

## A User is not receiving SMS notifications [Legacy]

There can be a number of reasons why a User is not receiving [SMS notifications](#). This article is relevant to Users who have never received User SMS notifications and to Users who were receiving them but suddenly are no longer receiving them.

### In this article:

- [Check that SMS notifications are enabled and that your mobile number is correct in your profile](#)
- [Check the User notification settings](#)
- [Make sure you have SMS credits available](#)
- [Check the SMS log](#)
- [Send yourself a test SMS to see if it is received](#)

### Check that SMS notifications are enabled and that your mobile number is correct in your profile

1. Select your profile picture or initials in the top right-hand corner → Profile settings → **SMS notifications**.
2. Ensure that **Receive User notifications via SMS** is toggled **ON**.

The screenshot shows the 'SMS notifications' settings page. On the left is a navigation menu with 'SMS notifications' selected. The main content area has a toggle for 'Receive User notifications via SMS' set to 'ON'. Below this is a 'Country code' dropdown menu set to 'United States (+1)'. The 'Mobile number' input field is highlighted with a red box and contains the placeholder text 'Include area code or any other prefix'. To the right of the 'Country code' dropdown is an information icon and a note: 'Please note: SMS notifications are currently available in ScheduleOnce only.' At the bottom of the form are 'Save' and 'Discard' buttons.

Figure 3: SMS notifications section

3. Ensure that the number entered in the **Mobile number** field is correct. Additionally, ensure that the number entered is a mobile number and not a landline number.

[Learn more about the SMS notifications section](#)

### Check the User notification settings

In order to receive notifications about bookings made on a specific Booking page, the User must either be the Owner or an Editor of the Booking page. [Learn more about adding Editors to a Booking page](#)

1. Hover over the lefthand menu and go to the Booking pages icon → Booking pages → your Booking page → **User notifications**.
2. Ensure that SMS notifications are enabled for the [Notification scenarios](#) each User should receive SMS notifications for.

User notifications ?

The account has 25 SMS credits. [Buy more credits](#)

Notification scenario	Booking owner		Sarah Jones		All users with Editor privileges will be added to this table. <a href="#">Grant a user Editor privileges</a>
	Email	SMS	Email	SMS	
<p>Automatic booking</p> <p>Booking made by Customer <span style="float: right;">i</span></p> <p>Default <span style="float: right;">v</span></p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Figure 2: User notifications section

[Learn more about the User notifications section](#)

## Make sure you have SMS credits available

1. Select your profile picture or initials in the top right-hand corner → **Profile settings** → **Billing** → **Licenses**. You can see the number of remaining SMS credits in the **SMS** box (Figure 1).

- Start
- Users
- Profile: Jane Doe
- Settings
- Billing
- Products
- Payment methods
- Notifications
- Transactions
- Security
- Privacy
- Compliance

### Billing

#### Products

Subscription

**ScheduleOnce**

3 out of 4 User licenses assigned

[Remove licenses](#) [Add licenses](#)

**InviteOnce** BETA

Unlimited access in beta

[What is InviteOnce?](#)

Add-ons

**SMS**

25 SMS credits remaining

[View SMS log](#) [Add credits](#)

i SMS notifications can only be used with ScheduleOnce

Figure 1: SMS credits

If your SMS credit balance is zero, click the **Add credits** button to purchase more SMS credits.

[Learn more about SMS pricing and purchasing SMS credits](#)

## Check the SMS log

1. Go to your OnceHub Account.
2. Select your profile picture or initials in the top right-hand corner → **Profile settings** → **Billing** → **Licenses** → **SMS** → **View SMS log**.
3. Check the status of the SMS. [Learn more about SMS delivery statuses](#)
4. If the SMS shows a status of Delivered but the User did not receive it, [check that the User's mobile number is correct](#).

[Learn more about the SMS log](#)

## Send yourself a test SMS to see if it is received

1. Go to the relevant Booking page [Overview section](#).
2. In the **Share & Publish** section, use the Public link to make a test booking.
3. Open the SMS log and check the status of the SMS.

If the SMS shows a status of Delivered but the User did not receive it, [check that the User's mobile number is correct](#).

If the SMS is not Delivered, or an SMS is not sent, you can:

- Check that [SMS notifications are enabled in your Profile](#).
  - Check the [User notification settings](#).
  - Make sure that you have [SMS credits available](#).
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