

Editing System fields

Last Modified on Nov 16, 2023

System fields are seven standardized fields. Four are included in every new [Booking form](#) by default.

In this article, you'll learn about editing System fields.

In this article:

- [System fields](#)
- [Editing System fields](#)
 - [Field title](#)
 - [Add subtext](#)
 - [Require email verification for the email System field](#)
 - [Enable SMS notifications for the Mobile phone System field](#)

System fields

- Your name
- Your email
- Your company (not included in the default Booking form)
- Your phone (not included in the default Booking form)
- Your mobile phone
- Your note
- [Customer guests](#) (not included in the default Booking form)

Note:

If you want to ask for information that is not included in the System fields or Custom fields, you can create your own Custom field. [Learn more about Custom fields](#)

Editing System fields

1. Go to **Booking pages** in the bar on the left.
2. On the left, select **Booking forms editor**.
3. Click the **Edit** icon next to the field name you want to edit in the Booking form (Figure 1).




The image shows a user interface for editing a booking form field. On the left, there is a text input field with the label "Your name*" and a small pencil icon to its right, which is highlighted with a red square. Below the input field is a greyed-out area. To the right of the input field, there is a vertical line, followed by the text "System field" and "Mandatory field". To the right of this text are two small grey buttons with up and down arrows, indicating a dropdown menu.

Figure 1: Click the Edit icon to edit a field

4. The **Edit system field** pop-up will appear (Figure 2). Here, you can edit the **Field title** and **Add subtext**.

Edit system field
?
×

 You may change the title and subtext. However, you should not use this field to collect any data other than the customer's name. [Learn more](#)

Field type Single-line text field

Field name Name
(not visible to Customers)

Field title Your name
(Max 200 characters)

↔
↻

Add subtext

↔
↻

Save
Cancel



 Although collected data is encrypted, it should not include credit card information or other sensitive data.

Figure 2: Edit system field pop-up


When you edit a System field, you are editing that field only for the specific Booking form you are working on at that time. If you close the Booking form and edit the same field in a different Booking form, the changes you make are applied to only this new Booking form.

In contrast, Custom fields are edited in the Fields library, so any change made to the field is applied to every Booking form which includes the field. [Learn more about Custom fields](#)

 **Note:**
You cannot edit the options in a System field drop-down menu. To customize drop-down menu options, [create a Custom field](#).

Field title

The **Field title** is the name of the field as it will appear to Customers on the Booking form. For example, you can change the "Your name" field to say "First and last name." If you don't enter any text for the **Field title**, the **Field name** will be used.

 **Important:**
You should not use a System field to collect information other than what it is intended for. For example the "Your name" field should only be used to ask for the Customer's name and the "Your phone" field should only be used to ask for a phone number.

Using these fields to collect information other than what is intended can break the scheduling process. For example, if you change the Field title of the email field to ask for something else, your Customer will not receive [email notifications](#) about the booking they made.

Add subtext

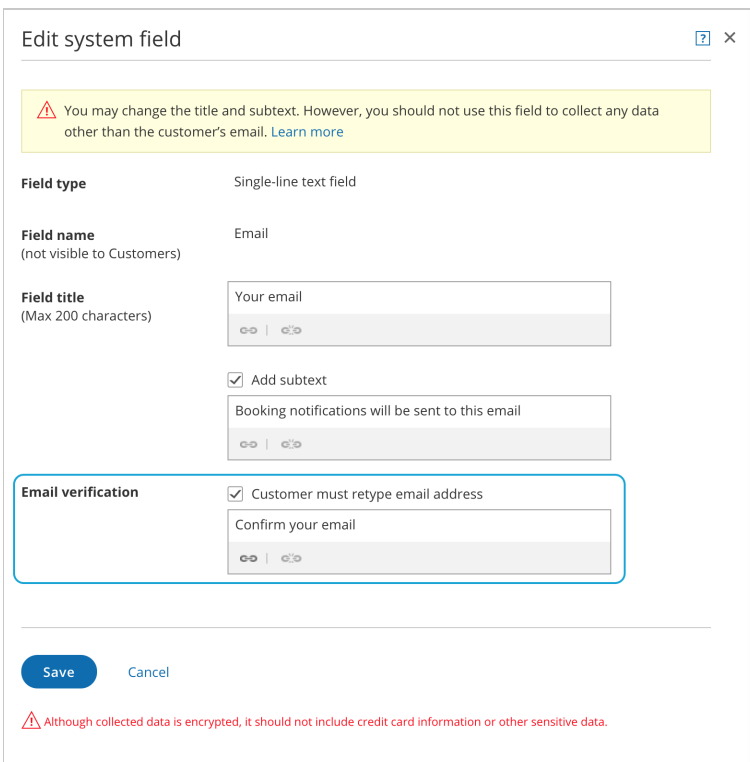
To add subtext to a field, check the **Add subtext** box. Then, enter a description of the field or explain why you are asking for the information.

For example, if you are asking for the Customer's phone number, you can use this space to explain how you are going to use the phone number. You can also hyperlink text. For example, you could link to your Terms of service.

Require email verification for the email System field

If you are worried about Customers mistyping their email address when making a booking, you can turn on the **Email verification** option in the email **Edit system field** pop-up for the **Email** field (Figure 3).

When enabled, the Customer will be asked to enter their email address a second time and allow OnceHub to verify that both email addresses match.



Edit system field [?] ×

⚠ You may change the title and subtext. However, you should not use this field to collect any data other than the customer's email. [Learn more](#)

Field type Single-line text field

Field name (not visible to Customers) Email

Field title (Max 200 characters) Your email

Add subtext
Booking notifications will be sent to this email

Email verification Customer must retype email address
Confirm your email

Save Cancel

⚠ Although collected data is encrypted, it should not include credit card information or other sensitive data.

Figure 3: Require email verification for the email System field

Enable SMS notifications for the Mobile phone System field

If you want to send booking-related SMS notifications to your Customers, you must provide them with an option to opt out of this service.

To do this, check the **Enable SMS** box in the **Booking forms editor**. Check the **OK to send me booking notifications via SMS** checkbox. The default is that the customer has to opt out of SMS notifications.

Your mobile phone

System field

Mandatory field

Enable SMS

OK to send me booking notifications via SMS

Remove field

Include area code

To send SMS notifications, you must also enable them in the Customer notifications section.

Figure 3: Enable SMS notifications for the Mobile phone System field

When you enable this option, your Customers will be asked to opt-in to receiving SMS notifications in the Booking form.

Provide information [Previous step](#)

Time: Mon, Aug 07, 2017, 2:45 PM - 3:00 PM (Change)
United States; Eastern time (GMT -4:00) [DST] (Change)

Subject * What is the meeting about?

Your name *

Your email * The scheduling confirmation will be sent to this email

Your company

Your phone

Your mobile phone United States (+1) **It's okay to send me booking notifications via SMS**

Your note

Figure 4: Customers opt-in to receiving SMSs in the Booking form

When this option is enabled and your Booking form is skipped, the checkbox will appear in the date and time selection step.

Pick a date and time [Previous step](#)

Duration: 15 minutes

Your time zone: United States; Eastern time (GMT -4:00) [DST] (Change)

Available starting times for Tue, Aug 29 2017

Sun Mon Tue Wed Thu Fri Sat Sun

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Selected time: Tue, Aug 29, 2017, 4:15 PM - 4:30 PM
United States; Eastern time (GMT-4:00) [DST]

It's okay to send me booking notifications via SMS

Clear Schedule

4:15 PM 4:30 PM 4:45 PM

< Previous Next >

Figure 4: Opt-in to receive booking notifications via SMS