

# Notifications troubleshooting: A Customer is not receiving SMS notifications

Last Modified on Jul 16, 2020

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.

## Check the SMS log

1. Go to your OnceHub Account.
2. In the left sidebar, select **Billing -> Products**.
3. In the SMS box, click **View SMS log**. [Learn more about SMS delivery statuses](#)
4. 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. Open the left sidebar and select **Billing -> Products**. You can see the number of remaining SMS credits in the **SMS** box (Figure 1).

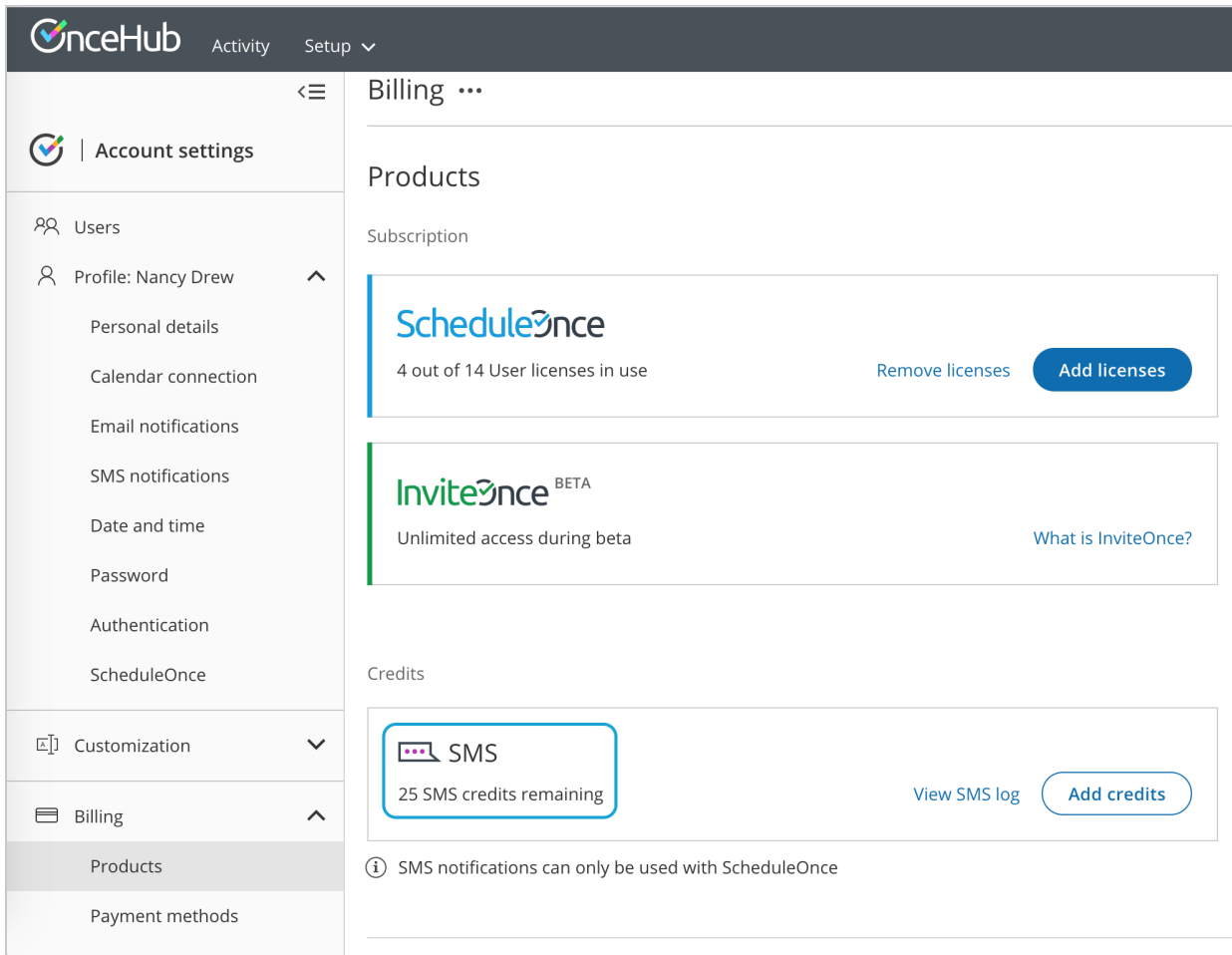


Figure 1: SMS Credits

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. Go to ScheduleOnce.
2. Go to **Setup** -> **ScheduleOnce setup** -> select the relevant Booking page -> **Customer notifications**.  
If your [Booking pages are associated with Event types](#), Customer notifications will be related to the Event type. Go to **Setup** -> **ScheduleOnce setup** -> select the relevant Event type -> **Customer notifications**.
3. Enable SMS notifications for each [Notification scenario](#) you want to send SMS notifications to Customers for (Figure 2).

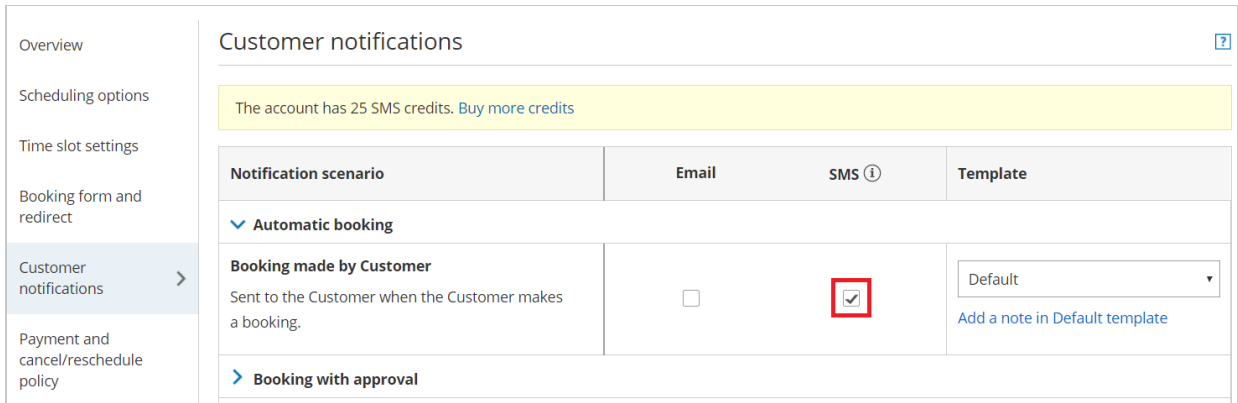


Figure 2: Customer notifications section

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

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

1. Go to ScheduleOnce.
2. Go to **Setup -> ScheduleOnce setup** in the top navigation bar.
3. Open the left sidebar and select **Tools -> Booking forms editor**.
4. 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.
5. On the right side of the **Your mobile phone** field, ensure the **Enable SMS** checkbox is checked (Figure 3).

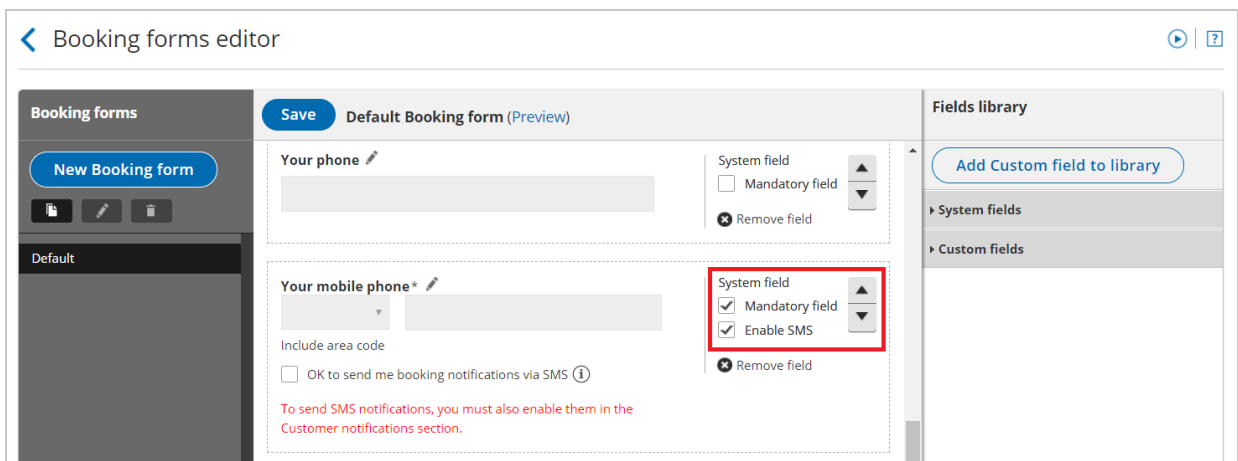


Figure 3: Booking forms editor

**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](#).