Outlook troubleshooting: The Outlook connector is not syncing and displays an alert

Last Modified on Jun 2, 2023

If you are experiencing connection issues between your Connector and OnceHub, you might receive an alert on your PC informing you what the issue is.

> (i) **Note:**
>
> If you are not receiving an alert message, but the connector is still not syncing, there are other reasons your sync might be affected. Learn more about how to fix an Outlook connector that is not syncing as expected
>
> If the alert is from Outlook rather than the connector, you might have encountered the Outlook security alert, which should be disabled.

The connector will not be able to connect to OnceHub in the following cases.

In this article:

- You have changed your sign-in ID
- The connection to Outlook Calendar has been disabled in OnceHub
- OnceHub is unable to process your payment

You have changed your sign-in ID

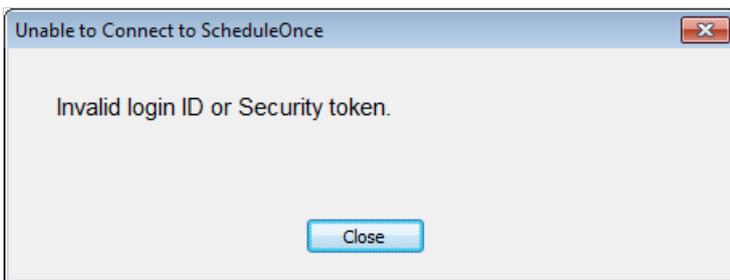If you have changed your sign-in ID, the connector will display a pop-up (Figure 1).

Figure 1: Unable to Connect to OnceHub pop-up

To resolve this, click the **Settings** button on the connector and update the OnceHub Once sign-in ID to the new ID.

The connection to Outlook Calendar has been disabled in OnceHub

If the connection to Outlook Calendar has been disabled in OnceHub, the connector will display a pop-up (Figure 2).
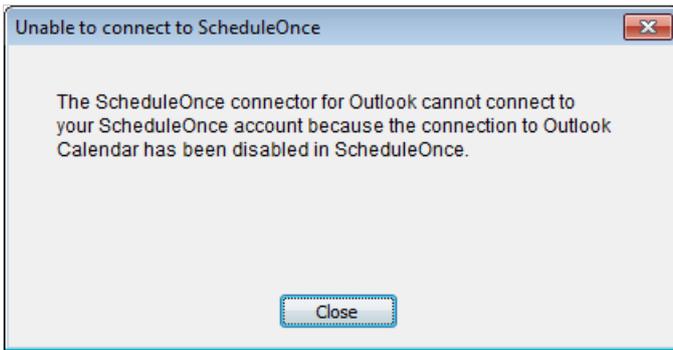
![OnceHub Support](OnceHub logo)

Figure 2: Unable to Connect to OnceHub pop-up

To resolve this:

1. Log into OnceHub and select your profile picture or initials in the top right-hand corner → **Profile settings → Calendar connection**.

2. In the Outlook calendar integration page, click the **Connect** button.

3. Copy the new security token.

4. In the connector, click the **Settings** button and paste the new security token.

OnceHub is unable to process your payment

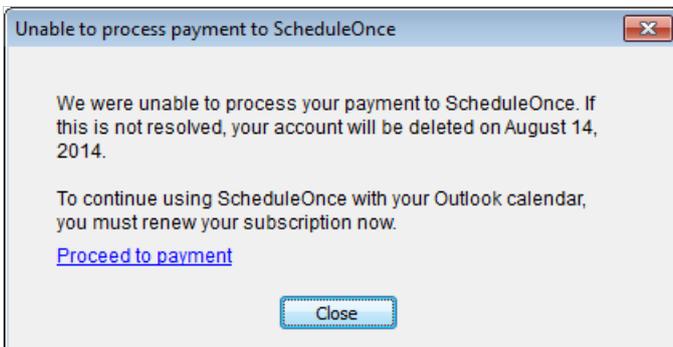If OnceHub is unable to process your payment, the connector will display the following pop up (Figure 3):

Figure 3: Unable to Connect to OnceHub pop-up

When your organization is using OnceHub, your OnceHub account is charged a recurring fee, based on your subscription payment cycle. If a recurring payment cannot be processed, your account will be suspended and placed on hold. You must renew your subscription if you want to continue using OnceHub with your Outlook calendar.

Learn how to renew your OnceHub subscription