

How to Prevent Automated and Manual Spam Bookings

Spam bookings can originate from both bots or humans. This article describes both types and explains how OnceHub helps to prevent them.

- **Automated Spam Bookings:** Automated spam bookings are created by bots or automated scripts attempting to submit large volumes of bookings.
- **Manual Spam Bookings:** Manual spam bookings occur when a human intentionally creates fraudulent bookings.

How to Prevent Automated Spam Bookings

You can significantly reduce automated spam bookings by enabling invisible CAPTCHA for all your booking calendars in your account.

Follow the steps below to enable this feature.

Navigating to the CAPTCHA Section

1. Click the **gear icon** in the top-right corner of the page.
2. Select **Security and Compliance** from the dropdown.

3. Click **CAPTCHA** in the left menu.

Enabling CAPTCHA for Your Account

1. Select *Enable CAPTCHA for all booking calendars in your account.*
2. Click **Save** to confirm the change.

CAPTCHA Cookie Information

When CAPTCHA is enabled, Cloudflare sets a strictly necessary cookie, **cf_chl_prog**, to execute Javascript or CAPTCHA challenges and identify trusted web traffic. This cookie:

- Does not identify the person receiving the cookie.
- Does not track or store personal information.
- Is used only for completing the CAPTCHA challenge.

How to Prevent Manual Spam Bookings

If you continue to receive spam bookings even after enabling CAPTCHA, we recommend that you contact our security experts.

How to Contact our OnceHub Security Experts

1. Click the **Help and support(?)** icon in the top-right corner.
2. Select **Contact Support** or **Chat with Support** to submit a request describing the spam pattern you are experiencing.

Our security experts will analyze the attack pattern and will assist you in implementing a tailored remediation strategy.
