

Email Appointment Reminders

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Set up email reminders | Before going live

Email Reminders let FrontOffice+ automatically send up to two reminders before an appointment to patients with a valid email address. You can customize emails by office, appointment profile, and provider, with a live preview next to the settings that shows how the patient's email looks as you make changes.

Set up email reminders

Turn on email reminders

- Select the **Email Reminders** template.
- Turn on **Enable Email Reminders**.
- FrontOffice+ sends reminders to patients who have a valid email address.

Configure reminder timing

- **First Email Reminder Lead Time:** Select how many days before the appointment the first email should be sent.
- **Second Email Reminder Lead Time:** Select when an additional reminder should be sent. Select **No** if a second email reminder isn't needed.

Customize the logo

- Under **Custom Logo by Calendar**, select an office or calendar to add a specific logo.
- If no custom logo is configured, FrontOffice+ uses the account's default logo.

Customize the email content

The email is built using three sections:

- **Greeting Text:** The standard introduction to the reminder. It can include dynamic appointment information such as patient name, appointment date and time, location, and office information.
- **Body:** Add additional instructions or information. You can customize content based on appointment profile, office, and provider.
- **Goodbye Text:** Customize the closing message displayed at the bottom of the email.

The **Body** is automatically inserted between the **Greeting Text** and **Goodbye Text**.

Review the email preview

- As you customize the email, use the preview displayed on the side of the page to review what patients receive.
- Confirm the logo, appointment information, custom content, and formatting before going live.

Before going live

- Confirm **Email Reminders** are turned on.
- Configure the first and optional second reminder timing.

- Review the default or calendar-specific logos.
- Review the **Greeting Text, Body, and Goodbye Text**.
- Check any customizations by appointment profile, office, or provider.
- Review the final email using the live preview before activating.



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