

# Notifications

Last Modified on Aug 1, 2024

Setting up notifications is a vital part of scheduling, because they ensure that your customers are kept informed of the status of your meeting, and reminded of upcoming meetings. You can customize when they are sent out and how they are delivered to your customers in the [Customer notifications](#) section.

## Customer notifications

You can access settings for customer notifications in the booking calendars lobby, on the left-hand sidebar, under the heading **Scheduling**. (Figure 1)

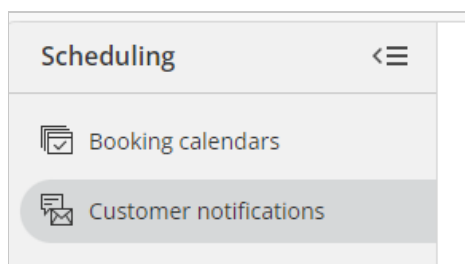


Figure 1: The customer notifications menu

Here, you can customize customer notification workflows, or use the default: system template workflow. The default customer notification workflow will apply to all new booking calendars. The format of this workflow is displayed below the options for which workflow you'd like to use.

[Here's](#) a detailed breakdown of how to create and apply customer notification workflows.

You can customize when and why customers receive notifications on this page. There are three main meeting points:

- **Meeting is booked**
- **Meeting rescheduled**
- **Meeting canceled**

You can select whether you'd like your customers to be reminded via their provided email address, or - if they have provided their cellphone number - by SMS.

## User notifications

OnceHub users can receive notifications when meetings are scheduled, updated, or canceled by customers. They help you keep track of the status of your meetings and ensure you're reminded of upcoming meetings.

The user notifications menu is found in your profile settings.

Here you can select which notifications you would like to receive, and whether you'd like to receive them over email or via SMS. You can choose to receive notifications when a customer confirms, reschedules, or cancels a meeting.

To access this menu, follow the steps below:

1. Click on the profile picture or initials at the top right of the OnceHub dashboard.
2. Select **Profile settings**.
3. On the left-hand menu on the account settings **Overview** page, you will find **User notifications**. (Figure 2)

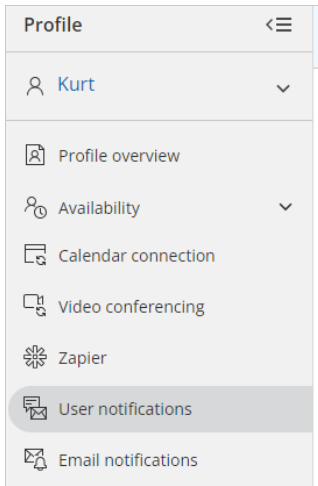


Figure 2: User notifications

When you are finished configuring your notifications, remember to click the **Save** button to confirm the new settings.

## The Alert center

Alerts are a feature which enable the administrator, and any users they add, to be CC'ed into notification emails about bookings made, canceled, or rescheduled with any users and/or scheduling tools in the account. The email will contain all the relevant information about the meeting.

Learn more about creating alerts [here](#).