

How to Use the Bulk SMS System

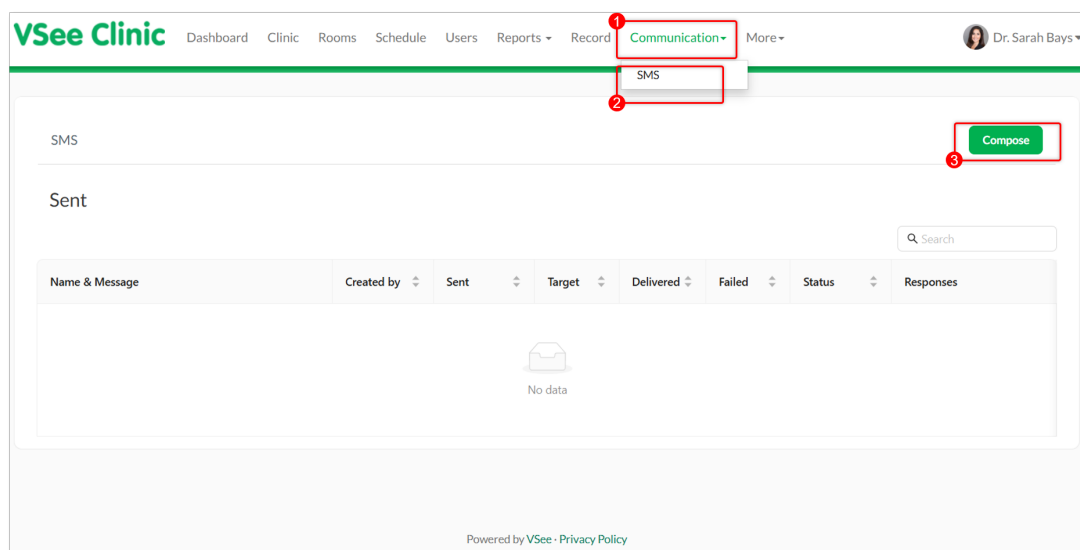
Jay-Ileen (Ai) - 2025-06-26 - VSee Clinic for Admins

The Bulk SMS system allows you to send mass SMS to clinic users.

Note: DO NOT include Protected Health Information (PHI) in SMS messages as this is not a secure communication channel.

Go to your Admin panel.

1. Click on the **Communications** tab.
2. Select **SMS**.
3. Click on the **Compose** button.



Open sms1.png



1. Enter **SMS Name** (Subject). The SMS name will help to better identify the message and responses later.
2. Enter **Message**. The maximum is 450 characters.

*Note: Click on + "**Reply YES to RSVP**" if you want the users to answer the SMS with RSVP.*

3. Toggle ON the **Response** button if you want to track incoming messages.

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Create a SMS

Note: DO NOT include Protected Health Information (PHI) in SMS messages as this is not a secure communication channel.

SMS Name 4

The SMS name will help to better identify the message and responses later.

Message 5

6 + Reply YES to RSVP 0 character(s), 0 SMS

Response 6 ☐ Track incoming messages

Target Recipients Total recipients: 0

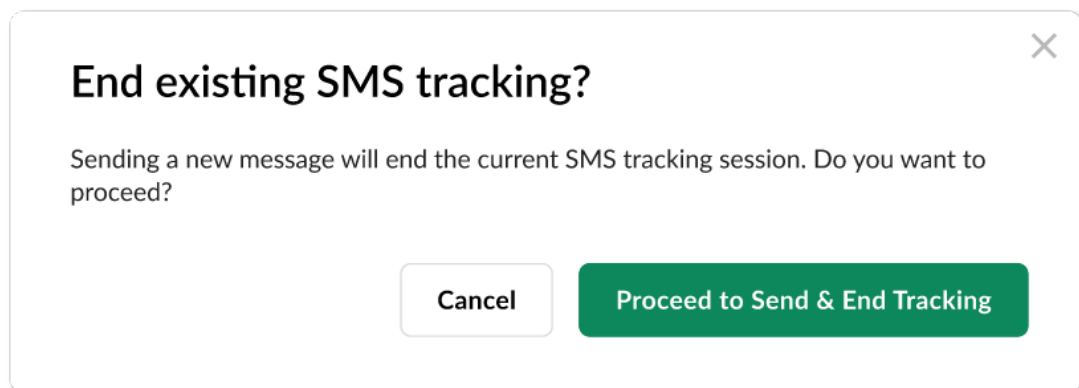
[Send a test SMS](#) [Next](#)

Open sms6.png



Note: If you toggle **ON** the **RESPONSE** option to track incoming messages, and there is already an active tracking session from a previously sent Bulk SMS, you will see a prompt asking for confirmation: "Sending a new message will end the current SMS tracking session. Do you want to proceed?"

Click on **Proceed to Send & End Tracking** or **Cancel** if you want to go back and Toggle OFF the Response option.



Open sms5.png



1. Under **Target Recipients**, there is a drop-down selection of the clinic users. You can also search for the clinic users to whom you want to send the SMS by name or email, and select multiple users at once. Or select **All Providers in this clinic** to send to all.

*Note: Click on **Send a test SMS** if you want to send a sample SMS to yourself first and see what it looks like when received.*

1. Click on **Next**.

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Create a SMS

Note: DO NOT include Protected Health Information (PHI) in SMS messages as this is not a secure communication channel.

SMS Name

The SMS name will help to better identify the message and responses later.

Message

0 character(s), 0 SMS

Response ☐ Track incoming messages

Target Recipients Search by name or email

Total recipients: 0

Send a test SMS **Next**

Open sms7.png



1. You will see a preview of the SMS. Click **Send Now** to send it out to the recipients.

You can also click on **Edit** if you need to make changes.

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Preview SMS

SMS Name: Typhoon Ara Disaster Response

Message: We are activating our disaster response team due to Typhoon Ara. If you can assist on-site or via teleconsult, please reply YES + your availability. Reply YES to RSVP

Track Responses: Yes

Track Keyword(s): yes

Target Recipients: 2

[Edit](#) [Send Now](#) 9

Back to Sent SMS page:

SMS

Compose

Sent

Search

Name & Message	Created by	Sent	Target	Delivered	Failed	Status	Responses
Search & Rescue Volunteers Needed for A Incident A missing person at [location] needs immediate help. If trained or available, reply YES or call 212-555-6789 now.	Admin 1	12/26/2025 03:15AM	528	97% 512	3% 15	Sent	<div><div>63%</div>3h 57m left</div> <div>Yes - 392 No - 56 All responses - 1,029</div>
Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP.	Admin 2	12/25/2025 06:27PM	1,611	95% 1530	5% 80	Sent	<div><div>100% completed</div></div> <div>Yes - 392 All responses - 482</div>
Emergency Medical Volunteers Needed Hospital B needs urgent medical assistance at [location]. Doctors, nurses & first responders, please reply YES or call 212-555-6789 immediately.	Admin 1	12/25/2025 04:08PM	206	100%		Sent	Total responses - 106
Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP.	Admin 2	12/24/2025 01:04PM	360	95% 1530	5% 80	Sent	Yes - 392 All responses - 482

Column	Description
Name & Message	Displays the subject and full body of the SMS that was sent.
Created by	Identifies which admin user initiated the message. Helpful for audit tracking and accountability.
Sent	Shows the date and time when the message was sent. Useful for understanding the timeliness of your communication.
Target	<i>Clickable data.</i> The total number of recipients the message was sent. This is the intended reach of the campaign.
Delivered	Indicates how many recipients successfully received the message and the percentage delivery rate.
Failed	<i>Clickable data.</i> Number and percentage of failed deliveries (e.g., invalid numbers, unreachable devices).
Status	Current status of the SMS campaign. Usually “Sent” after successful delivery initiation.
Responses	Real-time engagement metrics: <ul style="list-style-type: none">Progress bar: Shows completion or time remaining for response collection (e.g., 3h 57m left).

- **Yes / No count:** Number of recipients who replied with YES or NO to RSVP.
- **All responses:** Total replies collected.

A. When you click on a Target Column data

The screenshot shows the VSee Clinic interface with a navigation bar at the top. The main content area is titled 'SMS' and contains a 'Compose' button. Below this is a 'Sent' section with a search bar and a table of SMS campaigns. The table has columns: Name & Message, Created by, Sent, Target, Delivered, Failed, Status, and Responses. The first row is for 'Search & Rescue Volunteers Needed for A Incident', sent by 'Admin 1' on '12/26/2025 03:15AM'. It shows 528 targets, 97% delivered (512), and 3% failed (15). A modal window is open over the 'Target' column, displaying '528 target recipients'. The modal lists the message content and a list of recipients, each with their name, email, and phone number. The modal also shows a 'Close' button.

Name & Message	Created by	Sent	Target	Delivered	Failed	Status	Responses
Search & Rescue Volunteers Needed for A Incident A missing person at [location] needs immediate help. If trained or available, reply YES or call 212-555-6789 now.	Admin 1	12/26/2025 03:15AM	528	97% 512	3% 15	Sent	63% 3h 57m left Yes - 392 No - 56 All responses - 1,029 100% completed Yes - 392 All responses - 482 Total responses - 106 Yes - 392 All responses - 482

B. When you click on the percentage data in the Failed Column

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SMS

Compose

Sent

Q Search

Name & Message	Created by	Sent	Target	Delivered	Failed	Status	Responses
Search & Rescue Volunteers Needed for A Incident A missing person at [location] needs immediate help. If trained or available, reply YES or call 212-555-6789 now.	Admin 1	12/26/2025 03:15AM	528	97% 512	3% 15	Sent	<div>43% 3h 57m left</div> <div>Yes - 392</div> <div>No - 56</div> <div>All responses - 1,029</div> <div>100% completed</div> <div>Yes - 392</div> <div>All responses - 482</div> <div>Total responses - 106</div> <div>Yes - 392</div> <div>All responses - 482</div>
Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP.							
Emergency Medical Volunteers Needed Hospital B needs urgent medical assistance at [location]. Doctors, nurses & first responders, please reply YES or call 212-555-6789 immediately.							
Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP.							

Failed to send out recipients - 3% 15 out of 528

Search & Rescue Volunteers Needed for A Incident

A missing person at [location] needs immediate help. If trained or available, reply YES or call 212-555-6789 now.

John Smith john-smith@gmail.com • 002 456-7890

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 212 456-78690

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 991 456-7890

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 212 4556-7890

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 002 456-7890

John Smith john-smith@gmail.com • 112 456-7890

Close

C. When you click on the actual number of failed recipients in the Failed Column

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Q Search

Name & Message	Created by	Sent	Target	Delivered	Failed	Status	Responses
Search & Rescue Volunteers Needed for A Incident A missing person at [location] needs immediate help. If trained or available, reply YES or call 212-555-6789 now.	Admin 1	12/26/2025 03:15AM	528	97% 512	3% 15	Sent	<div>43% 3h 57m left</div> <div>Yes - 392</div> <div>No - 56</div> <div>All responses - 1,029</div> <div>100% completed</div> <div>Yes - 392</div> <div>All responses - 482</div> <div>Total responses - 106</div> <div>Yes - 392</div> <div>All responses - 482</div>
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Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP.							

15 recipients with no (valid) mobile number

John Smith john-smith@gmail.com • 002 456-7890

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 212 456-78690

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 991 456-7890

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 212 4556-7890

John Smith john-smith@gmail.com

John Smith john-smith@gmail.com • 002 456-7890

John Smith john-smith@gmail.com • 112 456-7890

Close

Note: Please reach out to your Account Manager if you'd like to enable this feature in your Clinic.

Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

Tags

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Bulk SMS campaign

Bulk SMS system