OnceHub Support

Installing the PC connector for Outlook

Last Modified on Oct 18, 2022

OnceHub uses a proprietary connector to establish a secure connection with your Outlook Calendar. Once connected, all communication with your Outlook Calendar is encrypted, keeping your calendar data safe and secure.

In this article, you will learn how to generate OnceHub authentication credentials and how to install the PC connector for Outlook on your Windows PC (Mac is not supported).

Important:

In addition to connecting with your Outlook Calendar on your PC, OnceHub can also connect directly to the Office 365 API. This may be a more stable option than connecting to your local computer's Outlook software through a downloaded connector. If you use Office 365, OnceHub recommends that you connect through our API integration with the Office 365 cloud rather than through the Outlook client integration.

However, if you need to use the PC connector, please contact us. We can confirm whether this option works best for your environment and, if relevant, enable it in your account.

Requirements:

- A Windows PC
- Microsoft Outlook 2007 or newer

Downloading the connector:

- 1. **Contact us** to enable the PC connector as an option.
- 2. In OnceHub, select your profile picture or initials in the top right-hand corner → **Profile settings** → **Calendar connection**.
- 3. On the Calendar connection page, click Connect additional calendars in OnceHub.
- 4. Select the **PC connector for Outlook** option.
- 5. In the next window, click **Continue**. (See Figure 2)

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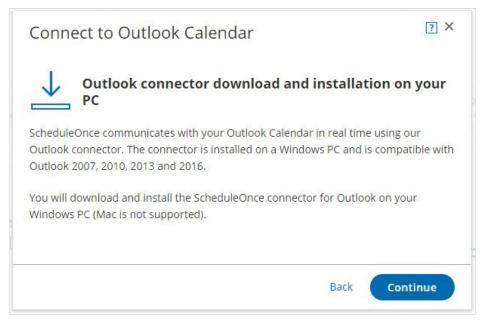


Figure 2: Connect to Outlook Calendar popup

 On the Connect your Outlook Calendar page, you can download the connector to your Windows PC. Click the Download and connect button (see Figure 3).

Connect your Outlook Calendar	
Your customers will only see available time slots. Your calendar details and free/busy patterns are never revealed.	
	• ?
Outlook Calendar	
Click the button to connect ScheduleOnce with your Outlook Calendar	
Download and connect	
ScheduleOnce communicates with your Outlook Calendar in real time using our Outlook connector. The connector is installed on your PC and is compatible with Outlook 2007, 2010, 2013 and 2016.	
Connect to a different calendar	

Figure 3: Outlook Calendar integration page

7. Click **Yes** to download (see Figure 4).

Support

You are about to start the download of the ScheduleOnce connector for Outlook. Once you click the Yes button, you will not be able to accept bookings until you install the connector and perform the first sync.	Once you click the Yes button, you will not be able to accept bookings until you install	Download the ScheduleOnce	connector for Outlook ×
the connector and perform the first sync.	the connector and perform the first sync.	You are about to start the download of the Sch	eduleOnce connector for Outlook.
Are you sure you want to download the connector new?	Are you sure you want to download the connector now?		able to accept bookings until you install
Are you sure you want to download the connector now?		Are you sure you want to download the connec	ctor now?

Figure 4: Download the PC connector for Outlook

8. After you download the PC connector for Outlook, you are in a pending connection state with your Outlook Calendar and you will not be able to accept bookings until you install the connector and perform the first sync. On the page, you will see your credentials and the step-by-step instructions to connect and configure the Outlook connector (see Figure 5). You will need these credentials to sign in to the connector.

	Outlook Calendar alendar details and free/busy patterns are never revealed.
Last connector sync: Never (Waiting for first sync) Bookings cannot be accepted until you perform the first sync. If download didn't start, click here.	 To connect ScheduleOnce with your Outlook Calendar: Download and install the connector on your Windows PC. Open the connector, click the Settings button, and enter the following credentials:
ScheduleOnce communicates with your Outlook Calendar (2007, 2010, 2013 or 2016) in real time using our Outlook connector installed on your PC.	Continue setup
Cancel my pending connection to Outlook	

Figure 5: Outlook Calendar integration page - Setup

i Note:

The connector is compatible with Outlook 2007, 2010, 2013, and 2016. The connector installation file size is about 16mb. The connector is not compatible with Macs.

In order to start syncing the connector, you will need to:

- 1. Connect and configure the connector's settings
- 2. Configure calendar settings for your Booking pages