

Recall CAT - Setting up your Account

To use SMS or voicemail messages you will need to set up your account through the [MyPen Portal](#) and purchase credits. There are a number of settings for your account that will be explained in this page.

To access the SMS portal after logging on to your account in MyPen, click on the link in the top right corner:

Organisation -

Go to SMS Portal

Organisation Name *

Your Organisation

Cross Reference Number

ref number

Street Address *

301 Catherine Street

Suburb *

Leichhardt

State *

New South Wales

Postcode *

2040

Phone *

1800762993

Fax

fax

Clinical Software *

Best Practice

Verified

Billing/Appointment Software *

Pracsoft

Not verified

Save changes

Credits can be bought as bundle or as auto top-up, the pricing is the same and auto top-up will purchase the selected credit bundle once your balance is less than 10% of your selected bundle. PEN CS does not store your credit card details and all transactions are encrypted following industry standards.

SMS pricing is different from voicemail messages - a voicemail message is twice as much as a SMS in all bundles:

Credit Package	Number of Credits	Cost	Cost per Unit	No. of SMS	No. of Voicemails
Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	500	\$124.95	\$0.25	500	250
Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails)	1000	\$229.95	\$0.23	1000	500
Bundle 3 - 5000 Credits (5000 SMS or 2500 Voicemails)	5000	\$899.95	\$0.18	5000	2500
Bundle 4 - 10000 Credits (10000 SMS or 5000 Voicemails)	10000	\$1499.95	\$0.15	10000	5000
Bundle 5 - 50,000 Credits (50,000 SMS or 25,000 Voicemails)	50000	\$6499.95	\$0.13	50000	25000

To purchase credits you can click on "buy" or on the Credit Bundles tab. You will have to choose the right bundle and then enter your credit card details and click the "I agree" box before clicking on "Make Payment".

Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)

Visa, MasterCard and American Express accepted.

Name on Card *

Card Number *

Card Expiry *

CVV *

Terms & Conditions

Please read this document carefully. It sets out legally binding provisions which regulate our supply and your use of the SMS and Voicemail Services that we make available via our CAT4 Software and the orders and payments that are made for those services via this website.

The SMS and Voicemail Services can be used to transmit Messages to third parties. We do not represent, undertake or guarantee that all Messages will be delivered or that any Message, if delivered, will be delivered to the intended recipient or read by the

I Agree ☐

Payment Amount: \$124.95

[Make Payment](#)

You will see the details for your account and can add some additional information that will be used in the SMS messages.

[My Account](#)[Top-Up Options](#)[Credit Bundles](#)[History](#)

Current Balance: 2547 Credits

Auto Top-up: Enabled

Online Appointment Book Link:

SMS Sender Name:

Voicemail Sender Number: your number

Available Audio Files: 1

[Buy](#)[Edit](#)[Save](#)[Save](#)[Edit](#)

- You can buy credits by clicking on the [Buy](#) button which will show you the available credit bundles.
- Auto Top-up can be enabled or disabled by clicking on the [Edit](#) button next to the Auto Top-up line.

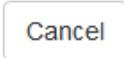
- If you are using an online appointment book, you can enter the link for a booking in the next field, so it can be included in your SMS for patients to make a booking.
- The SMS sender name will also appear in your SMS - you can enter your practice name or the name of a clinician.
- Your Voicemail Sender number will need to be verified, to verify the number please click on the  button and enter your number, then click on "Verify". You will receive an automated call with a six digit code which has to be entered in the "Enter Code" field, then click on "Verify". Once your number is confirmed, a green tick will appear next to it.

Voicemail Sender Number Verification

Number 

Your phone will now ring and playback a verification code

Enter Code  



- The number of available audio files is shown in this overview. New audio files can be created in CAT4, the details are described here: [Recall CAT - Using SMS and Voicemessages in CAT4](#)

The Top-up Options tab allows you to select your preferred package and/or to turn auto top-up off or on:

Automatic Credit Top-up

Auto Top-up: ☒ ON

Minimum credit balance will be set to 10% of your topup amount

Automatically Top-up my credit using one of the below Credit Package Bundles

Credit Package	Number of Credits	Cost	Cost per Unit	No. of SMS	No. of Voicemails	Selection
Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	500	\$124.95	\$0.25	500	250	☒
Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails)	1000	\$229.95	\$0.23	1000	500	☐
Bundle 3 - 5000 Credits (5000 SMS or 2500 Voicemails)	5000	\$899.95	\$0.18	5000	2500	☐
Bundle 4 - 10000 Credits (10000 SMS or 5000 Voicemails)	10000	\$1499.95	\$0.15	10000	5000	☐
Bundle 5 - 50,000 Credits (50,000 SMS or 25,000 Voicemails)	50000	\$6499.95	\$0.13	50000	25000	☐

Save

The Payment History will show any purchased bundles with the date/time of purchase and whether it was a manual or auto top-up purchase. The history can be exported by using the "Export" button on the top right.

Current Balance: 2547 Credits

[My Account](#)

[Top-Up Options](#)

[Credit Bundles](#)

[History](#)

 Export

Date	Package Purchased	Cost	Type	Status
25/01/2018 12:55 PM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Manual	Complete
24/01/2018 03:24 PM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Manual	Complete
15/01/2018 09:57 AM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Manual	Complete
15/01/2018 09:41 AM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Manual	Complete
12/01/2018 11:27 AM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Auto Top Up	Complete
11/01/2018 03:04 PM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Manual	Complete
11/01/2018 02:17 PM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Auto Top Up	Complete
11/01/2018 01:53 PM	Bundle 1 - 500 Credits (500 SMS or 250 Voicemails)	\$125	Auto Top Up	Complete
11/01/2018 01:34 PM	Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails)	\$230	Auto Top Up	Complete
11/01/2018 01:33 PM	Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails)	\$230	Auto Top Up	Complete
11/01/2018 01:33 PM	Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails)	\$230	Auto Top Up	Complete
11/01/2018 01:25 PM	Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails)	\$230	Auto Top Up	Complete

