

Notifications troubleshooting: A Customer is not receiving SMS notifications

Last Modified on Oct 13, 2022

There can be a number of reasons why your Customer is not receiving [SMS notifications](#). We recommend reviewing the following settings in your account to ensure Customers receive SMS notifications.

In this article:

- [Check the SMS log](#)
- [Make sure your account has SMS credits available](#)
- [Check the Customer notification settings](#)
- [Make sure your Booking form includes the mobile phone field with SMS enabled](#)
- [Make sure that the Customer's mobile number is correct](#)

Check the SMS log

1. In the top navigation menu, select the gear icon → **Billing** → **Licenses** → **SMS** → **View SMS log**. [Learn more about SMS delivery statuses](#)
2. Check the status of the SMS.
 - If the SMS shows a status of **Delivered** but the User did not receive it, [check that the User's mobile number is correct](#).
 - If the SMS was not delivered or not sent, review the settings below.

[Learn more about the SMS log](#)

Make sure your account has SMS credits available

1. Go to your OnceHub Account.
2. In the top navigation menu, select the gear icon → **Billing** → **Licenses**. You can see the number of remaining SMS credits in the **SMS** box (Figure 1).

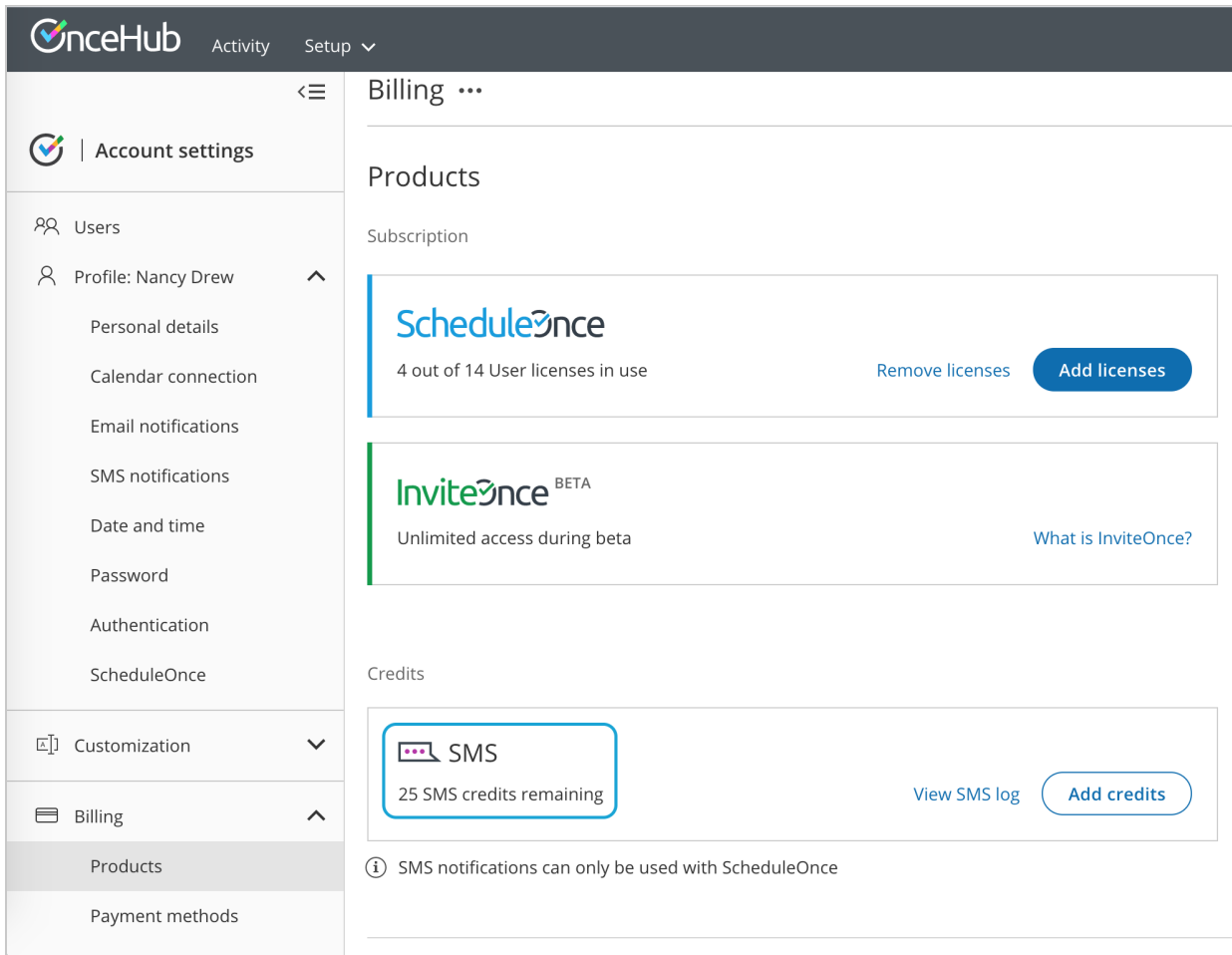


Figure 1: SMS Credits

If your SMS credit balance is zero, click the **Add credits** button to purchase more SMS credits.

[Learn more about SMS pricing and purchasing SMS credits](#)

Check the Customer notification settings

You need to enable SMS notifications for each [Notification scenario](#) that the Customer should receive SMS notifications for.

1. Hover over the lefthand menu and go to the Booking pages icon → Event types → your Event type → [Customer notifications](#).
If your [Booking pages are associated with Event types](#), Customer notifications will be related to the Event type. Go to the relevant Event type → **Customer notifications**.
2. Enable SMS notifications for each [Notification scenario](#) you want to send SMS notifications to Customers for (Figure 2).

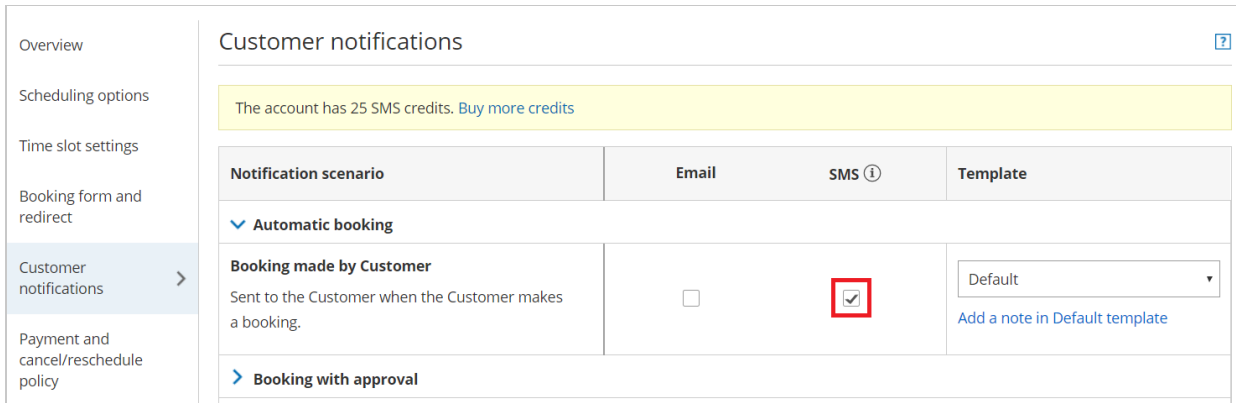


Figure 2: Customer notifications section

[Learn more about the Customer notifications section](#)

Make sure your Booking form includes the mobile phone field with SMS enabled

1. Hover over the lefthand menu and go to the Booking pages icon → hover over the left sidebar → **Tools** → [Booking forms editor](#).
2. Ensure that the Booking form you are using includes the field **Your mobile phone** field. You will need to check this whether you're using default Booking form or a Custom Booking form that you have modified.
3. On the right side of the **Your mobile phone** field, ensure the **Enable SMS** checkbox is checked (Figure 3).

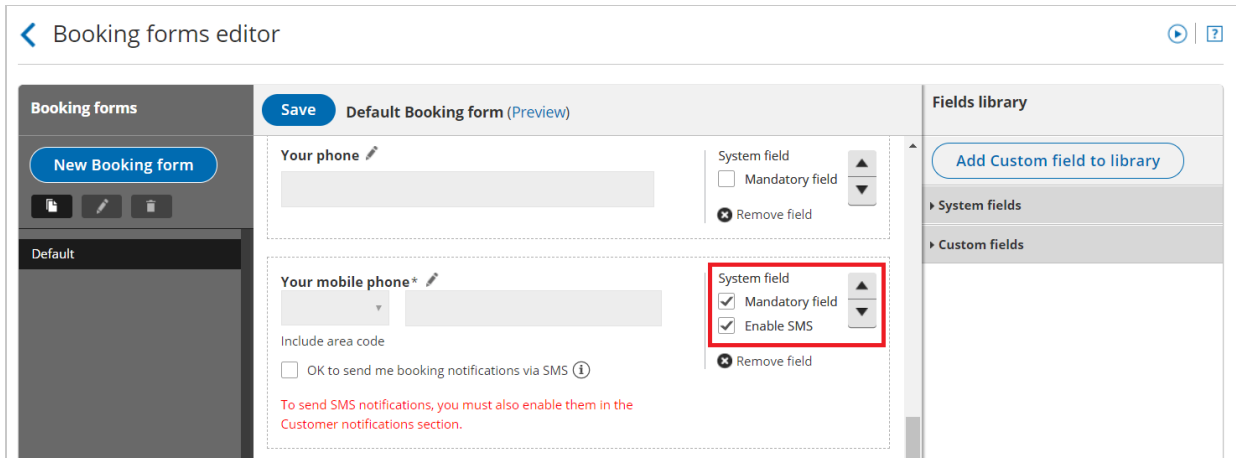


Figure 3: Booking forms editor

Note:
You can also make the **Your mobile phone** field mandatory.

[Learn more about the Booking forms editor](#)

Make sure that the Customer's mobile number is correct

1. Ask the Customer for the meeting's [Tracking ID](#) or Package ID. This can be found in the booking confirmation email that the Customer received.
2. Look up the meeting in the [Activity stream](#) using the Tracking ID.
3. The Customer's details as they were entered in the Booking form will be there. [Learn more about filtering the Activity stream](#)
4. Check that phone number is correct. You should also make sure that it is **not** a landline number.

The Customer's phone number can also be checked via the confirmation email you received when the Customer made the booking.

 **Note:**

If you have gone through the above steps and have not resolved your issue, please [contact us](#).