SMS Notifications

Purpose:

This document is a quick reference guide for sending SMS notifications as a Clinic Manager. This is only applicable to COVID functionality.

For the latest My Turn educational materials, please visit EZIZ- Covid, EZIZ – Flu, YouTube or the Knowledge Center tab on My Turn Clinic

My Turn Help Desk
Direct Line: 1-833-502-1245, Option 4
Email: My Turn.Clinic.HD@accenture.com

Send SMS Standy Notifcations

1.	Select the **Clinics** tab from the My Turn Clinic toolbar.
2.	Select the clinic from which you would like to send SMS to the standby list.
3.	Click the drop-down arrow located next to "Add Volunteer Manager," then select **Send Standby SMS.**
4.	Enter [Number of Available Appointments] into the **Available Appointments** field**.**
5.	Choose **Appointment Date/Time**. (See **Notes**)
6.	Pfizer clinics only: Under **Select Age group**, click the drop-down arrow to select desired age group for **Select Age group** field.
7.	Next, input up to 5 zip codes in the Zip code field(s).
8.	Click the **Next** button to review the information you input.
9.	Click the **Next** button to schedule the SMS notifications.
10.	To track SMS to Standby list requests, select the **SMS Requests** tab.
11.	Select the **Name** of the SMS request you are tracking.

Notes:

- Registrant data is sorted by Age (oldest - youngest) and filtered by specified zip codes. SMS Notifications are sent to those prioritized by age.
- After adding the first zip code, another blank field will show up until the 5 zip code limit has been reached.
- The date must be the present date but for a later time that patients would be able to come in

My Turn

Send SMS Availability Notifcations

1.	Select the **Clinics** tab from the My Turn Clinic toolbar.
2.	Select the clinic from which you would like to send the Availability SMS.
3.	Click the drop-down arrow located next to "Add Volunteer Manager," then select **Send Availability SMS.**
4.	Enter [Number of registrants to send SMS] in **Number of registrants to send SMS** field.
5.	Under **Select Audience**, select either the entire county or up to 100 zip codes within the county.
6.	Click the **Next** button to review the information entered.
7.	Click the **Next** button to schedule the SMS notifications.
8.	To track SMS for Available Appointments sent, select the **SMS Requests** tab from the **Clinic Details** page.
9.	Scroll down until you reach a header that says **SMS for Available Appointments**
10.	Under the Name tab, select the hyperlink of the SMS Request you are tracking.

Notes: Registrant data is sorted by Age (oldest - youngest) and filtered by specified zip codes. SMS Notifications are sent to those prioritized by age.

Glossary

Available Appointments	How many extra appointments this clinic has for this date. The number must be between 1 and 5000
Number of registrants to send SMS.	Enter how many appointments the clinic has available for a specific date. You must enter a number between 1 and 5000.