

# The Activity stream: Managing activities

Last Modified on May 31, 2024

The activity stream is the central hub where you can manage all of your booking and payment activity. The activity stream provides advanced filtering options to give you quick access to the information you require.

When you view a specific activity, you'll be able to view related activities, such as payments, rescheduled bookings, and cancellations.

You can access the activity stream by clicking on the icon in the left-hand-side toolbar (Figure 1).

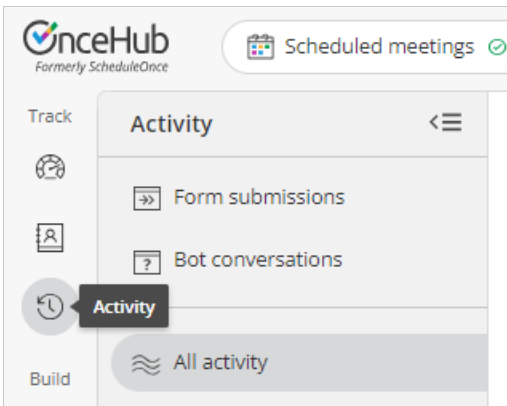


Figure 1: The activity stream icon

Read on to learn about the activity stream.

## How can I view related activities?

To view related activities, select an activity from the Activity stream. Then, in the **Details** pane for that activity, select **View related activities** from the action menu (Figure 1).

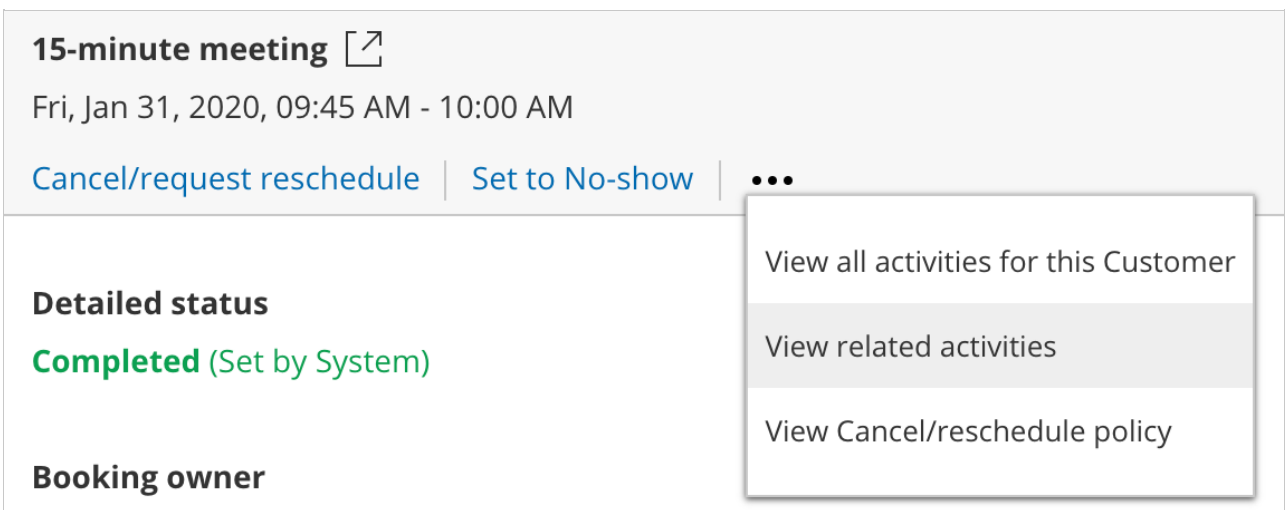


Figure 1: View related activities

## What related activities can I see?

When a booking is made, it can be related to a session package, a transaction, or another booking. Related activities are relevant in the following scenarios.

### Booking request: New times requested by user

A booking request is made and the user cancels and requests new times. When the booking request is resubmitted by the customer, both the canceled booking request and resubmitted booking request are related.

### Booking rescheduled by user

The booking is canceled by the user and a request to reschedule is sent. When the booking is rescheduled by the customer, the canceled booking and rescheduled booking will be related.

### Booking rescheduled on different booking page by customer

The booking is rescheduled by the customer with a different booking page. Both the canceled booking and rescheduled booking will be related.

### Session package scheduled

When a Session package is scheduled. Sessions that are part of the package and the Session package itself are related.

### Payment integration used

When payment integration is used, all paid and refunded transactions are related to the booking or Session package.

### Understanding scheduling activity statuses

All bookings follow a lifecycle. Depending on which phase of the lifecycle a booking is in, its scheduling status changes, as do the scheduling actions available to you.

In the Activity stream, bookings are given a status. In the **Details** pane for a given activity, you'll see a **Detailed status** which provides additional information about the activity (Figure 1).

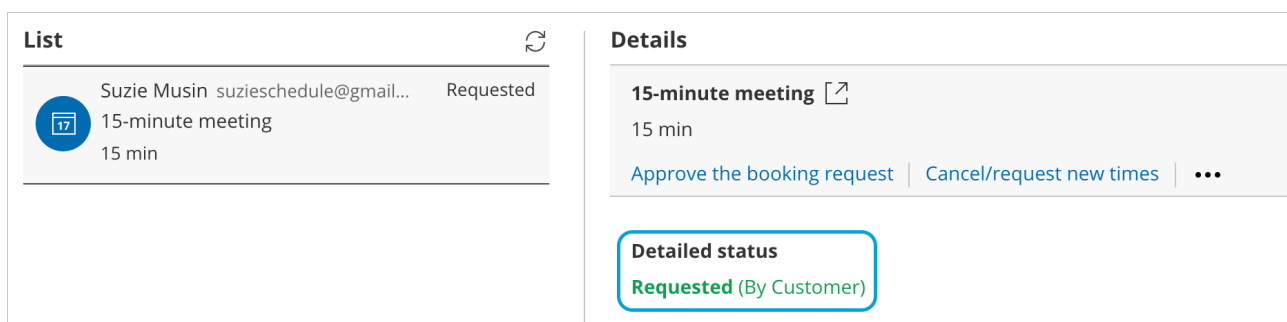


Figure 1: Detailed status

All OnceHub reports make use of scheduling statuses to allow you to easily view the stage of bookings within the lifecycle. Scheduling statuses are also used with our Third-party integrations.

### Booking status and Detailed status

The table below shows the different lifecycle phases, their associated statuses, and the respective actions that are available in the Activity stream.

Scenario	Status	Detailed status	Menu actions
Customer schedules a booking	Scheduled	Scheduled (By customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
Customer submits a booking request	Requested	Requested (By customer)	<a href="#">Schedule booking request</a> <a href="#">Cancel/request new times</a>
Customer cancels and submits new requests	Canceled Requested	Canceled (By customer) Requested (By customer)	<a href="#">Schedule booking request</a> <a href="#">Cancel/request new times</a>
User approves the booking request	Scheduled Rescheduled	Scheduled (Approved by user) Rescheduled (Approved by user)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
User cancels and requests new times	Canceled Requested	Canceled (New times requested by user) Requested (Initiated by user)	<a href="#">Schedule booking request</a> <a href="#">Cancel/request new times</a>
Customer reschedules a booking with same BP	Rescheduled	Rescheduled (By customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>

Customer reschedules a booking with different BP	Rescheduled	Rescheduled (By customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
Customer cancels a booking	Canceled	Canceled (By customer)	
User cancels a booking or booking request	Canceled	Canceled (By user)	
User cancels and sends a request to reschedule with same Event type	Canceled Rescheduled	Canceled (Reschedule requested by user) Rescheduled (Initiated by user)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
User cancels and sends a request to reschedule with any Event type	Canceled Scheduled	Canceled (Reschedule requested by user) Scheduled (By customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
User sets the booking to No-show	No-show	No-show (Set by user)	<a href="#">Cancel/request reschedule</a>
Booking is complete	Completed	Completed (Set by System)	<a href="#">Cancel/request reschedule</a> <a href="#">Set to No-show</a>
User reassigns a scheduled booking	Scheduled	Scheduled (Reassigned by user)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>

User reassigns a rescheduled booking	Rescheduled	Rescheduled (Reassigned by user)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
Customer requests a booking time for approval but the requested time passes before user takes action	Expired	Expired (Set by System)	<a href="#">Cancel/request new times</a>

## Managing bookings from the Activity stream

The Activity stream is the central hub where you can manage all of your booking and payment activities. The Activity stream provides advanced filtering options to give you quick access to the information you require.

When you view a specific activity, you'll be able to view related activities, such as payments, rescheduled bookings, and cancellations. You can also perform actions such as reassigning a booking or requesting to reschedule.

You do not need an assigned product license to access the Activity stream.

Read on to learn about the actions that you can perform from the Activity stream.

## Actions on your bookings from the Activity stream

All bookings follow a lifecycle. Depending on which phase of the lifecycle a booking is in, its scheduling status changes, as do the scheduling actions available to you.

In the following sections, the different action options that are available will be discussed.

## Responding to a booking request

When you use booking with approval mode and a booking request is submitted by a customer, you'll receive an email with suggested meeting times that were selected by the customer. In the activity stream, the **Details** pane for this booking activity will show the **Detailed status** as **Requested (By customer)**.

### To approve a booking request

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Approve the booking request** (Figure 1).

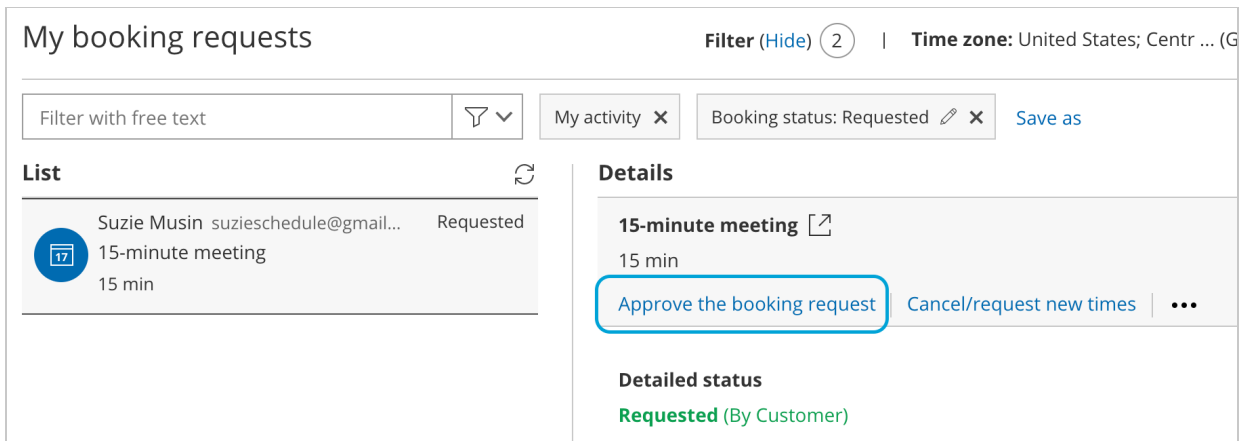


Figure 1: Approve the booking request

3. The **Find a time and schedule** page will open, where you can select a time for the booking and approve it.

## To cancel a booking request or request new times

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Cancel/request new times** (Figure 2).

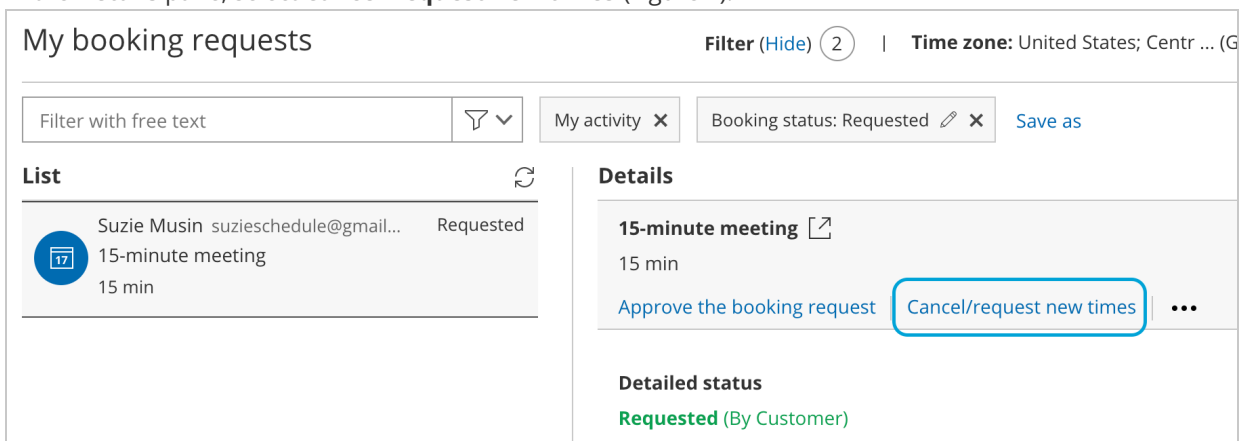


Figure 2: Cancel/request new times

3. The **Cancel/request new times** pop-up will appear.
4. You can then choose to either cancel the booking request, or cancel the booking request and request new times.

## Canceling a booking

You can choose to cancel a booking if the booking has a status of **Scheduled**, **Rescheduled**, **Completed**, **No-show**, or **Canceled**.

To cancel a booking, follow these steps:

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Cancel** (Figure 3).

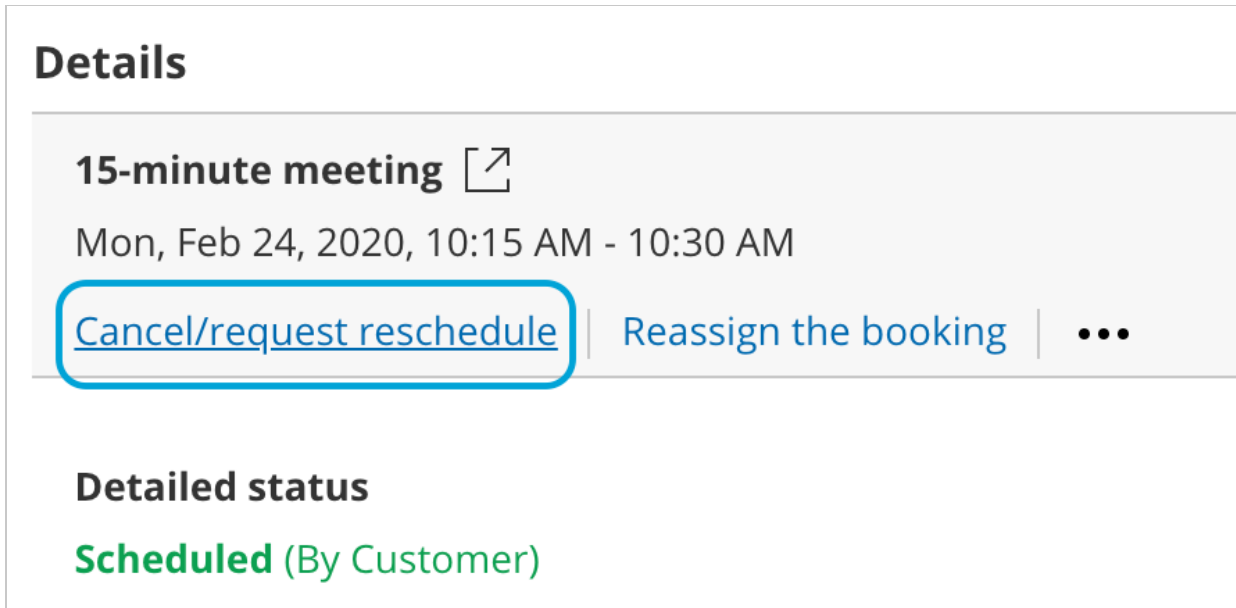


Figure 3: Cancel/request new times button

3. The **Cancel/request reschedule** pop-up will appear.

## Reschedule a booking

If you or your customer is unable to make the original booking time, you can reschedule the booking yourself on your customer's behalf. This can be done even if the original meeting time has already passed.

To reschedule a meeting, follow these steps:

1. Find the booking in question in the activity stream.
2. Click **Reschedule**
3. A pop-up will appear, allowing you to choose between rescheduling the meeting yourself, or asking your customer to reschedule. Both of these options cancel the original meeting.
4. On selecting either option, you will be prompted to provide a reason for the rescheduling which will be shared with your customer.
  1. Selecting **Reschedule on behalf of the customer** will direct you to the relevant calendar, and display availability for rescheduling the meeting.
  2. Selecting **Ask the customer** will provide them with the relevant calendar, and allow them to choose a new time for the meeting.
5. Once you have selected a new time, click **Reschedule**. The confirmation will be shared with your customer.

### Note:

You can only reschedule a meeting if you are the host or owner of the meeting, or if you are an admin.

Depending on whether the booking page that the booking was made on is [associated with Event types or not](#), the actions available in the **Cancel/request new times** pop-up will change.

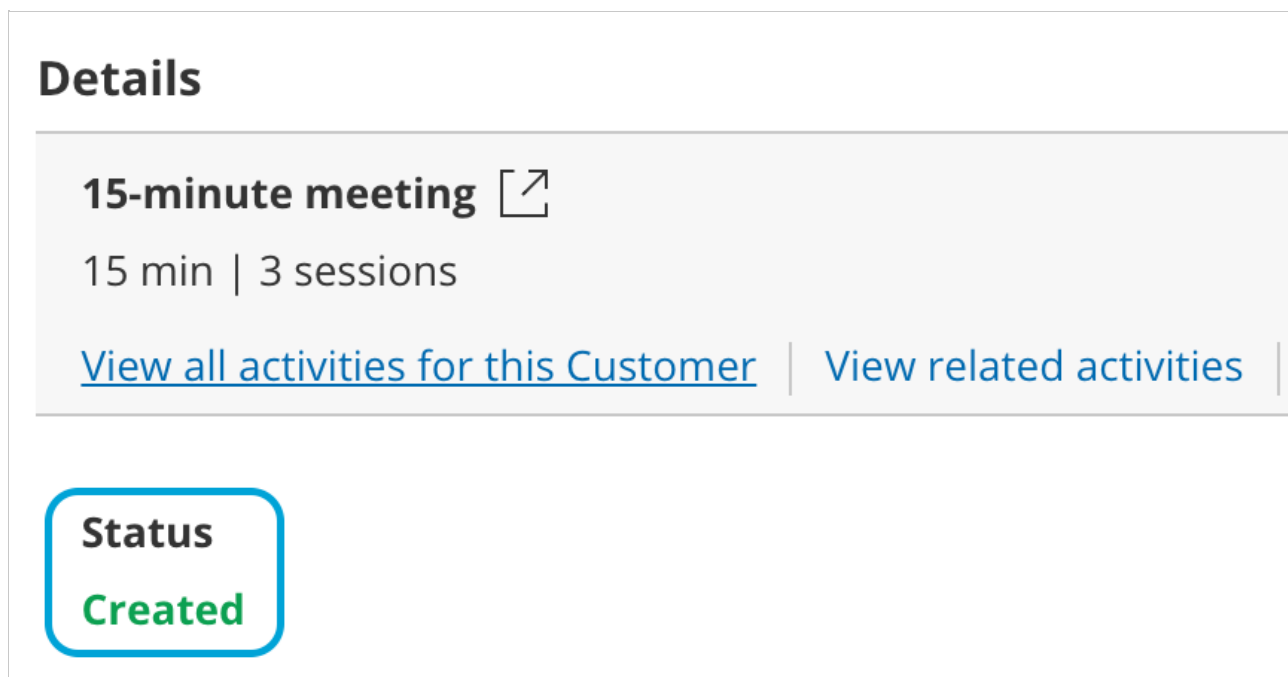
## Session package statuses

Session packages let you offer your customers the opportunity to schedule multiple sessions at once. This is a great way to entice your customers to make a longer-term commitment. When scheduling with you, your customers will pick a number of different time slots that suit them and will only be required to provide their details once. [See a demo.](#)


You can access Session packages in the Activity stream (Figure 1) and see the related sessions that are part of the package.

Session packages have three possible statuses:

- **Created:** The customer has scheduled a Session package.
- **Updated:** When an individual session is canceled or rescheduled, the Session package status will change to **Updated**. In the **Details** pane, you can see the detailed status of each individual session.
- **Completed:** A session package is marked as **Completed** when all individual sessions that are in the package have taken place.



**Details**

**15-minute meeting** 

15 min | 3 sessions

[View all activities for this Customer](#) | [View related activities](#)

**Status**  
**Created**

Figure 1: Session package status

## Payment transaction types and statuses

OnceHub has partnered with PayPal to offer payment integration through all phases of the booking lifecycle. From the initial booking through to rescheduling and cancellations, you can increase sales, generate additional revenue streams, and reduce administrative overheads.

If you've set up [Payment integration](#), transactions made via OnceHub will appear in the Activity stream with the relevant status and type (Figure 1). Transaction data is also available in the Revenue reports.



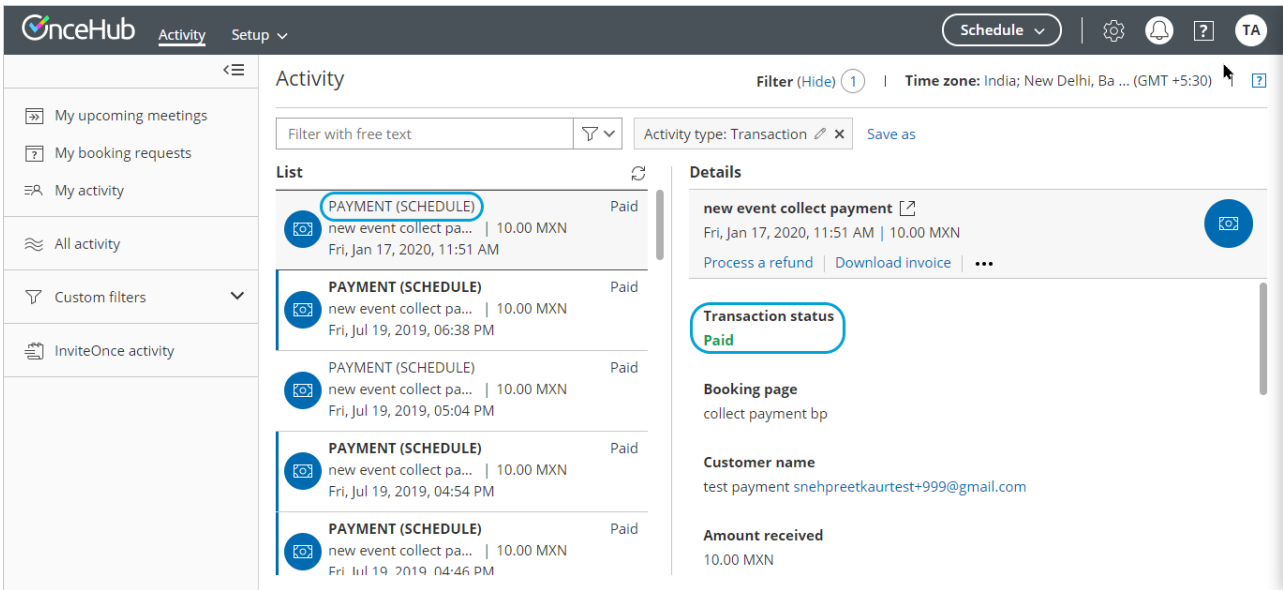


Figure 1: Transactions in the Activity stream

Below is the mapping of the scenarios, Transaction statuses, and Transaction types which are displayed in the Activity stream.

Scenario	Status	Transaction type	Menu actions
Customer schedules a booking and purchases the service	PAYMENT (SCHEDULE)	Paid	Process a refund Download invoice
Customer reschedules the booking and pays the reschedule fee.	PAYMENT (RESCHEDULE)	Paid	Process a refund Download invoice
Customer schedules a booking and purchases the service. The transaction is in a Pending status in PayPal.	PAYMENT PENDING (SCHEDULE)	Pending	Download invoice
Customer cancels the booking and automatically receives the refund for the service.	AUTOMATIC REFUND (CANCELLATION)	Refunded	Download invoice
Customer cancels the booking and automatically receives the refund for the service. The transaction is in a Pending status in PayPal.	AUTOMATIC REFUND PENDING (CANCELLATION)	Refund pending	Download invoice

The user processed a refund <a href="#">directly via OnceHub</a> .	MANUAL REFUND VIA ONCEHUB	Refunded	Download invoice
The user refunded the customer via PayPal. The transaction is reflected in the Activity stream.	MANUAL REFUND VIA PAYPAL	Refunded	

## Activity IDs

Activity IDs are unique codes generated for each booking. The three types of Activity IDs are:

- Booking IDs
- Session package IDs
- Transaction IDs

Activity IDs are an invaluable tool for organizing and identifying individual activities. For example, say a customer calls you and wants to know specific information about their meeting or payment. Using the Activity ID, you can immediately pull up the information in the Activity stream and address your customer's request.

## Using Activity IDs

To find the Activity ID for an associated booking, panel booking, session package, or transaction, follow these steps:

1. Select the activity in the Activity stream.
2. In the **Details** pane, scroll all the way down to the bottom.
3. The Activity ID is listed in the footer, next to the **Created** and **Updated** dates (Figure 1).

**Customer time**

Thu, Feb 6, 2020, 09:45 AM - 10:00 AM  
 United States; Central time (GMT-6:00)

**Attendees**

Suzie Jones [suzieschedule@gmail.com](mailto:suzieschedule@gmail.com)

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Created: Wed, Feb 5, 2020 | Updated: Thu, Feb 6, 2020 |

**Booking ID: BKNG-WA7C62DP48YQ**

Figure 1: Activity ID

- To search for a specific activity, enter the Booking ID or Session package ID in the Free text filter above the Activity stream (Figure 2).

The screenshot shows the 'Activity' section of the OnceHub interface. At the top right, there is a 'Filter (Hide) 1' button and a 'Time zone: United States; Centr ... (GMT -6:00)' indicator. Below this is a search bar containing the text 'BKNG-5XFL23BQ674G' with a clear 'x' button and a dropdown arrow. To the right of the search bar is a 'Save as' button. The main area is split into two panes: 'List' on the left and 'Details' on the right. The 'List' pane shows a single activity card for 'Suzie Smythe suzieschedule...' with a 'Scheduled' status, a calendar icon for Feb 17, and the title '15-minute meeting | [location icon]'. The time is 'Thu, Feb 20, 2020, 10:00 AM - 10:15 AM'. The 'Details' pane for this activity shows:
 

- 15-minute meeting** with an external link icon.
- Time: 'Thu, Feb 20, 2020, 10:00 AM - 10:15 AM' with a location icon.
- Actions: 'Cancel/request reschedule' and 'Set to No-show' with a menu icon.
- Booking owner time**: 'Thu, Feb 20, 2020, 10:00 AM - 10:15 AM' and 'United States; Central time (GMT-6:00)'.
  - Customer time**: 'Thu, Feb 20, 2020, 10:00 AM - 10:15 AM' and 'United States; Central time (GMT-6:00)'.
    - Attendees**: 'Suzie Smythe suzieschedule@gmail.com'.
- Metadata: 'Created: Wed, Feb 5, 2020 | Updated: Wed, Feb 5, 2020'.
- IDs: 'Booking ID: BKNG-5XFL23BQ674G' (circled in blue) and 'Session package ID: PKG-UTKFVR26JN'.

Figure 2: Free text filter with an Activity ID

- To search for more than one ID, you can use the search operators available with the Free text filter.

## Booking ID

All individual sessions booked via OnceHub have a Booking ID, a unique ID code that identifies every booked session; for example, Booking ID: BKNG-5XFL23BQ674G.

The Booking ID of individual bookings appears in a number of locations:

- On each activity's **Details** pane in the Activity stream.
- On the Scheduling confirmation page.
- On calendar events.
- In all email notifications that use Default templates.

The Booking ID is also available as a dynamic field which can be added to OnceHub Detail reports, as well as to our custom notification templates.

If you use Session packages, every package has its own unique Session package ID. Each session within the package also has its own Booking ID. The Booking ID for each session can be found in the specific session's **Details** pane in the Activity stream and in the calendar event (Figure 2 above).

## Session package ID

Session packages have a unique Package ID. Unlike Booking IDs, which are used as unique identifiers of individual sessions, Session package IDs identify the entire package. Session package IDs can be differentiated from Booking IDs by the inclusion of the prefix "PKG" before every code rather than BKNG; for example, Session package ID: PKG-UTKFVR26JN

The Session package ID appears in a number of locations:

- In the footer of the **Details** pane in the Activity stream.
- On the Scheduling confirmation page.
- In all email notifications that use the Default templates.

The Session package ID is also available as a dynamic field which can be added to OnceHub detail reports as well as to our custom notification templates.

## Transaction ID

Transactions are identified by a unique Transaction ID with the TXN prefix; for example, Transaction ID: TXN-1234DF56

The Transaction ID can be found in the footer of the **Details** pane in the Activity stream. It's also available as a dynamic field that can be added to custom notification templates.

## Tracking and reporting No-shows

If your customer didn't show up to a meeting, you may want to keep track of this. This can be done by changing the booking status to **No-show**. Regardless of whether the booking status is **Scheduled**, **Rescheduled**, or **Completed**, you can change it to **No-show**.

The **No-show** status is included in all reports and is part of the activity lifecycle process.

## How to change the status to No-show

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Set to No-show** (Figure 1).

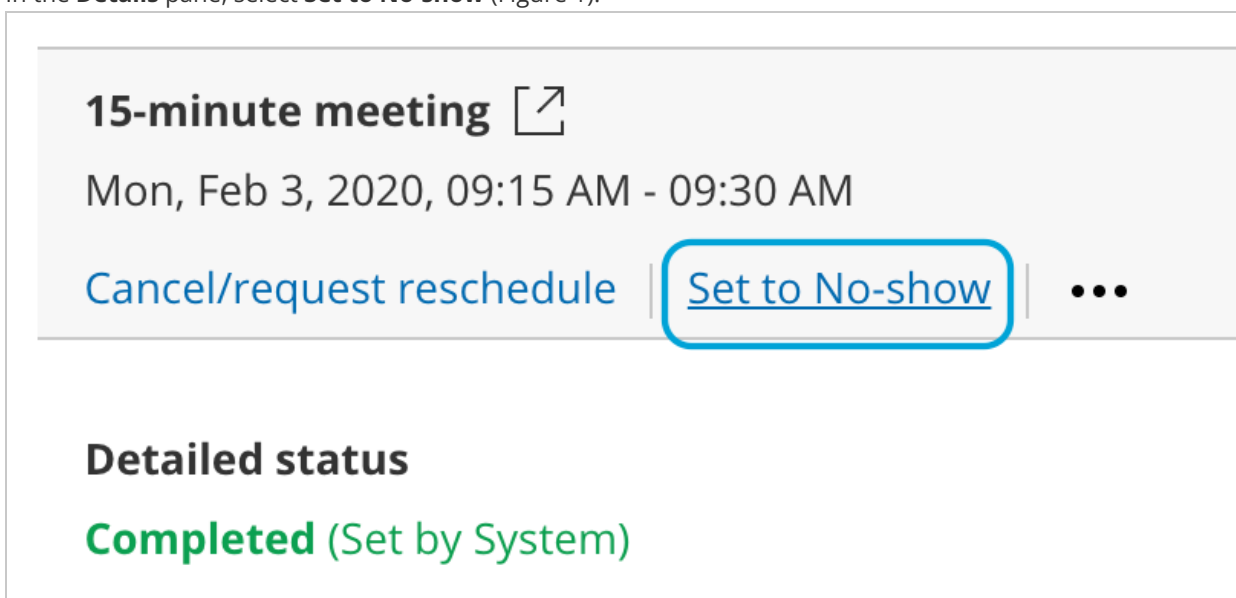


Figure 1: Set to No-show

3. The **No-show status** pop-up will appear.
4. Click **Yes** to set the status to **No-show**.

### Note:

You cannot change the status back to **Completed**, so please be sure you want to mark it as **No-show** for your reports.

## Where do you track the No-show status?

You can track the **No-show** status of an activity in all OnceHub reports. The status is added to the summary and detail reports, making it possible to see the number of No-shows and their details according to all reporting dimensions.

## What happens when an activity status is set to No-show?

When you set up OnceHub to send a follow-up email to customers, you can define when they will receive the email notification. If you changed the status of the activity to **No-show** before the follow-up email event is triggered, the follow-up email will not be sent.

## Scheduling on behalf of the customer

If your existing workflow involves making a preliminary phone call with prospects or customers, you can use OnceHub to schedule the session on behalf of your customer.

On the call, you can ask your customer for their preferred time and then use the OnceHub Find by time feature to identify the most appropriate Team member and schedule the meeting.

## Using the Salesforce scheduling button

The simplest way to schedule OnceHub bookings on behalf of customers is with our Salesforce scheduling button.

Our Salesforce integration allows you to add a Schedule button to all CRM contacts. When you click the button, OnceHub uses the contact's record to identify the customer, so you don't need to fill in the customer's information. The booking form is skipped, and all you have to do is select a time and a Team member to finalize the appointment.

The booking is then automatically created in all parties' calendars and added to the Contact's CRM record. [Learn more about Salesforce Scheduling buttons for contacts, leads and cases](#)

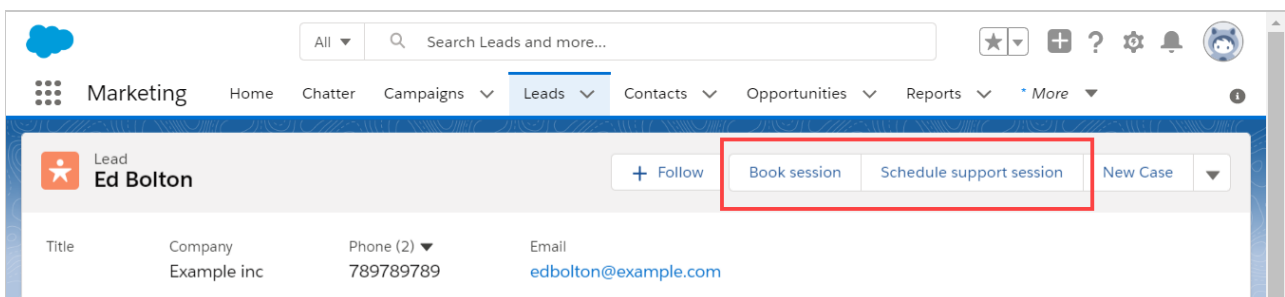


Figure 1: Salesforce scheduling buttons

## Manually filling out the booking form

Alternatively, you can manually fill out the [Booking form](#) as though you were the customer.

In the booking form, enter the customer's details in the booking form fields. For example, enter the customer's name in the **Your name** field. Then, select a time that works best for your customer, based on the times shown on the relevant booking page.

When you use this method to schedule on behalf of a customer, you do not need to have a user license. The OnceHub administrator, who does have a user license, simply needs to send you or whoever is scheduling the meeting the link for the relevant booking page or Master page configured in the account.

For example, John works in an organization in which the onboarding process requires a preliminary phone call with the customer. John has been assigned to Annette, who is a new customer. John calls Annette and asks her for her preferred time. She asks for 3:30 PM on Tuesday, June 6th and he confirms this time is available. He selects this time, and then asks her to provide the relevant information. John then enters this information on the booking form.

After he clicks **Done**, the appointment is set. Annette will receive confirmation by email and/or SMS of her booking. The person providing the meeting (someone different from John) is a user in the OnceHub account and will also receive notifications.

**Provide information** [Previous step](#) ▾

Event type Consulting (Change)

Time Tue, Jun 06, 2017, 3:30 PM - 3:45 PM (GMT-4:00) [DST] (Change)

Your name \* Annette Miro

Your email \* Annette@Annettemiro.com The scheduling confirmation will be sent to this email

Confirm your email \* Annette@Annettemiro.com Confirm your email

Your company \_\_\_\_\_

Your phone \_\_\_\_\_

Your mobile phone United States (+1) ▾ \_\_\_\_\_

It's okay to send me booking notifications via SMS

Your note \_\_\_\_\_

**Done**

Figure 2: Booking form

## Mobile admin interface

 **Important:**

This article is only relevant for users who created their account **before March 2nd 2019**. The Mobile admin interface is not available to users who created accounts after this date.

The Mobile admin interface is available to OnceHub users who created their account before March 2nd 2019, allowing you to manage appointments and approve booking requests through your mobile device.

## How do I access the mobile admin interface?

To sign in, go to [oncehub.com](https://oncehub.com) from your mobile device and sign in to your account.

## Which mobile devices are supported?

The mobile admin interface runs on all major browsers and mobile platforms. Since it is a browser application, no download or installation is required. The mobile interface is optimized for both mobile phones and tablets.

The mobile admin interface supports mobile phones and tablets running Android and iOS.

## What actions can you perform?

The mobile admin interface allows you to manage appointments and approve booking requests through your mobile device. You can perform the following actions:

1. View the booking details and Payment details of individual bookings in the Activity stream tab.
2. View the booking details and Payment details of Session packages in the Packages tab.
3. Approve booking requests.
4. Reschedule a booking.
5. Cancel a booking.
6. Set a booking to No-show status.
7. Manually process refunds.
8. Share your booking page links.

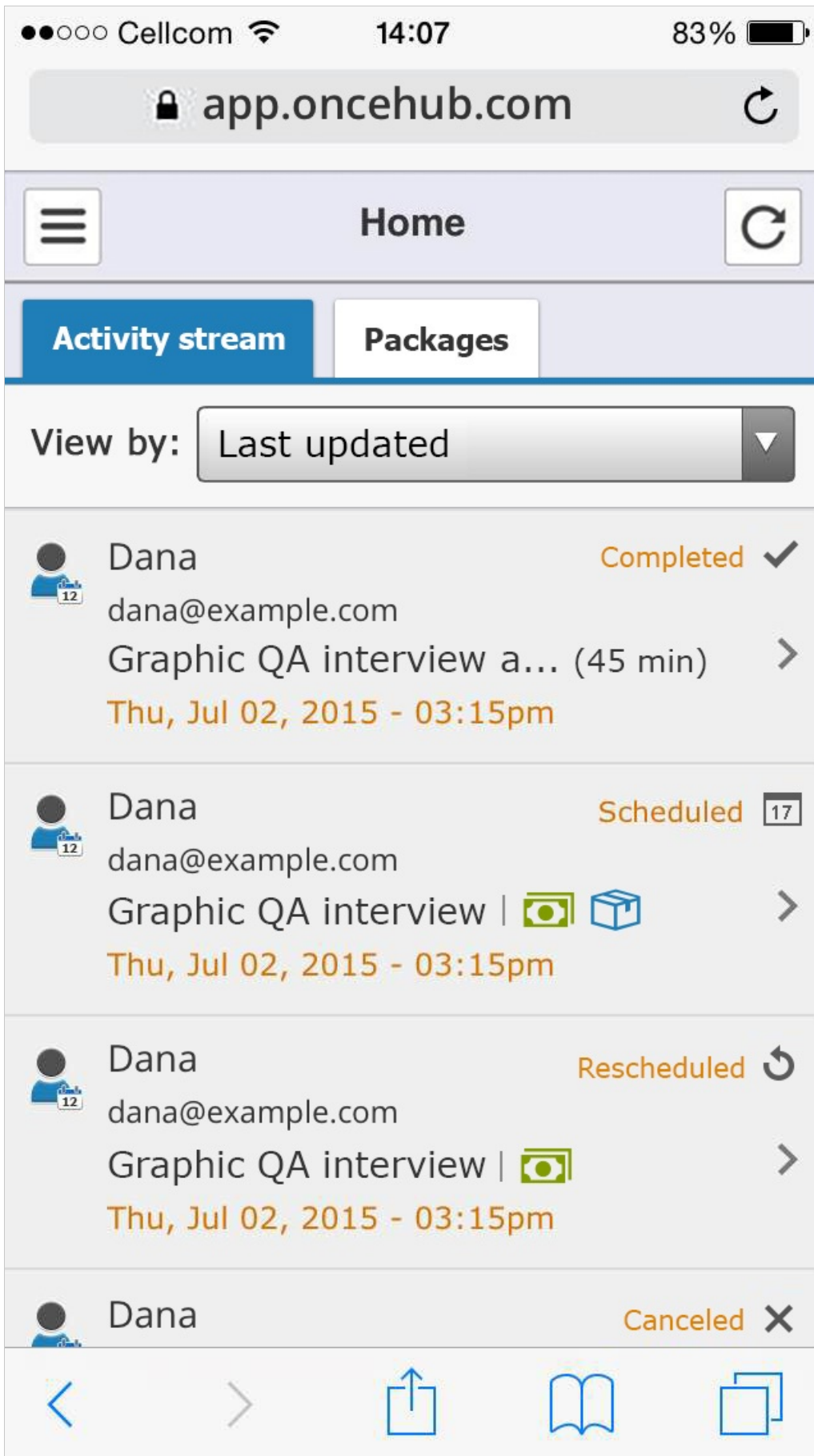


Figure 1: The mobile admin interface for smartphones



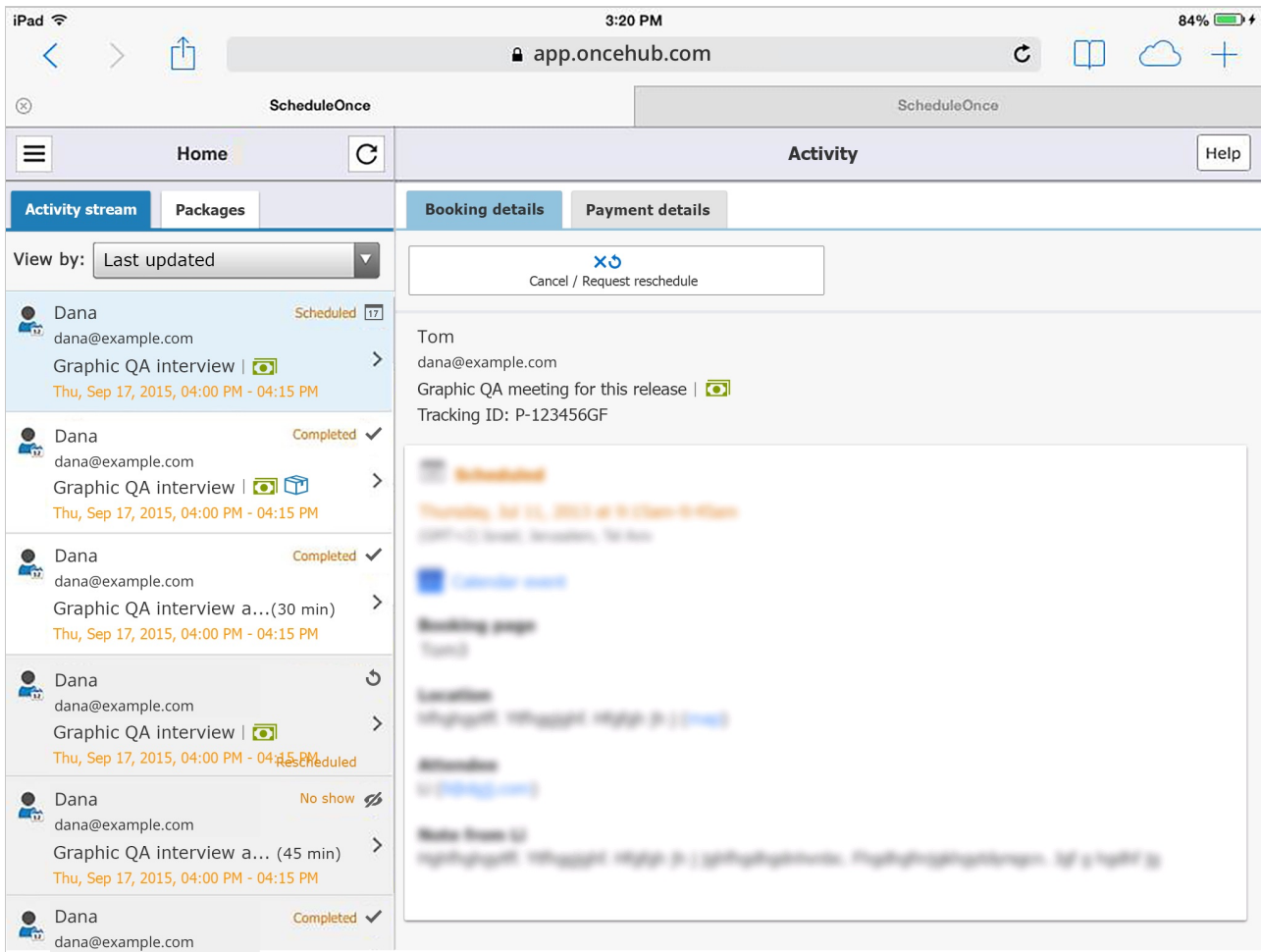


Figure 2: The Mobile admin interface for tablets

## Deleting activities from the Activity stream

Stay compliant with data privacy law by managing data deletion requests from your customers. When you delete selected activities in the Activity stream and move these activities to the Trash, they will be deleted permanently after 30 days.

You do not need an assigned product license to access the Activity stream and move activities to the Trash, but you do need to be an administrator. [Learn more](#)

Read on to learn about moving activities to Trash, restoring activities, deleting them permanently, and other related changes to your account after deleting activities.

### Note:

Deleting activities is a new feature being rolled out gradually. If you do not see this option in your Activity stream and it's necessary for your account management, please [contact us](#) and we'd be happy to turn it on for you.

## Move activities to Trash

If you'd like to move an activity to the Trash, select the relevant activity in the Activity stream. You will see a menu

of three dots. Click on this and select **Move to Trash**. In the pop-up, confirm you want to move it to the Trash.

**30-minute meeting**

Wed, Jul 15, 2020, 10:00 AM - 10:30 AM

[Cancel/request reschedule](#) | [Reassign the booking](#) | ...

**Detailed status**  
**Scheduled** (By Customer)

**Booking owner**  
Suzie Smythe

**Booking owner time**  
Wed, Jul 15, 2020, 10:00 AM - 10:30 AM  
United States; Central time (GMT-5:00) [DST]

- Set to No-show
- View all activities for this Customer
- View related activities
- View Cancel/reschedule policy
- Move to Trash**

Figure 1: Move to Trash

You will no longer see this activity in your Activity stream, either from default or custom filters. You can only access this activity from the Trash filter, for the next 30 days after moving it to the Trash.

Members, booking page owners, editors, and customers **will not** be notified when their activities are deleted.

**Note:**

Moving activities to the Trash for permanent deletion is a feature intended for data deletion, to comply with privacy laws.

It is **not intended** for booking cancellation. Deleting an activity does not cancel a future booking. If you move an activity to Trash and permanently delete it, **this does not update any related calendar event in your connected calendar, nor will that time be free for other meetings.**

If you'd like to cancel the meeting, you can do this through the standard cancellation process, which will both cancel the meeting and free that time slot for other meetings.

## Bulk deleting activities

You can delete up to 50 activities at one time by selecting each in the activity stream. Click on the Trash icon and you'll be able to delete them all at once, after confirming you want to delete that number of activities.

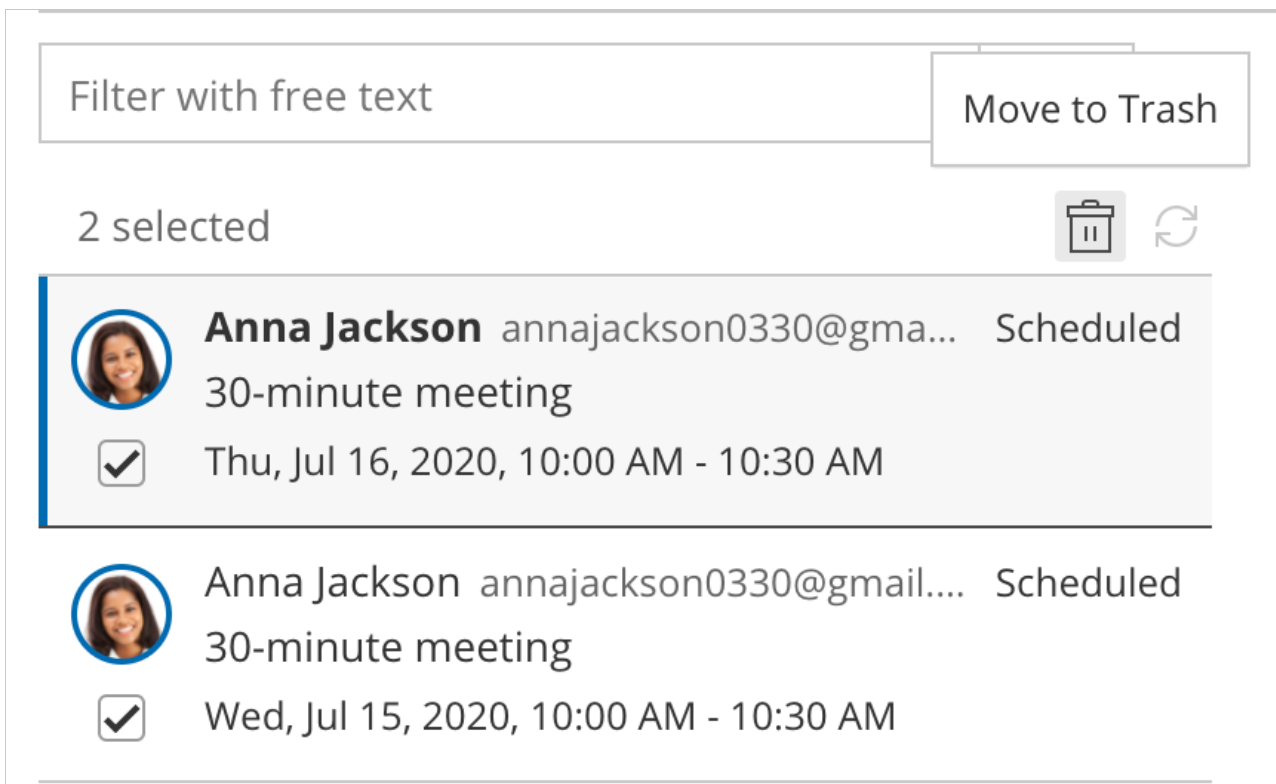


Figure 2: Select multiple activities for moving to trash

## The Trash

The Trash holds all deleted activities from the last 30 days.

Only admins can see the Trash. Member users will not be able to see the activities in the Trash.

### Restoring activities from Trash

If you sent an activity to the Trash in error, you can restore this activity within 30 days of moving it to the Trash. Find and select that activity in the Trash. Hover over the menu of three dots and select **Restore activity**. The activity will now appear in your active Activity stream filters and will not be deleted permanently.

**30-minute meeting**

Wed, Jul 15, 2020, 10:00 AM - 10:30 AM

[Cancel/request reschedule](#) | [Reassign the booking](#) | ...

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**Detailed status**  
**Scheduled** (By Customer)

**Booking owner**  
Suzie Smythe

**Booking owner time**  
Wed, Jul 15, 2020, 10:00 AM - 10:30 AM  
United States; Central time (GMT-5:00) [DST]

- Set to No-show
- View all activities for this Customer
- View related activities
- View Cancel/reschedule policy
- Restore activity**
- Delete permanently

Figure 3: Restore activity

### Deleting activities permanently

All activities sent to the Trash delete permanently and automatically after 30 days.

If you wish to delete the activity permanently before 30 days, go to the menu of three dots and select Delete permanently.

**30-minute meeting**

Wed, Jul 15, 2020, 10:00 AM - 10:30 AM

[Cancel/request reschedule](#) | [Reassign the booking](#) | ...

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**Detailed status**  
**Scheduled** (By Customer)

**Booking owner**  
Suzie Smythe

**Booking owner time**  
Wed, Jul 15, 2020, 10:00 AM - 10:30 AM  
United States; Central time (GMT-5:00) [DST]

- Set to No-show
- View all activities for this Customer
- View related activities
- View Cancel/reschedule policy
- Restore activity
- Delete permanently**

Figure 4: Delete permanently

The permanently deleted data will also be removed from OnceHub's servers within 24 hours of permanent deletion in your account.

If you move something to the Trash on January 1 and don't choose to delete it permanently yourself from the Trash, it will be deleted permanently from your account on January 31. At this time, it will be flagged for deletion from the OnceHub database, which can take up to 24 hours. This data will be completely removed from OnceHub's servers by end of day on February 1.

If you choose to delete it permanently from the Trash before 30 days are complete, it will be removed within 24 hours. This means if you move something to the Trash on January 1 and choose to delete it permanently on January 1, this data will be completely removed from OnceHub's servers by end of day on January 2.

If you'd like to delete all activities permanently, you can select **Empty trash now** in the banner at the top of Trash. This will permanently delete all activities in the Trash.

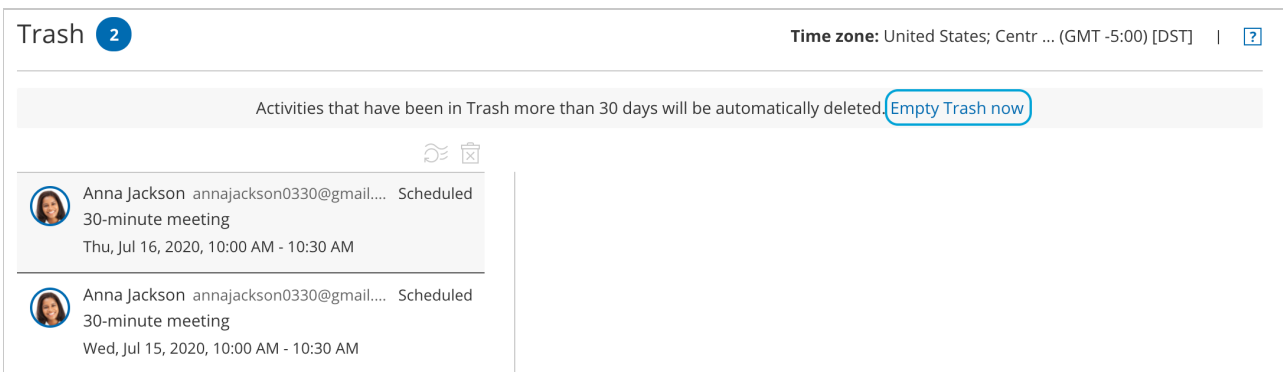


Figure 5: Empty trash now to remove all items in the Trash

Permanently deleted activities **cannot** be restored by any account admin, nor by OnceHub database engineers. This keeps deleted activities compliant with privacy laws.

## Deleted activities in reports

Activities in the Trash remain active and will be included in reports until deleted. They will display as being **(In Trash)**.

Subject	Status	Last updated
Booking request	Expired (In Trash)	Fri, Jun 12, 2020, 12:10 PM
Booking request	Completed (In Trash)	Fri, Jun 12, 2020, 12:40 PM
Booking request	Completed (In Trash)	Fri, Jun 12, 2020, 02:40 PM
Booking request	Completed (In Trash)	Fri, Jun 12, 2020, 03:10 PM
Booking request	No-show (In Trash)	Fri, Jun 12, 2020, 02:52 PM

Figure 6: Status displays that the activity is in the Trash

After they are permanently deleted, any fields related to this deleted activity will not show up in reports.

For permanently deleted payment activities, the payment will still be listed as an item on your revenue reports but

will not include any personal identifying information for that payment.

## Session packages

If you delete a single session in a session package, this deletes only that single session. The session package is otherwise not affected. The reverse is also true: If you delete a session package, the individual sessions in that package will remain active.

If you'd like all sessions in a session package to be deleted, you must delete each individually. We recommend using the bulk select and delete option (see above, **Bulk deleting activities**).

## Payment integration

When you delete a payment activity, the following will be removed from its related activity/activities in the Activity stream:

- Option to **Process a refund**
- Option to **Download invoice**
- The relevant booking page
- Ability to **View Cancel/reschedule policy** in the menu with three dots

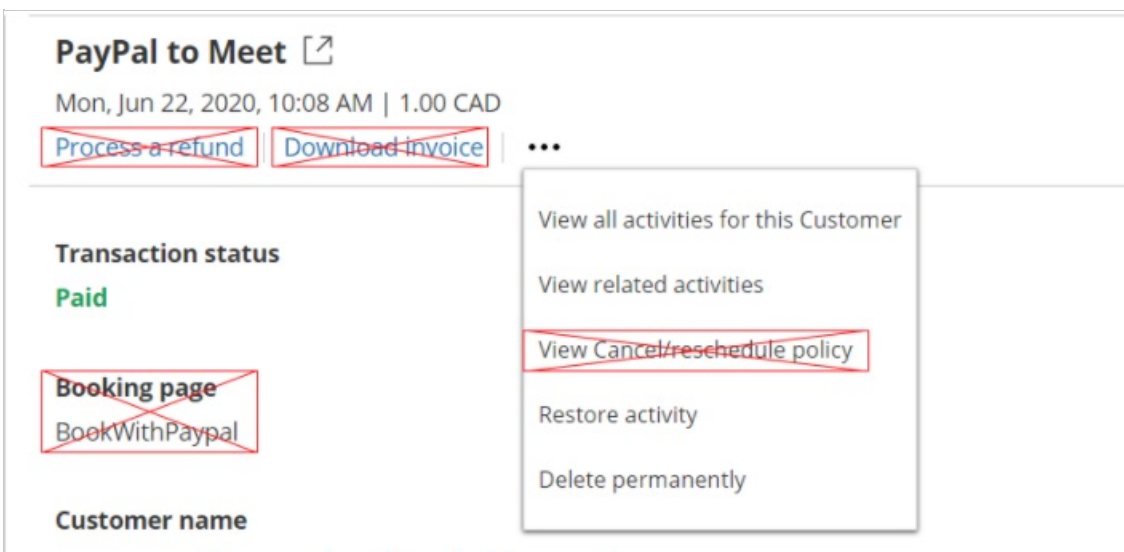


Figure 7: Removed fields with deleted payment activity

The payment will still be listed as an item on your revenue reports but will not include any personal identifying information for that payment.

## Third-party integrations

It's important to understand that data from the deleted activities will **only** be removed from OnceHub. Users will need to follow similar deletion protocols in each integrated application that may be connected to OnceHub. When you delete an activity, OnceHub will not remove data related to that deleted activity from your calendar, CRM, video conferencing app, or any other integrated system.