

# Notification Provider

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Notification Provider is where the administrator configures the SMS gateway integration. SMS messages can be sent to end users and replies from end users can be received by ReadNow. ReadNow integrates with the Twilio SMS gateway: <https://www.twilio.com/>

A new 'Notify' workflow activity can be utilised to send SMS at any point in a workflow.

## Creating a Twilio Account

To set up a Twilio account:

1. Go to <https://www.twilio.com/>
2. Select 'Sign up' to create a new account.
3. Follow the prompts to create and verify your account.
4. Once your account is created, from the left menu select 'Phone Numbers'.
5. Select 'Get Started'.
6. Select 'Get your first Twilio phone number'.
7. Follow the prompts to buy a phone number. (Note: ensure the phone number that is purchased has SMS capabilities.)

By default, Twilio creates an initial trial account which restricts messages to only be able to be sent to the verified account holders phone number. Select "Upgrade" from the top right menu to add funds to your account to leverage the full capabilities.

## Configuring Twilio integration

To configure the Twilio integration:

1. Open the tenant administration page [more](#)
2. In the Left Navigation Area, select **Settings**. The Settings expand to display list.
3. Select **Notification Provider**. The existing Notification Provider displays.
4. Select **Edit** in top right corner.
5. Complete the fields and copy in the following details:
  - Account SID: found on the home page of your Twilio account.
  - Auth Token: found on the home page of your Twilio account.
  - Sending Number: the phone number you just purchased in the format of +61412345678.

- Enable Test Mode: by default this is enabled. This means that you are able to configure and test your notification workflow without sending messages to Twilio. When you are ready to send messages to Twilio, deselect this checkbox.

6. Select **Save** to save the details.

 Notification Provider

Name : Notification Provider

Description : The Twilio account used for sending notifications.

Account SID : Enter SID

Auth token : \*\*\*\*\*

Sending number : 12345-12345

Enable test mode :

Enable Test Mode, when enabled you can configure and test your notification workflow without sending messages to Twilio. When you are ready to send messages to Twilio, deselect this checkbox.

When the Twilio configuration in our product is updated or re-enabled, Software Platform automatically connects to Twilio and updates these details with the correct information. No manual configuration is required in Twilio.