EE Messaging to send text messages

NHS
East London
NHS Foundation Trust

Send Text Reminders for appointments

> If you are not using RiO to send appointment reminders or you want to send the reminder to more than one person e.g. a family member other than the patient, you can send the message through an email using BT Smart Messaging

To use BT Smart Messaging.

Staff must first have their email address set up to work with the system. They can request this by raising a request on the **IT Service Desk Portal**. Click **Raise a Request** then click on **End User IT Support** and then **EE Messaging Setup**. Complete the request form.

To use EE Messaging to send text messages:

1. Open a new email message in NHS
2. Enter the Mobile Phone number in the "To" line of the message in the following format: MobileNumber@sms.nhs.net i.e. 07799123456@sms.nhs.net
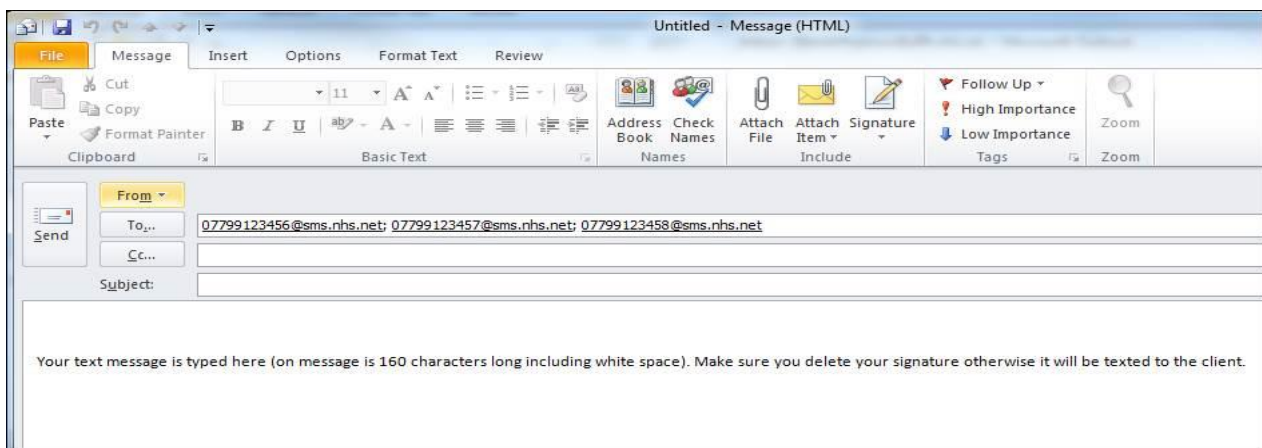

Figure 1 – NHS Mail

3. Leave the subject line blank
4. Enter your text message where you would normally write an email. Keep it pithy as there is a character limit on texts
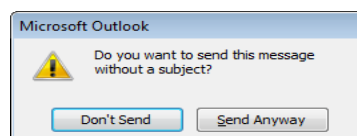5. Click Send. You will be prompted for a subject line by a pop up box, click the Send Anyway button.

Figure 2 – Subject line pop up

6. If you wish to send the same message to more than one recipient, you can add multiple Mobile numbers in the "To" line
7. Please ensure you remove your email signature as any content included in the body of the email will be sent as a text message.