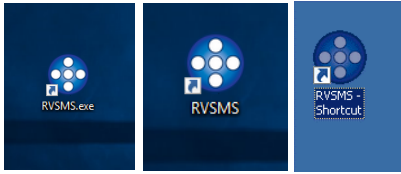


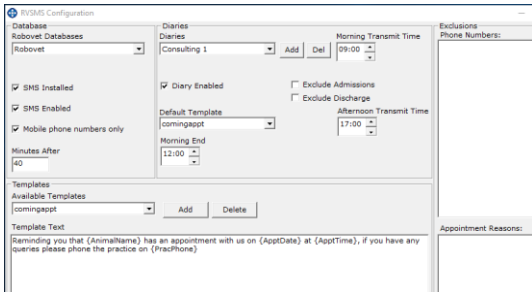
How to Edit Appointment Reminder

For Practices Using RVSMS

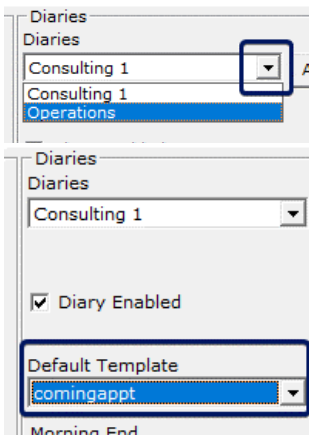
RoboVet



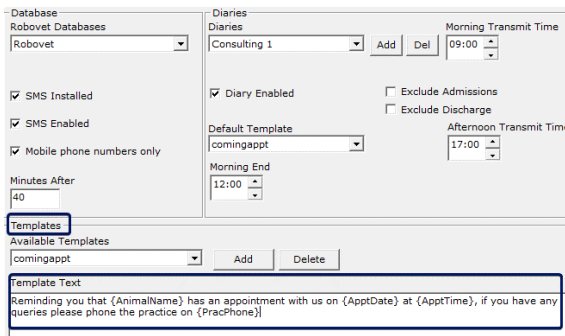
- This guide covers editing appointment reminders in **RoboVet RVSMS**.
- If you are using Rapport for appointment reminders, please see the relevant guide.
- On your Master server, look for the **RVSMS shortcut**, and double click to open.
- It may be named differently. To the left are 3 examples.



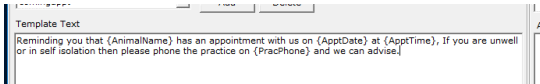
- You will then see a screen like this.



- For each diary that uses appointment reminders (use the drop down to display each one).
- You can see the template that is used.



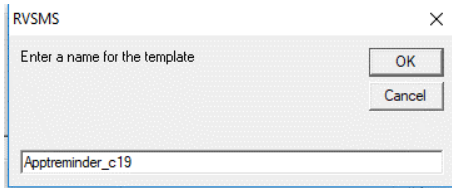
- In the templates section you will see the **template text box**.



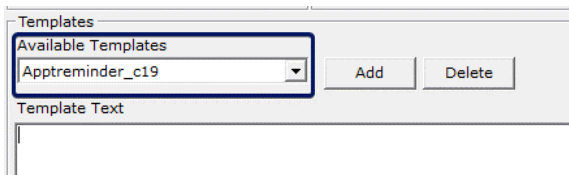
- You can edit the template text by clicking into the **text area**.
- It will save changes automatically.



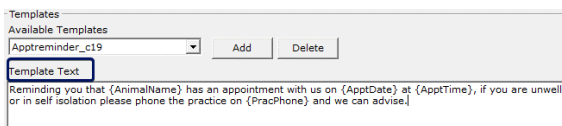
- To create another template, click **Add**.



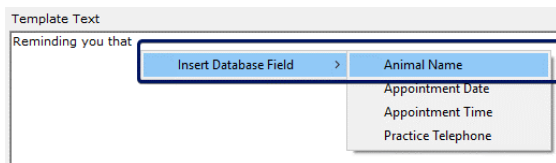
- Enter a name for your new template and click **OK**.



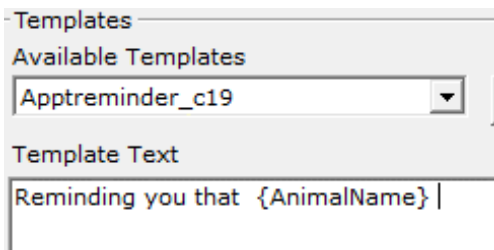
- This will now show in the **Available Templates** box.



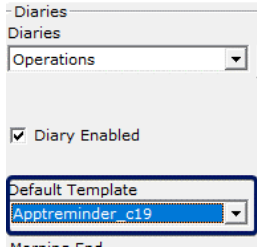
- Add in your text message content.
- We recommend cutting and pasting and then edit the default message, as this contains the merge fields.
- The { } are merge fields.



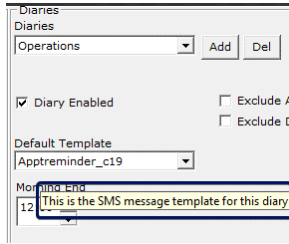
- If you need to add a merge field, then right click where you want it to appear in the template, click **Insert Database Field**, then click on the merge field you want to use, such as **Animal Name**.



- This will appear in the template text.



- Once your new template is complete, make sure it is applied to all the diaries that send out reminders.



- Tip: hovering over fields explains what they are.