



Knowledgebase > Workflow Builder Guide > How To Create Workflows > Automatically send appointment reminders

Automatically send appointment reminders

Alexis Vejvoda - 2025-05-29 - Comments (0) - How To Create Workflows

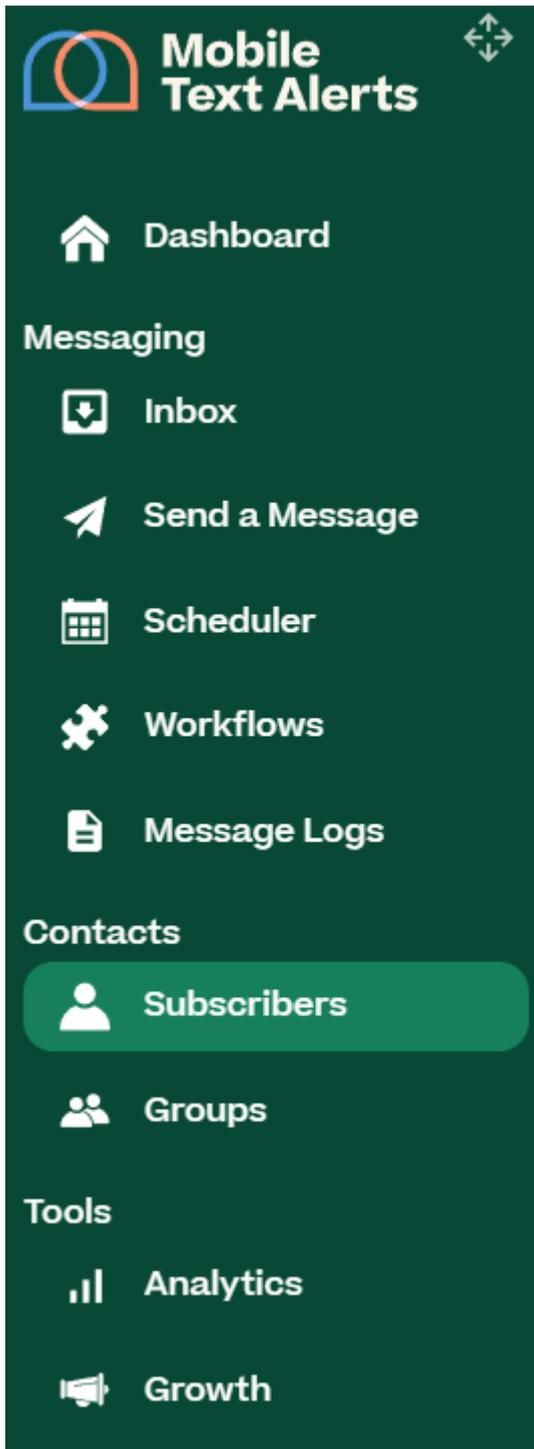
You can use text messages to reminder your subscribers about appointments so that you can help reduce that pesky no-show rate - using the Mobile Text Alerts Workflow Builder.

Here's how.

Step 1: Make sure you're collecting appointment date information

You first need to make sure you're collecting appointment date data for your subscribers.

Go to the "Subscribers → Attributes" tab.



Click the “Add Attribute” button.



Type the word “Appointment date” into the “Name” field. Then select “Date” as the “Attribute Type” and select the format in which you’d like to enter your subscribers' appointment dates.



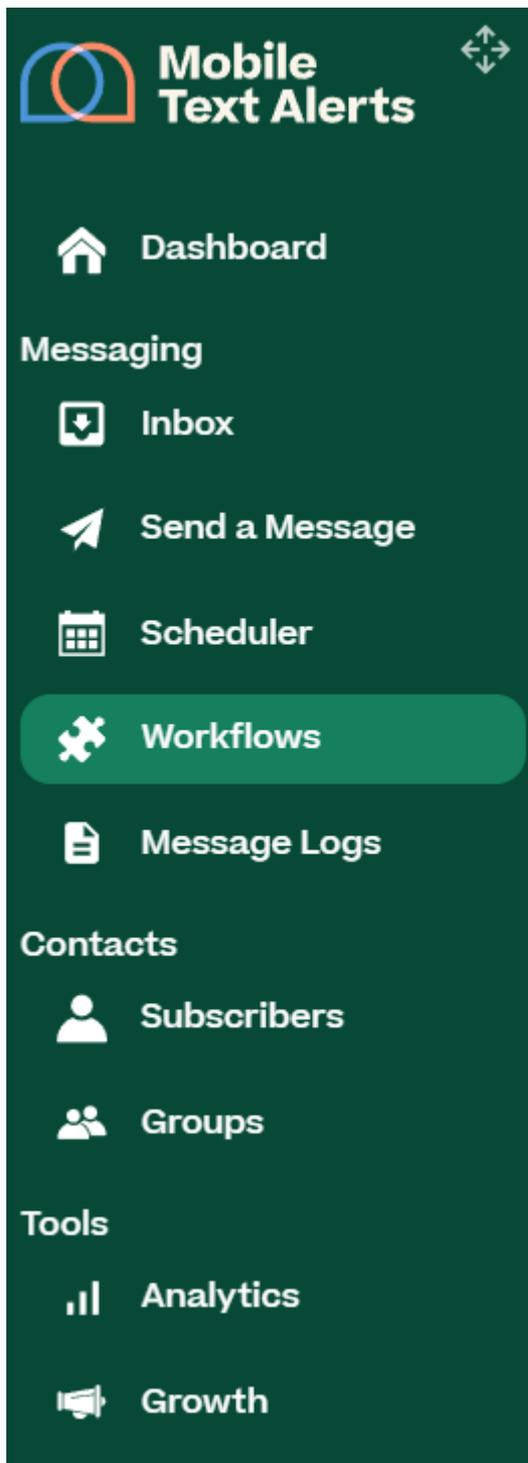
Click “Add Attribute,” and then “Appointment date” will now be available as an attribute for your subscriber database.

You’ll then be able to collect appointment date as a data point—whether you add in those dates manually (on the [Manage Subscribers page](#)), [via a spreadsheet](#), through a [web sign-up form](#), or through some other method.

Step 2: Create a new workflow

Next, you’ll need to create a workflow.

Go to the “Workflows” tab in your Mobile Text Alerts dashboard.



Then click "Add Workflow."



Select the "Recurring" option.



Select "Important dates" as your trigger.



Next, select the "Appointment date" attribute as the "Date Attribute."

Designate the time of day you'd like your workflow to trigger (for example, enter 10:00am if you'd like your appointment reminder to be sent at 10:00am).

Select the "Once" option so that your appointment reminder flow only goes out once per subscriber.

Click "Confirm" to save your changes.



Step 3: Add a "send a message" action

The next thing you need to do is add your appointment reminder message content into your workflow.

Drag the "Send a Message" action into the workflow editor.



Click within the "Send a Message" action that you just dragged into the editor and type in your appointment reminder message content in the message box that appears.

Click "Confirm" to save your message.



Step 4: Save and start your workflow

When you're finished adding in your appointment reminder message, you're ready to save and start your workflow.

Click the "Save" button to save all the work you've done.

Then click "Start" to make your workflow live.



You can come back and edit your appointment reminder workflow anytime from the "[Workflows](#)" tab.