

Removing User licenses

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When you remove product licenses, they are still available for use in the application until the end of your current billing cycle. This is because you've already paid for all your product licenses in advance, at the beginning of the current billing cycle.

In this article, you'll learn how to remove product licenses from your OnceHub Account.

How removing licenses works

For example, let's say your billing cycle starts on the 20th of every month and you already have 15 product licenses in your account. You remove 5 product licenses from your account during your billing cycle. You will still have access to these licenses until the next billing date. On this date, the licenses will be removed from your account and you will only pay for 10 product licenses for the upcoming month.

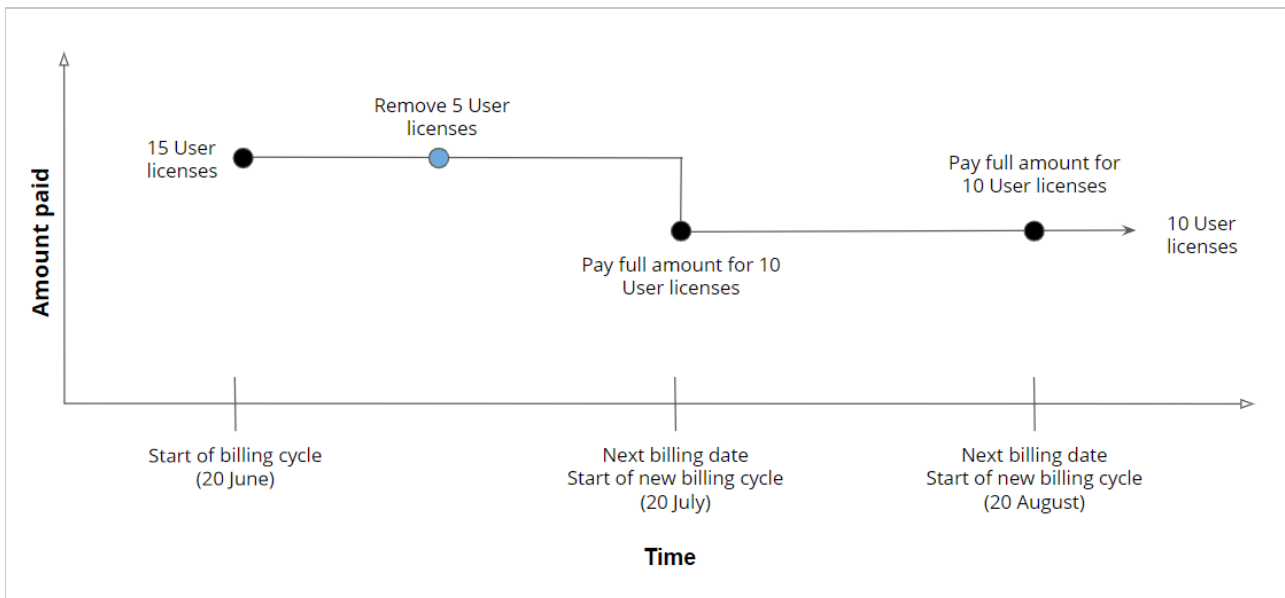


Figure 1: Removing product license

We recommend [unassigning product licenses](#) before removing them. Otherwise, OnceHub will randomly remove product licenses on the next recurring billing date.

Note:

You cannot [purchase additional product licenses](#) while a license removal is pending. If you change your mind about removing product licenses, you can cancel a pending removal at any time before the next billing date.

You can remove product licenses in the **OnceHub -> Billing -> Products** page.

Effects of product license removal on ScheduleOnce

Our fair usage policy allows three enabled [Booking pages](#) for each ScheduleOnce product license. This means that, if you are over your new enabled Booking page quota when removing a license, up to three Booking pages will be

disabled automatically and randomly for every ScheduleOnce product license that you remove.

We recommend disabling ScheduleOnce Booking pages above the quota before the license removal becomes effective. Otherwise, OnceHub will randomly disable Booking pages.

Requirements for removing product licenses

You must be a [OnceHub Administrator](#) to remove product licenses.

Removing product licenses

1. In the **Products** page, click **Remove licenses**.
2. In the **Remove licenses** page, select the number of product licenses you want to remove. The **Next payment** box is updated with the amount due on the next billing date, based on the number of licenses you remove. Your next payment includes only the Payment for licenses to be used in the upcoming billing cycle.
3. Click **Update subscription** to save your changes.

The product licenses will be removed from your account at the end of your current billing cycle and can still be used in the application until then.

Note:

If you want to cancel your subscription and remove all licenses from your OnceHub Account, you'll need to delete your account. [Learn more about deleting your OnceHub Account](#)