SMS delivery and URL issues

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Zedmed add-ons like Payment Gateway and Telehealth send an SMS with a URL. Apple iPhones, in particular, have security features that can prevent URLs from opening or send SMS messages to the Spam folder. This can happen because the SMS is not from a registered sender and/or because the message contains a URL.

Troubleshooting a URL that will not open

Check if the link is correct

Copy the URL into the phone browser and see if it opens. You can also get the URL from Zedmed's Message Manager.

To do this on an iPhone, touch and hold the unclickable link text, tap Copy, open Safari and paste the URL into the address bar.

If the URL does not open, reapply the URL merge field under **Practice Setup** > **SMS configuration.**

- Check the Telehealth Links tab, and reapply a Telehealth Merge Field <Telehealth Link>
- Check the ePayment SMS tab, and reapply a Payment gateway merge field <Card Request Link

Note: You can also use this method to copy the URL and send it to the patient via email as a temporary workaround.

iPhone Lockdown Mode

If you have Apple's strict security feature turned on, it can block link previews and make links unclickable. Check Settings > Privacy & Security > Lockdown Mode.

iPhone does not trust the sender

If the iPhone does not trust the sender, try the three options below in the order given to trust the SMS sender

- **Long-press and trust -** Press and hold down on the text message bubble, then tap a reaction (like a thumbs-up) to signal that you trust the sender. More.
- **Reply to the sender** - Send a reply text back to the SMS. This will turn the link into a clickable hyperlink. More.
- **Add to Contacts -** Save the sender's phone number or email address into your iPhone Contacts app. More.

Other causes

Ask Zedmed to check the practice URL for any errors or unsupported URL formats.

Troubleshooting non-delivery of an SMS

Issues that can prevent SMS delivery, for an SMS that shows as sent in Zedmed's Message Manager.

iPhone spam filter

Has the message gone to the iPhone's Messages spam folder?

1. Go to Settings > Apps > Messages (or search for Messages in Settings).
2. Scroll to Message Filtering and toggle on Filter Unknown Senders.
3. Unsaved numbers will now sort into a separate Unknown Senders tab inside the Messages app.

Practice security

The practice may have security features that prevent messages from being delivered. Check with the practice's IT support to see if they have this level of security and if it has blocked the SMS message.
