

How can I view my Engage Reminder Schedule or change Engage Reminder Messages?

Navigate to Practice Settings < Appointment Reminders in our Relatient Engage Portal

Appointment Reminders – this section allows our clients to view current Engage reminder schedules by modality. Navigating to email, voice, or text will provide an overview. Clients can also make changes to appointment reminder verbiage when scripting customizations are absent or view the current appointment reminder verbiage and submit a ticket directly to our Support team to have those updates made when scripting customizations are present.

No Customizations

1. Practice Settings < Appointment Reminders < Choose text, email, or voice modality radial button < Choose appropriate Script and select edit.
2. Edit verbiage < Send a Sample Reminder < Save.

Customizations

1. Practice Settings < Appointment Reminders < Choose text, email, or voice modality radial button < Choose appropriate Script and select review.
2. Review < Note the 'Read Only' status < Request Message Edit
3. Complete the required fields and hit submit.