

# SMS from Reception

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## Summary

SMS messages can be sent direct to a client if the client has a valid mobile number registered in the client's details screen.

The number must be valid without alphabetical characters or spaces i.e. '07898880000'.

This page documents how you would send an ad hoc SMS to a client from the Reception screen.

## Details

### Sending an SMS

1. Select the 'Reception' button
2. Load client data
3. Select the 'Send Text' button (this button is active for any clients that have a mobile number stored. If a mobile number is not stored then this button will be greyed out).
4. The SMS Text Editor window will appear.
5. Enter a message into the field provided, or select a template from the 'Available SMS Templates' section.
6. To send the SMS select 'Send'.
7. Once the message has been sent, an audit trail will display in the clients Communication tab. This will also show in the Review Messages Sent area via Administration > SMS Messaging > [Review Messages Sent](#).

Note - 1 SMS is 160 characters. If the message exceeds this then the client will receive 1 SMS, but the practice will be charged for 2 SMS messages.

For information on creating SMS templates see: [SMS Administration](#)

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