

## Sending SMS notifications to Users [Classic]

SMS notifications are a quick and reliable way to keep on top of booking activity for yourself and other Users. Any OnceHub User can receive [SMS notifications](#) related to Booking activity in their organization's account. You do not need an assigned product license to be an Editor on a Booking page and subscribe to booking notifications. [Learn more](#)

In this article, you'll learn about sending SMS notifications to Users.

In this article:

- [Adding your mobile number to your Profile](#)
- [Making sure you are the Booking page Owner or Editor](#)
- [Subscribing to User SMS notifications](#)
- [Ensuring you have SMS credits available](#)

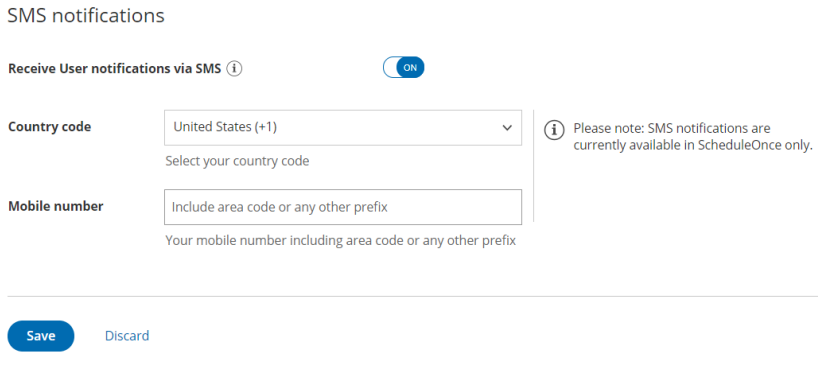
To receive SMS notifications on Booking activity for a specific [Booking page](#), complete the following steps:

1. Enable User notifications and add your mobile number to your profile.
2. Make sure you are the [Owner or Editor](#) of the Booking page.
3. Subscribe to User SMS notifications in the **User notifications** section of the Booking page.
4. Make sure you have SMS credits available.

### Adding your mobile number to your Profile

To receive SMS notifications, you must first add your mobile number to your Profile.

1. Sign in to your OnceHub Account.
2. Go to **My profile** (your profile image or initials in the top right corner) → **Profile settings** → [SMS notifications](#) (Figure 1).



The screenshot shows the 'SMS notifications' settings page. At the top, there's a toggle switch for 'Receive User notifications via SMS' which is currently turned 'ON'. Below this, there are two input fields: 'Country code' with a dropdown menu showing 'United States (+1)' and a placeholder 'Select your country code'; and 'Mobile number' with a text input field containing the placeholder 'Include area code or any other prefix' and a label 'Your mobile number including area code or any other prefix'. To the right of these fields is an information icon and a note: 'Please note: SMS notifications are currently available in ScheduleOnce only.' At the bottom of the form are two buttons: 'Save' (in blue) and 'Discard'.

Figure 1: SMS Notifications

3. Toggle the **Receive User notifications via SMS** field to **ON**.
4. Select your **Country code** and enter your **Mobile number**, including the area code.
5. Click **Save**.

### Making sure you are the Booking page Owner or Editor

Booking notifications are unique for every [Booking page](#). To receive Booking notifications for a Booking page, you must be either [the Owner or an Editor](#) of the Booking page. Booking page Owners automatically receive email notifications. Booking page Editors can

receive notifications and make changes to the page.

To see if you are an Owner or Editor of a Booking page, go to **Booking pages** in the bar on the left → check the relevant Booking page in the **Booking pages** section (Figure 2). You should see **Owned by you** or **You are an Editor** on the relevant Booking page.

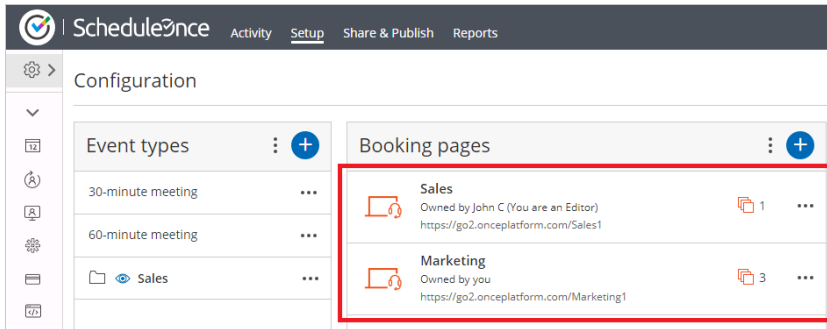


Figure 2: An Admin's setup page

If you are not a Booking page Owner or Editor, a [OnceHub Administrator](#) must grant you Editor permissions to that page. This can be done in two ways:

1. Go to **Booking pages** in the bar on the left → **Booking pages** → **action menu (three dots)** → **Booking page access**. In this section, you can determine which Booking pages the specific User can access.
2. Go to **Booking pages** in the bar on the left → select the relevant Booking page → **Overview section**. Here you can edit the Booking page's Owner and Editor. This method is only possible if the Administrator is able to edit that specific Booking page.

[Learn more about Booking page access permissions](#)

## Subscribing to User SMS notifications

If you are the Owner or an Editor of a Booking page, you can subscribe to SMS notifications for booking activity related to that page in the User notifications section.

1. Go to **Booking pages** in the bar on the left → select the relevant Booking page → **User notifications** on the left.
2. In the column labeled with your name, select the Notification scenarios you'd like to receive SMS notifications for by checking the relevant checkboxes (Figure 3).

	Booking owner		Carol Jones	
Notification scenario	Email	SMS	Email	SMS
> Automatic booking				
✓ Booking with approval				
Booking request made by Customer <sup>(i)</sup> Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Booking request approved by User <sup>(i)</sup> Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 3: Selecting User notifications

3. Click the **Save** button at the bottom when you're finished.

If your name does not appear in the Notification scenarios list, you'll need to be added as a Booking page editor (see above).

## Ensuring you have SMS credits available

You need to have [SMS credits](#) available to send SMS notifications. To view the SMS credits available in your account, click go to **Settings** (gear icon) in the top right corner → **Billing** on the left → **Licenses**.

The screenshot displays the OnceHub account management interface. On the left, the 'Account' sidebar is visible with the 'Billing' section expanded to show 'Licenses'. The main content area is titled 'Billing ...' and 'Licenses'. It includes a 'Subscription' section for the 'OnceHub Enterprise plan' (76 out of 200 User licenses in use) and 'Live chat licenses' (37 out of 200 licenses assigned to users). Below these, a 'Credits' section is highlighted with a red box, showing 'SMS' credits with '880,497 SMS credits remaining' and a 'View SMS log' link. An 'Add credits' button is also present. A note at the bottom of the credits section states: 'SMS notifications can only be used with OnceHub'.