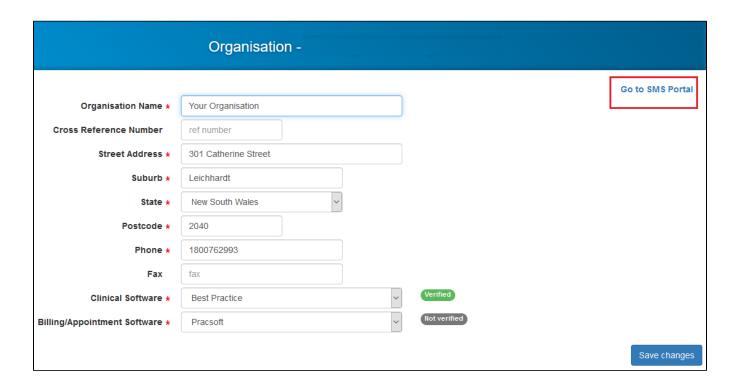
Recall CAT - Setting up your Account

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.

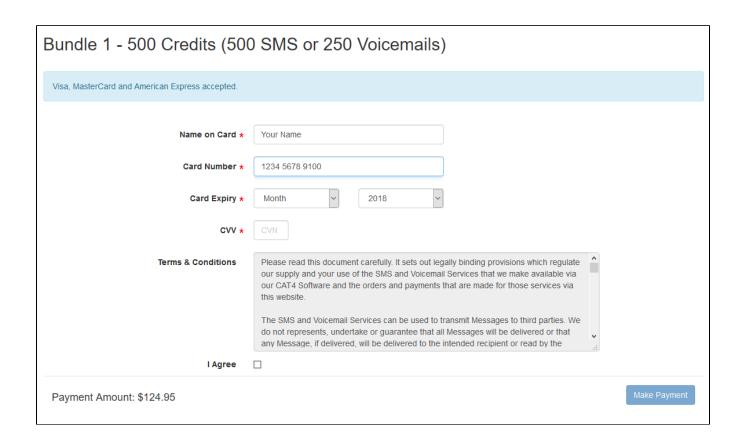
To access the SMS portal after logging on to your account in MyPen, click on the link in the top right corner:



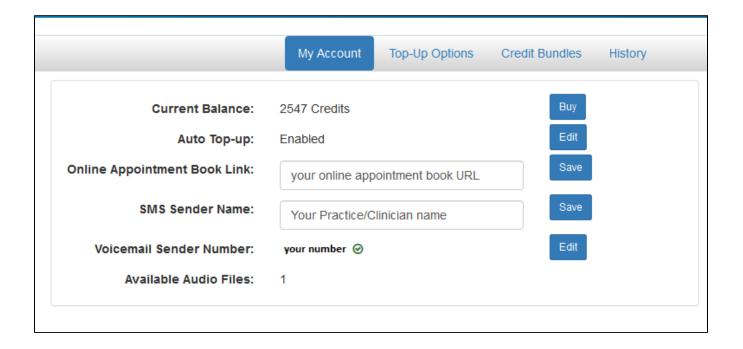
Credits can be bought as bundle or as auto top-up, the pricing is the same and auto top-up will purchase the selected credit bundle once your balance is less than 10% of your selected bundle. PEN CS does not store your credit card details and all transactions are encrypted following industry standards.

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 \$0.25 500 250 \$124.95 Bundle 2 - 1000 Credits (1000 SMS or 500 Voicemails) \$229.95 \$0.23 1000 500 1000 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".



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



- You can buy credits by clicking on the
 button which will show you the available credit bundles.
- Auto Top-up can be enabled or disabled by clicking on the

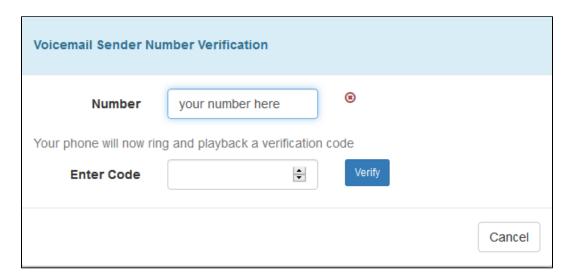
 Edit

 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.

Edit

- 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.



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:

Auto Top-up: ON Automatic Credit Top-up 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 Number of Cost No. of No. of Credits SMS **Credit Package** per Unit Voicemails Cost Selection Bundle 1 - 500 Credits (500 500 \$124.95 \$0.25 500 250 SMS or 250 Voicemails) Bundle 2 - 1000 Credits (1000 1000 \$229.95 \$0.23 1000 500 \bigcirc SMS or 500 Voicemails) Bundle 3 - 5000 Credits (5000 5000 \$899.95 \$0.18 5000 2500 0 SMS or 2500 Voicemails) Bundle 4 - 10000 Credits 10000 \$1499.95 \$0.15 10000 5000 0 (10000 SMS or 5000 Voicemails) Bundle 5 - 50,000 Credits 50000 \$6499.95 \$0.13 50000 25000 0 (50,000 SMS or 25,000 Voicemails)

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.

