

Managing Your Profile in OnceHub [New]

Your OnceHub profile serves as the central hub for customizing settings, updating personal information, and managing preferences to optimize your user experience. This guide provides detailed instructions for navigating and updating various aspects of your profile.

Accessing Your User Profile

1. Click the profile icon located in the top-right corner of your screen.
2. Select **Profile Overview** from the dropdown menu.

Understanding Your Profile Overview

The Profile Overview section provides a concise summary of your OnceHub account, including:

- Your current OnceHub subscription plan.
- Your assigned role within OnceHub.
- All Booking links associated with your profile.
- All **User Attributes** you are associated with.
- A list of connected calendars and integrations.
- Your basic personal account information.

Updating Personal Account Information

1. Click the three dots (...) to the right of your name.
2. Choose from the following options:
 - Change your name and profile picture.
 - Edit your email ID.
 - Choose whether to receive product announcements.



Note: Administrators can edit another user's email ID but must enter their own password to confirm the changes.

Managing Your Availability in OnceHub

Effectively managing your availability is essential for maximizing client engagement.

OnceHub offers various interaction methods, but configuring availability settings is important for both Live Engagements and Scheduled Meetings interactions, ensuring a superior client experience. Each option allows you to control your availability for different interaction types.

Scheduled Meeting Availability

Control when clients can book meetings by setting recurring availability or date-specific overrides. This ensures bookings occur only during your specified working hours.

You can configure when and where you're free to meet directly within your profile settings, by setting recurring working hours and utilizing multi-location availability.

For detailed instructions, see the [Booking Calendar availability and location options](#) article.

Live Engagements

Enable real-time interactions, such as instant chats or calls, by toggling your live engagement availability on or off manually or setting automatic availability based on your working hours.

User Integrations

Enhance scheduling workflows by [connecting to productivity suites and third-party apps](#), such as calendars and video conferencing tools.

View or Update Integrations

The **User Integrations** section displays all third-party services linked to your profile. You can disconnect or reconnect integrations by clicking on the integration tile.

Notifications

You will configure your personal booking notification preferences within the **User Notifications** section of your

profile.

For a detailed guide, please see our [User Notifications for Booking Calendars article](#).

You will configure your personal booking notification preferences within the **User Notifications** section of each individual Booking page.

To receive SMS booking notifications:

1. Add your mobile number to the **SMS Notifications** section of your Profile.
2. Enable SMS notifications within the **User Notifications** section of the applicable Booking Page.

Customizing Your Date and Time Settings

Personalize how dates and times appear within your account:

- Set the Default Time Zone to be used alongside your availability settings.
- Select your preferred date format.
- Choose between a 24-hour or 12-hour clock.
- Define the start day of the calendar week.

Changing your Password

Update your OnceHub password in the **Password** section. Passwords must be at least six characters long and include lowercase letters and numbers.

[Learn more about OnceHub password policies](#)

Enabling Two-Factor authentication

Two-factor authentication (2FA) adds a vital security layer to your OnceHub account. You can select your preferred verification method by toggling it on or off within the Two-Factor Authentication section.

With 2FA enabled, logging in requires two steps:

1. Your OnceHub account password.
2. A unique verification code which will be sent to your chosen method:
 - **Email:** Receive codes via email.
 - **SMS:** Receive codes via text message.
 - **Authenticator App:** Use an app like Google Authenticator for codes.

Defining Permissions

Under Permissions the Account owner and Administrators can choose if Member users are allowed to edit their own availability.
