one after each payment. Every invoice is also on your [Stripe billing page](#).

## Stripe doesn't recognize my email

Use the email you typed when you **added your card**. It may be different from the one on your Rapid Feedback account.

## I added a card but my page still says paused

Stripe usually updates us within a few minutes. Refresh the page. If it's still paused after an hour, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).

## "Could not start checkout"

Something went wrong opening Stripe. Wait a minute and try again. If it keeps happening, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).

## How do I cancel?

Yourself, anytime, in Stripe. See [Cancelling](#).

## Can I get a refund?

If you cancel on the paid plan, your plan runs to the end of the month you've paid for. We don't refund partial months. Cancelling during your free trial means you're never charged.

# Frequently asked questions

## About Rapid Feedback

### Is Rapid Feedback a review website?

No. It's a review request tool. After you've helped a customer, it emails them from your own address to ask how it went. Everyone you ask gets your Google review link. Happy customers see it first, and anyone who wasn't happy can also tell you privately, so you can make it right. We don't publish anything about your business.

### Do you post reviews for me?

Never. Google reviews are written by your customers, on Google, if they choose to.

### Who sees my customers' answers?

Only you. We send them to your email. If a customer also leaves a Google review, that review is public on Google.

### Do my customers need an account?

No. One tap on the link in your email, one tap to rate.

### Will my customers know I'm using Rapid Feedback?

The email comes from you and doesn't mention Rapid Feedback. The rating page shows your business name, at an address that starts `give.rapidfeedback.net`.

### Does it work for my kind of business?

If you serve customers and have their email address, yes. Trades, clinics, salons, restaurants, inns and more. Choose the right word for your work in [Wording](#).

## Sending

### Why does it need Make.com?

So feedback requests come from your own email address, which your customers know and trust. Make.com is the free service that connects Rapid Feedback to your Gmail or Outlook.

### **Does Make.com cost anything?**

Make.com's free plan includes a monthly allowance of credits (1,000 a month as of October 2026). Each request or reminder uses some of them. Check [Make.com's pricing](#) for the current limits.

### **Which email do my customers need?**

Your customers can use any email.

### **Can more than one person send requests?**

Yes. Anyone with your page address can send. For shared devices, ask us for a [PIN](#).

### **Can I send to a list of old customers?**

Rapid Feedback is built for one request per job, soon after the job. Sending big batches can trip spam filters, and there's a limit on how fast requests can go out.

### **Can I send a request again to the same customer?**

Yes, for a new job. Each request has its own link.

### **Can I change the wording of the email?**

Some of it: your word for the work, a default description, the thank-you line and your signature. See [Wording](#).

### **Where can I see all my feedback?**

In your email. There's no list in the app, so keep your feedback emails in a folder. See [Where to find past feedback](#).

## **Account and billing**

### **Do I need a card for the trial?**

No. Add one whenever you like, or not at all.

### **What happens when my trial ends?**

If you've added a card, nothing changes. If not, your page pauses until you continue. See [When your page is paused](#).

### **Can I change my Google review link?**

Not yourself, but we can. Email us the new one. See [Things we change for you](#).

### **Is my data safe?**

We only collect what Rapid Feedback needs to work. See our [Privacy Policy](#).

# Contact us

Questions, problems, or ideas? We'd love to hear from you.

**Email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).** A real person reads every message.

You can also reply to any email from Rapid Feedback (except feedback@ emails, where replies go to your customer).

## To help us help you quickly

- Send from the email address on your account.
- Tell us your business name.
- Say what you were trying to do, and what you saw. A screenshot helps a lot.

# Appendices

# Connect your email, with pictures

Step 3 of setup, one click at a time. Allow about 10 minutes. You only do this once.

## What you're setting up

**Make.com** is a free service that connects apps together. We've built a ready-made Make.com "scenario" (their word for a small automation) that does one thing: when you press **Request Customer Feedback**, it sends the email from your Gmail or Outlook.

You'll copy our scenario into your own free Make.com account, connect your email, and paste one address back into Rapid Feedback.



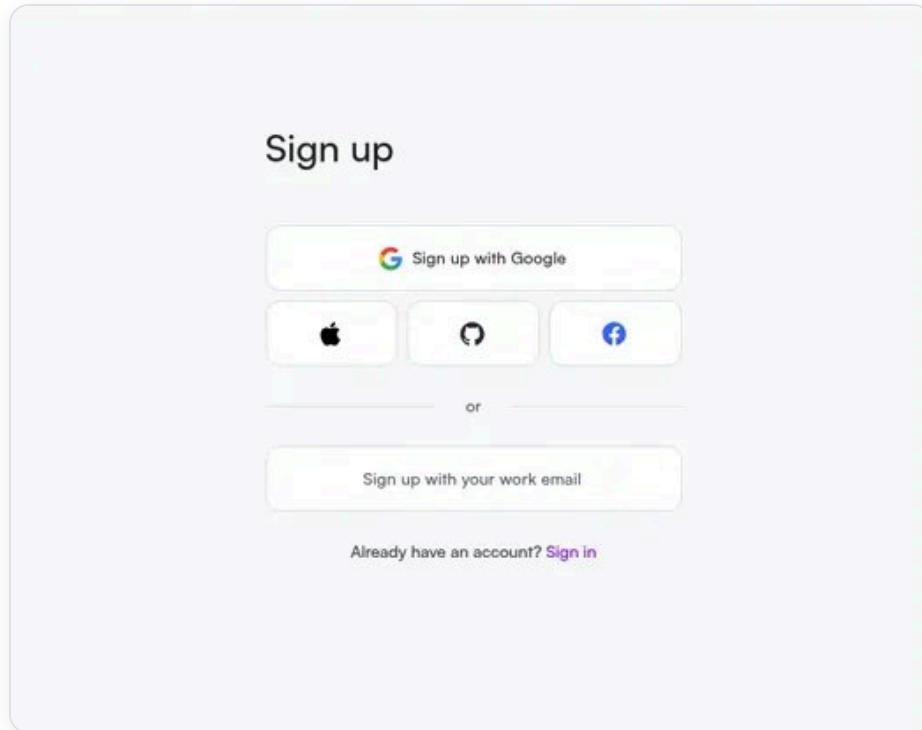
### Before you start

Open your Rapid Feedback setup page (**Step 3 of 3: Connect your email**) in one browser tab, and use a second tab for Make.com.

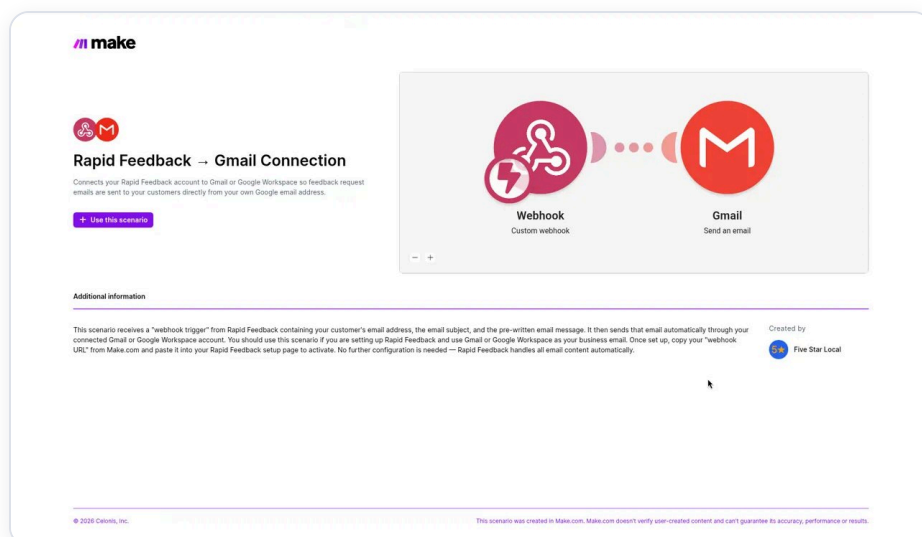
Pick your email:

## Gmail or Google Workspace

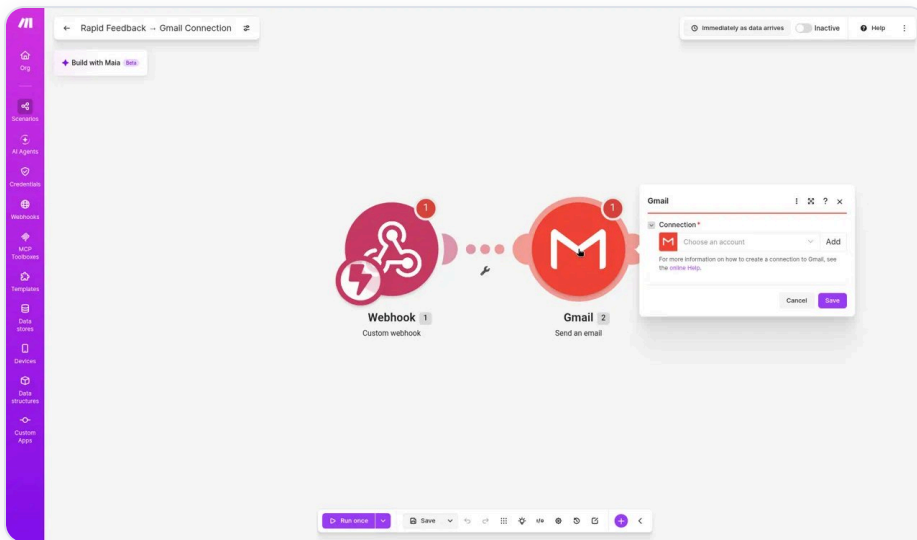
**1. Create or sign in to your Make.com account.** Go to [Make.com](https://make.com) and sign up (or sign in). New accounts are asked a few onboarding questions. Choose anything; none of them affect Rapid Feedback. Then confirm your email by clicking the link Make.com sends you.



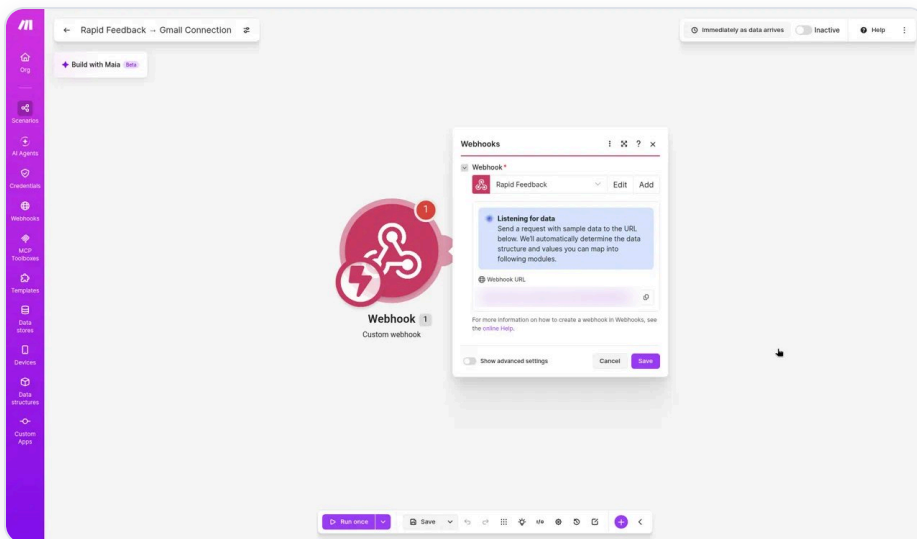
**2. Open our Gmail scenario.** Open [Rapid Feedback → Gmail Connection](#) and click **Use this scenario**. If Make.com asks about getting started with your first automation, click **Dismiss**.



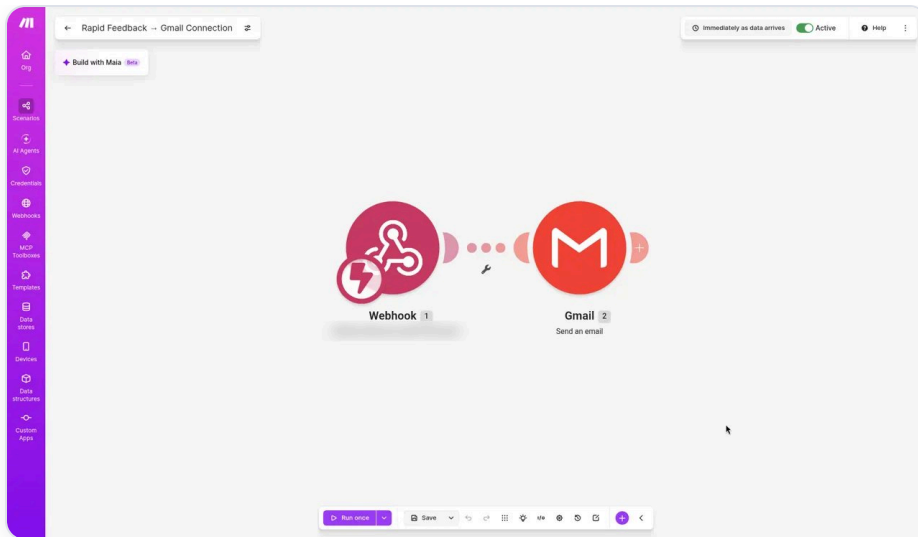
**3. Connect your Gmail.** Make.com opens the scenario with two bubbles. Click the **Gmail** bubble (the second one, "Send an email"). Under **Connection**, click **Add** (next to **Choose an account**). Name it the same as the email address you're connecting. Click **Sign in with Google** and sign in with the inbox your customers already know. Click **Continue** on each confirmation screen. Then save the Gmail module.



**4. Create the webhook and copy its address.** Click the first bubble (**Webhooks**, "Custom webhook"). Click **Add** (next to the **Webhook** dropdown), name it **Rapid Feedback**, and click **Save**. Back on the webhook screen, click the copy icon next to the webhook address so it's on your clipboard. Click **Save** again. If a yellow warning says the data structure isn't defined, ignore it; Rapid Feedback already sends the right data.



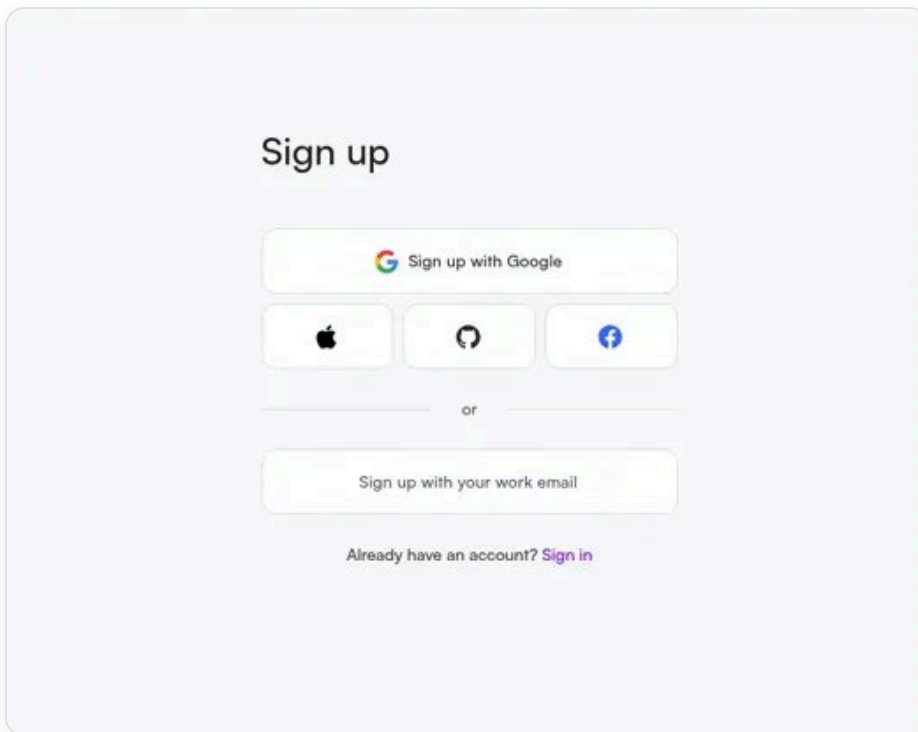
**5. Save and switch on the scenario.** Click the disk (Save) icon to save the scenario. Then click the toggle to the left of **immediately as data arrives** to switch it on.



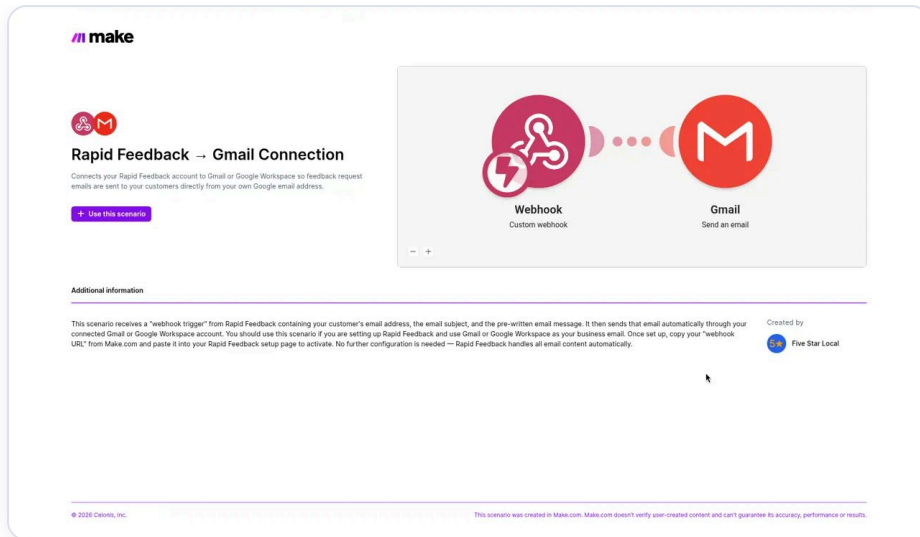
**6. Paste the address into Rapid Feedback.** Back in your Rapid Feedback tab, paste into **Your Make.com webhook URL** and click **Continue**.

**Outlook, Hotmail or Microsoft 365**

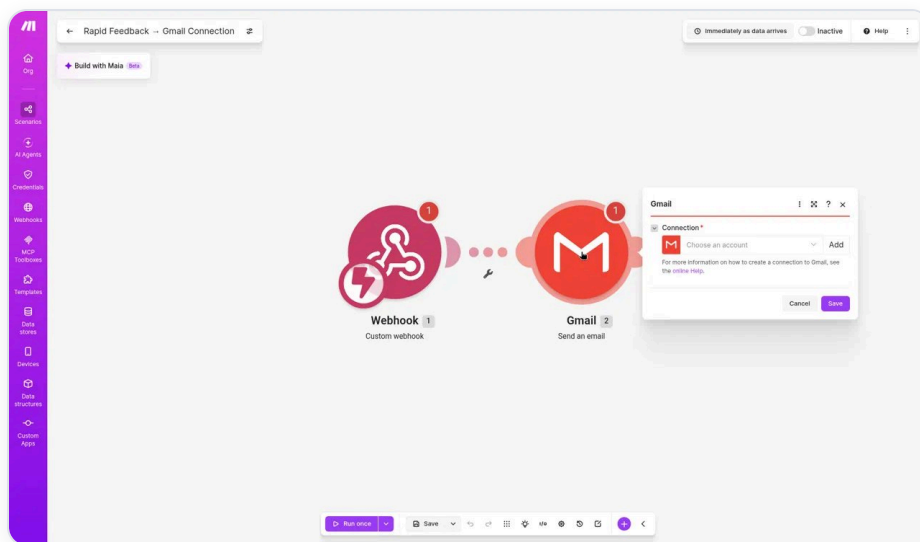
**1. Create or sign in to your Make.com account.** Go to [Make.com](https://make.com) and sign up (or sign in). New accounts are asked a few onboarding questions. Choose anything; none of them affect Rapid Feedback. Then confirm your email by clicking the link Make.com sends you.



**2. Open our Outlook scenario.** Open [Rapid Feedback - Outlook Connection](#) and click **Use this scenario**. If Make.com asks about getting started with your first automation, click **Dismiss**.

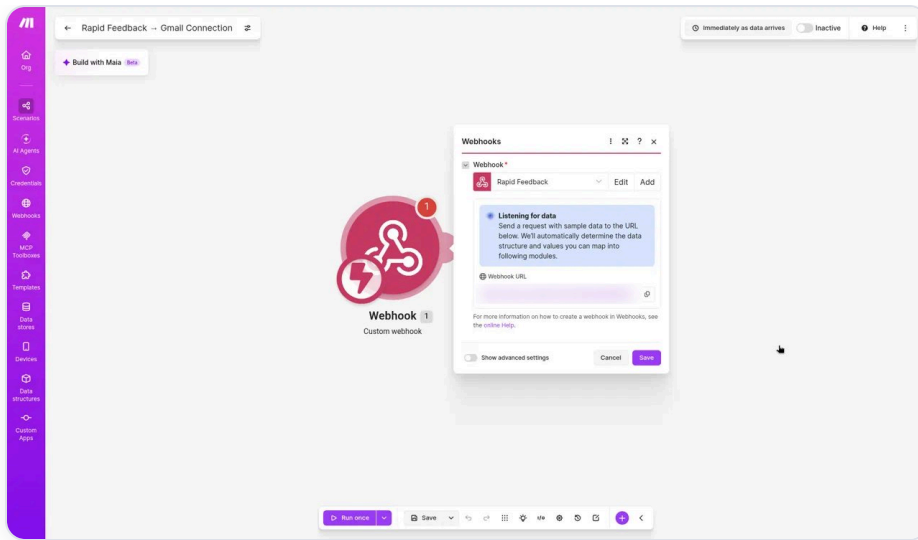


**3. Connect your Outlook.** Make.com opens the scenario with two bubbles. Click the **Microsoft 365 Email (Outlook)** bubble (the second one, "Send an Email"). Under **Connection**, click **Add** (next to **Choose an account**). Name it the same as the email address you're connecting. Sign in with your Microsoft account, using the inbox your customers already know. Click **Continue** on each confirmation screen. Then save the email module.

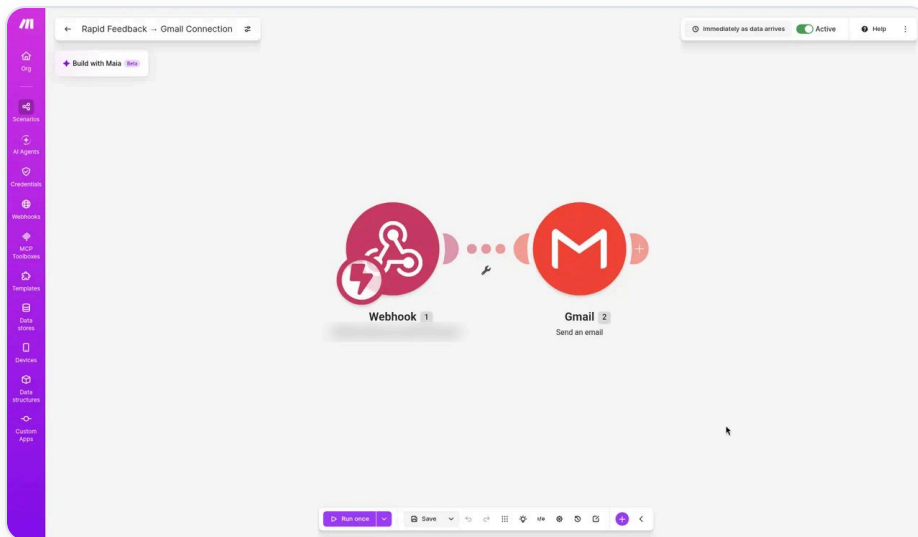


The picture shows the Gmail module. The Outlook one looks the same.

**4. Create the webhook and copy its address.** Click the first bubble (**Webhooks**, "Custom webhook"). Click **Add** (next to the **Webhook** dropdown), name it **Rapid Feedback**, and click **Save**. Back on the webhook screen, click the copy icon next to the webhook address so it's on your clipboard. Click **Save** again. If a yellow warning says the data structure isn't defined, ignore it; Rapid Feedback already sends the right data.



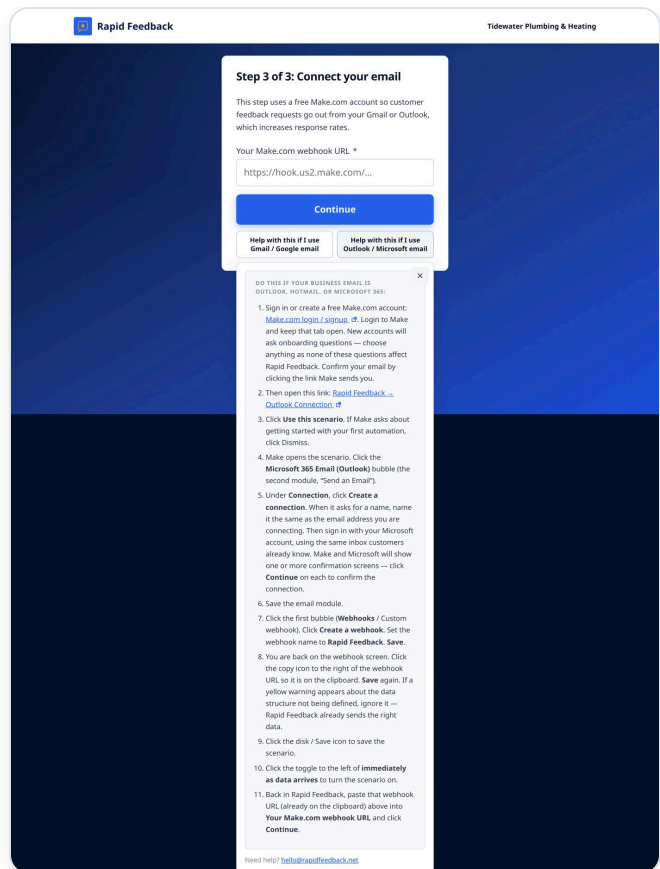
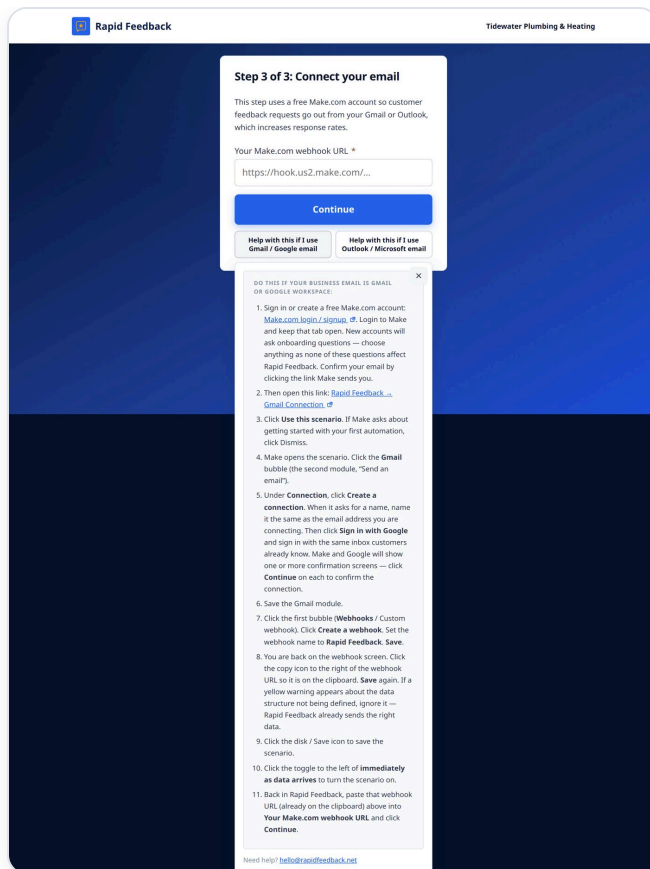
**5. Save and switch on the scenario.** Click the disk (Save) icon to save the scenario. Then click the toggle to the left of **immediately as data arrives** to switch it on.



**6. Paste the address into Rapid Feedback.** Back in your Rapid Feedback tab, paste into **Your Make.com webhook URL** and click **Continue**.

## You're connected

You'll see **You're all set!** Send your first request [to yourself](#) to check everything works.



The same steps are on the setup page itself, under **Help with this if I use Gmail / Google email** and **Help with this if I use Outlook / Microsoft email**.

## Switching to a different email account later

1. In Make.com, open your Rapid Feedback scenario.
2. Click the email bubble (the second one). Under **Connection**, click **Add** and sign in with the new account.
3. Save the module and the scenario. The webhook address stays the same, so there's nothing to change in Rapid Feedback.

If you build a brand-new scenario instead, paste its new webhook address in [Settings, Links](#).

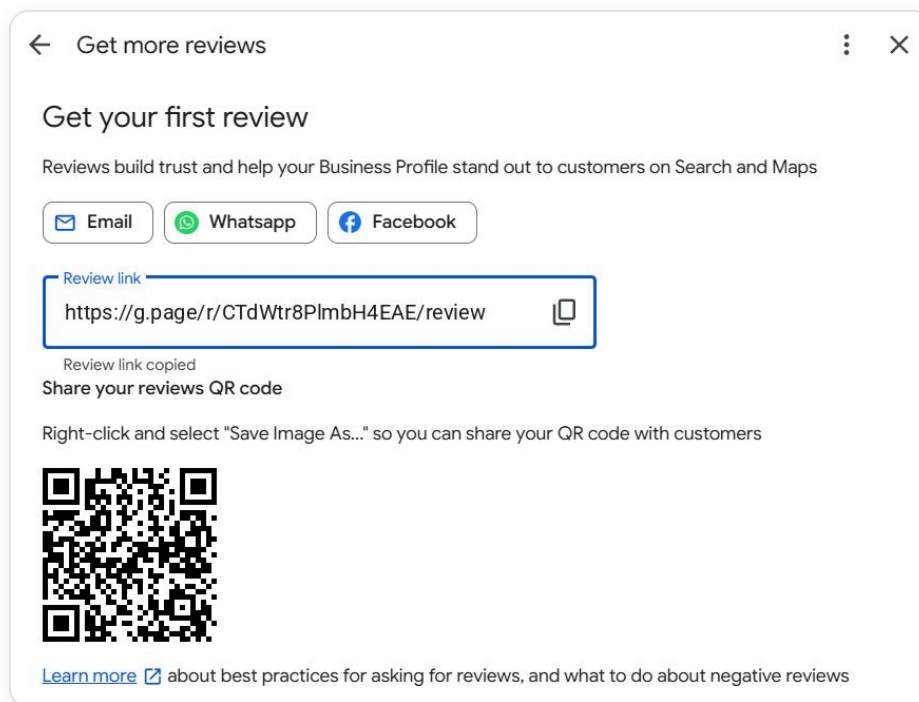
Stuck anywhere? See [Setup problems](#), or email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).

# Find your Google review link

Google gives every business profile a short link that opens the "write a review" box. Here's how to get yours.

## From your Google Business Profile

1. Go to [business.google.com](https://business.google.com) and sign in with the Google account that manages your business.
2. Pick your business, if you have more than one.
3. Click **Ask for reviews** (sometimes called **Get more reviews**).
4. Copy the link. It usually looks like `https://g.page/r/.../review`. With no reviews yet, Google heads that screen **Get your first review**.



Google's own help page explains it too: [Create a Google link or QR code to request reviews](#).

## From Google Maps

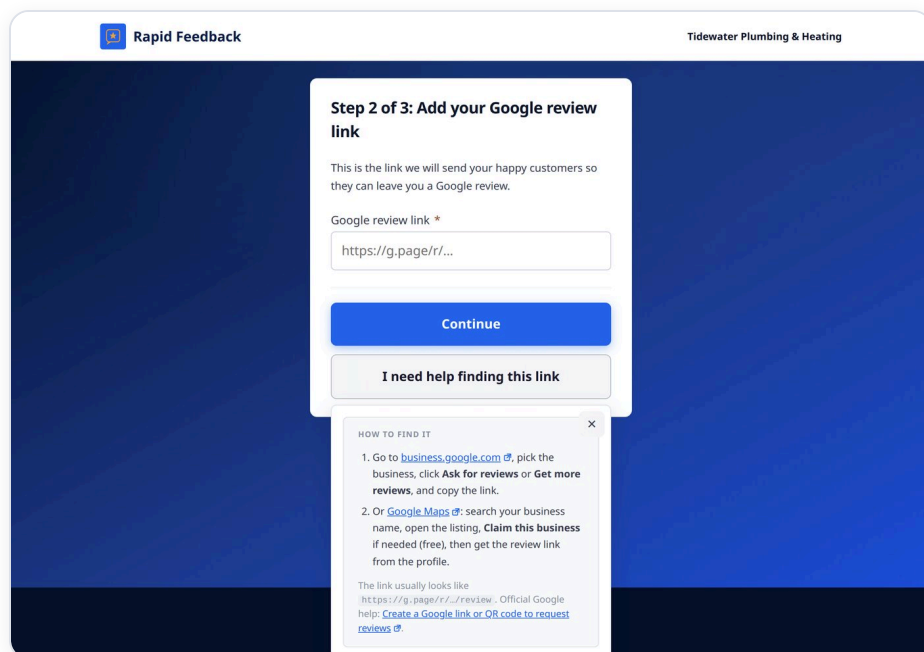
1. Open [Google Maps](#) and search for your business name.
2. Open your listing. If you see **Claim this business**, follow the steps (it's free).
3. Once you manage the listing, get the review link from the profile as above.

## No Google Business Profile yet?

You'll need one, because it's where your customers' Google reviews live. Creating one is free at [business.google.com](https://business.google.com). Google may ask you to verify your business, which can take a little while.

### Tip

Your 90-day free trial starts when you verify your email with us. If you're still waiting on Google, you might like to get your profile sorted first, then sign up for Rapid Feedback. If you've already signed up, no problem: come back to Step 2 any time using your [verification email](#).



The screenshot shows the 'Step 2 of 3: Add your Google review link' screen in the Rapid Feedback interface. The header includes the 'Rapid Feedback' logo and the business name 'Tidewater Plumbing & Heating'. The main content area has a dark blue background. A white card in the center contains the following text: 'Step 2 of 3: Add your Google review link', 'This is the link we will send your happy customers so they can leave you a Google review.', and a label 'Google review link \*' above a text input field containing 'https://g.page/rf/...'. Below the input field are two buttons: a blue 'Continue' button and a grey 'I need help finding this link' button. A small 'HOW TO FIND IT' popup is visible at the bottom, providing instructions on how to find the Google review link.

**Step 2 of 3: Add your Google review link**

This is the link we will send your happy customers so they can leave you a Google review.

Google review link \*

**Continue**

**I need help finding this link**

**HOW TO FIND IT**

1. Go to [business.google.com](https://business.google.com), pick the business, click **Ask for reviews** or **Get more reviews**, and copy the link.
2. Or [Google Maps](#): search your business name, open the listing, **Claim this business** if needed (free), then get the review link from the profile.

The link usually looks like <https://g.page/rf/.../review>. Official Google help: [Create a Google link or QR code to request reviews](#).

### Good to know

Each Google listing can be connected to one Rapid Feedback account. To change your link after setup, email [hello@rapidfeedback.net](mailto:hello@rapidfeedback.net).

# Glossary

Plain-language meanings for the words in this guide.

## **account@, feedback@, hello@**

The three addresses we send from. account@ is for your account, feedback@ brings you customer feedback, hello@ sends tips and your weekly recap. See [Who sends what](#).

## **Billing tab**

The part of Settings that shows your trial, card and plan. See [The Billing tab](#).

## **Customer**

The person you did the job for. They get your feedback request.

## **Default description**

Optional words that fill in the job description on your sending page, like *lawn care*. Set in [Wording](#).

## **Feedback request**

The short email that asks your customer how the job went. It comes from your own inbox.

## **Follow-up reminder**

One polite reminder, sent a few days later if your customer hasn't answered. See [Follow-up reminders](#).

## **Google Business Profile**

Your free business listing on Google Search and Maps, where Google reviews appear.

## **Google review link**

A short link from your Google Business Profile that opens the "write a review" box. See [Find your Google review link](#).

## **Make.com**

A free service that connects Rapid Feedback to your Gmail or Outlook, so requests come from your own address. See [Connect your email](#).

## Paused

Your page can't send new requests until you continue your plan. Nothing is lost. See [When your page is paused](#).

## PIN

An optional 6-digit code that locks your sending page on shared devices. We set it for you. See [Using a PIN](#).

## Private note

A message a customer can write after rating the job. Only you see it.

## Rating

Your customer's answer: Very good, Good, Poor or Very poor. In your weekly recap, ratings average out of 4 (4 is Very good).

## Rapid Feedback page

Your sending page at `get.rapidfeedback.net/yourcode` . Where you send feedback requests.

## Scenario

Make.com's word for a small automation. Ours sends your feedback requests.

## Settings link

A sign-in link we email you to open Settings. It lasts 10 minutes and works once.

## Stripe

The secure payment service that handles your card, receipts and cancelling.

## Trial

Your first 90 days, free, with every feature. No card needed.

## Verification email

The email you get after signing up. Its link confirms your address and lets you finish setup.

## Webhook URL

The private address Make.com gives you. You paste it into Rapid Feedback once, in setup. You don't need to know how it works.

### **Weekly recap**

A short email with your numbers, in weeks you've been busy. See [Your weekly recap](#).

# What changed in this guide

Newest first.

| Date         | Change                                          |
|--------------|-------------------------------------------------|
| October 2026 | First version of the Rapid Feedback User Guide. |