

Supported and non-supported Infusionsoft field types

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In the [Mapping step of the Infusionsoft setup wizard](#), you can map OnceHub fields to Infusionsoft fields. For each OnceHub field, the system will only show Infusionsoft fields that correspond to the selected OnceHub field type.

The system will only show fields that are supported by the integration. Non-supported fields will not be included in the Infusionsoft or OnceHub field lists.

OnceHub fields

1. Supported OnceHub field types

Our Infusionsoft integration supports all OnceHub field types, except for checkboxes. It means that almost all OnceHub System and Custom fields can be mapped to Infusionsoft fields in Mapping step of the Infusionsoft setup page.

2. Non-supported OnceHub field types

The only non-supported OnceHub field type is checkbox. It means that the default Custom field - *Terms of Service* and any additional checkbox Custom fields that you have created cannot be mapped to Infusionsoft fields.

The checkbox field type will not appear in the [Mapping step of the Infusionsoft setup page](#).

Infusionsoft fields

1. Supported Infusionsoft field types

The Infusionsoft integration supports most Infusionsoft field types. Below are the supported Infusionsoft field types that can accept data from OnceHub:

Infusionsoft field type	Infusionsoft field type description
Date	Stores a custom date. Use date fields to track event dates (i.e. workshop, appointment, renewal), merge the date into follow-up communications, and to schedule steps within a sequence. <i>Note: The date picker calendar icon does not show up on web forms.</i>
Date and Time	Stores a custom date and time that can be merged into follow-up email, letter, and task templates. It is also used to schedule steps within a sequence. <i>Note: The sequence steps are scheduled based on the date only (not the time).</i>
Email address	Stores an additional email address with a "send email" icon. Use this field to add more than 3 email addresses to a contact record.
Name	Similar to a text field, but designed to be like the standard first and last name fields. It allows you to search by first or last name. You can create two of these; one for first name and one for last name if you want even more flexibility in your search.
text	Stores all types of data (letters, numbers, and symbols), but is limited to 255 characters. It is best used for short-answer input.
Text area	Stores all types of data (letters, numbers, and symbols). Allows for about 65,000 characters, which is about 9,000 English words. It is often used to capture open ended feedback from a web form (i.e. survey or contact us).
Phone number	Converts a number to U.S. phone number format - (XXX) XXX-XXXX. Use this field to add more than 5 phone numbers to a contact record.
Website	Converts a website address into a hyperlink for one-click access to the website listed. The hyperlink works with or without http://.

2. Non-supported Infusionsoft field types

Non-supported Infusionsoft field types will not appear in the Mapping step of the Infusionsoft setup. You won't

be able to map OnceHub fields to Infusionsoft fields of the following types:

Infusionsoft field type	Infusionsoft field type description
Whole Number	Stores whole numbers only. It will not accept letters, symbols, or decimal points.
Social security Number	Converts a number to the U.S. Social Security number format - XXX-XX-XXXX. The Social Security number field is encrypted. After the number is added, your users will only be able to view the last 4 digits.
Decimal Number	Stores decimal numbers. It will not accept letters or symbols. The decimal will round to the hundredths.
Percent	Stores any number, but displays it with a decimal point and a percentage (%).
Currency	Stores any number, but displays it with a decimal point and a dollar sign (\$).
Drilldown	Creates a drop-down list that has multiple main categories with multiple subcategories.
List Box	Creates a list of options. The list box permits multiple selections when a user or website visitor holds down the CTRL key on their keyboard.
Day of Week	Stores the name of a day in text format (i.e. Monday)
Month	Stores the name of a month in text format (i.e. January).
Year	Enter a year in numerical format (i.e. 2011).
Radio	Creates radio button options that all display at once. Only one option can be selected at a time.
Yes / No	This is a radio field that only has 2 options: Yes or No.
Dropdown	Creates a dropdown list with a limited number of options. The user must click on the list to view and select from the options. Only one option can be selected at a time. You can add up to 499 items in each dropdown list.
State	Creates a U.S. state dropdown in the contact record.