

# Office Settings

Last Modified on 11/07/2022 5:03 pm EST

## Summary

[Office Settings](#) contains the information you need to send and receive email and SMS messaging. This includes the auto-fill of practice information into your Patient Communicator email, text, and voice messaging templates.

## Office Settings Fields

You can update your office settings by using the fields, drop-down list and check boxes.

Office Settings

Practice Name:

Lasko Medical Center

Business Legal Name:

Lasko Medical Center

Business EIN:

ABC-DE-FGHI

Practice Name For SMS:

LaskoMedicalCenter

Practice Phone:

(888) 512-3452

Practice Fax:

(888) 512-3452

Practice Address:

15 Any Ave, Any Town, AS 00000

Practice Email:

mypractice@donotreply.com

Email From Name:

Lasko Medical Center

Practice Website:

www.mypatientcommunicator.com

Time Zone:

(GMT-05:00) Eastern time (US...

In DayLight Savings Zone  
(All besides Arizona and Hawaii):

☒

Email From Address  
(@gmail.com for most effective delivery):

mypractice@donotreply.com

Email Reply To Address  
(same as Email From Address for most effective delivery):

mypractice@donotreply.com

Test Email Address:

mypractice@donotreply.com

Test SMS Number:

(888) 512-3452

Test Voice Number:

(888) 512-3452

Email Image:

Lasko Medical Center

15 Any Ave, Any Town, AS 00000

Lasko

Choose File

No file chosen

Upload Email Image

Office Settings

Field	Description
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<b>Practice Name:</b>	This is the name that will appear at the top left of the screen in Patient Communicator and is inserted into the auto-fill keyword in email and voice call messages.
<b>Business Legal Name:</b>	<b>Needed to ensure proper registration of your texting number to prevent outbound text messages as being seen as spam by phone providers.</b>
<b>Business EIN</b>	Needed to ensure proper registration of your texting number to prevent outbound text messages as being seen as spam by phone providers.
<b>Practice Name for SMS:</b>	This is the practice name that is inserted into the auto-fill keyword in SMS messages.
<b>Practice Phone:</b>	This number will appear in the caller ID of all outgoing voice messages. This number is also used to populate the phone number field in outbound emails.
<b>Practice Fax:</b>	This number is used to populate the fax number field in outbound emails.
<b>Practice Address:</b>	The practice address that will be used for the Find Us button and in the auto fill fields in outbound emails.
<b>Practice Email:</b>	This email address that will be used to auto fill fields in outbound emails. Patients can click on the email address to send an email to the practice.
<b>Email From Name:</b>	When patients receive an email from your practice, this name will appear in their inbox instead of the practice email address.
<b>Practice Website:</b>	The website that will be used to auto fill fields in outbound emails. Patients can click on the link to be redirected to your practice's website.
<b>Time Zone:</b>	Select your practice's time zone from the drop-down list. This will ensure that messages are sent out according to your local time.
<b>In Daylight Saves Zone (Checkbox):</b>	This checkbox indicates that your practice is in a Daylight Saving Time Zone.
<b>Email From Address:</b>	This is the email address from where the office sends email messages.

<b>Business Legal Name:</b>	<b>Needed to ensure proper registration of your texting number to prevent outbound text messages as being seen as spam by phone providers.</b>
<b>Email Reply to Address:</b>	When your patient clicks "Reply" to your email, this is the address their email is sent.
<b>Test Email Address:</b>	Enter an email address for testing and previewing email messages before they are sent out.
<b>Test SMS Number:</b>	Enter a cell phone number for testing and previewing SMS messages before they are sent out
<b>Test Voice Number:</b>	Enter a phone number to test and preview voice messages before they are sent out
<b>Email Image:</b>	This is the customized header that appears at the top of all email templates and in the Online Scheduler site to maintain branding of your practice.

**Note:** Remember to save your settings after making any changes.

## Gmail Setup

Use of a Gmail email account for sending and receiving is recommended for most effective delivery of messages to your patients.

If you don't already have one, you can create a Gmail account by clicking [here](#).



## Gmail Forwarding

You can forward inbound emails from the Gmail account to your regular practice email account so the practice only needs to monitor a single email account.

To do this, open the Gmail account and go to **Settings icon > Settings > Forwarding and POP/IMAP > Add a forwarding address**.

## Template Testing

The *Test Email Address*, *Test SMS Number*, and *Test Voice Number* fields populate templates for the purpose of sending a test message after editing or creation of a new template. Information in these fields are not viewed by the patient.

Test Email Address:	<input type="text" value="mypractice@mypractice.com"/>	
Test SMS Number:	<input type="text" value="(555) 555-5555"/>	
Test Voice Number:	<input type="text" value="(555) 555-5555"/>	

Template Testing Fields

A test template is generated only when clicking the **Test** button in the template edit screen.

End of Article