

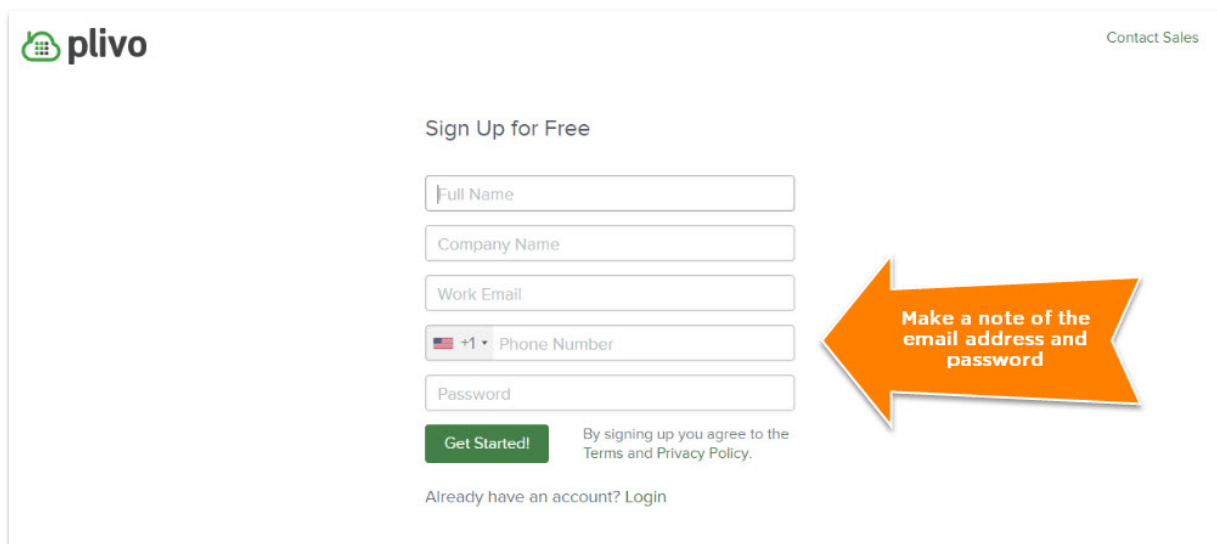
Get Set Up for Text Messaging with Plivo

Last Modified on 11/03/2020 12:31 am EST

In order to send text messages through Jackrabbit you must follow this 5-step process to setup a Plivo account and link it to your database.

Step 1 - Create a Plivo Account

1. Point to **Tools** in the main menu and click **Edit Settings**.
2. Select **Text Messages** (left menu).
3. Setup a Plivo account by clicking the link to www.Plivo.com.
4. Complete the fields on the **Sign Up for Free** page and click **Get Started!**. You will receive confirmation that activation instructions have been emailed to you.
5. Make a note of your Plivo account Username and Password for future reference.



The screenshot shows the Plivo website's sign-up page. At the top left is the Plivo logo, and at the top right is a link for 'Contact Sales'. The main heading is 'Sign Up for Free'. Below this are five input fields: 'Full Name', 'Company Name', 'Work Email', a phone number field with a '+1' country code dropdown, and 'Password'. A green 'Get Started!' button is positioned below the password field. To the right of the button is a note: 'By signing up you agree to the Terms and Privacy Policy.' At the bottom, there is a link: 'Already have an account? Login'. An orange arrow points from the right towards the password field with the text 'Make a note of the email address and password'.

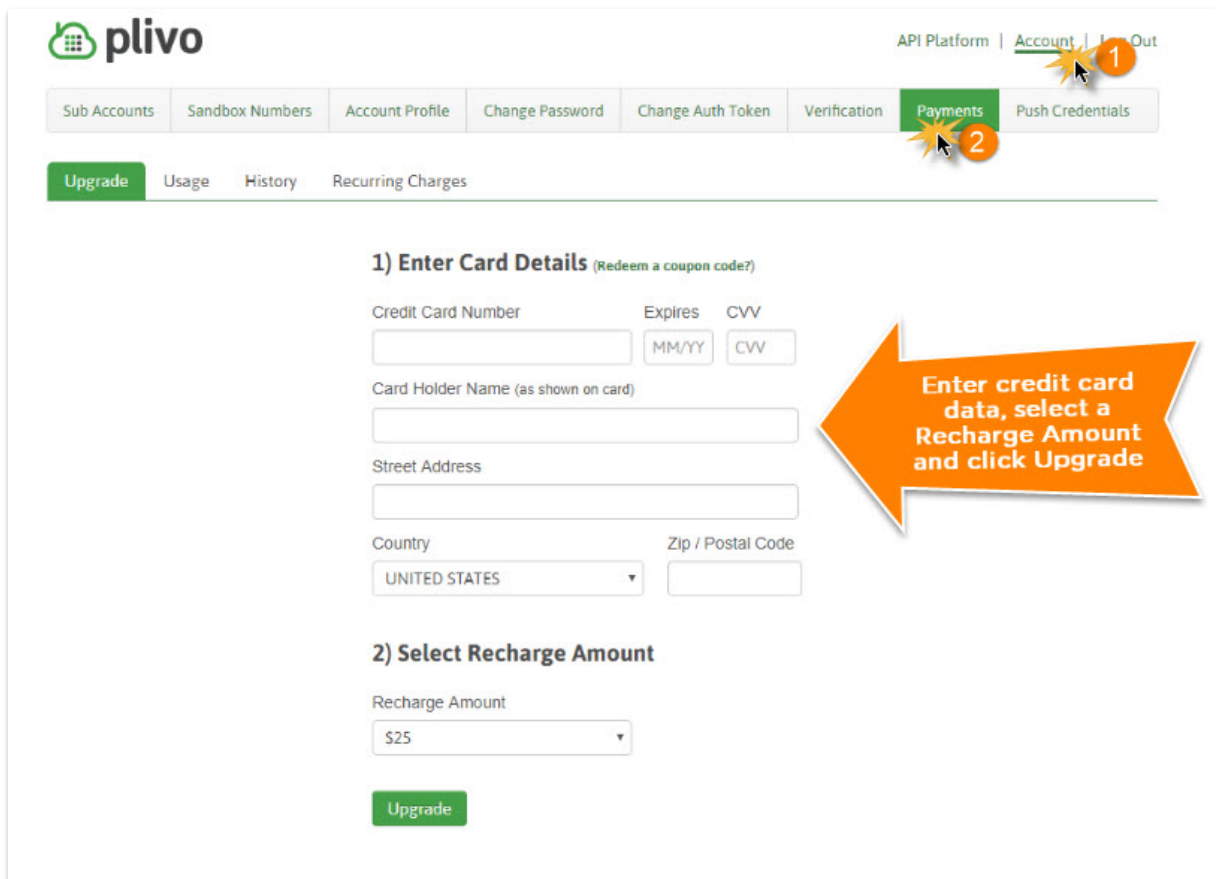
Step 2 - Activate Account/Verify Phone Number

The email from Plivo provides a link to activate your Plivo account.

1. Click the **Activate your account** link in the email.
2. Enter your telephone number and click **Send verification code** or opt to receive the code via phone call.
3. Enter the code and click **Verify now**. Plivo will confirm the verification.

Step 3 - Add your Credit Card to Plivo

1. Click **Account** while logged into your Plivo account.
2. Click the **Payments** tab.
3. Enter your credit card information.
4. Enter a **Recharge Amount** (this is your texting credit that will decrease as you send texts). The minimum amount is \$25.
5. Click **Upgrade**.



The screenshot shows the Plivo account management interface. At the top, there's a navigation bar with the Plivo logo and links for API Platform, Account, and Out. Below this is a horizontal menu with tabs: Sub Accounts, Sandbox Numbers, Account Profile, Change Password, Change Auth Token, Verification, Payments (highlighted with a green background and a starburst icon labeled '2'), and Push Credentials. Below the tabs is another row of buttons: Upgrade (highlighted with a green background), Usage, History, and Recurring Charges. The main content area is titled '1) Enter Card Details (Redeem a coupon code?)'. It contains several input fields: Credit Card Number, Expires (MM/YY), CVV, Card Holder Name (as shown on card), Street Address, Country (a dropdown menu currently showing 'UNITED STATES'), and Zip / Postal Code. Below this section is '2) Select Recharge Amount', which has a 'Recharge Amount' dropdown menu currently showing '\$25' and an 'Upgrade' button. A large orange arrow points from the right towards the form, containing the text: 'Enter credit card data, select a Recharge Amount and click Upgrade'. There are also starburst icons labeled '1' and '2' pointing to the 'Account' link and the 'Payments' tab respectively.

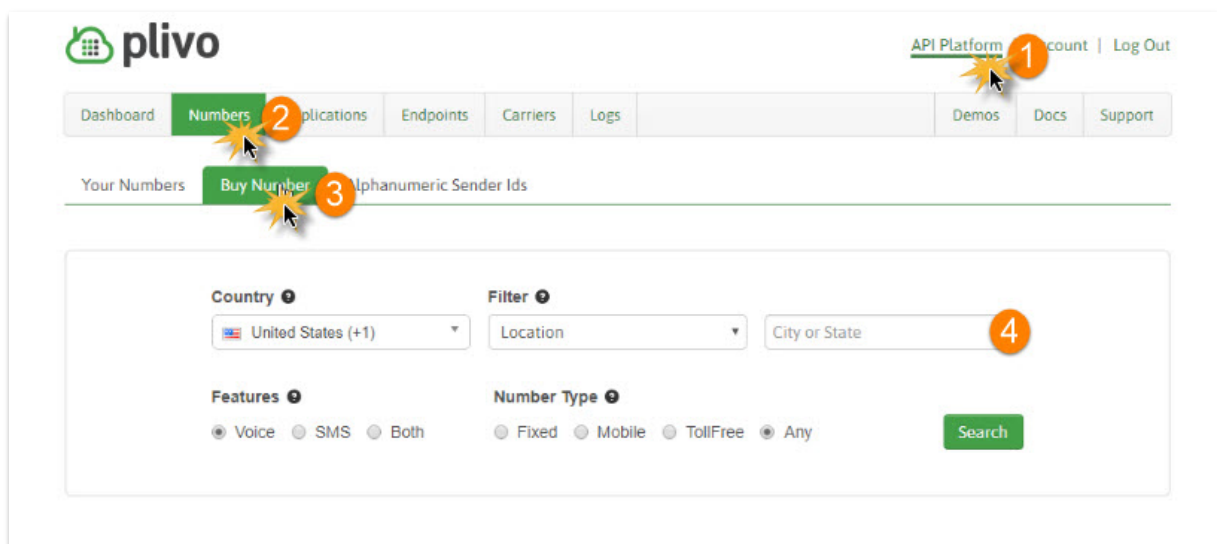


If you'd like Plivo to automatically charge your credit card when your texting credits get low, click the **Auto Recharge** checkbox after upgrading your account.

Step 4 - Buy Texting Number

You will need to buy at least one number from Plivo.

1. Click **API Platform** while logged into your Plivo account,
2. Select the **Numbers** tab.
3. Click **Buy Number**.
4. Search available numbers and select a number. You will receive confirmation from Plivo that the number was successfully purchased.



Step 5 - Link your Plivo Account to Jackrabbit

1. Click **API Platform** while logged into your Plivo account.
2. Click the **Dashboard** tab. The **Auth ID** is displayed on the right.
3. Copy the **Auth ID** (Ctrl/C).
4. Go to **Tools > Edit Settings > Text Messages** in Jackrabbit and paste (Ctrl/V) the **Auth ID** into the **Auth ID** field.
5. Click the **Show** checkbox for **Auth Token** in Plivo. After clicking this checkbox, copy the **Auth Token** (Ctrl/C).
 - In Jackrabbit, point to **Tools > Edit Settings > Text Messages** and paste (Ctrl/V) the **Auth Token** into the **Auth Token** field.
 - Be sure you've copied the **Auth ID** and the **Auth Token** exactly. Do not include any extra spaces.
6. Click the **Verify Plivo Account** button in Jackrabbit. After your account has verified, you'll be ready to start sending text messages!

plivo

youremail@example.com [API Platform](#) [Account](#) | [Log Out](#)

[Dashboard](#) [Numbers](#) [Applications](#) [Endpoints](#) [Carriers](#) [Logs](#) [Demos](#) [Docs](#) [Support](#)

Account: [ENABLED](#)
Time Zone: [GMT-0500](#)
Account Type: [STANDARD](#)
Auto Recharge: [SETUP NOW](#)

Copy the Auth ID and Auth Token

[Add Credits](#)

AUTH ID MANT15NGVLMMMZYWY3OD
AUTH TOKEN [Show](#)
Yjg1NwY1ZWlyNTg4OGYyNTJmYWUzYjZkMzg5ODgw

Jackrabbit Initial Plivo Settings

Jackrabbit

Edit Settings

[Return](#) [Save Changes](#)

Click an item below

- Closed Dates
- Dashboard Announcements
- Drop-down Lists
- Locations
- My Account
- Notifications
- Organization Defaults
- Organization Logo
- Statements
- Text Messages**
- Tuition Settings
- User-defined Fields
- User IDs

Plivo Account Information [Watch "How to Setup Plivo"](#)

Step 1: Setup your text messaging account with our texting partner Plivo by clicking on this link: www.plivo.com
❗ Plivo fees apply

Step 2: Enter your Plivo account information: ?

Auth ID: MANT15NGVLMMMZYWY3OD
Auth Token: Yjg1NwY1ZWlyNTg4OGYyNTJmYWUzYjZkMzg5ODgw

[Verify Plivo Account](#)