Communication Usage in Account Settings

Last modified on 12/03/2025 12:26 pm EST



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).

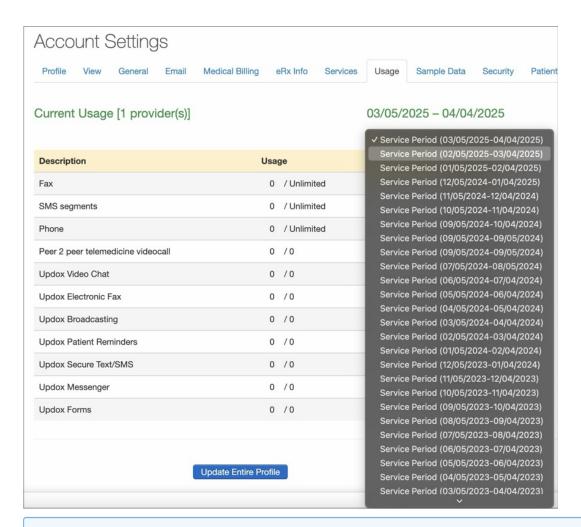
- A SMS segment is limited to 160 characters.
- Messages that exceed 160 characters are delivered in multiple segments.
- Each segment counts toward your total SMS usage for your billing cycle.
- Special characters may increase the total character count.

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.



a

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.