

Moving to ZedSMS

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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.

Branch Options - Branch 1

General

Default Encounter Sheet: Standard Encounter Sheet

Default Account Holder: Private

Default Bank Account: Albert Road MC Bank Account

Invoice Header: Customized

Assignment Form Type: A4

Remittance Advice on Invoices Accept Credit Cards

Accept AMEX

Print Medicare Claim Forms Medicare

Default Print Encounter Sheet Default Print Case Label

Default Print Proforma Show Appt. Recall

Allow Cash Out Assistant Billing

Print Gap Always defaults Medicare gap

Day Surgery Link

Default Preferred Contact Method

Use Classic Patient Search Edit Archived Patients (Including Make Appointments)

Leave Receipt Payment Amount Blank

MC Plus Items: Using 10990 64990 74990

Auto Include Incentive (10997)

Enable Stock Management System

MA Online

Direct Bill and DVA Export Bulk Billing Batch

Patient Claims Interactive realtime

ECLIPSE

File Numbering

System RACGP None

Waiting Room

Default Order: Appointment Time

Default Filter: Not Billed

Default Lookback: -8 Long waiting (Mins) 30

Auto-refresh frequency (Seconds) 30

SMS Setting

Provider: ZEDSMS SMS Sender

Provider's URL

Provider's Credit Check URL

Provider's Purchase Credit URL

User Name: ZedSMS Password:

2-Way SMS

Enable 2-Way SMS

Enable Auto-Cancel of Appointments

MA Online Overwrite Location

Minor ID Certificate Directory

Edit Texts Appt. Confirmation Invoice Message Email Setup Help Close

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.