

Sending SMS notifications to Users

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SMS notifications are a quick and reliable way to keep on top of booking activity for yourself and other Users. Any ScheduleOnce User can receive [SMS notifications](#) related to Booking activity in their organization's account. You do not need an assigned product license to be an Editor on a Booking page and subscribe to booking notifications.

[Learn more](#)

In this article, you'll learn about sending SMS notifications to Users.

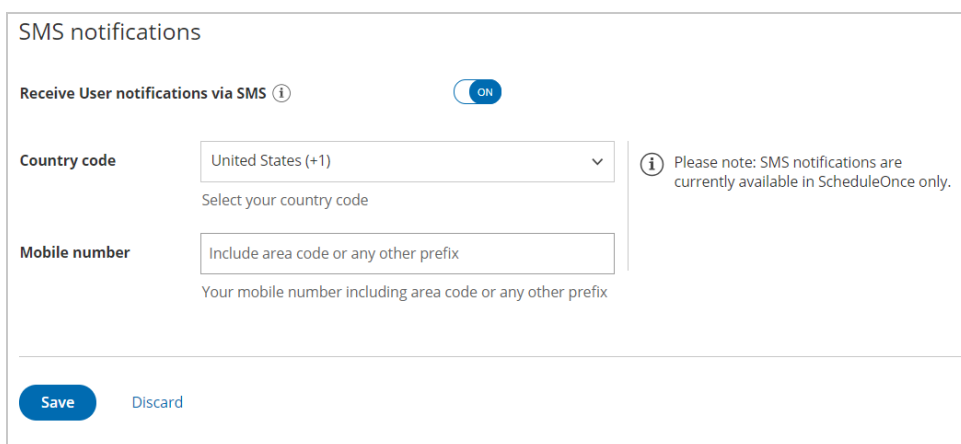
To receive SMS notifications on Booking activity for a specific [Booking page](#), complete the following steps:

1. Enable User notifications and add your mobile number to your profile.
2. Make sure you are the [Owner or Editor](#) of the Booking page.
3. Subscribe to User SMS notifications in the **User notifications** section of the Booking page.
4. Make sure you have SMS credits available.

Adding your mobile number to your Profile

To receive SMS notifications, you must first add your mobile number to your Profile.

1. Sign in to your OnceHub Account.
2. Open the left navigation bar and go to **Profile -> SMS notifications** (Figure 1).



The screenshot shows the 'SMS notifications' settings page. At the top, there is a toggle switch for 'Receive User notifications via SMS' which is currently turned 'ON'. Below this, there are two input fields: 'Country code' with a dropdown menu showing 'United States (+1)' and a 'Mobile number' field with a placeholder 'Include area code or any other prefix'. To the right of these fields is an information icon and a note: 'Please note: SMS notifications are currently available in ScheduleOnce only.' At the bottom of the form, there are two buttons: 'Save' and 'Discard'.

Figure 1: SMS Notifications

3. Toggle the **Receive User notifications via SMS** field to **ON**.
4. Select your **Country code** and enter your **Mobile number**, including the area code.
5. Click **Save**.

Making sure you are the Booking page Owner or Editor

Booking notifications are unique for every ScheduleOnce [Booking page](#). To receive Booking notifications for a Booking page, you must be either [the Owner or an Editor](#) of the Booking page. Booking page Owners automatically

receive email notifications. Booking page Editors can receive notifications and make changes to the page.

To see if you are an Owner or Editor of a Booking page, go to **Setup -> ScheduleOnce setup** and check the relevant Booking page in the **Booking pages** section (Figure 2). You should see **Owned by you** or **You are an Editor** on the relevant Booking page.

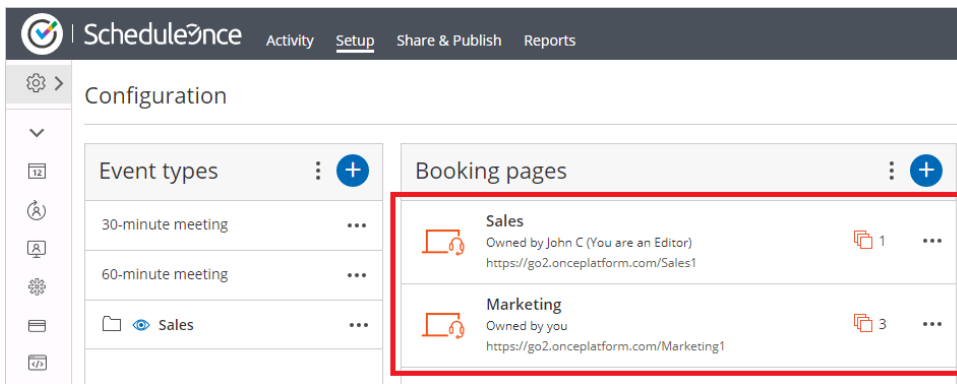


Figure 2: An Admin's ScheduleOnce setup page

If you are not a Booking page Owner or Editor, a [OnceHub Administrator](#) must grant you Editor permissions to that page. This can be done in two ways:

1. Go to **Setup -> ScheduleOnce setup -> Booking pages -> action menu (three dots) -> Booking page access**. In this section, you can determine which Booking pages the specific User can access.
2. Go to **Setup -> ScheduleOnce setup -> select the relevant Booking page -> Overview section**. Here you can edit the Booking page's Owner and Editor. This method is only possible if the Administrator is able to edit that specific Booking page.

[Learn more about Booking page access permissions](#)

Subscribing to User SMS notifications

If you are the Owner or an Editor of a Booking page, you can subscribe to SMS notifications for booking activity related to that page in the User notifications section.

1. Go to **Setup -> ScheduleOnce setup -> select the relevant Booking page -> User notifications**.
2. In the column labeled with your name, select the Notification scenarios you'd like to receive SMS notifications for by checking the relevant checkboxes (Figure 3).

	Booking owner		Carol Jones	
Notification scenario	Email	SMS	Email	SMS
> Automatic booking				
✓ Booking with approval				
Booking request made by Customer ⓘ Default ▾	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Booking request approved by User ⓘ Default ▾	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 3: Selecting User notifications

3. Click the **Save** button at the bottom when you're finished.

If your name does not appear in the Notification scenarios list, you'll need to be added as a Booking page editor (see above).

Ensuring you have SMS credits available

You need to have [SMS credits](#) available to send SMS notifications. To view the SMS credits available in your account, click go to your **OnceHub Account** -> **Billing** -> **Products**.