





557 756 5560 ° 600 666 7067 ° 1 ax 557 756 5265 ° www.solutionsbydesign.com

© Copyright 2005-2014 Solutions by Design, Inc.All Rights Reserved. ScreenPlay is a Registered Trademark of Solutions by Design, Inc.

Table of Contents



bLink PRO

Users Guide

System Requirements and Practice Management	
Integrations	1
Introduction and Overview	2
Manage your bLink Pro Settings via ANDI	4
Dashboard	4
Settings Tab	5
Practice Settings	5
PMS Settings	5
Financial Settings	5
Email Settings	6
SMS Settings	6
Services	6
Website	7
Download Tab	7
Video Tab	7
Email Tab	8
Conversion Email	9
Welcome Email	9
Appointment Reminder Emails	10
No Show Email	12
Recall Emails	13
Post Appointment Emails	14
Financial Email	15
Patient Education Emails	16
Mass Emails	16
SMS Tab	17
Appointment Reminder SMS	17
Financial SMS	18
Marketing Tab	19
Announcement	19
Birthday Email	19
Birthday SMS	20
Logs Tab	20
Email Log	20
SMS Log	21
ACH Log	22
Support Tab	22
Reports Tab	22
Doctor Portal	23
Patient Portal	25



System Requirements and Practice Management Integrations

bLink Pro System Requirements

These guidelines must be followed to ensure that bLink Pro works reliably and effectively for your practice. Other equipment not meeting these specifications may not allow bLink Pro to function properly.

Operating System

(Windows) XP, Vista, Windows 7, 8.0 and 8.1

(Mac) OS 10.5 and Safari 5 or newer

Processor

(Windows) 2 GHz Intel Core 2 Duo or above recommended for smooth video playback.

(Mac) 2 GHz Intel Core 2 Duo or above recommended for smooth video playback.

Hard Drive

Only 2 GB of space is required. However it is imperative that the machine on which bLink Sync is installed remain powered on to facilitate the daily transfer of data.

Video Card

All basic video cards including PCI, ISA, AGP and integrated motherboard cards support bLink Pro.

Internet Connection

bLink Pro is a web based program and requires a high speed internet connection. Our tech staff will test your connection speed during installation.

Hardware Requirements

Desktop computer, monitor, keyboard and mouse

Additional Hardware (Optional)

Printer

Practice Management Software Integration Partners:













INTRODUCTION AND OVERVIEW

Welcome to blink Pro! bLink Pro is a multi-faceted application that provides an efficient means of communicating with your patients and vice versa. bLink Pro includes several key features to enhance the communication process within your practice including email and text appointment reminders, on-line patient payment processing, automated distribution of educational videos as your patients progress through treatment and on-demand videos to play educational videos chair-side. bLink Pro syncs with your Practice Management Software to accumulate the data necessary to distribute information as you have defined in your setup.



bLink Sync



bLink Patient Portal

bLink Pro is a web-based application that provides doctor and patient services. It is comprised of 4 modules:

- bLink Sync
- bLink Doctor Portal
- bLink Patient Portal
- ANDI Account



bLink Doctor Portal

Dashboard		
eluni.		
Active Statistics Frankland		
ta Statierice		
Appendiate Types 186	Contemport	
Responsible Parties 2,175	salid Appartment	
	155	
Musages 7	20,811	
and Auto Loritz	1 05m	
Se there	Contracts	
203	1,100	



What is bLink Sync?



This is a utility module that synchronizes your **Practice Management Software** with **bLink Pro** to automate transactions and pass data. Our support team will remotely install bLink Sync on your office computer and establish all of the required settings for activation. It is vital that the computer where bLink Sync is installed remain powered on and connected to the internet. If the power fails or the internet connection is disabled, bLink Pro will not be able to sync with your Practice Management Software and pull current data, and subsequently no messaging will be activated.

IF YOUR COMPUTER INADVERTENTLY POWERS OFF, please follow the steps below in order to complete an update push and re-establish the connection between bLink Pro and your Practice Management Software:

- Open the bLink Sync application on the computer. This should be located on your desktop or in the Applications > Solutions by Design > bLink > bLink Sync.app.
- Make sure that in the bottom left hand corner it says database connected.
 **if it does not say Database Connected try the Reset* Database Connection button. If it still does not connect please contact Solutions by Design Support.
- 3. If the database is connected *click the Force Update Push button.*
- 4. The boxes will be grayed out and bLink Pro should begin syncing with our database.
- 5. When the update is finished the boxes will return to normal and the update should be complete.
- 6. Please leave the bLink Sync application open after syncing.
 *bLink Pro will not sync if the sync application is not

open.

What is bLink Doctor Portal?

This is a user-friendly web-based interface that you access by clicking a downloaded shortcut or your website Patient Login button. You will be able to check messages sent from your patients through their Patient Portal, make changes to notification settings for your patients and access On Demand videos.

Note: When logging into your Doctor Portal use the same credentials as your ANDI account.



bLink Doctor Portal

What is bLink Patient Portal?

The bLink Patient Portal is accessed from a login button located on your website.

Similar to the Doctor Portal, the Patient Portal is comprised of several tabs. The Home tab is a snapshot of relevant data pertaining to that particular patient. Patients can check their Message Center on their dashboard, review their scheduled appointments, check their account balance, make online payments, send messages to your practice, adjust their personal notification settings for email and text correspondence and complete a patient survey.



bLink Patient Portal

Note: You can choose the color of the Patient Login button that will appear on your website under Settings within ANDI. If Solutions by Design is not hosting your website, your webmaster can download the code that creates the login on your website in any of the featured colors.

What is ANDI?

APPLICATION NETWORK & DATA INTERFACE



ANDI is Solutions by Design's **web-based content management system.** As our client, you will use ANDI to manage the content and settings for all your Solutions by Design products. Upon receiving your bLink Pro order, login credentials will be sent to you via email. You will need these credentials to access and manage your bLink Pro settings. If you are already a SBD client, you will use your existing ANDI login credentials.

Manage your bLink Pro Settings via ANDI:

There are 2 ways to log into ANDI.

1) You can login to ANDI by clicking on the downloaded shortcut .



2) Or going to **www.andisolutions.com** and entering your user name and password.



Once logged in, you will see icons that represent each of the Solutions by Design products that you utilize in your office. Select the red bLink Pro icon. This is where you control all of your settings for bLink Pro.

Dashboard

Ratus	
Active Or Instance Instance	
Onto Statistics	
Appaintment Types 186	Contars 7
Anoperative Aurtan. 2,175	Apparentem. 355
🚑 Masayan 7	C Transactions. 20,811
and Are Liven	rit ana
Sa tars	Contracts

- Shows status of bLink Pro and date of last sync with your Practice Management Software
- Overview of the data bLink Pro has received from your Practice Management Software

Settings

- Practice: Set your practice demographics
- **PMS:** Activate the connection between your Practice Management Software and bLink Pro
- Financial: Select your Payment Processor for online payment within bLink Pro
- **Email:** Create email account name and setup your email signature
- **SMS:** Set the calling parameters for outgoing text messages
- <u>Services</u>: Activate features in bLink Pro including email and text messaging
- <u>Website:</u> Patient Login icon and code for your website provider

Practice

Set your practice Information and practice demographics here by entering the requested information. bLink Pro displays this data in the header of the Patient Portal.

· No. Anarray local fiel Annual mesons	
Televerop practice information is displayed on the patient portal and in emails.	
ieneral Information	
Tautine Pairve	
Advanced Orthodontist Demo, ma	
happen dinad	
jessisaPadutionskylesign.com	
Nartha Plane	
559-436-8380	
Nacional Medicana	
www.solutionsbydesign.com	
south a second	

Note: For practices with multiple locations, please use the address and phone number for your main office. The Email Signature can be used to list all location contact info and Reminders can be customized with specific location details.

The Practice Email is used for all bLink Pro email message replies, but is not displayed in the Patient Portal.

The Notification Email can be different than the Practice Email since it is used only by Solutions by Design to announce any updates or changes to bLink Pro.

<u>PMS</u>

This is where a SBD Technician will input the necessary selections to connect bLink Pro with your Practice Management Software.

PMS Settings	
a NL frank but he have	
NS settings have been updated.	
a Tailouing Practice Management System (PMS) settings are required for sums t	a need data from your PMS for use within SUAN. You may need to contact your P
count togetof representative to notify their that any will be integrating with bi	ink and obtain the information reached before.
PMS Application	
TeavOrtho 2	
100000	
Services	
ant that	
ANALASIA ANALASIA	Neter
	Renard Land
PHIL Data Synchronization	the second se

Note: Please do not make any changes to these fields unless directed to do so by a Solutions by Design technician. Any changes can disable the connection with your PMS.

Financial

Choose your desired Payment Processor Service from our dropdown menu.

Please fill out all fields that appear after selecting the Payment Processor as each has different requirements. All Payment Processors will require an account number.

Orthodanc \$	
Peace there all accepted payment methods	
U WA CHE	
MARTIN CANG	
Chicovia Altwole.	
ANDREAN EXPERTS.	
# E-CHEON ED-ED-ED-ED-ED-ED-ED-ED-ED-ED-ED-ED-ED-E	
# 1-OEX SHIRE	
Tinancial Services	(man) (mean
	Balan
	ALTERNAL (AND)
Accept Online Paymenta	
Accept Online Payments Allows responsible parties to make entire payments.	
	Constant Constant

Note: You may need to consult with your payment processor if you do not have some of this information. Enter a minimum amount that you are willing to accept as an online payment.

Make sure you click the blue SAVE button at the bottom of the page to update your settings.

<u>Email</u>

Email Account Name

bLink Pro sends emails on behalf of your practice. In order to optimize email deliverability (e.g. passing through anti-spam filters), all emails are sent by our optimized domain, **orthoblink.com.** The Email Account name is added in front of the domain so your patients will recognize who is sending the email. *For example, the Email Account Name "AdvancedOrtho" will have emails sent from "AdvancedOrtho@orthoblink.com".*

The Email Account Name can only be changed prior to starting your bLink Pro services. Once bLink Pro starts sending emails, it is the only means of linking previously sent emails to your account.

blank sends emails on behalf of your p emails are sent by our optimized doma	action in order to optimize blank email deliverability (e.g. passing through anti-spam filters), all in, probabilisk cam.
	emails to your account by setting a unique email account name. For example, the email account sets from "advancedomballorthobics.com".
We highly recommend that you sent thi only means of linking previously sent o	s only once and leave 9. Once BLInk starts sending emails using this email account name, it is the mails to your account.
advancedorthodontics	
Email Signature	
Rather than maintaining your ernal sig	nature at the bottom of every small, we provide this small signature entry, which will append to
	sature at the bottom of every email, we provide this small signature entry, which will append to if free to update this at anytime, and all future emails will use the updated signature.
the Bottom of all your blink amails, for	if free to update this at anytime, and all future emails will use the updated signature.
the bottom of all your blink analy. For	if free to update this at anytime, and all future emails will use the updated signature.
the bottom of all your biclois analy. For	If there to update this at anytime, and all follows emails will use the updated signature $\mathbb{E} = (6, 9^{-1}, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,$
The bottom of all your block analy. For $\Theta = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, $	If there to update this at anytime, and all follows emails will use the updated signature $\mathbb{E} = (6, 9^{-1}, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,$
The bottom of all your block analy. For $\Theta = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, $	If there to update this at anytime, and all follows emails will use the updated signature $\mathbb{E} = (6, 9^{-1}, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,$
The bottom of all your block analy. For $\Theta = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, $	If the the update this at anytime, and all follow emails will use the updated signature $\mathbb{E}^{-1} = \mathbf{S}^{-10}, \mathbb{E}^{-10} = \mathbb{E}^{-10}$
The bottom of all your block analy. For $\Theta = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, $	If the the update this at anytime, and all follow emails will use the updated signature $\mathbb{E}^{-1} = \mathbf{S}^{-10}, \mathbb{E}^{-10} = \mathbb{E}^{-10}$
The bottom of all your block analy. For $\Theta = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, $	If there to update this at anytime, and all follows emails will use the updated signature $\mathbb{E} = (6, 9^{-1}, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,$
The bottom of all your block analy. For $\Theta = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, \cdot \rangle$ $A_{int} = \langle \cdot, $	If there to update this at anytime, and all follows emails will use the updated signature $\mathbb{E} = (6, 9^{-1}, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,$

Note: To preview your Email Signature go to the Email tab, select any of the email types and click on the PREVIEW AND SAVE button at the bottom of the page. It will preview the entire email message including your Email Signature.

Email Signature

Rather than typing a signature at the bottom of every email, we provide this email signature, which will append to the bottom of all your bLink Pro emails. Feel free to update this at any time, and all future emails will use the updated signature.

You can use the provided options to enhance your Email Signature such as font, size, bold, font color, etc. The Practice drop down menu allows you to use a "token", which will appear highlighted within brackets. A token is information pulled directly from your PMS, saving you the time of typing everything out. Tokens will appear highlighted and within brackets, but upon previewing the message the text will show normally.

Don't forget to SAVE your settings.

SMS: Texting Services

Outgoing Mobile Number: This is the local number we have procured for you to allow SMS messages to be sent. This is not an active phone number, so no replies or calls can be received at this number.

SMS Settings	
Ourganny Multile +15594190642 Number	
If your patients made outside of the US, you will need to enter the memory For more information on what the international calling prefix is, head over memory treffs 011	집 같은 것이 같은 것이 같은 것이 같이 같이 같이 같이 같이 같이 같이 같이 같이 많이
Activate SMS testing by providing a valid mobile phone number below. 75	is should match how you enter mobile \$MS numbers into your
INS (dart) include the prefix above). hormory (ver ituative location +15594199642	
Incoming Test Relative Burrison	Sive
Incoming Test Relative Burrison	(aut) (au
hpaning Text Rober Hamiler +15594198642	and the second se
hpaning Text Rober Hamiler +15594198642	(mett) (ma
Human Text Mater Human +15594199542	(mett) (ma lines

Note: DURING INSTALLATION, OUR TECH STAFF WILL PROGRAM THE SMS SETTING FOR YOU. We will be adding "DO NOT REPLY" or "Call our office" to all SMS messages so your patients will not hit reply to contact your office.

International Prefix: If your patients reside outside of the United States, you will need to enter the international calling prefix as SMS messages are sent from the United States. For more information on what the international calling prefix visit **http://www.howtocallabroad.com.**

Remember to always click SAVE to update your settings.

Services

Under the Services sub tab you will see a listing of all bLink Pro features and services. You can see which of these features are currently Running and those you have chosen to Stop. You can use the Start All and Stop All to start or stop all services in each category or individually activate and deactivate each service.

nall Services	(RETAL)	3162.7
	Sana	
Birthday Emails	ECONO.	(Mat)
Welcome Emails	ECONO.	1085
Appointment Reminder Emails	E.S.M.D	(Met)
Sends appointment reminder emails to all notification contacts for upcoming potient appointments.		
No Show Emails	STORES.	(net
Recall Emails	STAND	-
Post Appointment Emails	Allowed .	-
Late Payment Emails	STAND	-
Patient Education Emails	STORES.	
Mass Email One time or recaring smalls set to all responding parties or to a specific grouping of records life parties.	All states	-

This page does not require you to Save your settings, as each Start or Stop button auto saves for you once selected.

<u>Website</u>

Here is where you can copy the graphics and link code for the Patient Login button. If Solutions by Design is not hosting your website then your website administrator will need this code to allow the Patient Login button to appear on your website. You can copy and paste this code into an email and send it to your website administrator.



- <u>View PMS Settings</u>
- Download bLink and ANDI shortcuts
- Download bLink Sync

Under the Download Tab you will see the selected Practice Management Software utilized by your practice. *Please do not make any changes unless directed to do so by a Solutions by Design technician, as it will disrupt the connection with your PMS.*

The second area is to download shortcuts on all the computers in your office for ANDI and your Doctor Portal login. Just click on either Mac OS or Windows depending on which type of computer you are downloading onto.

You will also see a bLink Sync download button. This is for use by our technicians and will have been installed on your server. *Please do not download unless directed to do so by a Solutions by Design technician, as it will disrupt the current connection with your PMS.*



- <u>Review videos</u>
- <u>Select Care and Use of Appliances videos for</u> <u>your library</u>
- Select Compliance videos for your library
- Select Procedural videos for your library

The video section allows you to select the videos that correspond to the way you practice. All of the available videos are preloaded for your practice. You can preview any of the videos by clicking on the Play button next to each description.

Use Complian	ica Procedures	
	t Education Videos for you to share with your patients. These video pages it fit your practice.	allow you to s
re & Use	(A	id/Remove Video
-	Bite Turbos	play
-	Bite Turbos can be affixed to the back of the upper teeth. It prevent the upper and lower teeth from closing too far whick creates a ceepbite.	(annove)
	Damon Splint	(Calero)
	The Damon Splint is used for minor south movement typically after braces. The appliance is molded to force the seeth into the intended position.	(remove)
10	Damon System	() play ()
No.		(remove)

You can remove any of the videos from your video library by simply clicking the Remove button at the right hand side of each video description.Don't worry, that video is not gone forever. If you change your mind and wish to add it back to your practice's library, **click on the Add/Remove Videos button** at the top of the section. You will see the complete list of videos with your currently selected videos highlighted in blue.



To add a video back, click on the small box located to the left of the video image and scroll all the way to the bottom of the page to Save.

There are 3 tabs for videos:



- Care and Use refers to videos on the care and use of specific appliances.
- **Compliance v**ideos demonstrate to the patient how to comply with the clinical guidelines.
- **Procedure** videos provide treatment animations for a variety braces types, removable appliances, fixed appliances, extraction and surgical cases.

Videos are utilized in 2 different ways: On Demand or playing videos one at a time in the office, and **Patient Education Emails**, as automated email distribution.



bLink Doctor Portal

On Demand allows you to call up any of our educational videos instantly through your **Doctor Portal** for patient chair-side presentation. You also have the option of emailing the video home for the patient by clicking the Email button. A new screen will open. Start typing in the patient's last name and the program will begin listing patients. Select from the drop down which patient and it will automatically list emails you have on file for that patient. You can then type in a subject and message to

accompany the video and then click Send. The patient will have a message waiting for them when they arrive home. **Auto-event distribution of Patient Education Videos** bLink Pro can be synchronized with your practice management software applications to pre-schedule the automatic distribution of patient educational videos as the patient progresses through treatment. You can select videos that correspond with each appointment type and designate the desired timetable for the distribution.

This auto-event distribution is called Patient Education Emails and includes the following features:

- Synchronize each appointment type with corresponding educational videos
- Preset the timing for the email distribution of each message up to 30 days prior to the appointment or 30 days after
- Customize an email message including any pertinent information based on the appointment type

To read more on this subject see Patient Education under the Email tab.



- Edit Conversion Message Content
- Edit Welcome Message Content
- Edit Appointment Reminder Message Content & Settings
- Edit No Show Email Message Content
- Edit Recall Email Message Content & Settings
- Edit Post Appointment Email Message Content & Settings
- Edit Late Payment Email Message Content & Settings
- Edit Patient Education Email Message Content & Settings
- <u>COMING SOON: ETOONS Email Module</u>



All of the email settings located under each sub tab follow the same formatting guidelines and are simple to use. You can use our default messages or you can customize each to your preferred script.

Conversion Email:

If you are transitioning to bLink Pro from another reminder service, we recommend using this one-time Conversion Email to inform your patients of this change. The system will create new login credentials using the Financial Responsible Party's email address and a computer generated password for all existing patients. This Conversion Email will only be sent once upon starting your bLink Pro services. After that, any new patients joining your practice will receive a Welcome Email.

ou're turistioning to bLink from another service, we recommend using this one-time comension uting responsible parties of this transition. After this conversion email, all new responsible partie logone" email.	
ervices	
	Some
Conversion / Kick-Start	ECCORE.
This one-time service is used to kick-start bLink and anable all of the other services once the initial "conversion" emails are test to existing responsible parties with email addresses. This service will be anabled after the initial PMS data synchronization parcec impection and your bLink account is completely configured.	
ubject	
[Spractice.name]]'s New Online Portal	
Nessage Content	
As part of our engoing effort to offer our patients the best quality service, we've proud to twitch to the new bLink patient portal. This new portal offers a quality and simple design many great features including.	
Appointment Reminders Online Payments	
	ain soon!

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE. There is also a SEND TEST EMAIL button which sends an email example to the email address used to sign into ANDI.



Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Welcome

Upon going live with your bLink Pro services, the Welcome Email is sent to all **Financial Responsible Parties** with a valid email address saved within your Practice Management Software. After that, any new patients joining your practice will receive a Welcome Email within 24 hours of being entered into your Practice Management Software.

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.

Some	
CO.	(me)
Com	in polici
	- 54
teal to providing you with the case appointers in a la supe that this decination of the second score out to the supe that this decination of the second score out to the second of 24.17 access to solar decinant information in yole upon	ant .
	_

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Appointment



There are 3 Appointment Emails:

- Confirmation
- First Reminder
- Second Reminder

Confirmation Email

This initial appointment Confirmation Email is a digital version of a "Your Next Appointment is..." card. It is sent to the **Financial Responsible Party** and any additional contacts that have been added to the patient's bLink Pro Notification settings for a newly scheduled patient appointment. Emails are sent within 24 hours after the appointment is scheduled.

Text hander Second henneter	
a entral appointment parthmattari email is sent to all contacts for a newly scheduled patient appointment. • De appointment is scheduled.	braits are sets within 24 fours
ervices	
	Table
Appointment Reminder Emaile Sents appointment versider amals to all Antification ranges for appointing patient appointment.	Exercit (mes)
ubject	(Annual Delain
These N Aver N Aver N Aver N the N	
Ostradostic Appontment Idnusturel tor (Southert Instituenes)	
lessage Content	(Subschulat
0	
$\max \left[- \frac{1}{2} \right] = \left[x \cdot y + x, x^* \cdot x \right] + \frac{1}{2} \left[\frac{1}{2} $	
report 10 prove 10 Annue 10 prove 10	
(Danier betrengt) sopermen wit in (Binder letters) his teer scholast to (Bapartine Link) of the last forward to asserg them)	(Repairing the S

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

First Appointment Reminder Email

The First Appointment Reminder Email is sent to the Financial Responsible Party and any additional contacts that have been added to the patient's bLink Pro Notification settings.

	Statue
Appeintment Reminder Emplis	Stand (and)
Sends appointment reminder smalle to all notification contacts for successing patient appointment	
Default Notification Settings	
This default setting is ONLY applied to NEW responsible parties. Responsible parties have the and add new ones at any time.	e cation to change this notification
Dend This Trial Autochologist Services	
1 Week before the Asponanent	
\$x8ject	(Risson Date)
Pante 10 dear 10 faite 10 Amer. 2 life 2	3
[South rame] a toxing treat to easing (South tetMana)	
Message Content	Butter Delta
9 - 288 22 - 8 H 2 8 4 8	
100	
Halos W Date W Labor W Appen W Dia W	
We're looling ferware to we're (Spelert froffwreit) er (Sopportment tele) el (Sopportment tele).	
Pase rue, 1 ve ten Aragela artema per assertant ante intera attack in ten anter assertant relations in terms rue to Argenetical ve geneticanter en ten 2 have der a despite series en anter habitations anter	- the heavy Annu trains at la seas
a the spirity, are differently that has provid spirit spirity and unter a the sparty defigue.	
, a deregente an Manualis an an y with gen profession and a fer analysis and	
. e fan egynde yn yffernedig an fan yn yn yn ferned gyna gynde yn	
. e fan egynde yn y ddenader an e by per y wrei dyn y gende yn y gende yn y gende yn	

Default Notification Settings

This default setting is set prior to going live with your bLink Pro service and any later changes will ONLY apply to NEW patients. This is a general setting for your practice that can be overridden by individual settings selected by Financial Responsible Parties though their Patient Portal.

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click **SAVE**.



There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.



If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Default Notification Settings	
This default setting is ONLY applied to and add new ones at any time.	NEW responsible parties. Responsible parties have the option to change this notification
send this first appointment reminest	
1 Week before the Appointment	
Never	
1 Day before the Appointment	
2 Days before the Appointment	, mainine birdha
3 Days before the Appointment	
4 Days before the Appointment	1 April 1 100 1
5 Days before the Appointment	
6 Days before the Appointment	Spassic. Trafficame()
1 Week before the Appointment	
2 Weeks before the Appointment	
3 Weeks before the Appointment	
1 Month before the Appointment	

Second Appointment Reminder Email

The Second Appointment Reminder Email is sent to the Financial Responsible Party and any additional contacts that have been added to the patient's bLink Pro Notification settings.

Default Notification Settings

This default setting is set prior to going live with your bLink Pro service and any later changes will ONLY apply to NEW patients. This is a general setting for your practice that can be overridden by individual settings selected by Financial Responsible Parties though their Patient Portal.

Services	
	Status
Appointment Reminder Emails	10000
Sends appointment reminder emails to all notification contacts for upcoming	g parlent appolietments.
Default Settings	
	sible parties have the option to change this notificatio
and add new ones at any time. Tend this second appointment remindler [2 Days before the Appointment] •	sible parties have the option to charge this notificatio
and add new ones at any time. Sand this second appointment reminder	sible parties have the option to change this net ficution
and add new ones at any time. End this second appointment remoder 2. Days before the Appointment 	sible parties have the option to change this net ficulto
and add new ones at any time. End this second appointment remoder 2 Days before the Appointment 3 Days before the Appointment 4 Days before the Appointment 5 Days before the Appointment	(Revers Drive
and add new ones at any time. Lend this second appendment remoder 2 Days before the Appointment • Never - 1 Day before the Appointment 3 Days before the Appointment 3 Days before the Appointment 5 Days before the Appointment 5 Days before the Appointment 6 Days before the Appointment 6 Days before the Appointment	(Revers Drive
and add new ones at any time. I and add new ones at any time. 2 Days before the Appointment 3 Days before the Appointment 4 Days before the Appointment 5 Days before the Appointment 5 Days before the Appointment 6 Days before the Appointment 1 Week before the Appointment	(Burnin Difa
and add new ones at any time. I and this second appendment remoder 2 Days before the Appointment 3 Days before the Appointment 5 Days before the Appointment 5 Days before the Appointment 6 Days before the Appointment 9 Days before the Appointm	(Revers Drive

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

9	Appointr			<	ORT	HODONT	CS.
We're lo	oking forwa	rd to see	ing Mag	gie on 05	/14/20	11 at 10:0	0 am.
this reminder	you have changed o may not reflect that after a change has i	change. A new I	aminder will be	emailed to you	hours, the da with your re	te and time desi « appointment d	pnated in ate and
			CONFI	RM			
	CI	ck to con	ifirm you	r appoin	tment.		
					1	B <i>b</i> Lir	k'

No Show Email (Missed Appointment)

The No Show Email is sent to the financial responsible party and any additional contacts that have been added to the patient's bLink Pro Notification settings when an appointment is marked as missed in your Practice Management Software.

No Show Engin Subject Nome: (R. (Same 1, 19), Paper 1, 19), America, 19), Phys. (19) No model (Report Paper 1), and (Report 1), an	Delet
Subject	
nees B [Jane B] nee B] neet B] the B] Need (beneficiary) = (become (seeing) = (become (see)	anne bilai
We must (describeling) in (described and a (described in)	
Wessage Content	(Anneidela)
0 (-) 0 0 DE - + + + + + +	
Nor D <thd< th=""> D <thd< th=""> <thd< th=""></thd<></thd<></thd<>	
en mone generer inskorne i generererinen), der sist er apprenen in gegeneren an genererine Gegenerer om generer inskorne i genererinen generer an der die er generer in gegenererine anderer in p Typiske energiererine der inskornering genere energief insisten.	

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.



Recall Messages

There are 2 Recall Emails:

- First Recall Reminder
- Second Recall Reminder

First Recall Reminder Email

The First Recall Reminder Email is sent to the Financial Responsible Party and any additional contacts that have been added to the patient's bLink Pro Notification settings.

Default Notification Settings

This default setting is set prior to going live with your bLink Pro service and any later changes will ONLY apply to NEW patients. This is a general setting for your practice that can be overridden by individual settings selected by Financial Responsible Parties though their Patient Portal.

Services	
	Status
Receil Emails	2000 (mm)
Settings	
Send the first recall service	
4 Weeks before the Appointment is Due	
Subject	Restory Defeat
(Annual W) (Annu W) Annual W) Annual W	
It's time for another volt with (Binselson name))	
Wessage Content	Renterio Defect
OCCUPATION DELLEMERAL	
$\lim_{t\to\infty} \ \ \ \ = \mathbb{E} \left\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $	
Paular (P) Soular (P) Polar (P) Aquint. (P) Dra (P)	-
According to our records, if's live for ("Datient InstName)) ((Datient InstName)) to have their next Please call our office at [@practice phone]) to schedule the appointment.	applinment whetued

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.



Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This

will re-load our default message and wipe out any changes you had made.

Second Recall Reminder Email

The Second Recall Reminder Email is sent to the Financial Responsible Party and any additional contacts that have been added to the patient's bLink Pro Notification settings.

	Status
Recall Emails	thouse (see
Settings Sett the second weak resender	
2 Weeks before the Appointment is Due	

Default Notification Settings

This default setting is set prior to going live with your bLink Pro service and any later changes will ONLY apply to NEW patients. This is a general setting for your practice that can be overridden by individual settings selected by Financial Responsible Parties though their Patient Portal.

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.



Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Post Appointment Email

The Post Appointment Email is sent to the Financial Responsible Party and any additional contacts that have been added to the patient's bLink Pro Notification settings. This email allows you to connect with the patient following their appointment time and offer a survey to gather valuable information about their experience.

and have not actually been sent to any patients.	
Post Appointment ⁴ email allows you to connect with the partner's contacts and offer a survey performe.	to prive valuable internation about the
Services	
	20404
Peat Appointment Emails	REPORT CORE
Settings	
lead the pand apponetment setual	
Immediately after the Appointment 2	
Select setting the two pool application and, will at heat	
6 Months after the prior Post Appointment Email	
Subject	(Autorational
Parts Witness	
Excess being (Barlant/nchang)	4
	4
Message Content	Autore Delay
0	
Parts 2 Inter 2 April 2 April 2 April 2	
Treas your seeing (Sauler Linchese) or (Sauce inner evented), the sharks rate as, confo	riable and provide the last service
socials. WE you setter take a manimit to evolutilit your experience of our offset? If here us to here	them post on how set and drard
Perer Egn at (Sonnee wetang) and compare the Skot survey loaned under the Feedback Tex. Think you!	
	2

Settings

The first drop down menu allows you to select when you want to send the email.

The second drop down menu allows you to select how often you want the email sent.

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.



Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Financial Email: \$ Due or Past Due

The Financial Email is sent to the Financial Responsible Party when an account is past due according to the records in your Practice Management Software.

Settings

The first drop down menu allows you to select how late the account must be to be considered past due. The second drop down menu allows you to select how often you want the email sent until the account is current according to your Practice Management Software.

ienvices	
	Burney
Late Payment Dealls	(m)
lettingi	
Securities have parenesses ormali if exceptionalities party in	
Over 80 Days Late 2	
Toris false progeneral vehicles to recourse from continue	
Swery Month C	
Subject.	(here is the last
ram B trans B	
	1
Wessage Content	(Among Dalas
Partia (2) Proven (2) False (3)	
The back not increased your payment for (Speciari Shithamar), "Your account is pass that Pay how to due	e an eranjan
This is a remove that your recently pogenerit is due to the 18th of the recent. Respectively, provide disruption this removes:	and if you have already made this
Byour House like additional account or apparent entirity maker, log into [[Drackus websile]] or call as a	-Eprecision phone init.
There, you for your prompt attention.	

Use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click SAVE.



There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Patient Education Emails

Educate your patients automatically with patient education emails and videos. These emails are scheduled based on appointment types and can be sent before or after an appointment.

Click on the ADD button to create a new Patient Education Email.

Nor	N - 2
raine 2 coor 2 month 2 room 2	anne T
tachments	Add Statuted Vie

Schedule Video Distribution by Appointment Type

The first drop down displays a list of appointments from your Practice Management Software. The second drop down is used to schedule when you would like to send the email, either before or after the Treatment date.

Adjustment Taxt	-	
- Select Apportunest Type totupe Uncovered Attachment to Anthree Mays Execute and Imprevation for applance day in works and and day in works and and alloce mer with day in works and alloce mer with		
Againeini vist Againeilaí delvery Agalanie Delvery Ne-ime with pato	2 me. 2 m. 2	1
leni & Bost leni 7k leni Loven leni Loven		-
N LLT N LLT N LLT		
HE LLA HE LLA	N. N.	

Type a subject line for your email and message content. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but when the message is sent the text will display normally.

lideo Selection	
•	Adult Treatment
•	Bionator
•	Bite Turbos
•	Damon Splint
• 67	Damon System
•	Distalizers
	Atlach Selected Videos Gar

Attachments

Click on the ADD/REMOVE VIDEOS button to include/attach any of the videos in the email. There is no limit to how many videos can be included and you can choose not to include any videos.

Click SAVE. bLink Pro will now send this email to all patients with this appointment type scheduled in your Practice Management Software.

To edit an already existing Patient Education Email

Simply click the EDIT button from the Patient Education Email screen, make your changes and click SAVE at the bottom of the page.

You can also DELETE an entire Patient Education Email\ by clicking the DELETE button from the Patient Education Email screen.

Mass Emails

Need to notify all of your patients all at once? Use the Mass Email feature. This one time email will be sent to all Financial Responsible Parties in your Practice Management Software.

Email Design Settings

The drop down displays a list of the design templates available for the background of the email.

Note: to review the design, select it form the drop down menu then click on PREVIEW AND SAVE at the bottom of the page.



Type a subject line for your email and message content. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but when the message is sent the text will display normally.

Click **SAVE.** bLink Pro will **IMMEDIATELY** begin sending this email to all Financial Responsible Parties in your Practice Management Software.



- Edit Appointment Reminder Text Message
 <u>Content & Settings</u>
- Edit Late Payment Email Message Content & Settings

All of the SMS or text message settings are located under each sub tab and follow the same formatting

guidelines as the email messages. You can use our default messages or you can customize each to your preferred script.

tis is the first appointment reminder SMS that is sent to ell contacts for a scheduled patient appo	
	ásiment.
Services	
s	Suma
Appointment Reminder BMS	Stores (star
Settings NOTE: These settings are shared with the appointment reminder emails. Any changes m as well. Send this first appointment reminder 1 Week before the Appointment \$ 1 Week before the Appointment \$	ade here will effect the email
as well. Send this first appointment revender 1. Week before the Appointment \$	
NOTE These settings are shared with the appointment reminder emails. Any changes in as well. Send this first appointment reminder (1 Week before the Appointment (\$) Message Content	ade here will effect the email fremes Deb
NOTE: These settings are shared with the appointment reminder emails. Any changes in as well. Send the first appointment reminder (1 Week before the Appointment (2) Message Content Prester (2) Content (2) Agent, (2) Conten (2)	
NOTE: These settings are shared with the appointment reminder emails. Any changes in as well. Send this first appointment reminder (1) Week before the Appointment (1) Message Content	ferrers Def

First Appointment Reminder SMS

The First Appointment Reminder SMS is sent to the Financial Responsible Party's cell phone number and any additional contacts that have been added to the patient's bLink Pro Notification settings.

Settings

This default setting is set prior to going live with your bLink Pro service and any later changes will ONLY apply to NEW patients. This is a general setting for your practice that can be overridden by individual settings selected by Financial Responsible Parties though their Patient Portal.

Feel free to use our default message, make changes or create an entirely new message. Due to some hone carriers not supporting certain design elements, the SMS message only contain text in a simple font that is compatible with all cell phone services. You are able to still utilize the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but when the message is sent it will display normally. Since there are no images or formatting options there is no PREVIEW option for SMS messages. Simply click the **SAVE** button when you are satisfied with the message.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Second Appointment Reminder SMS

The Second Appointment Reminder SMS is sent to the Financial Responsible Party's cell phone number and any additional contacts that have been added to the patient's bLink Pro Notification settings.

Settings

This default setting is set prior to going live with your bLink Pro service and any later changes will ONLY apply to NEW patients. This is a general setting for your practice that can be overridden by individual settings selected by Financial Responsible Parties though their Patient Portal.

Services		
		States
Appointment Reminder SNS		RANNE (===)
Settings		
NOTE: These settings are shared with th	he appointment reminder emails. Any changes made he	re will effect the emails as well.
Send this second appointment reminder		
Send this second appointment removed 3 Days before the Appointment		
3 Days before the Appointment		
3 Days before the Appointment Never 1 Day before the Appointment	-	(heave being
3 Days before the Appointment Never 1 Day before the Appointment 2 Days before the Appointment		(Rentry Drive
3 Days before the Appointment Never 1 Day before the Appointment 2 Days before the Appointment		(Reary below
Suys before the Appointment Never Day before the Appointment Days before the Appointment Days before the Appointment Days before the Appointment Suys before the Appointment	T Asses. T Die T	(Restor Delea
3 Days before the Appointment Never 1 Day before the Appointment 2 Days before the Appointment 2 Days before the Appointment 5 Days before the Appointment 5 Days before the Appointment 6 Days before the Appointment		(Remore Delva
3 Days before the Appointment Never 1 Day before the Appointment 2 Days before the Appointment 4 Days before the Appointment 5 Days before the Appointment 6 Days before the Appointment 1 Week before the Appointment		(Restory Delus
3 Days before the Appointment Never 1 Day before the Appointment 2 Days before the Appointment 2 Days before the Appointment 5 Days before the Appointment 5 Days before the Appointment 6 Days before the Appointment		(Penny Brind

Feel free to use our default message, make changes or create an entirely new message. Due to some hone carriers not supporting certain design elements, the SMS message only contain text in a simple font that is compatible with all cell phone services. You are able to still utilize the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but when the message is sent it will display normally. Since there are no images or formatting options there is no PREVIEW option for SMS messages. Simply click the **SAVE** button when you are satisfied with the message. If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Financial SMS

The Financial SMS is sent to the Financial Responsible Party when an account is past due according to the records in your Practice Management Software.

Settings

The first drop down menu allows you to select how late the account must be to be considered past due. The second drop down menu allows you to select how often you want the text message sent until the account is current according to your Practice Management Software.

supported by the PMS, this Late Payment SMS can be sent to responsible ba	and a second property of the second se
Services	
	Stative
Late Payment SMS	(set)
	Starting and the
Settings	
NOTE: These settings are shared with the late payment emails. Any o	changes made here will effect the emails as well.
Send the late payment enail if responsible parts is	
particular production of the second strength	
Over 35 Days Late :	
·	
Sent late payment emails to responsible parties	
·	
Sant late payment emails to responsible parties Every Month 2	C Restore Galaxie
Sent late payment emails to responsible parties	Lanano Detain
Set late asymetri enade to esponsible parties	, Annuare Sector
Sant late payment emails to responsible parties Every Month 2	, denote Debat
Set late asymetri enade to esponsible parties	j, Annare Bylan
Set late asymetri enade to esponsible parties	Literature Solution

Feel free to use our default message, make changes or create an entirely new message. Due to some hone carriers not supporting certain design elements, the SMS message only contain text in a simple font that is compatible with all cell phone services. You are able to still utilize the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but when the message is sent it will display normally. Since there are no images or formatting options there is no PREVIEW option for SMS messages. Simply click the **SAVE** button when you are satisfied with the message. If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Marketing

- Patient Portal Announcement
- Birthday Email
- Birthday SMS

Patient Portal Announcement

The Announcement is a message displayed at the top of every page of the Patient Portal.



Type any message that you wish your patients to see upon opening their Patient Portal. This feature can be used to announce new office hours, specials, contests, etc. no yellow box will appear in the Patient Portal, even if the Announcement Service is RUNNING.

Birthday Messages



The Birthday Email is sent to the Financial Responsible Party and any additional email contacts that have been added to the patient's bLink Pro Notification settings on the patient's birthday.

Feel free to use our default message, make changes or create an entirely new message. You can use the provided options to enhance your Email signature such as font, size, bold, font color, etc. Again you will notice the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but upon previewing the message the text will show normally. To see how the email will look to your patients, click on the **PREVIEW AND SAVE** button. This is exactly what your patients will see upon opening the email. If you like the way it looks click **SAVE**.

There is also a **SEND TEST EMAIL** button which sends an email example to the email address used to sign into ANDI.

Note: You must preview any changes, and then SAVE to update the message settings.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.

Birthday SMS

The Birthday Email is sent to the Financial Responsible Party's cell number and any additional SMS contacts that have been added to the patient's bLink Pro Notification settings on the patient's birthday.

ervices	
	Rana
Birthday SMS	ALANCE (mm)
essage Content	(manager the half
France (1) Date (1) Pears (1)	ي ا
(Sprectice server) winting (Spretext.Enstitioner) is heppy birthday!	

Feel free to use our default message, make changes or create an entirely new message. Due to some phone carriers not supporting certain design elements, the SMS message only contain text in a simple font that is compatible with all cell phone services. You are still able to utilize the Token drop down menus, which pull info directly from your PMS. They will appear highlighted and within brackets, but when the message is sent it will display normally. Since there are no images or formatting options there is no PREVIEW option for SMS messages. Simply click the **SAVE** button when you are satisfied with the message.

If you save changes and want to revert back to our default message click the Restore Default button. This will re-load our default message and wipe out any changes you had made.



- <u>Review log of all bLink Pro Email messages</u>
- <u>Review log of all bLink Pro SMS messages</u>
- <u>Review log of all ACH payments</u>

Email Log



You have search options available to help you locate a specific email. Type in the patient's name, Financial Responsible Party's name or email address and select from the drop down menu the message type and click on search.

Status Codes



You should only see this status while in Test Mode.



Click on the View button to see the error message.

The View button shows you exactly what the patient received in their email inbox.

The Resend button resends the message to that specific email address.

SMS Log

This is a list of all the SMS messages that bLink Pro has sent in the last six (6) months.

You can click on any of the column titles to sort by that field, click twice to change the order from descending to ascending.

ut Log SMS	og ACH Log					
SMS Messa	ges Sent					
	Q	Select	Type		\$	Search
450 Sent 4	Collie 18 Pages: 🚺 2 3 4	For Patient	Туре	Status		
03/28/201 8:45 at		Brian Smith	Mass Email	623	View	Reserved
03/28/201 8:45 ar		Brian Smith	Mass Email	-	Ver	Resend
03/27/201- 10:30 ar		Adriana Smith	Mass Email		View	Resent

You have search options available to help you locate a specific text message. Type in the patient's name or Financial Responsible Party's name and select from the drop down menu the message type and click on search.

Status Codes



Resend

Resend

Resend

Click on the View button to see the error message.

The View button shows you exactly what the patient received in their email inbox.

The Resend button resends the message to that specific email address.

ACH Log

Status

UNSENT

SENT

SENT

View

View

View

ACH stand for **Automated Clearing House** and refers to online payments made by your patients through their Patient Portal. This is a list of all the online payments processed through bLink Pro last six (6) months.

You can click on any of the column titles to sort by that field, click twice to change the order from descending to ascending.

board Settin	gs Download Videos Er				
		soil SMS Marketing	Logs Support	Reports	
ACH L	ACHLog				8
	A STREAM AND AND A STREAM AND AND AND A STREAM AND		9		Search
Attampted =	Responsible Farty Patlers	Name Do Tranaction	Transaction Type	Annual	
Attampted + 11/27/2013 3.48 pm		Name On Transaction Jackie Ukeweaver	11	Antaant 7.60	Search Status
11/27/2013			Transaction Type		Status Control
11/27/2013 3 44 pm 05/13/2013		Jackie Liteweaver	Transaction Type Seved	7.00	Tratio

To navigate the multiple pages click on the arrows or specific page number at the top of the section.

	gs Download Via	feos Em	sel SMS Marketing	Logs Support	Reports	
ACHL	oa					
og (HSTAG	ACH Log	_ /				
ransactions	Made	1				
14 Trainin	etroetel in 2 Pages : 🚺 3	2010		9		Searc
Attampted =	Responsible Farty	Fallers	Name On 77 enaction	Transform Type	Annual	
Attempted + 11/27/2013 3.48 pm	Responsible Farty	Fallers	Name Dr. Transaction Jackie Liteweaver	Transition Type Seved	Artsunt 7.00	Siata
11/27/2013	Responitive Farty	Fallers		1		19444 6200
11/27/2013 3.44 pm 05/13/2013	Responitive Party	Failara	Jackie Liteweaver	Seved	7.00	Trata ECOUR

You have search options available to help you locate a specific transaction. Type in the patient's name, Financial Responsible Party's name or card holder's name and click Search.

Status Codes

			The payment
Transaction Type	Amount	Status	was processed.
Saved	7.00	SUCCESS	The payment did not process
Credit Card	1.00	FAILED	correctly.
			Contact
eCheck	2,550.00	SUCCESS	Solutions by Design for



This allows you to send a message to the Solutions by Design Support Team.

Link Product		
Type (Publics	t]Pinter(634	
		at.)
		-
	Type (Rubben	Total Palan 2 Protot A34

	the market mark decisionly to	een sent to any po	dients.	
Ticket information				
I have a Problem \$				
with this Product				
bLink 2				
Select				
No Signal				
mary are more details			-	
Please concact our office fo	details about our ex	isting connection.		
		01201100		

- Click New Ticket to create a message.
- The Account field will automatically populate with your practice's account name so we know who the message is from.
- Select the message type.
- Select the Product.
- Type a Subject and message details then click SAVE to send the message to one of our Support Team. A technician will then reply via email or call your office to offer assistance.



Review the confirmation status of all future appointments. Remember that green Confirmation button included in your First and Second Appointment Reminders? This where bLink Pro keeps track of everyone who has confirmed from those Appointment Reminder Emails. This report can be filtered by the following criterias:

- Patient Name
- Financial Responsible Party Name
- Appointment Status
- Specific Starting and Ending Dates

further details.

Once you have selected your filter criteria(s) click Update Results to refresh the page.

Appointment Confirmatio	Inteport		
A You are currently running in bLink Test m	unde All messiones found	od in the loos are a	vamoles
for your benefit only and have not actual?			- and -
ppointment Confirmation Reports can be sorted and priv	nted based upon your filte	r specifications.	
Filters			
Name or Email			
Appointment Status			
All Appointments -			
All Appointments			
Only Confirmed			
Only Unconfirmed			
Ending Data			
Update Results			
Results			
8 Approximentity		25 per page	-
No records available.		1	10.000

You can click on any of the column titles to sort by that field, click twice to change the order from descending to ascending. You can select how many results you wish to display and the printer icon allows you to print the report.

Note: the Action column is purposely left blank to allow space for written notes when the report is printed.



Doctor Portal

This is a user-friendly web-based interface that you access by clicking on a downloaded shortcut or your website Patient Login button. You will be able to check messages sent from your patients from their Patient Portal, make changes to notification settings for your patients and access On Demand videos. Note: When logging into your Doctor Portal use the same credentials as your ANDI account.

ADVAN		Advanced Orthodentiat Dome, 1 452 Option Option, CA 930 559-436-82 Visit Option
1 - Constant	Q (2	San Oan
August 26, 2014 11:41:47 am	Solutions By Design	Gizmodo Feed
Partly Cloudy 82°F	Blink is published Weizerer to black (11 Dever Wys Ober Am Talling Advantage of Public Space A parametickeesester, A
90	blank Path Directly Ineas Delphin Manapoment Vite will bench be binnending a Jawech date For the seriesed	infrault Horary, A Heating genit A Diff bite parts. Phone are aims of the Bialdy's in the Place By Resign compatition annexed taday by Schar ave-
	Dolphan Hangament MDol	d read apertainability conforming by the argonizate of 20210. Which ere availad the graduat amplect on a vityTheod serve
Che Support Office	Message Center	Anal Paris Anala profession
Support Email	You have 1 New Messages	Suitch Ferd Gamela Ferd

bLink Doctor Portal

Home Tab

- The time and weather are based on the location entered in your ANDI account.
- The feed includes current posts regarding bLink Pro and its features such as updates, announcements, content changes, etc.
- The News feed is streaming news and events from the list of providers located at the bottom of the post area.
- Click on the down arrow to switch feed providers. We are planning on continually adding additional RSS feeds.
- The Live Support link allows you to chat online with our support staff. When one of our Support Technicians is available the "on-line" indicator will display.
- The Send Support Email is a quick link to send our Support Team an email.

Message Center

The Message Center lets you know if you have any new messages from your patients. Click on the red Message Center Tab to view these messages.

	ORT	HODON	TICS	Advanted	Alla Conia, rea 482 Conia An Suite 23 Opena, CA 82412 535-434-5380
ł		1	o 1	y tar 🖉 📾 tata	8=
Mes	inge Inbox				(Ani Panage)
-	Massaring 1	1940	Patient .	Subject .	
-	##/14/2013	Ten Anderson	distant der banden		=
		Tim Anderson	dillas Berlaufer	concel appointment	=
-	44/03/2413				
0 0	11/02/2011	Ton Andwase	Ballas Dortsouth	Qualities reparding braces	=

Compose – Write a message to your patients. Start typing in the patient's last name and the program will begin listing patients. Select from the drop down which patient and it will automatically list emails you have on file for that patient. You can then type in a subject, message, include any of the On Demand Videos and then click Send.

Inbox – displays messages from your patients. Click the red View button to view the complete message.

Sent – displays messages that you have sent to your patients. Click the red View button to view the complete message.

The grey **New Message** button directs you to the Compose tab to create a new message.

Patients

The Patients Tab gives you access to your patient accounts within bLink Pro. From here you can view the patient's account information, appointment history, transaction history (online payments), and current notification settings. You can even make changes to a patient's notification settings if they are unable to do so themselves in their Patient Portal. This comes in handy for those patients that are not very tech savvy or maybe don't have internet access.

an this page		pement System, it may ta		
			S 5	
earch for a	patient			
earch for patient				
	Meeri	fallent)		
atient List				
Mark Partients in 2	+ Free 1 2 2 4 2 .			
First Naine	Last Nome :	Phone	Birth Deter	
See Acct #	3464		12/30/1899	Visir Pellont
Ian	Aalberg		07/22/2003	View Patient
Aaron	Andreit	(778) 428-5819	06/22/1991	View Pollont
Thomas	Aaro		05/13/1990	Wine Peller
Andrew	A260		08/28/3996	Californi Passant
Emily	Asse		05/26/1999	View Patient
Deven	Abbett		01/23/1992	(.View Paslant
	Abbett		08/31/1993	Wese Pailant
Cody				View Patient
Cody Marian	Abditahi		06/01/1993	PORK PRODUCT.

Note: Changes to the notification settings in BLink Pro DO NOT transfer back to your Practice Management Software.

On Demand Video

There are 3 tabs for videos: Care & Use, Compliance and Procedures.

- **Care and Use** refers to videos on the care and use of specific appliances.
- **Compliance** videos demonstrate to the patient how to comply with the clinical guidelines.
- **Procedure** videos provide treatment animations for a variety braces types, removable appliances, fixed appliances, extraction and surgical cases.

On Demand video allows you to play any of the selected educational videos instantly for patient chair-side presentation. Just click on the red Play button to the right of the video description.

Note: To add or remove videos for your On Demand library, refer to Video Settings through ANDI.

You also have the option of emailing the video home for the patient by clicking the Email button. A new screen will open. Start typing in the patient's last name and the program will begin listing patients. Select from the drop down which patient and it will automatically list emails you have on file for that patient. You can then type in a subject and message to accompany the video and then click Send.

Help & Support

The Live Support link allows you to chat online with our support staff. When one of our Support Technicians is available the "on-line" indicator will display.

The Send Support Email is a quick link to send our Support Team an email.





Patient Portal



bLink Patient Portal

The Patient Portal includes the same weather feed, a quick link to complete a practice survey and a link to

correspond via email with your office. A Recent Transactions and Upcoming Appointment register is also displayed *(if these features have been enabled by the practice)*. Any messages sent using the Doctor Portal are accessed through the patient's Message Center shortcut on the dashboard.

The bLink Pro patient interface is user friendly and very easy to navigate. Within the Patient Portal patients will be able to:

- Review messages sent using the practice's Doctor Portal including videos and send messages to the practice's Doctor Portal
- Review their upcoming and recent appointments
- Check their account balance (if this feature is enabled by the practice)
- Make a payment on their account and review their online payment history (if this feature is enabled by the practice)
- Submit a Patient Survey
- Change their password
- Personalize their notification settings including the frequency of email and text reminders, and add additional email addresses and cell phone numbers

Message Center

		NANCEI HODONTI			452 Clovis Are Suite 130 Clovis Are Suite 130 Clovis, CA 53612 559-436-8388
4	- 6	-	Marian S	r	
4	Welcome #	bir prédicet?			
-	age Inbox		-10-2021		(Net Baser)
Mess	age Inbox		Pataser	Subject	(Mert Pleasant)
Mess	age Inbox		Potest Silias Juricente	Subject M fam	(New Pressure)

Compose - Allows your patients to send a message to your Doctor Portal. Select from the drop down which patient the message pertains to, type in a subject, type the message, and then click Send.

Inbox – displays messages from your Doctor Portal to the patient. Click the red View button to view the complete message.

Sent – displays messages that your patient has sent to your Doctor Portal. Click the red View button to view the complete message.

The grey **New Message** button directs to the compose tab to create a new message.

Appointments

This displays both upcoming and past appointments for the patient. They can click on any of the column titles to sort by that field, click twice to change the order from descending to ascending.

Welcome to our pr	actice!!		
Depending on your deck	ers Patient Nanagement Syst	en, it may take up to 24 hours for	any changes to be
reflected on this page.	14 15		- E
Jpcoming Appointmen	14		
No records available.	70.		
Appointment History			
Appointment History			
	Patrant	Appendment Date 4	Sistur
T Appeliament (s	Patiant Ann Bahrt	Appendment Date 1 03/13/2013 09:15:00	Status Pending
T Appelerments Altrix Appelerment 3d			202121
E Acquillementes Altrair Approximisant Ed 8392547	Ann Bahrt	63/13/2013 09:15:00	Pending
T Agandemontes Altres Appendentmant 1d 4392547 171	Ann Bahrt Stocey Berkewitz	63/13/2013 09:15:00 65/14/2011 09:20:00	Pending Pending

Financial

This section is governed by the bLink Pro services enabled by the practice in ANDI.

			Welcome Tim log
OR OR	DVANCED THODONTICS		Advanced Orthodoxtust Demo 2565 Altuvial Avenue, Suite 102 Atlanca, GA 30338
A 6		- <u>S</u>	
Contract Info	Online Payment Hoto	*	
Na records available.			
Make a Payment			
Patient * Melusa Anderson 1			
Account Holder Infor	natos		
First Name*	Middle Initial Last Name *	(Erber	r name as it appears on card)
Address 1 *	Address 2		
834 Milleood			
City *	CA 30313	Phone Number #	
		Examples Dep (MM/WY) *	Payment
VISA 🌍 😁	= 2		
			MAKE PAINNENT CANCEL
			🔊 🖉 🖉

Patients are able to **view their financial details, make an online payment and view their online payment history** (if these features are enabled by the practice).

Each Practice Management Software and Payment Processor varies on the details displayed. Contact Solutions by Design for specific information pertaining to your Practice Management and Payment Processor.



Feedback

Patients are able to submit an anonymous survey regarding the practice overall as well as their latest visit using a scale system ranging from Extremely Poor to Excellent.

Note: the survey consists of 10 standardized questions. We plan to add customizable survey in a future update.

Welcome we	r practicati			
itlent Survey				
1. Now would you rat	to the overall level	of patient s	ervice that you re	coired at our office?
Estremely Poer	Selow Average	Average	Above Average	Excellent
2. How would you rat	to the friendliness	of our staff	at your last stuit?	
Extremely Poor	Batew Average	Average	Above Average	Excellent
3. Now would you rat	to the time that as	r stall spen	t with you explain	ing our policies and procedures?
Extremely Poer	Seleve Average	Average	Abeve Average	Excellent
4. How would you rat	to the clarity in wi	tich clinical	information was d	incusted with you?
Extremely Poor	Below Average	Average	Above Average	Excellent
5. Was the administr	ative information	that was pre	searched to you well	uable and informative?
Entremely Poor	Sciew Average	Average	Above Average	Excellent
f. Were we punctual	In seeing you at y	our appoint	ment?	
Extremely Poer	Below Average	Average	Above Average	Excellent
7. Was our office clea	an and organized a	t your visit		
Estrenely Poor	Bulaw Average	Average	Abeve Average	Excellent
8. New would you rat	te your comfart le	rel during tr	estment procedur	ne?
Extremely Peer	Below Average	Average	Abeve Average	Excellent
9. Was the doctor cit		explaining a	a procedures?	
Extremely Peer	Below Average	Average	Above Average	Excellent
10. Is our technology	such as online app	aintment re	minders importan	t ha you?
Extremely Poer	Below Average	Average	Above Average	Excellent

Account Settings

Patients have control over their notifications settings and can override the practice's default settings to better fit their communication needs. Patients can change their bLink Pro login password. This does not effect any other password associated with your practice and is not recorded in ANDI or your PMS.

Email Notifications

Patients can review what email address are currently being used for bLink Pro notifications. They can edit, remove and add additional contacts.

√ Welcome ↔	r practice//					
-		-	_			
Account Buttlegs Env	d Antifications	Test Henney	e Netfficitione			
Solup your email / name) to add men				totz" Butten/be the	right of	the potient
Ann Bahrt						Add Context
Econd Address 1	Confirmation	2" Acoistar	2"Paninter	Droit Nor-Apply		-
anniohtremail.com		30 days prior	4 days prior	÷	1.448	(Annexe)
DSGAJABGAH	(各)	1 day prior	×.	1	(MI	(Arrent)
Jill Berkowitz						Add Dustout
Email Address +	Confirmation.	1 ⁴ Rendst	2 ⁴⁴ Associator	Owit Asn Appla		
j@@129email.com	1	2 days prior	I day price	- 4	DAT	Arriste
Stacey Berkowitz						Ant Contact
Errard Addresse a	Castorugia	a Bansfodur	J ^{ar} Reminder	Over Rec-Apple		
stacey@133email.com	1	7 days prid	r 1 day prior	*		fat.
Gillian Berkowitz						Add Context
Enail Address >	Continuation	a de la companya de l	2 ^{nt} Reminder	Orell Wen-Appte		
siliand 12 Junal con	1.000		2 days prior			Canada (C.

Select the patlent the email address pertains to, enter the new email address and select when they want to receive the different notifications.

Note: the Appt. Confirmation is the initial appointment email that is normally sent when an appointment is added to your PMS.

By checking the "I only wish to receive appointment reminders" box, all other bLink Pro notifications such as Birthday, No Show, Financial, Mass Email, etc. will NOT be sent this email address.

Text Message Notifications

Patients can review what cell phone number are currently being used for bLink Pro notifications. They can edit, remove and add additional contacts.

Welcon	TO to our practice					
A 20706.000						
count Settings	Small Motifices	fant Heat	wege NetThiation	·]		
				etect" hutton('to the	right at	the patient
name) to a	ed more contacts	that you want to	de notified.			
Ann Bahrt						Add Contact
Coll Mover -	Confirmation	J ^{ac} Revelution	2 ^{nt} Aumintur	Cost Non-Apple		
1354653845		*	1 day preer	4	.601	(Romine)
1305468		- A.	*		inte	(Antorn)
2246663232		2 days prior	*	2	ent	(damene)
III Berkowitz	r.					AN Contact
Coll Please 1	Confirmation	1" Raminder	2 nd Raminder	Grait Non-Appte		
3326848320		6 days prior	1 day prior	4	1,853	(Anneve)
3254654132	- ē.	7 days prior	1 day prior	*	1.8218	(Barrisson)
Racey Berkow	witz					Add Contact
Coll Plane 1	Confination	3" Revainder	2" Auminiui	Chail Mon-Apple		
6385354600	×	*	1 day prior	*	0.665	(menere)
Sillan Berkov	vitz					Add Contact
Col./Name 1	Confirmation	1" Reminder	2" Beminder	Cinit Non-Appta		
*****			I day prior		11.000	Autors

Select the patient the cell phone number pertains to, enter the new number and select when they want to receive the different notifications. Remember to include the area code.

By checking the "I only wish to receive appointment reminders" box, all other bLink Pro notifications such as Birthday and Financial will NOT be sent this cell phone number.

COMING SOON: ETOONS MODULE

We are developing a series of animated cartoon videos which can take the place of traditional messages.

Ask your sales rep for information and availability.

