

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**.

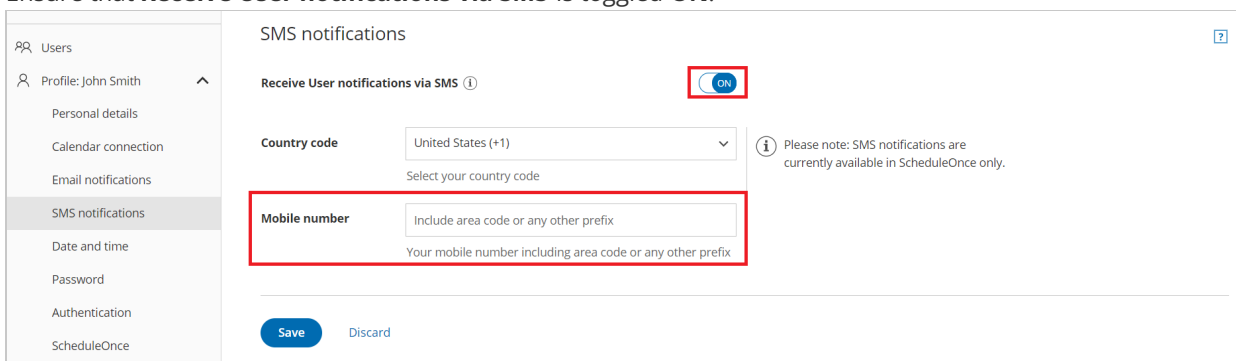


Figure 3: SMS notifications section

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.

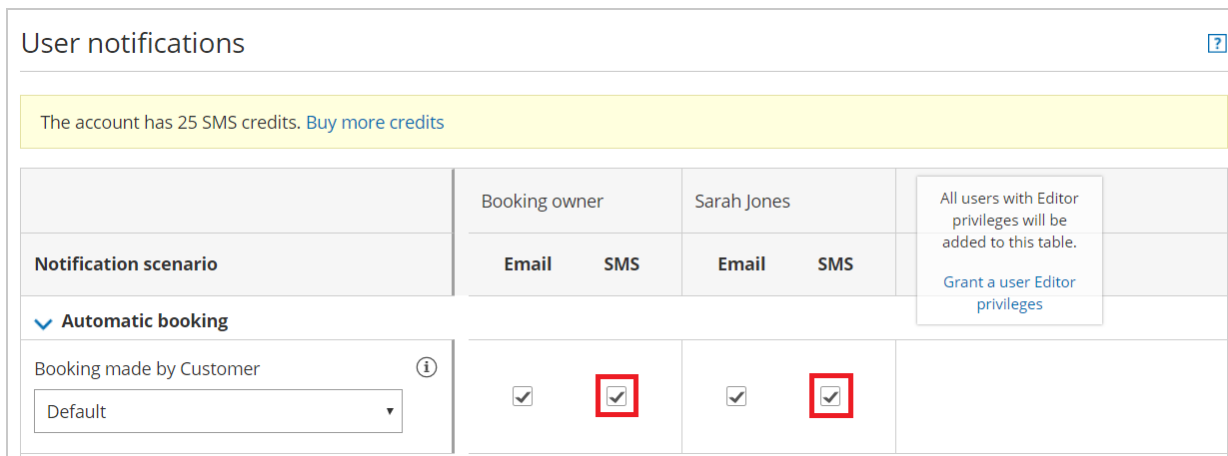


Figure 2: User notifications section

[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).

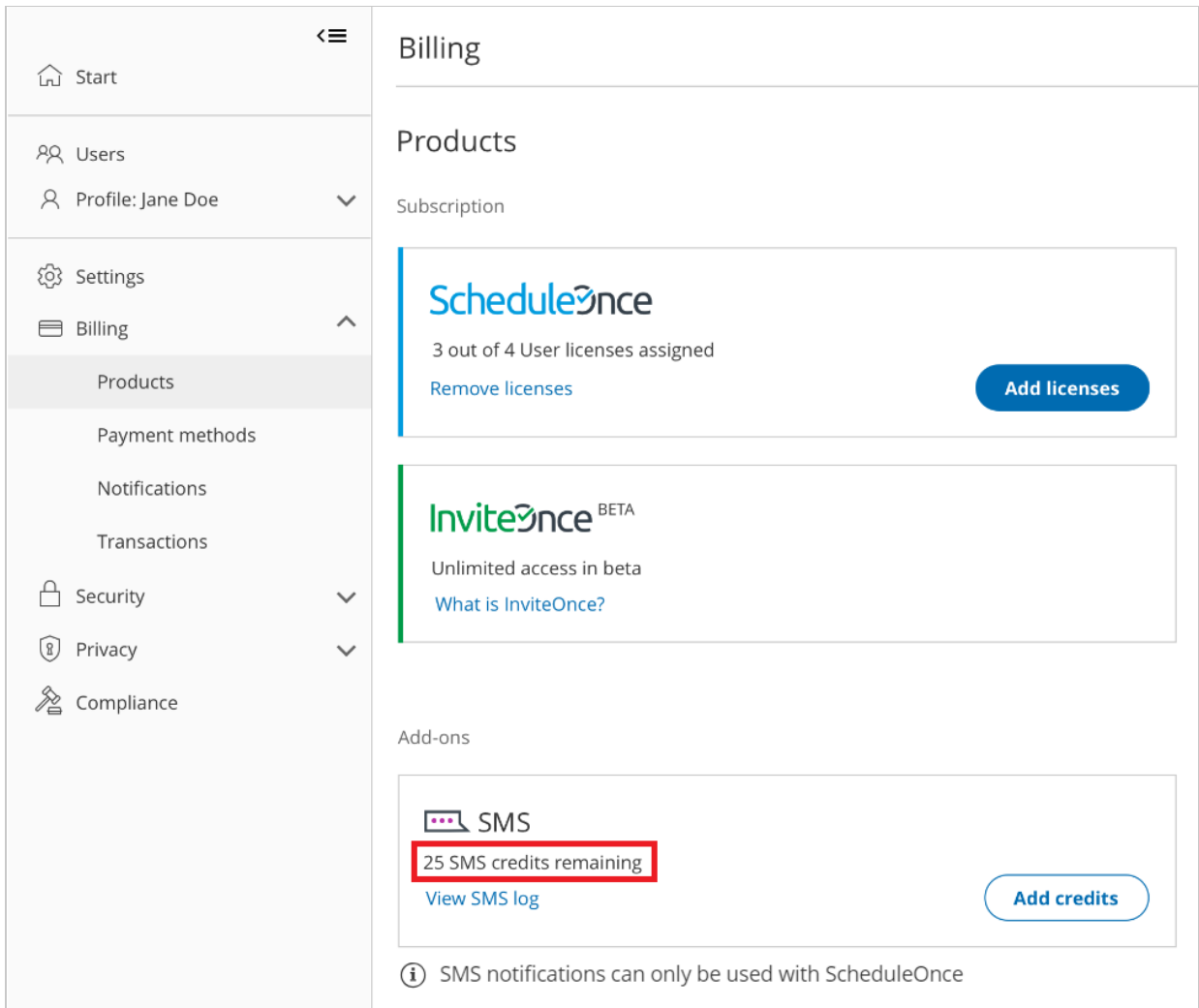


Figure 1: SMS credits

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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