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How to Use the Bulk SMS System

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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.

The screenshot shows the VSee Clinic Admin interface. At the top, there is a navigation bar with links for Dashboard, Clinic, Rooms, Schedule, Users, Reports, Record, Communication (which is highlighted with a red box and the number 1), More, and a user profile for Dr. Sarah Bays. Below the navigation bar, there is a sub-menu for 'Communication' with an 'SMS' option highlighted with a red box and the number 2. On the left, there is a sidebar with a 'SMS' section. The main content area is titled 'Sent' and contains a table with the following columns: Name & Message, Created by, Sent, Target, Delivered, Failed, Status, and Responses. The table is currently empty, showing a 'No data' message. At the bottom of the screen, there is a footer with the text 'Powered by VSee · [Privacy Policy](#)'.

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.

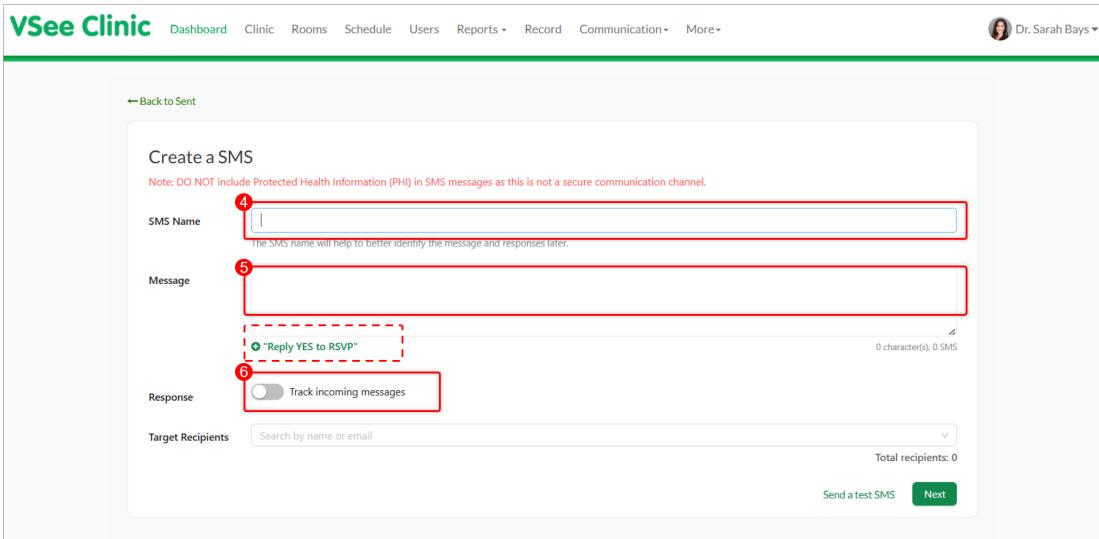
4. **SMS Name** The SMS name will help to better identify the message and responses later.

5. **Message** 0 character(s), 0 SMS

6. **Response** **Reply YES to RSVP** **Track incoming messages**

Target Recipients Total recipients: 0

Send a test SMS **Next**

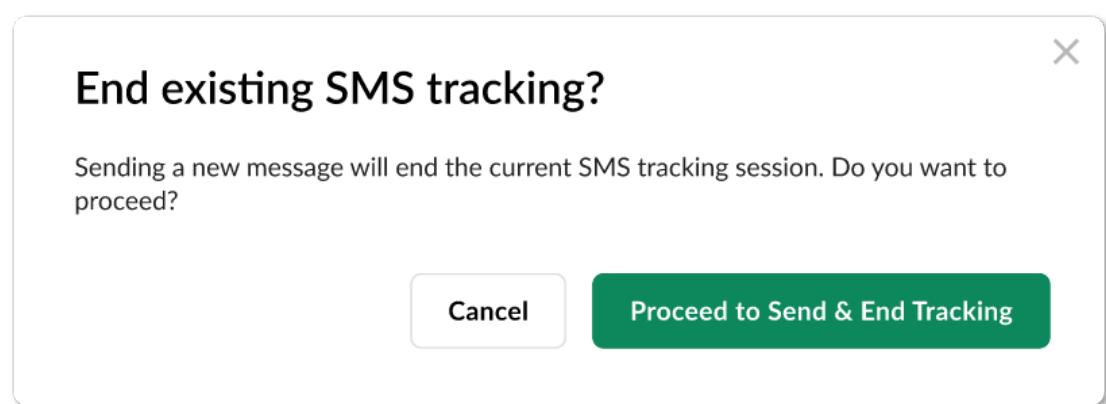


Open sms6.png



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**.

The screenshot shows the 'Create a SMS' page in the VSee Clinic application. The 'Target Recipients' dropdown is highlighted with a red box and the number 7. The 'Next' button is highlighted with a red box and the number 8.

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

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

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 | 63% 3h 57m left Yes - 392 No - 56 All responses - 1,029 |
| 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 | 100% completed Yes - 392 All responses - 482 |
| 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.

Clickable data.

Target 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.

Clickable data.

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:

•

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

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

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SMS Compose

Sent

| 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 style="display: flex; align-items: center;"><div style="width: 63%; background-color: #0070C0; height: 10px; margin-right: 10px;"></div>63% 3h 57m left</div> Yes - 392 No - 56 All responses - 1,029 |
| Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP. | | | | | | | <div style="display: flex; align-items: center;"><div style="width: 100%; background-color: #0070C0; height: 10px; margin-right: 10px;"></div>100% completed</div> Yes - 392 All responses - 482 |
| 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. | | | | | | | <div style="display: flex; align-items: center;"><div style="width: 100%; background-color: #0070C0; height: 10px; margin-right: 10px;"></div>Total responses - 106</div> |
| Hurricane Katrina Attendance Volunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP. | | | | | | | <div style="display: flex; align-items: center;"><div style="width: 100%; background-color: #0070C0; height: 10px; margin-right: 10px;"></div>Yes - 392 All responses - 482</div> |

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 4556-7890 |
| John Smith | john-smith@gmail.com | |
| 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 | |

Close

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

SMS

Sent

Compose

Search

| Name & Message | Created by | Sent | Target | Delivered | Failed | Status | Responses |
|--|------------|--------------------|--------|-----------|--------|--------|-----------------|
| Search & Rescue Volunteers Needed for A Incident | Admin 1 | 12/26/2025 03:15AM | 528 | 512 | 15 | Sent | 63% 3h 57m left |
| 15 recipients with no (valid) mobile number <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> 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 4556-7890 John Smith john-smith@gmail.com John Smith john-smith@gmail.com John Smith john-smith@gmail.com • 002 456-7890 John Smith john-smith@gmail.com • 991 456-7890 John Smith john-smith@gmail.com John Smith john-smith@gmail.com </div> | | | | | | | |

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.

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