Communication Usage in Account Settings

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> ℹ️ Only the primary provider of the account plan can view the usage report in **Account Settings**.

The **Usage** tab in **Account Settings** shows the number of faxes, text messages, video visits, and telephone reminders you sent during the usage period.

You can also view SMS usage (in SMS segments) in the **Reminder Report** (**Reports** > **Reminder Report**).
- A SMS segment is limited to 160 characters.
- Messages that exceed 160 characters are delivered in multiple segments.
- Each segment counts toward your total SMS usage for your billing cycle.
- Special characters may increase the total character count.

View your usage report

1. Select **Account** > **Account Settings**.

2. Select the **Usage** tab.

> 💼 It is the user's responsibility to monitor usage. To discuss overages or usage questions, create a support case.

Account Settings

Profile   View   General   Email   Medical Billing   eRx Info   Services   **Usage**   Sample Data   Security   Patient

Current Usage [1 provider(s)]   **03/05/2025 – 04/04/2025**

Description	Usage	
Fax	0	/ Unlimited
SMS segments	0	/ Unlimited
Phone	0	/ Unlimited
Peer 2 peer telemedicine videocall	0	/ 0
Updox Video Chat	0	/ 0
Updox Electronic Fax	0	/ 0
Updox Broadcasting	0	/ 0
Updox Patient Reminders	0	/ 0
Updox Secure Text/SMS	0	/ 0
Updox Messenger	0	/ 0
Updox Forms	0	/ 0

[Update Entire Profile]

Dropdown list:
- ✓ Service Period (03/05/2025-04/04/2025)
- Service Period (02/05/2025-03/04/2025)
- Service Period (01/05/2025-02/04/2025)
- Service Period (12/05/2024-01/04/2025)
- Service Period (11/05/2024-12/04/2024)
- Service Period (10/05/2024-11/04/2024)
- Service Period (09/05/2024-10/04/2024)
- Service Period (09/05/2024-09/05/2024)
- Service Period (09/05/2024-09/05/2024)
- Service Period (07/05/2024-08/05/2024)
- Service Period (06/05/2024-07/04/2024)
- Service Period (05/05/2024-06/04/2024)
- Service Period (04/05/2024-05/04/2024)
- Service Period (03/05/2024-04/04/2024)
- Service Period (02/05/2024-03/04/2024)
- Service Period (01/05/2024-02/04/2024)
- Service Period (12/05/2023-01/04/2024)
- Service Period (11/05/2023-12/04/2023)
- Service Period (10/05/2023-11/04/2023)
- Service Period (09/05/2023-10/04/2023)
- Service Period (08/05/2023-09/04/2023)
- Service Period (07/05/2023-08/04/2023)
- Service Period (06/05/2023-07/04/2023)
- Service Period (05/05/2023-06/04/2023)
- Service Period (04/05/2023-05/04/2023)
- Service Period (03/05/2023-04/04/2023)
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ℹ Clients who don't receive invoices see **Previous Month** and **This Month** in the **Selected Period** dropdown. The service period shown on EverHealth Self-Service Portal invoices matches the period you selected.