Managing Account Permissions

Account Permissions is the **central location** for managing feature access and compliance.

This page is especially **useful for Account Owners** in regulated industries such as financial services and healthcare, where compliance, brand control and the ability to manage feature access at scale are critical.

Who Can Access It

Access to the Account Permissions page is determined by your role:

- **Account Owners:** Have **full edit access** to modify all settings and policies.
- **Account Admins:** Have **view-only access** and cannot make any changes.

Note: If you are viewing this page as an Admin, a banner displays: *"You have viewing access only. Only the account owner can make changes."*

How to Configure Account Permissions

1. Click the **gear icon** in the top-right corner.
2. Select **Account Permissions** from the menu.
3. Review the **Account Status** and **enable or disable** available controls as required.
4. Confirm the changes when prompted.

Available Controls

This section lists the account status and organization level controls managed by the Account Owners.

Account Status

Displays your current state of the account, such as Active, Trial, or Payment Failure.

Referral Code

Displayed as a read-only field only if a referral code exists on the account.

Delete Account

Use the **Delete** button to permanently delete your account.
If you don't see the **Delete** button and you are the **Account Owner**, you will need to **cancel your subscription first**.

- Learn how to delete your account in our **Delete your Account** article.

- Follow the **Canceling your Subscription** article to cancel your subscription before deleting your account.

Phone Agent

Allows users to generate dedicated phone numbers for Booking Calendars and Booking Hubs to be used with **Phone Agent** feature. For more information, see our **Introduction to Phone Booking** article.

Routing Forms

Determines whether **Members and Team Managers** can create and manage routing forms.

When disabled, access is restricted to **Admins and Account Owners** only. If Members or Team Managers already own routing forms at the time of this change, those forms are automatically transferred to the **Account Owner**. For more information, see our **Introduction to Routing Forms** article.

Chatbots

Determines whether **Members and Team Managers** can create and manage chatbots.

When disabled, access is restricted to **Admins and Account Owners** only. If Members or Team Managers already own chatbots at the time of this change, those chatbots are automatically transferred to the **Account Owner**. For more information, see our **Introduction to Chatbots** article.

Enforce Booking Calendar Templates

Determines whether users can create Booking Calendars from scratch or must use a pre-defined template.

When enabled, the option to create a Booking Calendar **from scratch** is removed and users are required to select a pre-configured template as their foundation. This ensures organizational compliance and brand consistency across all new Booking Calendars in your account. For more information, see our **Total Brand Governance: Enforcing Standardization, Compliance and Control** article.

User Integrations

Serves as a **master switch** for organizational integration governance to toggle which third-party integrations are allowed for all users on the account.

Calendar integrations (Google and Microsoft) function as **parent toggles**. Disabling a parent toggle automatically disables all associated sub-integrations, such as Google Meet, Microsoft Teams, Gmail, and Outlook.

NOTE: All users must first disconnect from the specific integration before it can be toggled off.

Powered by OnceHub Banner

Controls the visibility of the ***Powered by OnceHub*** banner on all guest-facing products, such as:

- Booking Links
- Routing Forms
- Chatbots
- Guest Email Notifications