

## Text Messaging Information for Patients using Florence

Florence communicates by text messages to and from your mobile phone. It will work with any mobile phone or network able to send and receive text messages. All texts to and from Florence are **free** to you (even if your mobile phone says that you will be charged). Florence runs on a free to text short code, 64711.

Some network providers may send a warning that texts will be charged at premium rates. It is a generic message that comes up for all short codes and doesn't differentiate between those that charge or and those that are "free to text". **Please be assured 64711 is a FREE number. The texts are already paid for.** There is a web site to check this out independently: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

It is also worth being aware that at least one network provider does not allow texts to be sent to 5 digit numbers at all - PlusNet, SMARTY, but there may be others.

In addition, some Android phones also warn that short codes can involve a charge and ask you to confirm each time you text a short code whether you want to proceed. If your Android phone gives you these warning messages, these are the steps you can take to stop these text messages appearing every time you send in your BP reading:

*When you get the message there is a box which you can tick, or an option to select, for "remember my choices" once that is selected, the message will no longer appear each and every time.*

If you have difficulty sending texts to Florence:

- Check your own phone is not blocking 5 digit numbers in general, and 64711 in particular
- Contact your provider and ask them to unblock 64711