

How To Manage User Integrations For Other Users

OnceHub allows **Account Owners** and **Administrators** to **disconnect User Integrations** (such as Google Calendar, Microsoft 365, Zoom, and Microsoft Teams) on behalf of any User.

Team Managers can **modify User Integration** settings for their Team Members but cannot disconnect their integrations.

Why Manage Another User's Integrations?

Administrators and Team Managers can manage another User's Integrations to ensure data consistency, improve security, and reduce administrative overhead. Common use cases include:

- **Enforce Security & Corporate Policies:** Modifying or removing integrations to meet organizational requirements and ensure Users connect only approved corporate accounts (such as Zoom or Microsoft Teams) instead of personal accounts.
- **Guided Onboarding & Support:** Helping new or non-technical Team Members configure their integrations correctly, or managing settings on behalf of executives and other Users.
- **Troubleshooting Calendar Configuration:** Resolving synchronization issues to ensure meetings are created and updated successfully across connected calendars.
- **Prevent Double-Bookings:** Ensuring calendars are configured properly to retrieve a User's busy time accurately and avoid double-bookings.

How to Access and Manage Another User's Integrations

Follow these steps to modify configuration settings or disconnect an integration for a user:

1. Click the **gear icon** in the top right corner and select **Users**.
2. Select the specific **User** you wish to manage.
3. Open their **User Integrations** tab from the left menu.
4. Select the specific integration you want to manage (e.g., Google Workspace).
5. Choose one of the following options based on your administrative needs:

Option A: Modify Integration Settings

Eligible Roles: Account Owners, Administrators, and Team Managers (for their team members only).

You can update a user's active integration settings by managing the specific toggles and fields on the page.

Option B: Disconnect the Integration

Eligible Roles: Account Owners and Administrators only.

To completely remove the connection between OnceHub and the provider:

1. Click the **Disconnect** link next to the connected email address.
2. Confirm the action.



NOTE: Disconnecting a calendar integration prevents OnceHub from checking availability and creating events, which can result in double bookings. Review the confirmation message carefully before confirming.
