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## 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.

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### 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.
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### 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.

**IMPORTANT:** The link is only valid for **72 hours**. If it expires, ask your administrator to resend the invitation.

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### 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.

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## Frequent Asked Questions (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 not 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 email 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.

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