# **OnceHub** Support

### Outlook troubleshooting: My Security token is invalid

Last Modified on Oct 13, 2022

If your security token is invalid, please first ensure that you have copied it accurately from the Calendar integration page (see Figure 1). Select your profile picture or initials in the top right-hand corner  $\rightarrow$  Profile settings  $\rightarrow$  **Calendar connection** and check that you copied it with no blank spaces. If you have tried this multiple times and it has not worked, try by manually typing the token instead.

| Connection                            |  |
|---------------------------------------|--|
|                                       | • ?  |
| ScheduleOnce<br>Connector for Outlook | Integration settings   |
|                                       | 1 Default Outlook Calendar reminders: (i)  |
| Connect to your ScheduleOnce account  | 15 minutes   |
| ScheduleOnce ID:                      | 2 Outlook Calendar actions (i)   |
|                                       | Deleting an event in Outlook cancels the booking in ScheduleOnce                           |
| Security token:                       | Changing the time in Outlook updates the booking in ScheduleOnce                           |
|                                       | <b>Booking page calendar settings</b>  |
| Your credentials can be found in the  | Go to Setup $\rightarrow$ Select a Booking page $\rightarrow$ Associated calendars section |
| Calendar integration page             | Your connector credentials   |
|                                       | ScheduleOnce ID: jack@example.com  |
|                                       | Security token: 8gIPO5aVA6   |
| Version 1.1.209                       | Continue setur   |
| < Back Next > Cancel                  | continue setup   |

Figure 1: Connector credentials

#### **TLS enabled?**

If neither of these work, you should check settings in Internet Explorer to ensure that TLS protocol is enabled. This is a security protocol that allows the security token to work. Windows takes multiple internet settings directly from Internet Explorer options. Even if you never or seldom use Internet Explorer, these options affect your internet connection, so they need to be checked within the Internet Explorer browser.

This is an easy thing to check. Open Internet Explorer and select the Tools gear icon on the top right. Select Internet options (see Figure 2).

# 

|   | _  |  | ×      |
|---|--|--|--------|
| ScheduleInce Home Setup Share & Publish Reports   |  | Print<br>File<br>Zoom (100%)                                     | •      |
| Connect your Outlook Calendar   |  | Safety<br>Add site to Apps                                       | •      |
| Your customers will only see available time slots. Your calendar details and free/busy patterns are never |  | View downloads C<br>Manage add-ons<br>F12 Developer Tools        | .trl+J |
|   | To connect ScheduleOnce with your Ou         | Go to pinned sites<br>Compatibility View settings                |        |
| Calendar  | 1 Download and install the connector on your | Report website problems Internet options About Internet Explorer |        |

Figure 2: Internet options

In the Advanced menu, please scroll down to the Security section and ensure that the boxes for Use TLS 1.0, TLS 1.1, and TLS 1.2 are all enabled.

| Internet Options  | ?            | x    |  |  |
|---|--------------|------|--|--|
| General Security Privacy Content Connections Programs   | Adva         | nced |  |  |
| Settings  |              | -    |  |  |
| <ul> <li>Enable Integrated Windows Authentication*</li> <li>Enable native XMLHTTP support</li> <li>Enable SmartScreen Filter</li> <li>Enable Strict P3P Validation*</li> <li>Send Do Not Track requests to sites you visit in Internet</li> <li>Use SSL 2.0</li> <li>Use SSL 3.0</li> <li>Use TLS 1.0</li> <li>Use TLS 1.1</li> <li>Use TLS 1.2</li> <li>Warn about certificate address mismatch*</li> <li>Warn if changing between secure and not secure mode</li> <li>Warn if POST submittal is redirected to a zone that does</li> </ul> | et E<br>es n |      |  |  |
|   | >            |      |  |  |
| *Takes effect after you restart your computer   |              |      |  |  |
| Restore advanced se   | ttings       | ;    |  |  |
| Reset Internet Explorer settings  |              | -    |  |  |
| Resets Internet Explorer's settings to their default Reset  |              |      |  |  |
| You should only use this if your browser is in an unusable state.   |              |      |  |  |
| OK Cancel   | Ap           | bly  |  |  |

Once this is done, open the connector again and see if the security token now works.

### i Note:

Windows XP is no longer supported by Microsoft. As a result, it does not support updated TLS protocols. Because of this, the Outlook connector will not work on machines running Windows XP.