Help Article

Deleting your account

You can delete your account through either the **Settings and Permissions** or the **Billing** sections of your account settings.

Deletion via Settings and Permissions:

1. Click the gear icon located in the top-right corner.
2. Select **Settings and Permissions**.
3. Click **Delete account**.
4. Follow the on-screen prompts to complete the deletion process.

Deletion via Billing:

1. Click the gear icon in the top-right corner.
2. Select **Billing**.
3. Click the three horizontal dots positioned near Billing in the top-left corner.
4. Click **Delete account**.
5. Follow the on-screen prompts to finalize the account deletion.

Important Considerations Before Deleting

Account deletion permanently removes:

- All data stored within OnceHub.
- Booking Calendars, Chatbots and Routing forms.
- Stored credit card and billing information.
- All user accounts and associated personal data.

Note: Scheduled meetings that have already synched with external calendars, such as Google Calendar, will remain unaffected.

Alternative to Deleting Your Account

If you'd like to preserve the account but you are not actively using it, you can pause your subscription for up to 6 months by removing all of the seats from your plan.

This can be done from either the **Delete account** button mentioned above or from the **Billing** section found by clicking on the gear icon, then **Billing**.

Frequently Asked Questions: Account Deletion

Can I recover my data after deleting my account?

No, account deletion is permanent. All data, including Booking Calendars, and personal information, will be permanently erased.

Will scheduled meetings still take place if I delete my account?

Yes, any scheduled meetings already synced with external calendars (e.g., Google Calendar, Outlook) will remain unaffected. However, OnceHub will no longer manage these events.

Can I delete my account if I am not the Account Owner?

No. Only the Account Owner can delete the account. If you're a regular user, contact your Account Owner for assistance.