Edit Communication Preferences

CollaborateMD notifications keep you informed about things that may need your attention. Learn how notifications work and how to customize them to suit your needs.

> **How CollaborateMD notifications work**
>
> - You can receive notifications through email, text or the messaging section of CollaborateMD.
> - Only one communication method can be selected per communication type.
> - Some communication types are only available based on the User Type (e.g., an Auth Rep can see notifications types for Price Plan Changes; a User cannot).
> - Some communication types are Permission based.

Setup Notifications

1. Click the 👤 icon with your name located in the top right corner of the screen.

2. Select **User Profile**.

3. Under **Communication** select **Edit Communication Preferences**.

4. For each **Communication Type**, select your preferred communication method by checking the box in the column under *Email, Text, Messaging, or None (if applicable)*

> ⚠ If you wish to receive Text notifications, place a check in the *'I agree to allow CollaborateMD to send me text messages*" checkbox. Enter your **Cell Phone number** followed by the time you would like to receive text messages.

5. Click **Save**.

Communication Type Reference Guide

Communication Type	User Type	Defaulted Selection	Email	Text	CMD Messaging	None
USER COMMUNICATIONS						
User Permissions Changed	Auth Rep	N/A	✓	☐	✓	✓
Password Change	All	CMD Messaging	✓	☐	✓	✓
Security Questions Updated	All	CMD Messaging	✓	☐	✓	✓

User Locked	All	N/A	✓	☐	✓	✓
Price Plan Change	Auth Rep	CMD Messaging	✓	☐	✓	✓
Add On Services Enabled	Auth Rep	CMD Messaging	✓	☐	✓	✓
Setup Services Requested	Auth Rep	CMD Messaging	✓	☐	✓	✓
New Provider Added	Auth Rep	CMD Messaging	✓	☐	✓	✓
New Customer Created	Auth Rep	CMD Messaging	✓	☐	✓	✓
New Auth Rep Added	Auth Rep	CMD Messaging	✓	☐	✓	✓
Account Information Updated	Auth Rep	CMD Messaging	✓	☐	✓	✓
New Invoice Created	Any User with Bill Payment permission	Email	✓	✓	✓	☐
Account Set as Overdue	Any User with Bill Payment permission	Email	✓	✓	✓	☐
Account Set as Suspended	Any User with Bill Payment permission	Email	✓	✓	✓	☐
Payment Confirmation	Any user with Bill Payment permission	Email	✓	✓	✓	☐
Payment Failure	Any user with Bill Payment permission	Email	✓	✓	✓	☐
Payer Agreement Approvals	Any user with Payer Agreement permission	CMD Messaging	✓	☐	✓	✓
Payer Agreement Denials	Any user with Payer Agreement permission	CMD Messaging	✓	☐	✓	✓
COLLABORATEMD COMMUNICATIONS						
Maintenance Notifications	All	CMD Messaging	✓	☐	✓	☐
System Issues	All	CMD Messaging	✓	☐	✓	☐
Clearinghouse Notifications	All	N/A	✓	☐	✓	✓
Pricing Changes	Auth Rep	CMD Messaging	✓	☐	✓	☐
Other Announcements	All	CMD Messaging	✓	☐	✓	☐