

Knowledgebase > VSee Clinic for Admins > How to Use the Bulk SMS System

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.

VSee Clinic	Dashboard	Clinic	Rooms	Schedule	Users	Reports -	Record	Communicat	ion - Mor	€▼		🚺 Dr. Sarah Bays 🕶
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SMS												Compose
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Name & Message			Crea	ited by 💲	Sent	\$Т	arget 🌲	Delivered 🌲	Failed	Status	÷	Responses
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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.

VSee Clinic Dashboard	Clinic Rooms Schedule Users Reports - Record Communication - More -	👔 Dr. Sarah Bays
← Back to Sent		
Create a SM	S	
SMS Name	e roiecteu realit intornation (Pn) in SNS messages as this is not a secure communication chaimer.	
Message	The MS name will help to better identify the message and responses later.	
	a Realy VES to RSVP O characteria 0.945	
Response	Track incoming messages	
Target Recipients	Search by name or email	
	Send a test 5M5 Next	

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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.

n. Do you want to	
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nd & End Tracking	
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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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← Back to Sent		
Create a S	MS	
Note: DO NOT in	ude 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		
	"Reply YES to RSVP" 0 character(s).	0 SMS
Response	Track incoming messages	
Target Recipients	Search by name or email	\mathbf{v}
	Total recipie	nts: 0
	Send a test SMS	ext
	<i></i>	— 8

Open sms7.png

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

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

VSee Clinic Dashbox	ard Clinic Rooms Schedule Users Reports - Record Communic	ation+ More+	🜒 Dr. Sarah Bays 🕶
Here Back to Sent			
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	We are activating our disaster response team due to Typhonon Ara. If you can assist on-site or via teleconsult, please reply YES + your availability. Reply YES to RSVP	
Track Respon	ses: Yes		
Track Keywor	d(s): yes		
Target Recipi	nts: 2		
		Edit Send Now	

Back to Sent SMS page:

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VSee Clinic Dashboard Clinic Rooms Schedule Users Reports - Record Communication - More-

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Sent										
2 Search										
Name & Message	Created by \Rightarrow	Sent 🗘	Target 🗦	Delivered \Rightarrow	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 VES 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:
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	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

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(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	97% 512	3% 15	Sent	63% 3h 57m left		
A missing person at [location] needs immediatr help. If trained or available, reply YES or call 212-555-6789 now.	528 target reci	528 target recipients							
Hurricane Katrina Attendance Volunteers needed urgently for Hurricane	Search & Rescue Vol A missing person at [212-555-6789 now.	Search & Rescue Volunteers Needed for A Incident A missing person at [location] needs immediate help. If trained or available, reply YES or call 212-555-6799 now.							
YES or call 212-555-6789 ASAP.	John Smith john-smith@g	gmail.com + 212 456-78	-7890	All responses - 482					
Francisco Madical Malurta an Neodad	John Smith john-smith@g	John Smith john-smith@gmail.com • 212 456-7890 John Smith john-smith@gmail.com • 212 456-7890							
Hospital B needs urgent medical assistance at	John Smith john-smith@g	John Smith john-smith@gmail.com • 212 456-7890 John Smith john-smith@gmail.com • 212 456-7890					total responses - 106		
[location]. Doctors, nurses & first responders,	John Smith john-smith@g	gmail.com • 212 456-78	B90 John	mith john-smith@gr	nail.com • 212 456	-7890			
please reply YES or call 212-555-6789	John Smith John-smith@g	gmail.com • 212 456-78	590 John	mith john-smith@gr	nail.com • 212 456	-7890			
immediately.	John Smith John-smith@s	amail.com • 212 456-76	890 John	smith john-smith@gr	nail.com • 212 456	-7890			
Hurricana Katrina Attendance	John Smith john-smith@g	John Smith john-smith@gmail.com + 212 456-7890 John Smith john-smith@gmail.com + 212 456-7890					Voc - 202		
Volunteers needed urgently for Hurricane	John Smith john-smith@g	- gmail.com • 212 456-78	B90 John	Smith john-smith@gr	nail.com • 212 456	-7890	All responses - 482		
Katrina at multiple locations. If available, reply	John Smith john-smith@g	John Smith john-smith@gmail.com + 212 456-7890 John Smith john-smith@gmail.com + 212 456-7890 John Smith john-smith@gmail.com + 212 456-7890							

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

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nt									
Name & Message	Created by 🗘	Sent 🗢	Target 🗢	Delivered 🗢	Failed 0	Status		Responses	
Search & Rescue Volunteers Needed for A ncident A missing person at [location] needs immediate	Admin 1	12/26/2025 03:15AM	528	97% 512	<mark>3%</mark> 15	Sent		63% 3h 57m left Yes - 392	
nelp. If trained or available, reply YES or call 212-555-6789 now.	Failed to se	nd out recipie	ents - <mark>3%</mark> 1	out of 528			×	No - 56 All responses - 1,029	
Hurricane Katrina Attendance /olunteers needed urgently for Hurricane Katrina at multiple locations. If available, reply YES or call 212-555-6789 ASAP.	Search & Resc A missing perso 212-555-6789	ue Volunteers Neede on at [location] need: now.	d for A Incident s immediate hel	o. If trained or availa	ble, reply YES o	r call		100% completed Yes - 392 All responses - 482	
mergency Medical Volunteers Needed	John Smith john-smith@gmail.com • 002 456-7890 John Smith john-smith@gmail.com						Total responses - 106		
lospital B needs urgent medical assistance at	John Smith John-sr John Smith john-sr	nitn@gmail.com nith@gmail.com	ot ot	nn smitn john-smith@ hn Smith john-smith@	gmail.com • 212 4	1556-7890			
cation]. Doctors, nurses & first responders,	John Smith john-sr	John Smith john-smith@gmail.com • 212 456-78690 John Smith john-smith@gmail.com							
nmediately.	John Smith john-sr	nith@gmail.com	Je	hn Smith john-smith@	gmail.com				
	John Smith john-sr	nith@gmail.com	Jc	hn Smith john-smith@	gmail.com • 002 4	156-7890	- 88		
Iurricane Katrina Attendance folunteers needed urgently for Hurricane fatrina at multiple locations. If available, reply	John Smith john-smith@gmail.com • 991 456-7890 John Smith john-smith@gmail.com			in sind join sindle	gman.com • 112 ·	130-7870		Yes - 392 All responses - 482	
						Close	- 88		

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

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nt									
Name & Message		Created by 🕀	Sent ©	Target 🗧	Delivered 🗘	Failed 🗘	Status 🗧	Responses	•
Search & Rescue Volunteers Neede	d for A	Admin 1	12/26/2025	528	97%	3%	Sent	63%	3h 57m left
A missing person at [location] nee help. If trained or available, reply` 212-555-6789 now.	15 recip	pients with	no (valid)	mobile	number	15		×	s - 1,029
Hurricane Katrina Attendance	John Smith j	john-smith@gmail.com • 002 456-7890 John Smith john-smith@gmail.com					m	eted	
Volunteers needed urgently for H Katrina at multiple locations. If av	John Smith j	ohn-smith@gmail.	com	Jo	ohn Smith john-si				
YES or call 212-555-6789 ASAP.	John Smith j	john-smith@gmail.com John Smith john-smith@gmail.com • 212 455						7890	s - 482
Emergency Medical Volunteers N	John Smith j	john-smith@gmail.com • 212 456-78690			ohn Smith john-si	ses - 106			
Hospital B needs urgent medical a location]. Doctors, nurses & first	John Smith	ohn-smith@gmail.	com	Je	ohn Smith John-si				
please reply YES or call 212-555-	John Smith	john-smith@gmail.com • 002 456-78					890		
immediately.	John Smith	ohn-smith@gmail.	com + 771 450-7	590 30	onn omitin john-si	nitn@gmail.co	m • 112 450-70	570	
Hurricane Katrina Attendance	John Smith J	onn-smitn@gmail.	Loin						s - 482

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 <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

Tags Bulk SMS Bulk SMS campaign Bulk SMS system