

# **SMS Service**

# SMS Customer Signup Process

## SMS (text) Service

The built-in SMS functionality allows users to send SMS (text) messages to patients, alerting them that their prescription is ready for collection or to remind them to request their next prescription.

**Benefits** 

- No setup fees.
- No ongoing monthly charge





### How can I find my RXID required for signup?

Before the user can sign up to the SMS service the RXID will need to be obtained. This can be found in ProScript Connect. Click Proscript Connect> Edit Pharmacy Details. Please note this down as it will be required later.

| ProScript Connect               |    |                               |                                        |                                     |  |
|---------------------------------|----|-------------------------------|----------------------------------------|-------------------------------------|--|
| PMR & DISPENSING                |    | MANAGEMENT                    | UTILITIES                              | CONTROL PANEL                       |  |
| Overdue Scripts                 | F8 | MDS Manager                   | PILs & DILs                            | About                               |  |
| Redeem Owings                   | F2 | eMAR Transmission Manager     | Drug Notes Manater                     | Edit Pharmacy Details               |  |
| Reprints                        | F6 | Ordering Manager              | Free Format Labels                     | Edit Application Settings           |  |
| ScriptQ                         |    | Repeat Management (RMS)       | Own Drugs Manager                      | Edit User Settings                  |  |
| ETP                             |    | Restrictions Manager          | Reminders Manager                      | Edit Custom Dates                   |  |
| Incident Reporting              |    | SDM Manager                   | Robot Manager                          | Edit Nursing Homes                  |  |
|                                 |    | MUR Manager                   | Manage Patients Exemption              | Edit Locations                      |  |
| PRESCRIBERS                     |    | NMS Manager                   | Interaction Checker                    | Edit Pharmacists                    |  |
| Edit Prescribers                |    | Stock Manager                 | Drug Price Checker                     | Edit MLP Statuses                   |  |
| Edit Prescribing Organisations  |    | Notification Manager          | Notifications Template Message Manager | Edit Wholesalers                    |  |
| Merge Prescribers               |    | Hub Queue Manager             | Additional Patient Services Manager    | Monitoring Triggers                 |  |
| Merge Prescribing Organisations |    | Invoice Manager               | NMS Conditions Manager                 | Edit Prescription Tracking Statuses |  |
|                                 |    | MLP Manager                   |                                        | Edit Prescription Types             |  |
| PATIENTS                        |    | CDR Manager                   | REPORTS                                | Reports Manager                     |  |
| Merge Patients                  |    | DMS Manager                   | Patient/Drug Use                       |                                     |  |
| Counselling Notes               |    |                               | Specials Report                        | SECURITY                            |  |
| Interventions                   |    | PRESCRIPTION TRACKING         | Prescriptions                          | Users Manager                       |  |
| Batch Nomination                |    | Boxes Manager                 | Audit Event Log Manager                | Roles Manager                       |  |
| Patient Clinical Monitoring     |    | Prescription Tracking Manager | Script Counts                          | Edit Current User                   |  |
|                                 |    | Prescription Tracking Update  | Active/Inactive Patients               |                                     |  |
| Training                        |    |                               | FP34 Payment Schedule                  |                                     |  |
| Support Centre                  |    | Head Office                   | Report Builder                         |                                     |  |
| Self Service Portal             |    | Branches Manager              | Private Prescriptions Register         |                                     |  |
| Release Notes                   |    | Groups Manager                | Fridge Temperature                     |                                     |  |

| Edit Pharmacy Details - PHARMACYNAME -                                     |                                      |   |  |  |  |
|----------------------------------------------------------------------------|--------------------------------------|---|--|--|--|
| ID                                                                         | 1                                    | ~ |  |  |  |
| GUID                                                                       | 230169ba-65c9-40f8-b235-b58926c813cb |   |  |  |  |
| Rxld                                                                       | 12876                                |   |  |  |  |
| Name *                                                                     | PHARMACYNAME                         |   |  |  |  |
| National Practice Co                                                       | bde FA773                            |   |  |  |  |
| Organisation Type                                                          | Pharmacy ~                           |   |  |  |  |
| Security Policy *                                                          | Simple Y                             |   |  |  |  |
| Settings Priority *                                                        | INI file then Database 🕤 🧃           |   |  |  |  |
| VAT Registration Nu                                                        | mber                                 |   |  |  |  |
| Telephone                                                                  | (                                    |   |  |  |  |
| Email                                                                      |                                      |   |  |  |  |
| HeadOffice Guid                                                            |                                      |   |  |  |  |
| HeadOffice Name                                                            |                                      |   |  |  |  |
| Branch Identifier                                                          | 83197                                |   |  |  |  |
| Address                                                                    |                                      |   |  |  |  |
| House No./Name                                                             | me 24 Howells Street                 |   |  |  |  |
| Street Name *                                                              | Anytown                              | , |  |  |  |
| Last edited on 22/08/2019 at 15:14 by The Supervisor 🗸 F10 - Save 🔀 Cancel |                                      |   |  |  |  |





#### How can users self-register?

- Users can now self-register for SMS by entering the below web address and applying the promotional code.
  - <u>https://portal.aql.com/partners/emis-rx.php#promo-code</u>
  - Promotional code: emis-rx-9999
- The promotional code is for a 50% discount applied to the customer account when purchasing future SMS credits.

#### SMS customer signup process

 The user will be taken to complete the below screen. The user will need to register their personal details in the fields below. The user will then get a password sent to their mobile number via SMS text. Once the user has the username and password, they can then log onto the website.

| portal.aql.com/partners/emis-rx.php |                                                                           |                                                   | ₫ ✿ |
|-------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------|-----|
|                                     | Please fill in all requested information                                  |                                                   |     |
|                                     | RxID*                                                                     | Pharmacy name                                     |     |
|                                     | First Name *                                                              | Last Name *                                       |     |
|                                     | Username *                                                                |                                                   |     |
|                                     | Address &                                                                 | Tours                                             |     |
|                                     | Address *                                                                 |                                                   |     |
|                                     | City/County *                                                             | Postcode *                                        |     |
|                                     | Country *                                                                 |                                                   |     |
|                                     | Telephone *                                                               | Email address *                                   |     |
|                                     | Mobile *                                                                  |                                                   |     |
|                                     |                                                                           |                                                   |     |
|                                     | Want to keep track of your usage? Please tick her SMS volumes and charges | e to receive weekly emails to keep an eye on your |     |



#### How does it work?

Once users have signed up to the SMS service a username and password will be sent to your SMS account.

Users will then need to contact the AAH Support Desk on 0344 209 2601. The user must ensure they have the username and password for the SMS Service so this can be configured within ProScript Connect.

Any SMS (text) messages purchased via the SMS portal will be available for use with ProScript Connect.

### **AQL** support

- If the user does not receive any SMS credentials, it is likely that AQL have possibly rejected the approval.
- The user will need to call AQL Support to check why the account has not been approved on the AQL Support Line 01133 20 30 40 <u>https://aql.com/contact/</u>.

| ← → C   aql.com/contact/ |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | 🕽 0113 320 3040 🛛 😎 enquiries@uk.aql.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                          | Talk to our experts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                          | <section-header>         Sales         For enquiries to our Sales team, please fill out this form and a member of the team will be in touch.         Support         If you need to get in touch with our Support team, please use the number below or log a ticket through our Customer Portal.         Telephone: 01133 20 30 48         Our Customer Portal enables you to manage your aql account so you can log support tickets, check your invoices and use some of the great product features we have. Login, or register for an account, here.         Account Management team about your account, please email account managers@uk.aql.com and one of the team will be in touch soon.</section-header> |