Moving to ZedSMS

ZedSMS is a fast and secure, low-cost solution that supports 2-way SMS for recalls and reminders. Customers who are currently using a 3rd party SMS service can change to ZedSMS by submitting an online ZedSMS request form. The only requirement is that you need to be using Zedmed version 33.12 or later.

You will be contacted by a Zedmed representative (BDM), who will answer any questions and arrange the update to your Zedmed subscription. Once this has been completed, the SMS VIP hotline will call to complete your account setup and provide your ZedSMS username and password, which are used in the setup process explained below. You will also be able to top up your live account so you can start using ZedSMS right away. Shortly after the call, we'll send you a ZedSMS welcome pack with useful information and your ZedSMS username.

The change to ZedSMS can be made during business hours, and once the settings have been saved, all SMS notifications will seamlessly and immediately start using ZedSMS.

To set up ZedSMS:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Branches**.

    The **Practice Details** screen will open.
3. Select **Options**.

    The **Branch Options** screen will open.
4. Remove all existing settings from the **SMS Settings** section, as shown in the screenshot on the next page.

    The **SMS Sender** field must be blank unless ZedMed has set your practice to appear as the sender instead of Zedmed. The Provider's URL fields must be blank.
5. In the **Provider** field, select **ZEDSMS** from the drop-down list.
6. In the **User Name** and **Password** fields, enter the username and password provided by the SMS VIP hotline.
7. Select **Close** to save and exit.

    Repeat these steps for each branch subscribed to ZedSMS.

Your existing **2-WAY SMS** options will remain the same. **Enable 2-WAY SMS** is selected if you want the user to be able to send replies. **Enable Auto-Cancel of Appointments** is enabled if you want a "No" reply to automatically cancel the patient's appointment in Zedmed.