

ACMA updates for SMS

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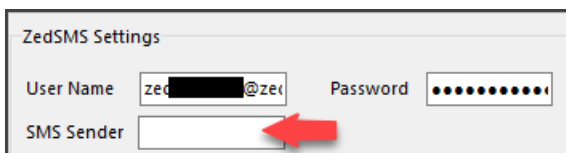
From **1 July 2026**, Australian organisations that send SMS messages using their company or brand name will need to register their **SMS Sender ID**, also known as an alpha tag. This is part of a new **SMS Sender ID Register** introduced by ACMA to reduce SMS scams and stop criminals from impersonating trusted organisations.

After this date, organisations that have not registered their Sender ID and display their name at the top of the SMS as the sender will have the word "Unverified" next to the name to warn users that the SMS may be a scam.

Most Zedmed customers use the default **SMS Sender** setting, which does not display a practice name. These SMS messages show only a phone number, not a Sender ID, so they do not need to be registered under the new Sender ID requirements.

For the customers who have added a name to the **SMS Sender** field in Zedmed (and want to keep it), we will reach out to you over the next month and explain how to register your branded SMS messages so they are not flagged as "unverified" after 1 July 2026.

Practice Setup > Branches > Options - ZedSMS Settings



The screenshot shows the 'ZedSMS Settings' form. It includes fields for 'User Name' (with a redacted value ending in '@zed'), 'Password' (with masked characters), and 'SMS Sender'. A red arrow points to the 'SMS Sender' field.

If you ever plan to add a sender name in Zedmed, please ensure you **register a sender ID**, so your SMS messages are not labelled "unverified".

To learn more, see the [Australian Communications and Media Authority website](#) and [information sheet](#).

