

Recall a Scheduled SMS Message

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Recalling a Scheduled SMS Message

If you schedule an SMS Message to send, it is possible to recall it (cancel sending) if you do so before the SMS message is sent. A sent SMS message cannot be recalled.

To Recall an SMS Message from the OUTBOX tab,

1. From the Patient record, Click **Correspondence**
2. Select **OUTBOX** tab
3. Once you have found the SMS message, click **Show**
4. Click **Recall**.

The screenshot shows a patient record for Mr Andrew Anderson. The left sidebar lists various patient information categories, with 'Correspondence' selected. The main content area displays the patient's details and a list of messages. The 'OUTBOX' tab is active, showing a message with the text 'Hi Andrew, this confirms your appointment on - reply Y to confirm or call 08 8203 0550 to cancel.' The 'Recall' button is highlighted with a red box.

Mr Andrew Anderson

Male, aged 72 years, last admitted to Clintel Rehabilitation Centre. Mobile Phone: 0426286951

Male Assessor Suicide Risk Blood Thinner Codeine Consent Required Consent Changed

INBOX OUTBOX DRAFT ARCHIVE BULK PRINTS UNMATCHED ENQUIRIES CREATE

New Sms Custom Sms New Email New Enquiry Recall Comment

Dashboard / Clients / Mr Andrew Anderson

Location Clintel Rehab

Message Type Code test1

Status Confirmed

Send At 16/06/2021 at 03:04 PM

Message

Hi Andrew, this confirms your appointment on - reply Y to confirm or call 08 8203 0550 to cancel.

The SMS message is now in a draft state with no Send At time set and appears under the **DRAFT** tab.