



Keen Eye report: Harlow & Pike client portal

This is a sample report. Harlow & Pike is a made-up business. The app was built in Lovable from a plain English description, with no technical changes, then reviewed exactly as I'd review yours.

- **Reviewed by:** Ed Henderson, Keen Eye (a Neep service)
- **Date:** 28 October 2026
- **What I looked at:** the live portal (signed in as the coach and as two clients on desktop and phone) and the code behind it on GitHub.

Is it ready?

Not yet, but it's close. About a week of developer time.

The foundations are better than most I see. Your clients' information is properly locked down: each client can only see their own sessions, invoices and documents. Your private notes are yours alone. What's missing is mostly about running a business through it: who can sign up, control over your diary and keeping everyone informed.

The top three problems

1. **Anyone can sign up and fill your diary.** There's no limit on who joins or how many sessions they book.
2. **Your coach access isn't safe.** It goes to whoever signs up first, which could quietly hand a stranger every client's notes.
3. **You can't block out time.** Every weekday from 9 to 5 is always bookable, holidays included.

What's working well

- **Clients can't see each other's information.** I checked this signed in as two different clients. The database itself enforces it, not just the screens, which is the right way to do it and the thing AI tools most often get wrong.
- **Documents are shared safely.** Each PDF opens through a link that expires after two minutes, so a forwarded link stops working.
- **Double bookings are blocked.** If two clients pick the same time, only one gets it. The other is told the time was just taken.
- **UK time is handled properly,** including the clocks changing in spring and autumn.
- **You own the code.** It's on GitHub and built with standard tools (React and Supabase), so any developer can pick it up.

What's missing

The things it needs that you might not know to ask for.

Logging in and resetting passwords

Sign-up, sign-in and "forgot password" all work. Passwords must be at least 8 characters and the reset email arrives. One gap: new clients must click a link in a confirmation email before they can sign in. If that email is lost or lands in spam, they're stuck. Signing in just says "Email not confirmed", with no way to send the link again and no explanation of what to do.

What happens when something goes wrong

If your invoices or sessions fail to load, the page says "No invoices yet" or "No upcoming sessions" instead of saying something went wrong. A client could think their booking has vanished. Other errors appear as messages written for developers, not clients.

How it works on a phone

Well. Every page fits the screen and booking a session is easy with a thumb. Two small things. The "Edit with Lovable" badge sits on top of some booking times. Your own booked session also looks the same as times other clients have taken, so it's easy to think it's just unavailable.

How fast it loads

On a typical phone connection the home page appears in about 1.3 seconds, which is good. The sign-in page takes about 3.7 seconds, because the office photo at the top is larger than it needs to be. That's the page every client sees every time they visit.

Emails

No emails are sent when a client books or cancels, either to the client or to you. You'd only find out about a new booking by checking the dashboard.

Your own address

It's on a lovable.app address with an "Edit with Lovable" badge in the corner. For a premium practice it should be on your own domain without the badge.

Privacy

There's no privacy policy and no way for a client to delete their account or ask for their data. Coaching notes can include health and personal matters, which UK GDPR treats with extra care. You'll likely need to register with the ICO.

What needs finishing

Most important first.

1. Control who can sign up and how much they can book

What I found: anyone on the internet can create an account and book sessions. There's no limit on how many, so one person (or an automated script) could fill your diary for months.

Why it matters: your real clients would find no free times. You'd have to clear the bookings by hand.

What to do: make sign-up invite-only, so you add clients from your dashboard and they get an email to set a password. Cap each client at a few upcoming sessions.

2. Fix how coach access is given

What I found: the first account to sign up becomes the coach. Everyone after that is a client.

Why it matters: it works today, but if your account is ever deleted, for example while tidying up test accounts, the next person to sign up becomes the coach and can read every client's private notes, documents and invoices.

What to do: set your coach access by hand once and remove the "first sign-up" rule.

3. Let yourself manage your diary

What I found: every weekday from 9am to 5pm is bookable, with no way to block holidays, other commitments or a day off. Clients can also cancel a minute before a session.

Why it matters: clients will book times you can't do. Late cancellations cost you a paid hour.

What to do: add a way to block out time from the dashboard. Set a cancellation cut-off (24 or 48 hours is common) that matches your terms.

4. Send booking emails

What I found: nothing is emailed when a session is booked or cancelled.

Why it matters: clients expect a confirmation with the time in it, ideally with a calendar invite. You also need to know when your diary changes.

What to do: send a confirmation and a cancellation email to the client and to you, with a calendar attachment.

5. Show proper error messages

What I found: when something fails to load, the page looks empty instead of saying there's a problem.

Why it matters: "No upcoming sessions" when a client does have one booked causes worried emails and missed sessions.

What to do: show a plain message such as "We couldn't load your sessions. Please refresh or email us if it keeps happening."

6. Decide what invoices are for

What I found: invoices are a description, an amount and a paid or unpaid label. There's no invoice number, no business details, no way to pay and nothing to download.

Why it matters: executives often need a proper invoice for their company to pay or reclaim. These wouldn't pass.

What to do: rather than building full invoicing, keep sending invoices from your accounting software (such as Xero or FreeAgent) or Stripe. Show them in the portal with a link to view and pay.

7. Add privacy basics

What I found: no privacy policy and no way to delete an account or export a client's data.

Why it matters: you're holding sensitive personal information. Clients can ask to see or delete it.

What to do: add a privacy policy page and a way for you to delete a client and everything stored about them on request.

8. Move to your own domain and remove the Lovable badge

What I found: the portal is on a lovable.app address with an "Edit with Lovable" badge.

What to do: connect your own domain and remove the badge, which needs a paid Lovable plan. On phones the badge also covers some booking times.

9. Shrink the sign-in photo

What I found: the office photo on the sign-in page is several times bigger than it needs to be, so the page takes nearly 4 seconds to appear on a phone.

What to do: resize and compress it. It should look the same and load in under a second.

Is it worth carrying on?

Yes. Don't start again. The difficult part, keeping each client's information private, has been done properly. The code is tidy enough for any developer to

continue. Everything above is finishing work on a sound base.

What I'd do next

1. Fix 1 and 2 before any real client signs up.
2. Fix 3 and 4 before you rely on it for bookings.
3. Do 5 to 9 before you announce it.

Next steps

- **Questions about this report?** One round of questions is included. Send them together and I'll answer them in one go.
- **Want me to do the work?** Tell me which fixes you'd like and I'll quote for them as a fixed price, in small milestones or hourly.
- **Or take it elsewhere.** Hand this report to any developer or ask Lovable to make the changes one at a time.
- **Email:** ed@keeneye.scot