

Your OnceHub trial Account

Your 14-day trial helps you understand whether OnceHub is a good fit for your organization. You will have nearly all functionality during the trial. This allows you to explore and utilize the platform's capabilities to meet your scheduling and engagement needs.

What's included

OnceHub's trial period grants you access to a wide range of features. Here's an overview of what to expect:

- **Features:** Many key features, such as scheduling, reminders, video conferencing integration, and calendar integration, are fully available. This allows you to test capabilities that align with your business needs. You will also receive 25 SMS credits to test [SMS notifications](#).
 - **Duration:** The trial lasts for 14 days, giving you ample time to explore the platform, test integrations, and assess how OnceHub can streamline your scheduling and engagement workflows.
 - **Limitations:** While the trial offers broad access, there are some restrictions. The features of the security and [compliance](#) add-on are only for paid accounts. This includes email from your corporate account, email notifications Bcc'd to an internal address at your organization, single sign-on (SSO), CAPTCHA for booking actions, support for specific industry compliance frameworks, and more.
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Getting Started

Getting started with OnceHub is straightforward, thanks to the resources and support available to all trial users.

- **Help center:** OnceHub offers a variety of [getting started articles](#) that walk you through setting up your account, creating [booking calendars](#), [building chatbots](#) and [routing forms](#), and more.
 - **Support during trial:** The trial includes access to a robust support system, [including live chat](#), [email support](#), and detailed help articles. The support team is available to help with any technical questions or issues you encounter as you explore the platform.
 - **Purchasing extra support:** For users who want additional guidance, OnceHub offers the option to purchase premium support services, including [personalized onboarding sessions](#) and [dedicated account managers](#). These services can help accelerate your setup process and maximize the platform's potential.
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Data retention policies

Understanding how your data is managed during and after the trial period is important. Here's what happens to your data:

- **Account trial expires:** If you do not take any action after the trial ends, your account will be paused, and your data will be retained for 30 days from the expiration of your trial. During this period, you have the option to downgrade to the free plan or purchase a subscription to reactivate your account while retaining all your information.
- **Account deletion:** If you delete your account, OnceHub will retain your data for a short period according to our

data retention policies. However, you will no longer have access to your account or this data. After 30 days, it is deleted from our production databases.

End of your trial

Your OnceHub account will be paused at the end of your 14-day trial period. To continue using our services, you will need to take action by choosing your desired plan.

OnceHub provides various billing options tailored to different business sizes and needs. You can review detailed information on pricing and available plans on the [pricing page](#).

If you need more time to explore our features after your trial has ended, please [contact our sales team](#) for assistance.
