

Opting in and out of SMS Notifications

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Mobile phone numbers provided by your Customers and Team members are held in strict confidence and will only be used for sending scheduling notifications, based on settings that you define. However, sometimes Customers or Users will want to stop receiving SMS notifications.

OnceHub maintains an SMS opt-out list. This is a list of mobile numbers that have opted out of receiving SMS notifications from the OnceHub system. The opt-out list is maintained to ensure OnceHub Users comply with applicable laws and regulations.

You do not need an assigned product license to subscribe to booking notifications. [Learn more](#)

In this article:

- [User action: Opt in](#)
- [User action: Opt out](#)
- [Customer action: Opt in](#)
- [Customer action: Opt out](#)

User action: Opt in

To opt in, go to **My profile** (your profile image or initials in the top right corner) → **Profile settings** → **SMS Notifications** section. Enter your mobile phone number and toggle the **Receive User notifications via SMS** option to **ON**. [Learn more about sending SMS notifications to Users](#)

The screenshot shows the 'SMS notifications' section of a user's profile settings. 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 note 'Select your country code'; and 'Mobile number' with a text input field containing the placeholder 'Include area code or any other prefix' and a note 'Your mobile number including 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.'

Figure 1: SMS notifications section

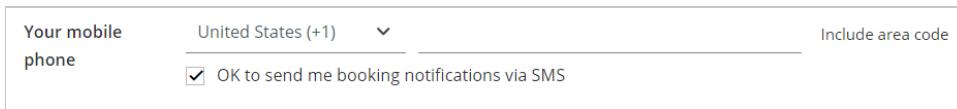
User action: Opt out

To opt out from receiving scheduling notifications via SMS, go to **My profile** (your profile image or initials in the top right corner) → **Profile settings** → **SMS Notifications** section. Toggle the **Receive User notifications via SMS** option to **OFF**.

If you have a US phone number, you can also opt out by replying to any SMS you receive with STOP, END, QUIT, CANCEL or UNSUBSCRIBE.

Customer action: Opt in

To opt in, Customers must provide their mobile phone number on the Booking form and check the box that enables sending of SMS booking notifications (Figure 2). [Learn more about sending SMS notifications to Customers](#)



The image shows a form section for entering a mobile phone number. On the left, the text 'Your mobile phone' is displayed. To its right is a dropdown menu currently showing 'United States (+1)'. Further right is a text input field with the placeholder text 'Include area code'. Below these elements is a checkbox that is checked, with the text 'OK to send me booking notifications via SMS' next to it.

Figure 2: Booking form

Customer action: Opt out

To opt out from receiving scheduling notifications via SMS, Customers with a US phone number can reply to any SMS they receive with STOP, END, QUIT, CANCEL, UNSUBSCRIBE. Customers with a non-US phone number should [contact us](#) to opt out.

If a Customer opts out and changes their mind, they may reply to any SMS they receive with UNSTOP. This will allow them to receive any future planned notifications.
