

Management Portal – How to change alert content

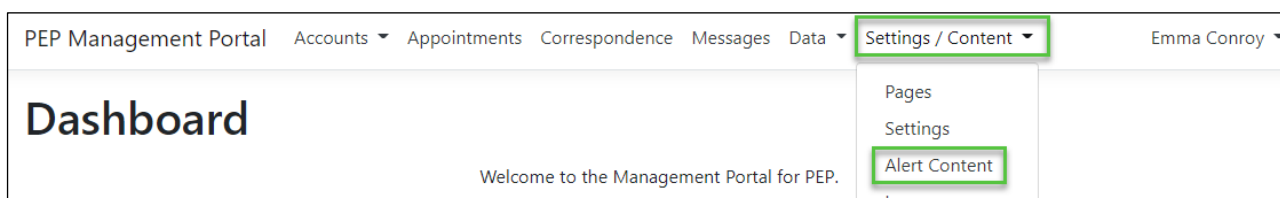
Scenario

This guide shows how to update Alert Content in the My GNCR Management Portal. Alert Content is what is sent to the patient as standard alerts and reminders.

Users with a 'Global' access level can edit Alert Content.

Instructions

1. Select the **'Settings/Content'** menu and then **Alert Content**



PEP Management Portal Accounts ▾ Appointments Correspondence Messages Data ▾ Settings / Content ▾ Emma Conroy ▾

Dashboard

Welcome to the Management Portal for PEP.

- Pages
- Settings
- Alert Content**
- Logs

2. From the Alert Content page select **'Edit'** next to the alert you wish to update

Type	
Appointment Reminder	Edit
Cancelled Appointment	Edit
Changed Appointment	Edit
New Appointment	Edit
New Correspondence	Edit
Paperless Opt-Out Expiry	Edit
Retracted Correspondence	Edit
Updated Correspondence	Edit

3. At the top of the section the available Mark-up tags are shown:

Alert Content - Edit

[Back](#)

To allow the messages to contain information specific for that appointment / correspondence / patient, mark-up tags can be incorporated that will then be replaced in the actual message with data from that specific appointment / correspondence / patient. These include:

Appointment Mark-up tags: {APP-TITLE}, {APP-DATE}, {APP-DATE-SMART}, {APP-TIME}, {APP-SITE}, {APP-LOCATION}, {APP-LIST-LINK}, {APP-DETAIL-LINK}

Correspondence Mark-up tags: {CI-TITLE}, {CI-DATE}, {CI-TIME}, {CI-TELEPHONE}, {CI-DOCUMENT-TITLE}, {CI-LIST-LINK}, {CI-DETAIL-LINK}

Patient Mark-up tags: {PREFERENCE-LINK}, {DIGITAL-ONLY-DAYS}

4. Set the message text for the In App message. A preview is shown below:

Type: Appointment Reminder

In-App Text

This text can contain Markdown links. If you are going to add links to the content please make sure that they are formatted as Markdown links.
Example: [Click Here](https://www.example.com)

REMINDER! You have an appointment {APP-DATE-SMART} {APP-TIME} at {APP-LOCATION}. If you can no longer make this appointment or have any queries please let us know.

REMINDER! You have an appointment [Tomorrow 12:30](#) at [Haematology Outpatient Dept](#). If you can no longer make this appointment or have any queries please let us know.

Current Length: 142
Max Length: 5000

Type your message here using text/mark-up

A preview is shown here

5. Set the message text for SMS. A preview is shown below:

Sms Text

REMINDER! You have an appointment {APP-DATE-SMART} {APP-TIME} at {APP-LOCATION}. If you can no longer make this appointment or have any queries please let us know.

REMINDER! You have an appointment [Tomorrow 12:30](#) at [Haematology Outpatient Dept](#). If you can no longer make this appointment or have any queries please let us know.

Current Length: 128
Max Length: 1000

Type your message here using text/mark-up

A preview is shown here

6. Set the message text for email. A preview is shown below:

Email Text

REMINDER! You have an appointment {APP-DATE-SMART} {APP-TIME} at {APP-LOCATION}. If you can no longer make this appointment or have any queries please let us know.

REMINDER! You have an appointment [Tomorrow 12:30](#) at [Haematology Outpatient Dept](#). If you can no longer make this appointment or have any queries please let us know.

Current Length: 128
Max Length: 1000

Type your message here using text/mark-up

A preview is shown here

7. Once complete, click **Submit**

8. A confirmation message will display:

Alert Content was successfully updated.