

User reports [Legacy]

OnceHub reports cover all booking activity. Reports can be generated based on different dimensions: [by Customer](#), [by Booking page](#), [by Event type](#), [by Master page](#), and by User. User reports are used for [multi-user accounts](#) to show multiple system Users and their booking activity.

In this article, you'll learn about User reports. Access your User reports by going to Setup -> OnceHub setup -> Hover over the left sidebar -> Reports -> User reports.

User summary report

User reports help you understand booking activity by User. For each User, you can see how many bookings have been **Requested**, **Scheduled**, **Rescheduled**, **Completed**, **Canceled**, or set to **No-Show**. This gives you insight into overall booking activity and how it is divided between the different Users.

Users are grouped by their User name and email address. The User name and email address of the User are those set in the [Personal details section](#) of the User's profile. A [OnceHub Administrator](#) can also see these details for each User in the **Users** section of their OnceHub Account. [Learn more about User management](#)

An activity will display for a given User if the User was the [Owner of the Booking page](#) at the time that the booking was created. If the Booking page is assigned to a different User at some stage in the future, the activity will still belong to the original User.

By default, Users in the summary report are sorted by **All activities**, meaning the User with the highest number of activities will be at the top of the list. To change how the report is sorted, click any of the column headers.

Note:

If you move an activity to the Trash, it will be included in reports until deleted. The activity will display as being **(In Trash)**. After they are permanently deleted, any fields related to this deleted activity will not show up in reports. [Learn more](#)

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.

If a User is deleted, the User's activities are automatically assigned to the Administrator that deleted the User and the activities will then show under that Administrator.

User detail report

To view a detailed report of the booking activity for a specific User, click on the User in the **User** column. Here, you can see a complete booking log for the specific User. The User can be [the Owner](#) of multiple [Booking pages](#).

A User detail report may be useful as an agenda report so that the User can see all of their bookings.

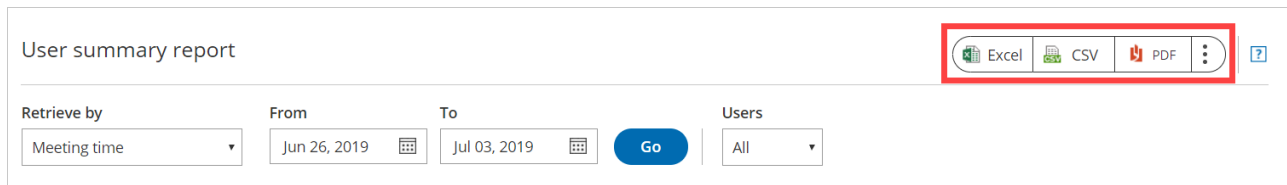
By default, the bookings are sorted by **Meeting date and time**. To change how the report is sorted, click any of the column headers.

Note:

To customize the display columns in the detail report, click the **Display columns** button. [Learn more about Detail report columns](#)

Exporting a User report

You can export a User report as an Excel, CSV, or PDF file. To export a report, click on the **Excel**, **CSV** or **PDF** button in the top right corner of the report page (Figure 1).



The screenshot shows the 'User summary report' interface. At the top right, there is a row of buttons for exporting the report: 'Excel' (with a green grid icon), 'CSV' (with a green document icon), 'PDF' (with a red document icon), and a three-dot menu icon. These buttons are enclosed in a red rectangular box. Below this row, there is a search and filter section. It includes a 'Retrieve by' dropdown menu set to 'Meeting time', a 'From' date field set to 'Jun 26, 2019' with a calendar icon, a 'To' date field set to 'Jul 03, 2019' with a calendar icon, a blue 'Go' button, and a 'Users' dropdown menu set to 'All'. A help icon (question mark in a blue box) is located to the right of the export buttons.

Figure 1: Export report buttons