

ZedSMS Message Centre

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The ZedSMS Message Centre makes it easy for ZedSMS users to purchase SMS credits and set automatic top-ups. You can also manage patients who opt out of SMS and identify numbers that need to be updated.

Overview

ZedSMS is a fast and secure, low-cost solution that supports 2-way SMS for recalls and reminders. Customers currently using a 3rd party SMS service can change to ZedSMS by contacting their Zedmed Business Development Manager. The only requirement is that you need to be using Zedmed version 33.12 or later.

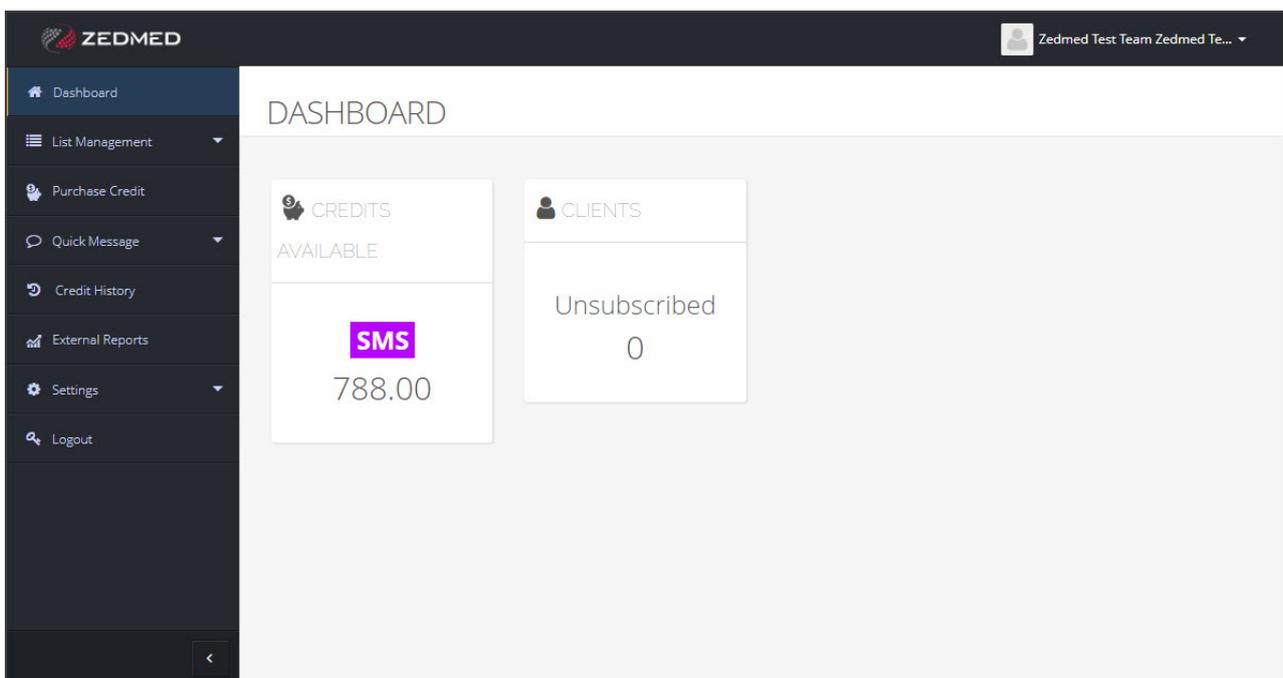
ZedSMS Message Centre credentials are provided when new customers are onboarded and when existing customers migrate to ZedSMS.

To log into Message Centre:

1. Open a web browser.
2. Go to <https://messagecentre.com.au/>.
3. Enter your username and password.
4. Select **Login**.

The Dashboard

When you log in, the ZedSMS DASHBOARD displays the **SMS Credits Available** in your account and the number of **Unsubscribed** clients who have not been **actioned**.

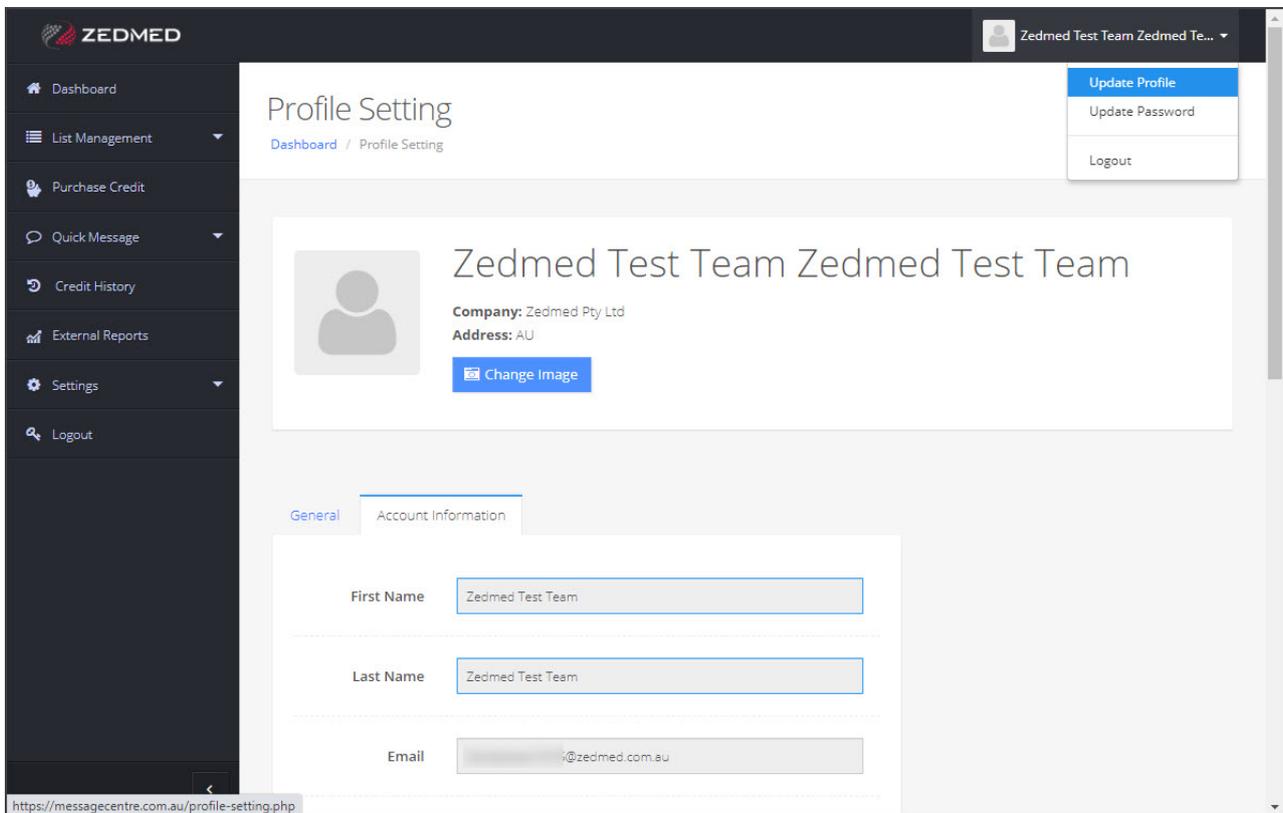


The screenshot shows the ZedSMS Dashboard interface. On the left is a dark sidebar with navigation options: Dashboard, List Management, Purchase Credit, Quick Message, Credit History, External Reports, Settings, and Logout. The main content area is titled 'DASHBOARD' and features two prominent white cards. The first card, labeled 'CREDITS AVAILABLE', displays 'SMS 788.00'. The second card, labeled 'CLIENTS', displays 'Unsubscribed 0'. The top right of the dashboard shows the user profile 'Zedmed Test Team Zedmed Te...'.

Updating your information

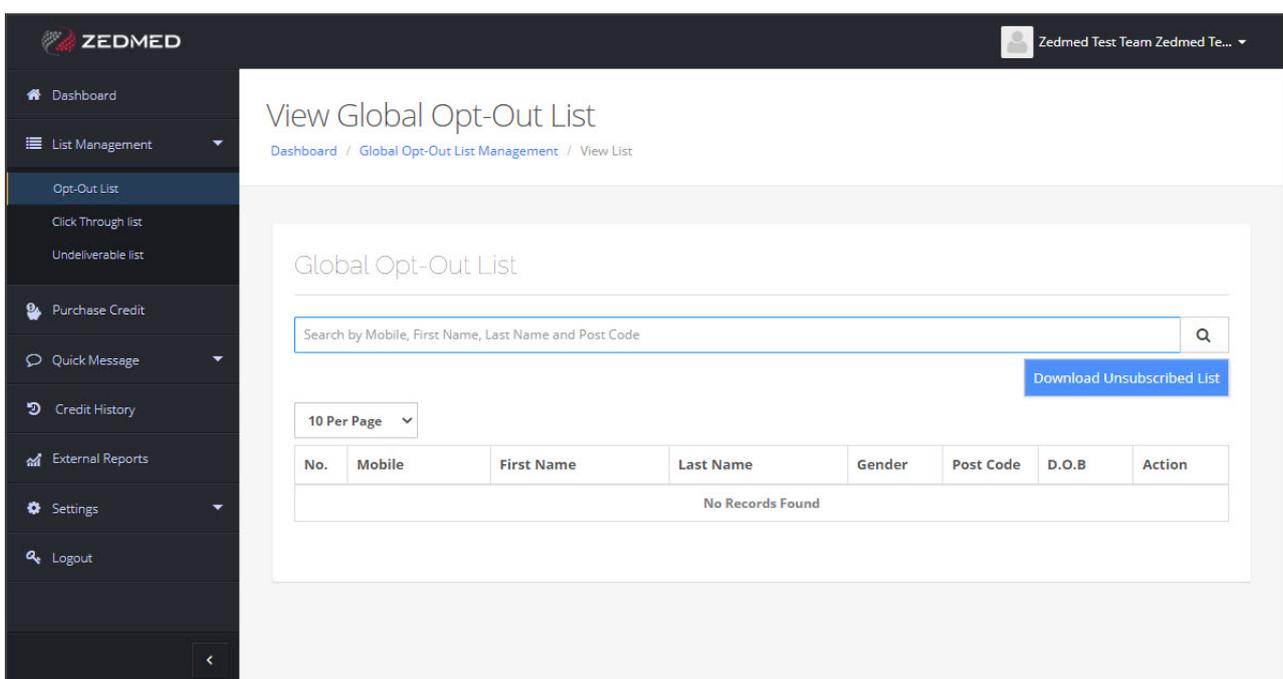
Use the **Update Profile** menu in the top right to view and update your location and contact information.

Use the **Update Password** option to change your password.



SMS Opt-outs

The List Management menu is used to manage the **Opt-Out**, **Click Through** and **Undeliverable** lists.



Opt-out list

Customers can opt out of receiving SMS messages. When they do, their SMS must be manually disabled in Zedmed, as explained in the steps below. This means the opt-out list needs to be checked every day so opt-outs can be actioned.

The **Dashboard's CLIENTS** tile lets you see at a glance the number of clients who have opted out, and the **Opt-Out List** page shows the clients' mobile numbers. The other fields will contain information if the client has chosen to provide it.

Actioning opt-outs

The opt-out list shows customers whose 2-way text replies indicate they want to opt out of receiving SMS messages.

In some (or all) cases, you may want to check with the patient first to confirm their intentions. The patient may have thought the message was spam or did not want to opt out of all messages.

To disable SMS for opt-out clients:

1. Log in to **Message Centre**
<https://messagecentre.com.au/>
2. Select **List Management > Opt-Out List**.
3. Note any new client opt-outs.

These should be clients who have opted out since you last deleted all the opt-outs from this page.

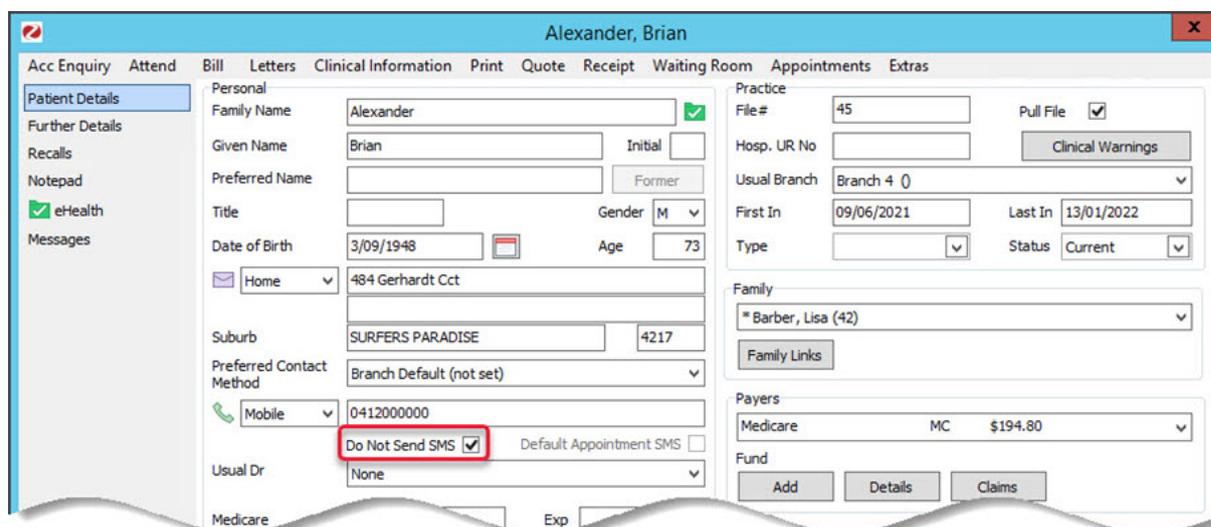
You can use the **Download Unsubscribed List** to work from a CSV file.

4. Record the phone number and the name if it is available.
5. Go to Zedmed.
6. Locate the client and open their Patient Record.

If you do not have a patient's name, you can find them using their phone number in the **Patient Search** screen.

To learn more, see the [Find a patient](#) article.

7. Tick **Do Not Send SMS**.



The screenshot shows the Zedmed Patient Record for Alexander, Brian. The record is displayed in a window titled "Alexander, Brian". The left sidebar contains navigation options: Patient Details (selected), Further Details, Recalls, Notepad, eHealth (checked), and Messages. The main content area is divided into several sections: Personal, Practice, Family, and Payers. The Personal section includes fields for Family Name (Alexander), Given Name (Brian), Preferred Name, Title, Date of Birth (3/09/1948), Gender (M), Age (73), Home address (484 Gerhardt Cct), Suburb (SURFERS PARADISE, 4217), Preferred Contact Method (Branch Default (not set)), Mobile (0412000000), Usual Dr (None), and Medicare. The Practice section includes File # (45), Hosp. UR No, Usual Branch (Branch 4 0), First In (09/06/2021), Last In (13/01/2022), Type, and Status (Current). The Family section shows a family member: Barber, Lisa (42). The Payers section shows Medicare (MC) with a value of \$194.80. At the bottom of the Personal section, the "Do Not Send SMS" checkbox is checked and highlighted with a red box. Other checkboxes include "Initial" and "Former".

8. Select **Close** to save and exit.

- Return to the Message Centre portal.
- Remove the client from the **View Global Opt-Out List** by selecting **Delete** in the **Action** column.
- Repeat these steps for each client.

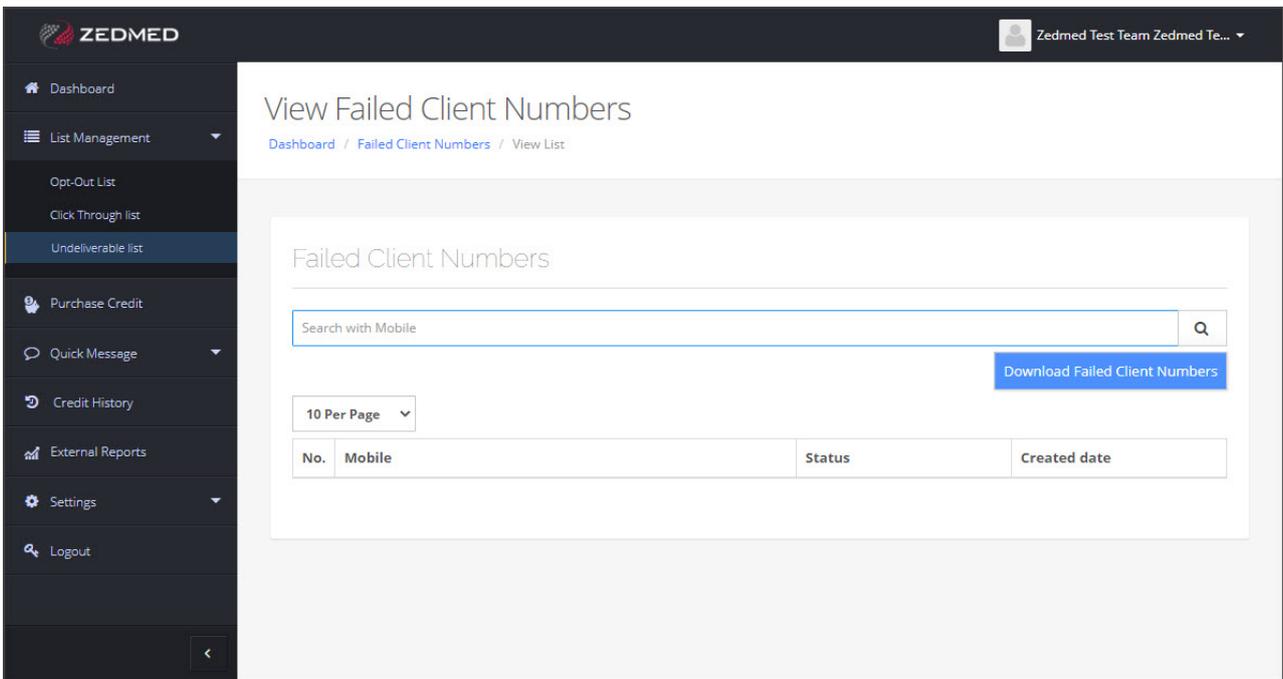
Click Through List

This page displays the mobile numbers that interacted with SMS messages.

The screenshot shows the ZEDMED interface for viewing click-through client numbers. The sidebar on the left contains various navigation options. The main content area displays the title 'View Click Through Client Numbers' and a breadcrumb trail. Below the title is a search bar with the text 'Click Through Client Numbers' and a search icon. A search input field contains the text 'Search with Mobile'. Below the search bar is a '10 Per Page' dropdown menu. At the bottom, a table header is visible with columns for 'No.', 'Mobile', and 'Created date'.

Undeliverable List

This page shows the mobile numbers that messages cannot be delivered to. You should contact the patient to check if the number needs to be updated. You can locate a **patient's record** in Zedmed using their mobile number and check if there is other contact information on record. You can also put an alert on their patient record so reception knows to check their mobile number when they attend the practice.

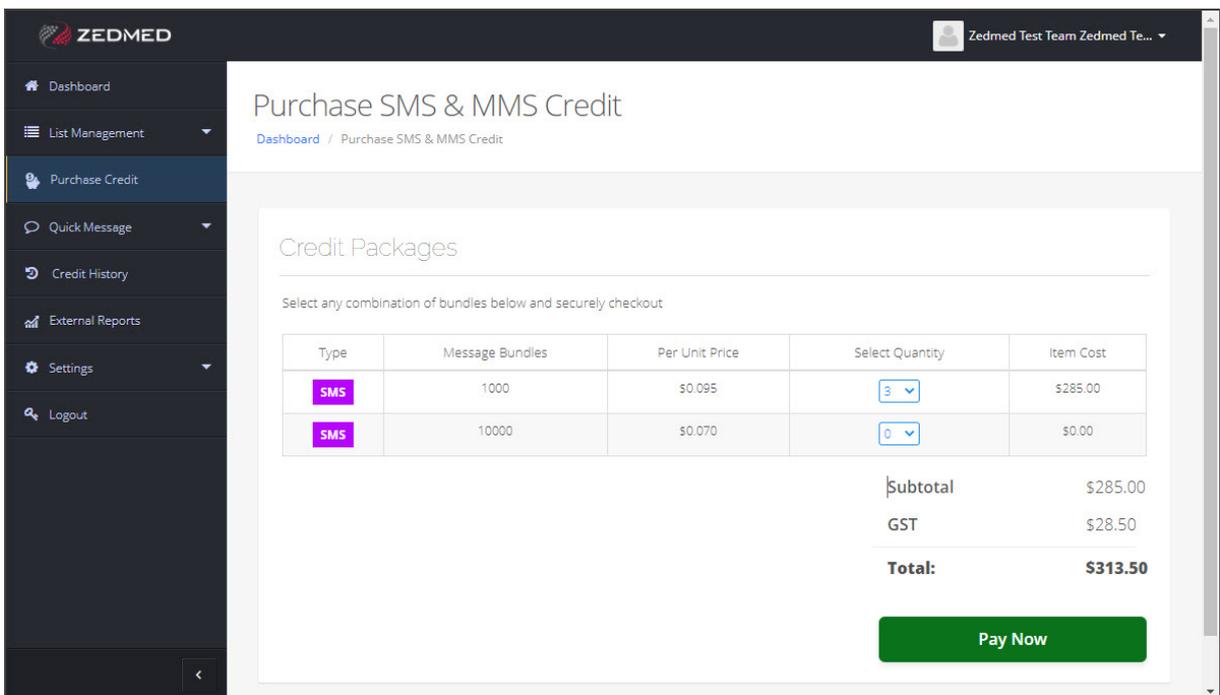


Purchase Credits

ZedSMS credits are purchased from the **Purchase Credit** page in bundles of 1000 or 10,000, and the price per message is lower for the larger bundle. You can also **enable auto top-ups**.

To purchase credits:

1. Select the **Purchase Credit** menu.
2. Select the **Quantity** (number of bundles) from the drop-down.
3. Select **Pay Now**.



4. The **Payment Page** will open.

5. Enter your **Customer Details** and **Credit Card Details**.
6. Select **PAY NOW**.

Transaction

Merchant Details



ZEDMED PTY LTD
eWAY - your online payment gateway

Customer Details

Product Invoice Information

Invoice Number	11901
Invoice Description	SMS x 3000

Payment

Purchase Amount **\$313.50** (SAUD)

Credit Card Details  

Expiry Date

Last 3 digits on back of your credit card

Cancel
PAY NOW

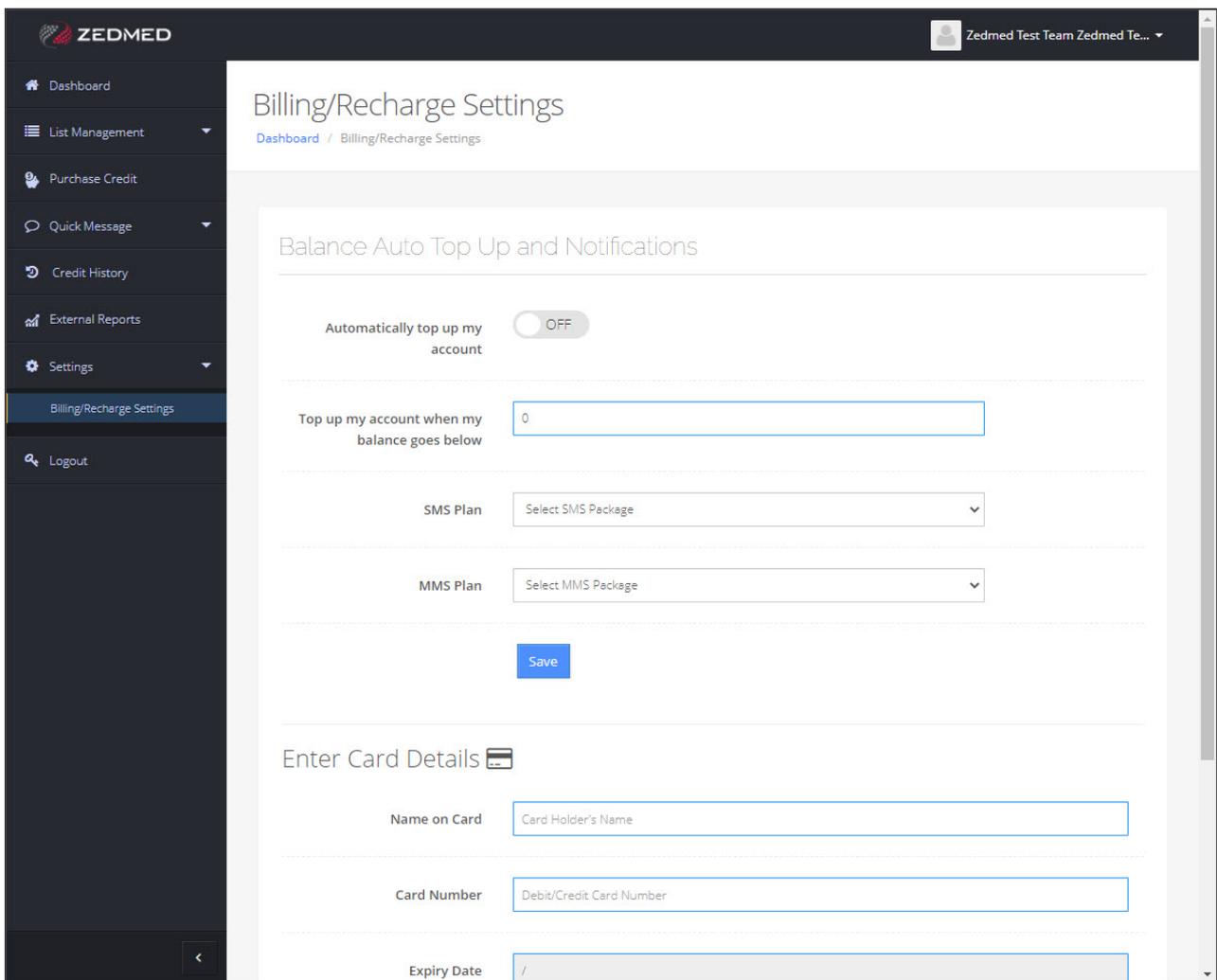
A **Finalise Transaction** confirmation will display and Zedmed will send a paid invoice confirmation.

Auto top-ups

Set up automatic SMS credit top-ups using the **Settings** page.

To enable auto top-ups:

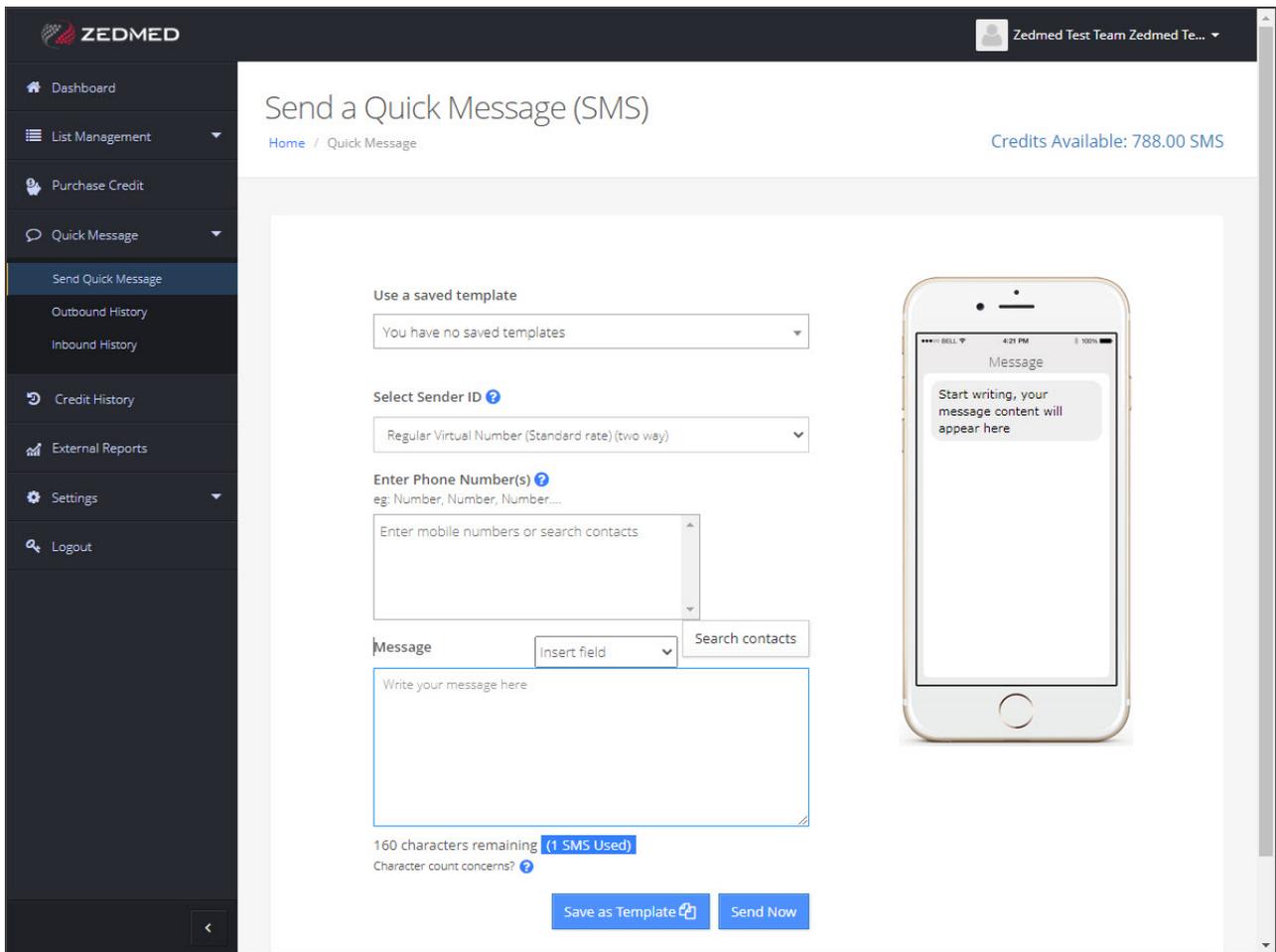
1. Select **Settings>Billing/Recharge Settings**.
2. Set the switch from **OFF** to **ON**.
3. Enter the credits threshold the top-up will trigger at.
4. Select the SMS package (1000 or 10,000) the top-up should use.
5. Select **Save**.
6. Enter the credit card information to be used for the top-up.
7. Select **Save**.



Quick Message

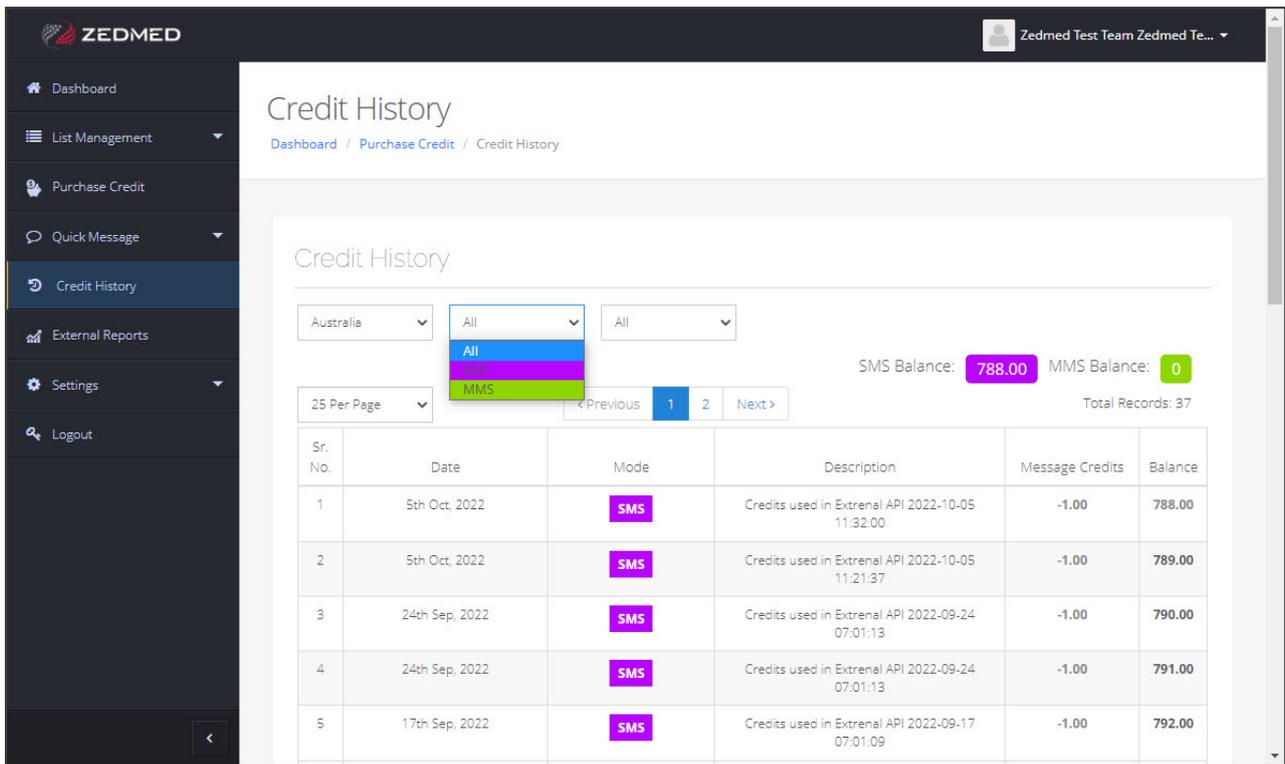
The Quick Message menu is used to SMS the numbers entered and to display all messages sent and received.

Use the **Send Quick Message** page to create and send a message or to save the message as a template.



Credit history

The **Credit History** page shows each time SMS credits were purchased or used. The filters allow you to show only credits or debits.



External Reports

View all SMS messages sent on the **Extral Reports** page. Use the **From** and **To** fields to select the time frame you want to view and select **Go** to generate the report.

Each message entry includes what the message was and what replies were received, for example, **Yes** confirmations for appointment reminders.

This report is useful to:

- Check if an SMS was sent out.
- Check if a patient confirmed their appointment.
- Check if an SMS shown as sent within Zedmed was sent by the SMS messaging platform.

Use the **Export** button to export the displayed information to a CSV file.

- Dashboard
- List Management
- Purchase Credit
- Quick Message
- Credit History
- External Reports**
- Settings
- Logout

Activity Reports

Dashboard / Activity Report

Activity Report

All

Export Report

Search by Mobile, Message



From

2021-12-16

to

2022-12-14

Go

Clear

100 Per Page

Sr. No.	Type	Client Name	Date	From/CustomID	Number	Message	Reply	Status
No Records Found								