

Tracking SMS usage

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The **SMS log** section is where you track [SMS notifications](#) sent through your account. Data is recorded for all SMS notifications sent in the following scenarios:

- [Customer notifications](#)
- [User notifications](#)

You can filter the records by date range or phone number. You can also export them to a spreadsheet.

Accessing your SMS log

1. Sign in to your OnceHub Account.
2. Open the lefthand sidebar and go to **Billing -> Products**.
3. Then, click **View SMS log** (Figure 1).

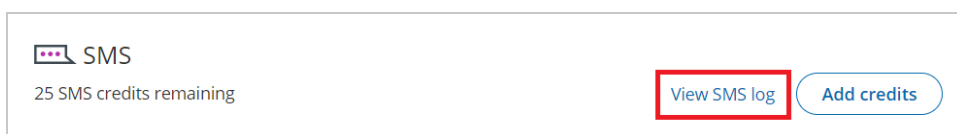


Figure 1: View SMS log

SMS log

The records in the SMS log contain the following information:

Date: The day the SMS was sent.

Booking page: The [Booking page](#) associated with the SMS. Test SMS notifications do not have Booking pages associated with them.

To: The number that the SMS was sent to.

Recipient: The name of the Customer or User that the SMS was sent to.

Template: The name of the [template](#) that was used to send the SMS.

Characters: The number of characters used in the SMS, including spaces.

SMS credits: The number of [SMS credits](#) used.

Status: One of the following [delivery statuses](#) will be displayed.

- **Delivered:** The SMS was sent and arrival was confirmed via delivery receipt.
- **Sent:** SMS was sent but a delivery receipt was not received.
- **Rejected:** The phone number was found to be invalid prior to sending.
- **Failed:** The SMS failed to send.