

iPhone URL issues

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Zedmed add-ons like Payment Gateway and Telehealth send an SMS with a URL. Apple iPhone security features can prevent URLs from opening for unknown senders. This guide explains how to trust the SMS sender so the link will open.

How to mark the sender as trusted

Use one of the three methods below.

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](#).

Another way to open the link

Copy and paste the URL

Touch and hold the unclickable link text, tap Copy, open Safari (or your preferred web browser), and paste the URL directly into the address bar.

Other Things to Check

Lockdown Mode

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