

Notifications troubleshooting: A User is not receiving SMS notifications

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There can be a number of reasons why a User is not receiving [SMS notifications](#). This article is relevant to Users who have never received User SMS notifications and to Users who were receiving them but suddenly are no longer receiving them.

In this article:

- [Check that SMS notifications are enabled and that your mobile number is correct in your profile](#)
- [Check the User notification settings](#)
- [Make sure you have SMS credits available](#)
- [Check the SMS log](#)
- [Send yourself a test SMS to see if it is received](#)

Check that SMS notifications are enabled and that your mobile number is correct in your profile

1. Select your profile picture or initials in the top right-hand corner → Profile settings → **SMS notifications**.
2. Ensure that **Receive User notifications via SMS** is toggled **ON**.

The screenshot shows the 'SMS notifications' settings for a user named John Smith. The 'Receive User notifications via SMS' toggle is turned ON. The 'Country code' is set to 'United States (+1)'. The 'Mobile number' field is highlighted with a red box, containing the placeholder text 'Include area code or any other prefix'. Below the field is the instruction 'Your mobile number including area code or any other prefix'. There are 'Save' and 'Discard' buttons at the bottom.

Figure 3: SMS notifications section

3. Ensure that the number entered in the **Mobile number** field is correct. Additionally, ensure that the number entered is a mobile number and not a landline number.

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

Check the User notification settings

In order to receive notifications about bookings made on a specific Booking page, the User must either be the Owner or an Editor of the Booking page. [Learn more about adding Editors to a Booking page](#)

1. Hover over the lefthand menu and go to the Booking pages icon → Booking pages → your Booking page → **User notifications**.
2. Ensure that SMS notifications are enabled for the [Notification scenarios](#) each User should receive SMS notifications for.

User notifications ?

The account has 25 SMS credits. [Buy more credits](#)

Notification scenario	Booking owner		Sarah Jones		All users with Editor privileges will be added to this table. Grant a user Editor privileges
	Email	SMS	Email	SMS	
<p>Automatic booking</p> <p>Booking made by Customer i</p> <p>Default</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Figure 2: User notifications section

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

Make sure you have SMS credits available

1. Select your profile picture or initials in the top right-hand corner → **Profile settings** → **Billing** → **Licenses**. You can see the number of remaining SMS credits in the **SMS** box (Figure 1).

- Start
- Users
- Profile: Jane Doe
- Settings
- Billing
- Products**
- Payment methods
- Notifications
- Transactions
- Security
- Privacy
- Compliance

Billing

Products

Subscription

ScheduleOnce

3 out of 4 User licenses assigned

[Remove licenses](#) [Add licenses](#)

InviteOnce BETA

Unlimited access in beta

[What is InviteOnce?](#)

Add-ons

SMS

25 SMS credits remaining

[View SMS log](#) [Add credits](#)

i SMS notifications can only be used with ScheduleOnce

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 SMS log

1. Go to your OnceHub Account.
2. Select your profile picture or initials in the top right-hand corner → **Profile settings** → **Billing** → **Licenses** → **SMS** → **View SMS log**.
3. Check the status of the SMS. [Learn more about SMS delivery statuses](#)
4. If the SMS shows a status of Delivered but the User did not receive it, [check that the User's mobile number is correct](#).

[Learn more about the SMS log](#)

Send yourself a test SMS to see if it is received

1. Go to the relevant Booking page [Overview section](#).
2. In the **Share & Publish** section, use the Public link to make a test booking.
3. Open the SMS log and 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 is not Delivered, or an SMS is not sent, you can:

- Check that [SMS notifications are enabled in your Profile](#).
 - Check the [User notification settings](#).
 - Make sure that you have [SMS credits available](#).
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