

# SMS Appointment Reminders

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**NOTE:** This information is currently only applicable to the UC Davis VMTH, not the San Diego Clinic

You can now sign up to receive SMS appointment reminders with your client portal account. To opt in for these reminders visit your profile page. Once logged in, click the user icon at the top of the screen > My Profile > Update Contact Information. Enter a "Mobile" number and check the "SMS Opt In" box. Don't forget to press the blue "Update Contact Methods" button.

## User Profile

- Change Username / Email Address
- Change Password
- Update Contact Information
- Control Patient Display

To receive appointment reminders via text message, provide a mobile number (US numbers only) and check the SMS Opt In box below. Reminders are sent two days before your appointment, and you can stop receiving texts at anytime.

Type	Email/Phone #	SMS Opt In	Delete
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

- You will receive a reminder 2 days prior to your appointments at 6pm Pacific and will be presented with a link allowing you to confirm or cancel. **Cancellations cannot be undone.** If you need to reschedule, please call the hospital or your service.
- Only US and Canadian numbers are supported at this time
- You can also opt out through the portal by removing your number in your profile or unchecking "SMS Opt In". Don't forget to press the blue "Update Contact Methods" button.
- You can also opt out by texting/replying "STOP" (without quotes) to (530) 792-9007. If a you opt out using this method, the only way to opt back in using the same phone number will be to text "START" (without quotes) to (530) 792-9007.
- You will not need to log in to confirm or cancel an appointment, however the link will expire after 36 hours.

