

## Using Personalized links (Infusionsoft ID)

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When scheduling with your existing Infusionsoft Contact base, you can use our special **Personalized links (Infusionsoft ID)** in your [Infusionsoft email and broadcasts](#) to automatically recognize the Contact based on their Infusionsoft record ID.

Recognizing the Customer by the Infusionsoft Contact ID provides two key benefits:

- On the User side, it allows you to update the correct record, eliminating any chances of updating the wrong record and keeping your CRM data clean.
- On the Customer side, it allows you to [prepopulate the Booking form step with Infusionsoft record data or completely skip the Booking form step](#). This eliminates the need to ask Customers for information you already have, improving conversion rates and moving leads through the funnel with speed and efficiency.

**Personalized links (Infusionsoft ID) are available for Booking pages and Master pages:**

- When working with Booking pages, **Personalized links (Infusionsoft ID)** will be available only for Booking pages owned by [Users connected to Infusionsoft](#).
- When working with Master pages, **Personalized links (Infusionsoft ID)** will always be available to you. However, Booking pages owned by Users not connected to Infusionsoft will work as [General links](#).

### Note :

For security and privacy reasons, using CRM record IDs to skip or prepopulate the Booking form is not compatible with [collecting data from an embedded Booking page](#) or [redirecting booking confirmation data](#).

## Where do I find the integrated Personalized links (Infusionsoft ID)?

**Personalized links (Infusionsoft ID)** are available in the **Share & Publish** section.

### Note:

To use data from a database in a prepopulated Booking form, you first have to [connect to Infusionsoft](#).

1. Log into OnceHub.
2. Select your profile picture or initials in the top right-hand corner → from the lefthand sidebar, select **Share & Publish → Mail merge** tab.
3. Select the relevant Booking page or Master page.
4. Under **Merging customer data**, select the **Personalized links (Infusionsoft ID)** (Figure 1).

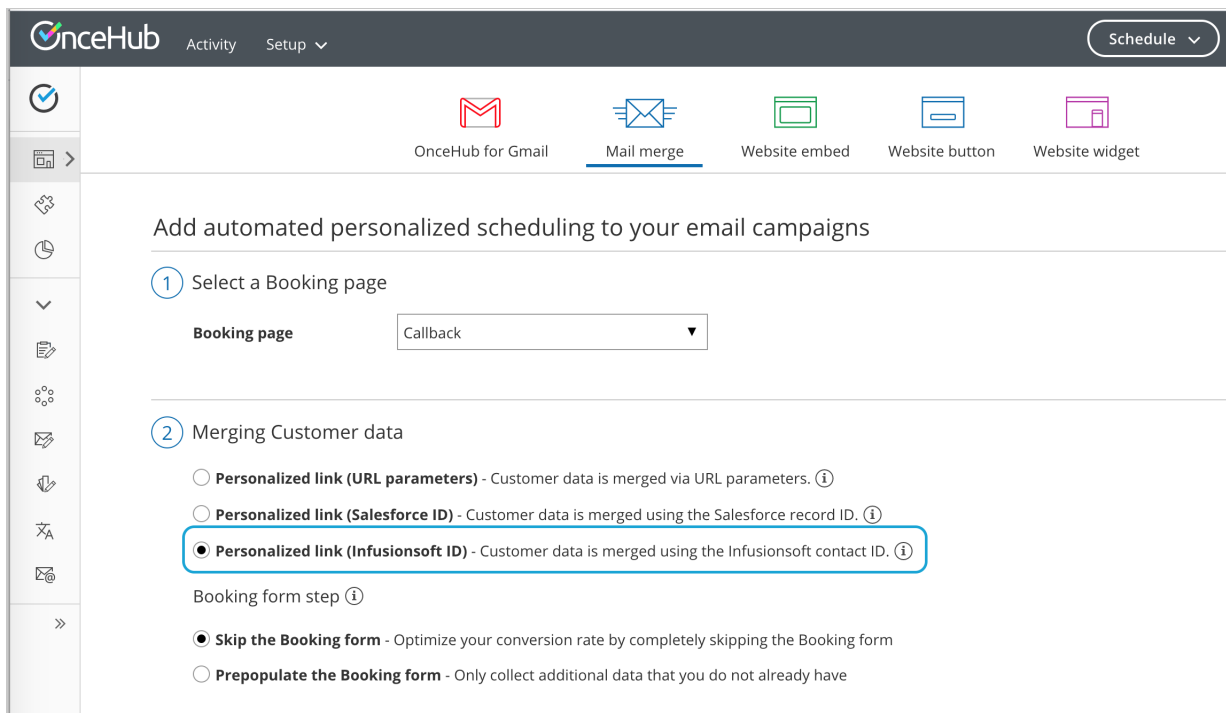


Figure 1: Selecting the Infusionsoft ID personalized link option

5. In the **Booking form** step, you can select one of the two options below:

- **Skip the Booking form:** Skipping the OnceHub Booking form helps you maximize your booking conversions and provides your Customers with a seamless and quick booking process.
- **Prepopulate the Booking form:** The Booking form works in private mode, in which the prepopulated data used in the Booking is indicated as a checklist and the Customer can provide additional information if required. [Learn more about prepopulated Booking forms](#)

6. Copy and paste the link into your [Infusionsoft emails](#) (see Figure 1).