

SMS Messaging

1. Enabling the Service

SMS messaging is **enabled upon request**.

- **Cost:** 3¢ per text message sent
 - **Activation:** Once enabled by our team, a new **SMS** section will appear under **Notification Setup**
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2. Configuring the Automated Reminder

In **Notification Setup** → **SMS**, you can configure:

- **Enable Reminders:** Check the box to activate automated SMS reminders
- **Custom Message:** Enter your preferred reminder text
- **Timing:** Set how far in advance the message should send (e.g., 24 hours or 2 hours before the appointment)

⚠ **Character limit:** Messages are limited to **160 characters** — this includes macros (e.g., `$(TIME)` on `$(D_MEDIUM)`) **after** they've been expanded into full text, not their shorthand length.

3. The Participant Experience

Participants are **not** automatically enrolled in SMS reminders. During booking, they'll see an **opt-in checkbox** to request a text reminder.

If they check the box and provide a mobile number, their reminder is automatically queued for the time you've configured.

4. Sending Reminders "On Demand"

For manual blasts — e.g., a last-minute schedule change or weather delay — send directly from the **Appointments List** page:

1. Filter your list by **Event** or **Date**.

2. Select the participants you want to reach.
3. Click **Send SMS** and broadcast your message.

“ **Note:** This only reaches participants who originally **opted in** to SMS notifications — it won't reach anyone who didn't check the box during booking.

SMS Best Practices

Keep it brief. With only 160 characters, focus on the essentials: **Who, When, Where.**

Example message:

Reminder: Your appointment is at \$(TIME) on \$(D_MEDIUM) at the \$(LOCATION). Please arrive 5 mins early.

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