Send Messages Manually

Last Modified on 12/23/2018 7:40 am EST

Summary

There may be times when a practice needs to send enabled notifications manually. These may include when:

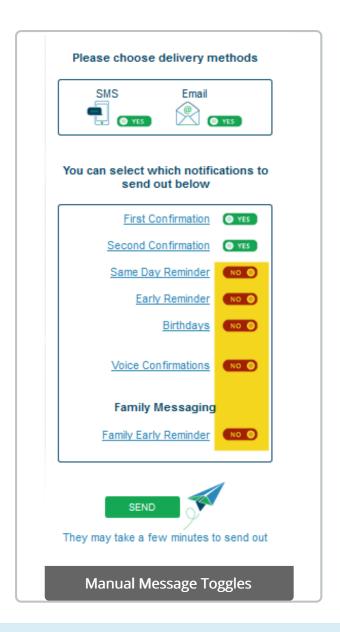
- 1. The practice has created a new automated notification and wishes to send it today as any newly enabled notification becomes automated on the next calendar day.
- 2. Automated messaging was interrupted due to Patient Communicator not being connected to the practice management system due to loss of internet, the server was turned off, power failure, etc.

All enabled notifications found in the Timeline of the **Settings tab** are automated. Birthday *notifications*, if enabled, are also automated but not included in the *Timelines*.

Manually Send an Automated Notification

To manually send automated notifications follow the steps below:

- 1. Go to Settings > Advanced Settings > Send Messages Manually.
- 2. Select the <u>delivery method</u> and *notification* to send by selecting **YES** from the selection window on the left side of the screen.
- 3. Toggle the button to NO to prevent an enabled notification from being sent.
- 4. Click SEND at the bottom left.



Results of the send will be found by accessing the History tab .