# Troubleshooting SMS delivery and URL problems

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This guide provides troubleshooting steps to help SMS recipients resolve common issues when receiving an SMS or opening a URL in an SMS sent from a Zedmed add-on, such as OLA, Payment Gateway, Telehealth and Patient Forms.

## Troubleshooting URL problems

### If the URL opens an invalid page or Page not Found

Reapply the URL merge field under **Practice Setup** > **SMS configuration.**

- For Telehealth: **Telehealth Links** tab, and reapply the merge field <Telehealth Link>
- For Payment Gateway: **ePayment SMS** tab, and reapply the merge field <Card Request Link>

### If the URL does nothing when you tap it

This problem is more common on Apple iPhones because security features can prevent URLs from opening.

#### Solution 1 - iPhone is in 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.

#### Solution 2 - 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.

#### Solution 3 - Android and iPhones are affected

Ask Zedmed Support to check the practice for an unsupported URL format.

## Troubleshooting SMS delivery problems

Issues that can prevent SMS delivery when a message shows as sent in Zedmed's Message Manager.

### iPhones do not receive the SMS

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.