OnceHub Support

Hiding fields on the Booking form

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When you add a Custom field to your Booking form, the field is visible by default. You can choose to hide the field, so that it will not be displayed on the Booking form.

In this article, you'll learn about hiding fields on the Booking form.

In this article:

- Why hide fields on the Booking form?
- Creating a hidden Custom field
- Hidden field example

Why hide fields on the Booking form?

Hiding fields is typically done to pass internal company information through the booking process, without exposing it to the Customer.

For example, you might have an ID for a particular marketing source that you need to track with the booking information. The ID is internal and Customers should not see it when they book. With hidden fields, you can include the ID in the URL parameters and pass it to a third party CRM integration, add it to a calendar event, or include it in User notifications.

Customers are not able to input a value for hidden fields, and hidden fields cannot be made into mandatory fields. To use a hidden field, you should provide a value with URL parameters.

Hidden fields should not be used to pass sensitive information because the data is still visible and editable in the Booking page URL.

> ⬡! **Important:**
>
> Data from hidden fields will be added to the default calendar event in the User's connected calendar. If the Customer is included as a guest on the calendar event they will see the hidden field data in the event details.
>
> To prevent this you can remove the Customer from the calendar event or you can create a custom event template.

Creating a hidden Custom field

1. Go to **Booking pages** in the bar on the left.
2. On the left, select **Booking forms editor**.
3. In the **Fields library** section on the right of the page, click the **Add Custom field to library** button.
4. Select **Single line text field** as the **Field type** (Figure 1).

Add Custom field to library

Field type   Single-line text field   ⌄

Field name
(not visible to Customers)   [   ]

                                                  A unique identifier for this field

Field title
(Max 200 characters)   [   ]

                                                  🔗 | 🔗

                                                  ☐ Add subtext

                                                  [   ]

                                                  🔗 | 🔗

                                                  ☑ Do not display this field to Customers. Learn more

Save   Cancel

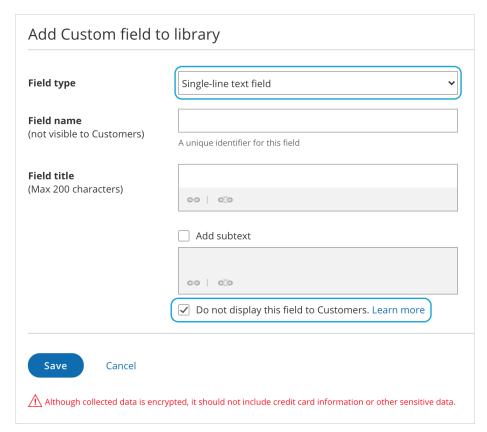⚠ Although collected data is encrypted, it should not include credit card information or other sensitive data.

Figure 1: Creating a hidden Custom field

5. At the bottom of the Field editor, check the **Do not display this field to Customers** box.

6. Click **Save**.

To use a hidden Custom field, add it to your booking form.

> ⓘ **Note:**
>
> Hidden fields do not show in the Booking form previews.

Hidden field example

You may want to pass a marketing campaign ID in the URL and pass it to a Custom field in your CRM. To do this, you would follow these steps:

1. Create a hidden Custom field for the marketing campaign ID and add it to your Booking form.

2. In the CRM integration setup, map the hidden OnceHub field to the Custom field in your CRM.

3. In the marketing campaign add the link to your Booking page with the marketing campaign ID in the URL. For example, go.oncehub.com/example?marketing-campaign-ID=1234

When a booking is made using this link, the marketing campaign ID (1234) will be mapped to the Customer record in your CRM.

> ⓘ **Note:**
>
> If you are using UTM codes, you can enable source tracking to pass UTM tags that you have added to your personalized links. The following five source tracking field names are reserved for source tracking, and cannot be

used as Custom field names:

- utm_source = used for identifying the traffic source
- utm_medium = used for identifying the delivery method
- utm_campaign = used for keeping track of different campaigns
- utm_term = used for identifying keywords
- utm_content = used for split testing or separating two ads that go to the same URL