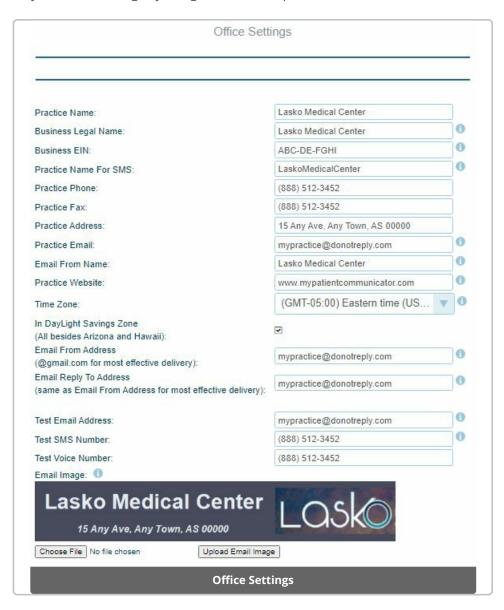


Summary

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.



Field Description

Practice Name:	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.
Business Legal Name:	Needed to ensure proper registration of your texting number to prevent outbound text messages as being seen as spam by phone providers.
Business EIN	Needed to ensure proper registration of your texting number to prevent outbound text messages as being seen as spam by phone providers.
Practice Name for SMS:	This is the practice name that is inserted into the auto-fill keyword in SMS messages.
Practice Phone:	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.
Practice Fax:	This number is used to populate the fax number field in outbound emails.
Practice Address:	The practice address that will be used for the Find Us button and in the auto fill fields in outbound emails.
Practice Email:	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.
Email From Name:	When patients receive an email from your practice, this name will appear in their inbox instead of the practice email address.
Practice Website:	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.
Time Zone:	Select your practice's time zone from the drop-down list. This will ensure that messages are sent out according to your local time.
In Daylight Saves Zone (Checkbox):	This checkbox indicates that your practice is in a Daylight Saving Time Zone.
Email From Address:	This is the email address from where the office sends email messages.

Business Legal Name:	Needed to ensure proper registration of your texting number to prevent outbound text messages as being seen as spam by phone providers.	
Email Reply to Address:	When your patient clicks "Reply" to your email, this is the address their email is sent.	
Test Email Address:	Enter an email address for testing and previewing email messages before they are sent out.	
Test SMS Number:	Enter a cell phone number for testing and previewing SMS messages before they are sent out	
Test Voice Number:	Enter a phone number to test and preview voice messages before they are sent out	
Email Image:	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 clickinghere.

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:	mypractice@mypractice.com	0	
Test SMS Number:	(555) 555-5555	0	
Test Voice Number:	(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