

User Management and Seats

This guide details how to manage users within your OnceHub account, including accessing user management and understanding the available administrative options.

Accessing User Management

Navigate to Users:

1. Click on the gear icon located in the top right corner.
2. Select **Users** from the dropdown menu.

Adding New Users to Your Account

To invite new users to join your account:

- Click the **Add Users** button.
- While inviting users, you will be taken through the following steps:
 - Assign them a role (e.g., Administrator, Team Manager, etc.).
 - **Allocate a seat** if they will be engaging with guests.
 - **(Optional)** Add them to a specific team.
 - **(Optional)** Associate them to **User Attributes**.
 - Confirm the user details and send email invitations.



NOTE: You can also add and delete users **automatically using Entra ID**.

Managing Existing Users

To manage the profiles of existing users, locate the three dots (...) next to the user's name. This will bring up the following options:

- **Edit user profile**
 - This allows you to change their profile settings such as their User notifications and **Availability**.
- **Edit Role**

- This allows you to change the role currently assigned to the user, based on their responsibilities. For more information on user roles, please check our [Roles Overview article](#).

- **Delete user**

- This allows you to permanently remove a user from the account. Note that this action is irreversible.

- **Resend Invitation**

- If a user has not signed in within 72 hours of being invited, you can use this option to resend their invitation.
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Frequently Asked Questions

What happens when a user is deleted?

- All of the user's objects are transferred to the Account Owner.
- All of the user's Booking Calendars are unpublished.
- Any assigned seat becomes available for reassignment.
- Existing bookings and their linked calendar events remain unaffected.

Do all users require a seat?

No, only users who will be engaging with guests require an assigned seat. Users who only perform administrative tasks in the account do not require a seat.

Can you update users without needing to log into OnceHub?

Yes, you can also update users [through our API](#).
