

Setting Up Compliance BCC Email

OnceHub allows you to automatically forward a hidden copy of all outgoing customer emails and SMS notifications to a designated email address. This feature is particularly important for organizations that are required to review all communications for compliance purposes.

How To Configure Compliance BCC Email

Before configuring this feature, ensure that you already have a valid BCC email address set up and are able to receive emails.

To add a Compliance BCC email address to your OnceHub account:

1. Click the **gear icon** in the top-right corner.
2. Select **Security and Compliance** from the menu.
3. Select **Compliance** from the sub-menu.
4. In the **Compliance BCC emails** field, enter the BCC email address.
5. Scroll to the bottom of the page and click **Save**.



Note: Once configured, a hidden copy of all outgoing customer email and SMS notifications will be automatically

forwarded to this BCC email address. We recommend creating a test booking to confirm that the setup is working as expected.
