Joining your organization's OnceHub account

Joining your organization's OnceHub account is straightforward. This guide will walk you through every step, explain common pitfalls, and answer frequently asked questions to ensure a smooth onboarding experience.

Step 1: Invitation Email

- Your administrator will send you an email invitation from OnceHub with the subject line "Invitation to Join." This email contains a link to join your organization's OnceHub account.

- If you don't see the email in your inbox, check your spam or junk mail folder, and make sure the invitation was sent to the correct email address.

- If you still can't find it, ask your administrator to resend the invitation.

Step 2: Sign-In Link

- Click the **Sign in to your account** button or link in the invitation email. This opens the OnceHub sign-in page.

- The link works for 24 hours. If it expires, ask your administrator to resend the invitation.

Step 3: Onboarding Process

- After signing in, you'll be guided through an onboarding process where you can set your availability and connect your productivity suites and video conferencing tools.

We recommend checking out our **Introduction to OnceHub** article. This guide will walk you through the initial setup process and help you get the most out of OnceHub.

FAQs

Can someone else set up my profile for me?

An administrator can change your profile settings, but you must connect your productivity suite and any standalone integrations yourself.

We recommend that you complete the onboarding process yourself and then notify your account administrator so that they may make any necessary changes.

Can I delete my profile?

Only an administrator can delete user profiles. Even administrators can't delete their own profiles; another administrator must do it.

My admin is trying to add me to the account, but they see an alert that an account with my email ID already exists.

To use that email ID, you must first delete your existing OnceHub account. Follow these steps:

1. Sign in to OnceHub with that email.

2. Click the gear icon in the top navigation menu.

3. Select **Settings and permissions** and click **Delete account**. This will free up the ID.

Your admin can now invite you to their account. This will send you an email with a sign-up link to join the account.