

## 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.

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