

# Communication Usage in Account Settings

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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 made up of 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 can result in an increased character count.

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         |

- ✓ 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)
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- Service Period (05/05/2023-06/04/2023)
- Service Period (04/05/2023-05/04/2023)
- Service Period (03/05/2023-04/04/2023)

Update Entire Profile



Clients who don't receive invoices see **Previous Month** and **This Month** in the **Selected Period** dropdown. The service period in NetSuite invoices correlates with the selected period.

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