

Affinity FAQ

This article includes the most frequently asked questions related to the OnceHub vendor affinity program.

I want to connect OnceHub and Redtail. What are my options?

OnceHub can pass information to Redtail in two ways:

1. [Use the Redtail Retriever](#) to sync information between your Outlook Calendar and the Redtail Calendar.
2. Pass information from OnceHub to Redtail by [using Zapier](#).

Can my assistant manage the account?

You can [add a User license](#) for them and make sure they have [Editor access](#) to each relevant Booking page. If you'd like, they can also [subscribe to booking notifications](#).

Every OnceHub account includes the first three User licenses, with additional licenses available for purchase.

Can we schedule appointments on behalf of the client?

You can do this by going to your own Booking page and filling out the necessary information on behalf of your client.

All you will need are their name and email address to complete the booking, as well as any other information that you have made mandatory on your Booking form.

Some people create a separate, internal Booking page with a wider range of availability and use that when booking on behalf of their clients.

[Learn more about scheduling on behalf of your client](#)

How does OnceHub handle an advisor who has multiple physical locations?

If you offer appointments in multiple locations, you can use multiple Booking pages to represent the locations and configure each Booking page with its own availability and settings.

For example, on Mondays and Tuesdays, you are at Location A, and on Wednesdays and Thursdays, you are at Location B. You can use a Master page to combine multiple Booking pages into one page that you can share with your customers.

[Learn more about using multiple locations](#)
