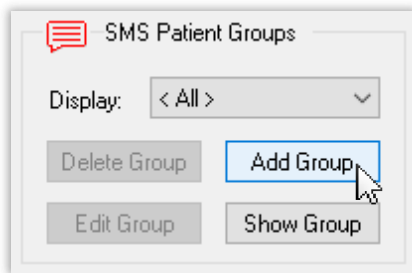




## How to create patient groups for manual SMS messaging

*“Expand your loyalty program and reach your patients like never before using PlusOne by MedAdvisor.”*

1. Select **Manage Customers** in the PlusOne main menu and click Find to display your list of customers signed up to MedAdvisor.

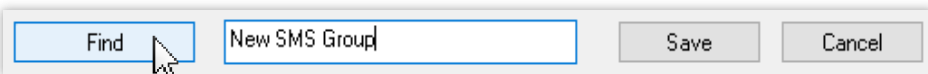


2. Under SMS Patient Groups, select **Add Group**.

This will open a text bar, which will allow you to enter a title for your new SMS Group. (see below)

3. Enter the title for your new SMS Group and click **Find**. This will show you an entire list of your SMS Patients and Contacts.

Alternatively, you can find a specific patient by searching their Name, Email Address or Mobile.

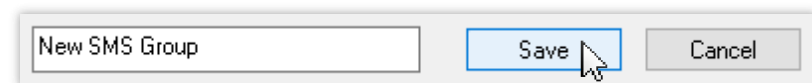


4. Select the patients that you wish to add to your new SMS group by clicking the **tick box** next to each of their names.

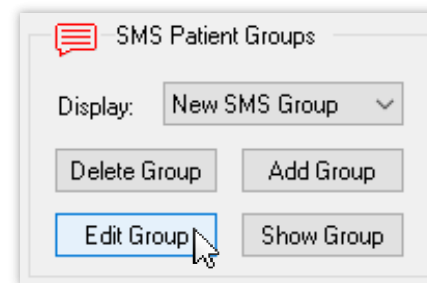
You can also select all of the patients in your search list by clicking the top tick box.

5. Once you have selected all of the patients that you wish to add to your new SMS group, click **Save** to save the selected patients to your new group.

<input type="checkbox"/>	Name
<input checked="" type="checkbox"/>	PATIENT, A
<input checked="" type="checkbox"/>	PATIENT, B
<input checked="" type="checkbox"/>	PATIENT, C
<input checked="" type="checkbox"/>	PATIENT, D
<input type="checkbox"/>	PATIENT, E
<input type="checkbox"/>	PATIENT, F
<input type="checkbox"/>	PATIENT, G



All patients in your group will now appear.



6. To edit the group name, add or delete patients, select the group from the Display dropdown, and then select **Edit Group**.

Follow steps 3, 4 and 5 to edit and save your group.



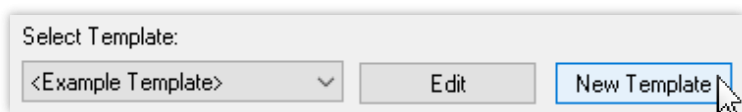
## How to send a manual SMS message to your SMS groups

1. Select **Communications** in the PlusOne main menu and select the SMS Messaging tab to open your messaging tool.

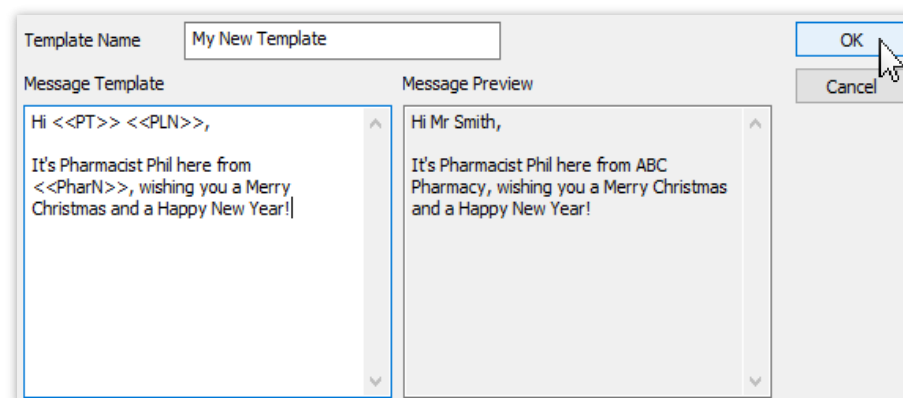


2. Under Select Template, click **New Template** to create your new SMS template.

Alternatively, choose an existing template from the dropdown if you have already saved your required template. You can also edit your existing template by clicking **Edit**.

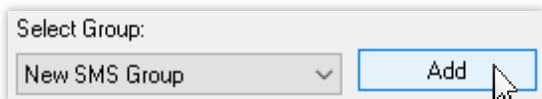
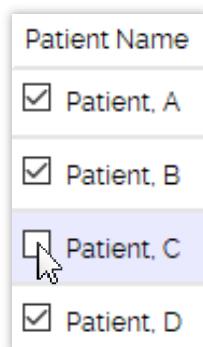


3. In the Edit Template window that appears, enter a title for your new template and type the message that you wish to send to your patients (note – using the codes at the bottom of the window will allow you to tailor the template to each patient it reaches). Click OK when you are happy with your template.



4. Select the SMS group that you wish to send the template to and click **Add** to view the group list and the message text as it will appear to your patients.

You can also un-select patients you do not wish to send the SMS to.

5. When you are ready to send your SMS message to your selected group, click **Send SMS**. Note: SMS charges apply.

Make sure you have appropriate consent before sending messages.

