

## How to send SMS reminders with the AppointMate Software

Microvet has the ability to export data to the Appointmate software. You can use this for vaccine reminders or the mail merge options in Microvet.

### 1. Install Appointmate

Contact Otomys for the contact details. You can either buy a bundle of SMS messages or get a monthly contract from Appointmate. They will register you on their system. Install the Appointmate software on a PC where you have an internet connection.

### 2. Cell phone number

Before you can send vaccine reminders by SMS, you have to get the cell phone number of the clients. Use the tel(c) field on the client information.

NOTE:

- Do not use spaces before the number starts.
- Do not use any characters.
- You may use single spaces between the numbers like 082 5657 380. But do not use two or more spaces between numbers.
- Do not use any punctuation-marks.
- You may use a few spaces and use characters after the number e.g. 0825657380 Hendrik

### 3. Correspondence type

Microvet has an ability to filter the clients on their preferred correspondence type. You can send SMS message to the clients with cell phones and post letters to the rest without duplication. Edit each client and click on financial and select the PREFERRED METHOD OF REMINDERS AND CORRESPONDENCE by clicking on the radio button next to SMS.

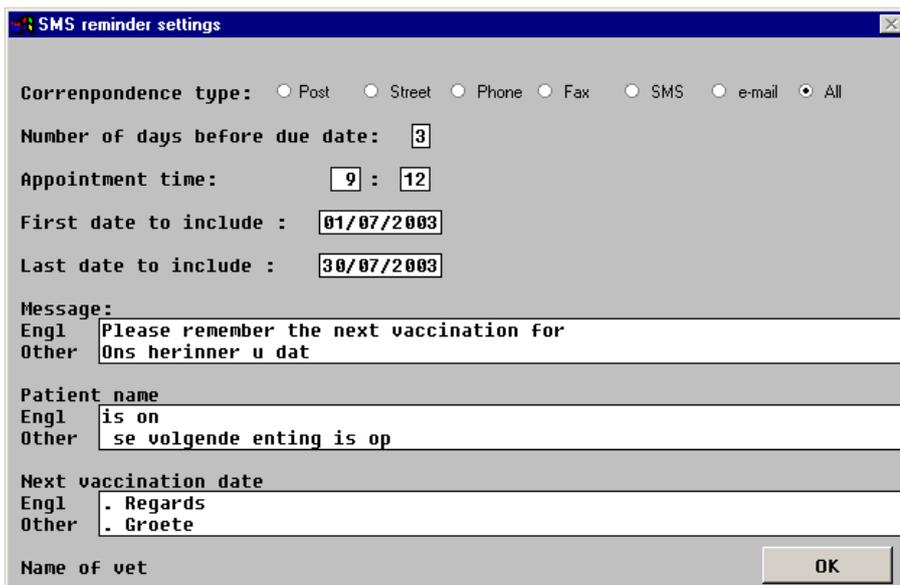
Prefered method of reminders and correspondence:

Post
  Street
  Phone
  Fax
  (SMS)
  e-mail

### 4. Create the reminders

#### 4.1. Vaccine reminders

Open Microvet  
 Click on PATIENT  
 Click on VACCINE REMINDER SMS BY APPOINTMATE



The screenshot shows the 'SMS reminder settings' dialog box with the following fields and values:

- Correspondence type:**  Post  Street  Phone  Fax  SMS  e-mail  All
- Number of days before due date:** 3
- Appointment time:** 9 : 12
- First date to include :** 01/07/2003
- Last date to include :** 30/07/2003
- Message:**
  - Engl: Please remember the next vaccination for
  - Other: Ons herinner u dat
- Patient name:**
  - Engl: is on
  - Other: se volgende enting is op
- Next vaccination date:**
  - Engl: . Regards
  - Other: . Groete
- Name of vet:** (empty field)

An 'OK' button is located at the bottom right of the dialog box.

If you select the ALL option in the correspondence type, it will disregard the correspondence option of the client and send an SMS to every client with a cell phone number.

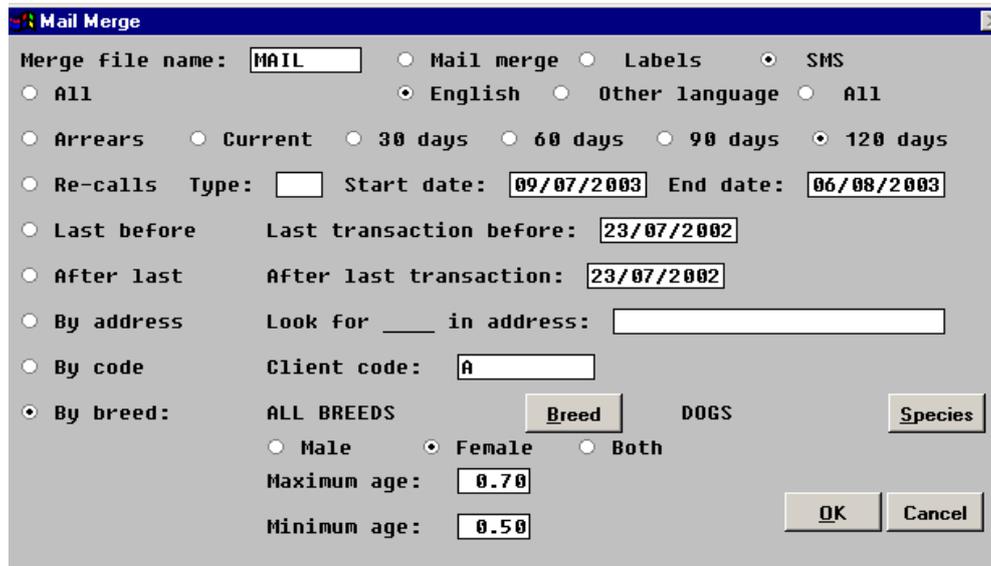
You can set the number of days that you want the client to receive the vaccine reminder before the due date. You can set the date window and you can change the text. Microvet will automatically fill in the patient name, next vaccination date and your name when it creates the message.

## 4.2. Mail merge

You can use the mail merge option to send SMS reminders to certain clients. This example is how to send an SMS to English speaking clients who owns a female dog of 6 months old to inform them that it is a good time to have her spayed.

Click on CLIENT

Click on MAIL MERGE and check the settings:



Click on OK

You will get the same screen as in 4.1

Type your own message

Click on OK

## 5. Exit

It is important to Exit from Microvet after it has created the reminder file.

## 6. Copy the data to Appointmate

Microvet has created a file with the name REMINDERS.TXT in MFW5 folder.

C:\Mfw5\Reminders.txt

Use Window Explorer and copy this file to the computer where Appointmate is installed.

C:\Program Files\I-Soft\AppointMate

Close Windows Explorer.

## 7. Edit the reminders

Double click on the AppointMate icon to open it. You can look at all the messages and alter them if necessary. If you are satisfied with the information, click on the SEND SMS button at the bottom of the form. Your dial up information will appear and you will be prompted to connect. The messages are sent to Appointmate by e-mail and they will transmit the messages on the appropriate dates.

## 8. Desktop area

If you do not see the SEND SMS button at the bottom of the form you can increase your desktop area to view the button.

Close Appointmate



Right click on any open space on the windows desktop

Click on PROPERTIES

Click on SETTINGS

Increase the desktop area / screen resolution to 800 X 600 pixels

Click on APPLY

Click on OK

Start Appointmate again