

## Compliance BCC emails

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OnceHub gives you the ability to automatically forward a hidden copy of all outgoing Customer email and SMS notifications to a designated email address. This feature is especially important for organizations who are required to evaluate all sent messages for compliance purposes.

### Setting up Compliance BCC email

In order to set up a Compliance BCC email, it is necessary for you to already have your own BCC email address set up and accepting emails.

To add a BCC email address to your OnceHub account:

1. Sign in to your OnceHub account.
2. In the top navigation menu, click the gear icon → **Settings** → **Compliance BCC emails**.
3. Enter the relevant email address in the Compliance BCC emails field (Figure 1).

Account settings

**Account status** Active [Delete account](#)

**Compliance BCC emails**  ⓘ Automatically forward a hidden copy of all outgoing Customer email and SMS notifications to a designated email address.

**Your referral code**  ⓘ Only relevant if you were referred by a OnceHub partner.

**OnceHub branding**  Display the 'Powered by' OnceHub brand on customer-facing pages. [Learn more](#)

4. Enter your BCC email address and click **Save**.

We recommend creating a test booking and sending a test email to yourself to ensure that the BCC address is accepting emails as expected.

Once set up, all customer notifications, whether email or SMS notifications, will be BCC'd to your designated email address.