

Accessing and Exporting Your Centralized SMS Logs [Classic]

The **SMS Logs** screen provides a centralized record of all SMS notifications sent from your OnceHub account.

How To View SMS Logs

You can access your consolidated SMS transaction logs using the following steps:

1. Click the **gear icon** in the top-right corner.
2. Select **Billing/ Subscription** from the menu.
3. In the SMS section, click the **View SMS log** link.
4. The SMS log screen displays all transactions, defaulting to the **last 7 days**.
5. Use the **Display SMS notifications from** date selectors and/ or **Filter by phone number** field to filter transactions for a specific guest.

How To Export SMS Logs

Full SMS message content is **not displayed** in the SMS Logs view. To view the complete message text, you must export the SMS logs using the following steps:-

1. Click the **Excel** button in the top-right corner to download the filtered results as an Excel file.

While the on-screen log provides a quick summary, the exported Excel file contains a comprehensive record for auditing and compliance. Every export includes:

- **Timeline & Status:** Date, time and delivery status.
 - **Sender Information:** Specific Booking Page associated with the message and the unique Activity ID for the transaction.
 - **Recipient Information:** Recipient's full name, phone number, and unique Contact ID.
 - **Message Details:** Notification template, full SMS content, total characters count and SMS credits used.
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