

# Collecting Email and Mobile Phone Number: What You Need To Know [New]

In OnceHub, the **Email** and **Phone** fields are more than just contact methods, they are **unique identifiers**. These fields allow OnceHub to recognize a contact and determine if they are a new visitor or an existing contact in your **Contact Database**.

OnceHub provides **full flexibility** to choose which identifiers you collect across both web-based (GUI) and Phone Booking channels. Your choice of identifier typically depends on your booking channel:

- **Web-based Scheduling (GUI):** By default, Email is set as a mandatory field to ensure guests receive calendar invites and automated notifications.
- **Phone Booking:** The Phone field should be used as the contact identifier as this reduces friction during conversational scheduling while allowing for SMS confirmations.

## 1. Collecting Email as Your Identifier

Collecting an email address as the primary identifier is the **recommended setup for all web-based scheduling**. This ensures that all calendar invites and automated notifications are delivered.

### How to set Email as the Identifier:

1. Navigate to your **Booking Form** editor.
2. Select the **Contact Email** field to open its settings on the right-hand panel.
3. Toggle **Answer required** to ON.
4. Click **Save** to confirm the changes.

### If you are using Phone Booking

For the best Phone Booking experience, the Contact Email field's ***Do not ask for email address when bookings are made via phone booking*** setting is enabled by default.

This setting allows you to maintain a single Booking Calendar for both web-based (GUI) and Phone Booking guests. It prevents forcing a caller to provide an email address during the phone conversation flow. Add a Phone field and enable SMS notifications in the Notifications tab to ensure your guest still receives all necessary reminders.

## 2. Collecting Only Mobile Phone Number as Your Identifier

For **Phone Booking** and **phone-first businesses** where **speed is critical** or guests prefer **SMS** notifications, setting the **Phone** field as the identifier is ideal.

### How to set Phone as the Identifier:

1. Navigate to the **Booking Form** editor.
2. Select the **Phone** field to open its settings on the right-hand panel.
3. Toggle **Answer required** to ON.  
**IMPORTANT:** We highly recommend selecting the **Contact details and SMS (requires consent)** checkbox to ensure compliance and SMS notification delivery.
4. Click **Save** to confirm the changes.

To learn more, read our [Scheduling Without Email: What You Need To Know](#) article.

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## Frequently Asked Questions (FAQs)

### What happens if Email and Mobile Phone are both collected?

If both fields are provided, **Email remains the primary identifier**. OnceHub will prioritize matching the contact based on their email address. The phone number will be updated or added to that specific contact record.

### What if I do not collect Email OR Mobile Phone?

If neither field is collected:

- OnceHub cannot recognize the guest. A **new contact** will be created for every activity.
- OnceHub will have no way to send calendar invites or notifications.

To learn more, read our [How OnceHub Associate Activities with a Contact](#) article.

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