Sending Scheduling Notifications from a Corporate Gmail Account

Use the **Corporate Mailbox** feature to send OnceHub notifications from your company's corporate Gmail account instead of the default mailer@oncehub.com. This brands your email communications, providing a more professional experience for your guests and users.

Note: Depending on your plan type, you may need to purchase the **Security and Compliance Add-On** to make use of this feature.

Impact of Enabling the Corporate Mailbox Feature for Your Account

Once connected, all scheduling notifications sent to Guests and Hosts will originate from the designated corporate email account.

Only an Administrator or the Account Owner is authorized to configure this feature. Once configured, it will apply to all Users within the account.

How to Set Up Corporate Mailbox

Important: You can not use your regular Gmail password to set up Corporate Mailbox. You will need to enable **2-Step Verification** on your Google account and then generate an App Password. For detailed steps, see the Google support article on **How to generate an App Password**.

Once you have generated an App Password, follow these steps to connect your corporate email account to OnceHub:

Accessing the Corporate Mailbox Settings

1. Click the gear icon located in the top-right corner of the page.
2. Select **Account Integrations** from the dropdown menu.
3. Filter for **Corporate Mailbox**.
4. Click on the **Gmail** tile.
5. Click **Connect** to begin setup

Providing Email Account Credentials

Once you click **Connect**, you'll be prompted to enter your account credentials as follows:

- **Sending Email Address:** Specify the Gmail address that will be used to send notifications.
- **User name:** Enter your Amazon Simple Email Service (SES) SMTP username.
- **Password:** Enter the 16-digit **App Password** generated from your Google account.
- **Sending Email Name Label:** Enter the name label that will appear on emails sent to recipients.
- **SMTP Server:** Provide the URL of your SMTP server (e.g., smtp.gmail.com).

- **Port:** Specify the SMTP server port number (e.g., 587 for secure connections).

Finalizing the Setup

After entering all required credentials:

- Double-check your configuration settings for accuracy.