

Opting in and out of SMS Notifications [Legacy]

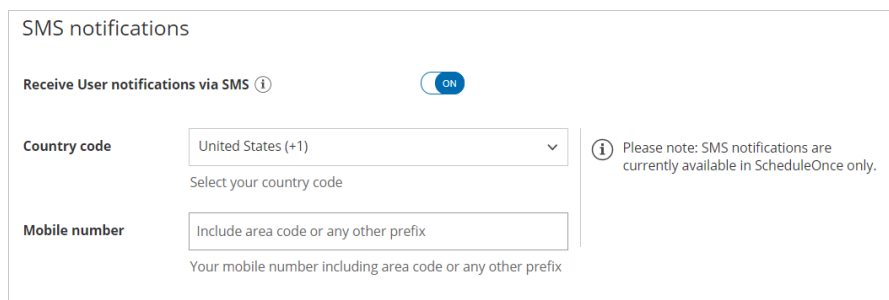
Mobile phone numbers provided by your Customers and Team members are held in strict confidence and will only be used for sending scheduling notifications, based on settings that you define. However, sometimes Customers or Users will want to stop receiving SMS notifications.

OnceHub maintains an SMS opt-out list. This is a list of mobile numbers that have opted out of receiving SMS notifications from the OnceHub system. The opt-out list is maintained to ensure OnceHub Users comply with applicable laws and regulations.

You do not need an assigned product license to subscribe to booking notifications. [Learn more](#)

User action: Opt in

To opt in, go to **My profile** (your profile image or initials in the top right corner) → **Profile settings** → **SMS Notifications** section. Enter your mobile phone number and toggle the **Receive User notifications via SMS** option to **ON**. [Learn more about sending SMS notifications to Users](#)



The screenshot shows the 'SMS notifications' section of a user profile. At the top, there is a toggle switch for 'Receive User notifications via SMS' which is currently turned 'ON'. Below this, there is a 'Country code' dropdown menu set to 'United States (+1)' with a prompt 'Select your country code'. Next to it is an information icon and a note: 'Please note: SMS notifications are currently available in ScheduleOnce only.' Below the country code, there is a 'Mobile number' input field with a placeholder 'Include area code or any other prefix' and a prompt 'Your mobile number including area code or any other prefix'.

Figure 1: SMS notifications section

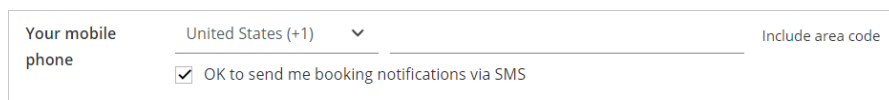
User action: Opt out

To opt out from receiving scheduling notifications via SMS, go to **My profile** (your profile image or initials in the top right corner) → **Profile settings** → **SMS Notifications** section. Toggle the **Receive User notifications via SMS** option to **OFF**.

If you have a US phone number, you can also opt out by replying to any SMS you receive with STOP, END, QUIT, CANCEL or UNSUBSCRIBE.

Customer action: Opt in

To opt in, Customers must provide their mobile phone number on the Booking form and check the box that enables sending of SMS booking notifications (Figure 2). [Learn more about sending SMS notifications to Customers](#)



The screenshot shows a section of the booking form. It includes a 'Your mobile phone' label, a dropdown menu for 'Country code' set to 'United States (+1)', and a text input field for the phone number with a prompt 'Include area code'. Below these fields is a checkbox labeled 'OK to send me booking notifications via SMS' which is checked.

Figure 2: Booking form

Customer action: Opt out

To opt out from receiving scheduling notifications via SMS, Customers with a US phone number can reply to any SMS they receive with STOP, END, QUIT, CANCEL, UNSUBSCRIBE. Customers with a non-US phone number should [contact us](#) to opt out.

If a Customer opts out and changes their mind, they may reply to any SMS they receive with UNSTOP. This will allow them to receive any future planned notifications.
