

# 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](http://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.

plivo Contact Sales

Sign Up for Free

Full Name

Company Name

Work Email

+1 Phone Number

Password

**Get Started!** By signing up you agree to the Terms and Privacy Policy.

Already have an account? [Login](#)

Make a note of the email address and password

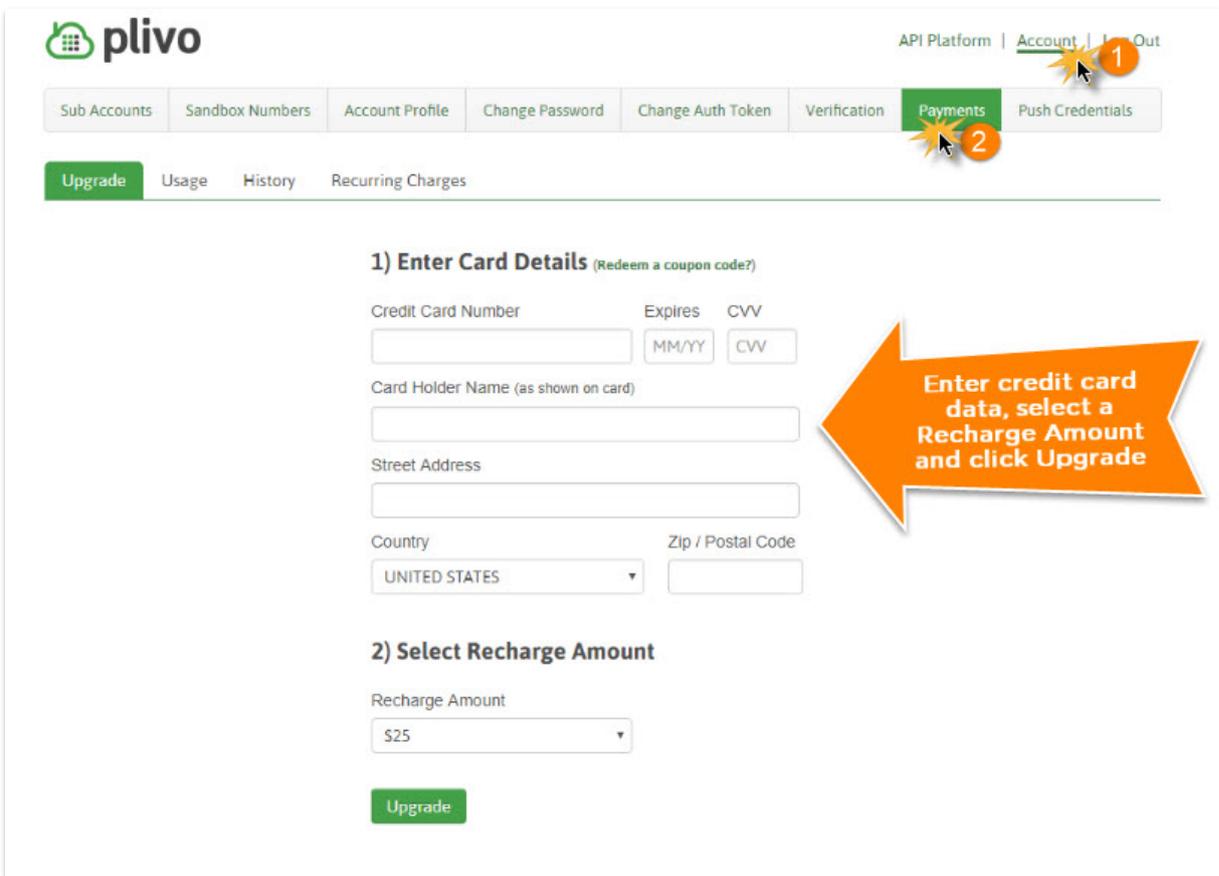
## Step 2 - Activate Account/Verify Phone Number

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 is a navigation bar with the Plivo logo and the text 'API Platform | Account | Out'. Below this is a horizontal menu with tabs: 'Sub Accounts', 'Sandbox Numbers', 'Account Profile', 'Change Password', 'Change Auth Token', 'Verification', 'Payments', and 'Push Credentials'. The 'Payments' tab is highlighted in green and has a red circle with the number '2' and a mouse cursor pointing to it. Below the menu is another row of tabs: 'Upgrade', 'Usage', 'History', and 'Recurring Charges'. The 'Upgrade' tab is highlighted in green. The main content area is titled '1) Enter Card Details (Redeem a coupon code?)'. It contains several input fields: 'Credit Card Number', 'Expires' (with a sub-field for '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 side of the form towards the 'Upgrade' button, containing the text: 'Enter credit card data, select a Recharge Amount and click Upgrade'. There are also red circles with numbers '1' and '2' and mouse cursors pointing to the 'Account' link in the top navigation bar and the 'Payments' tab, respectively.

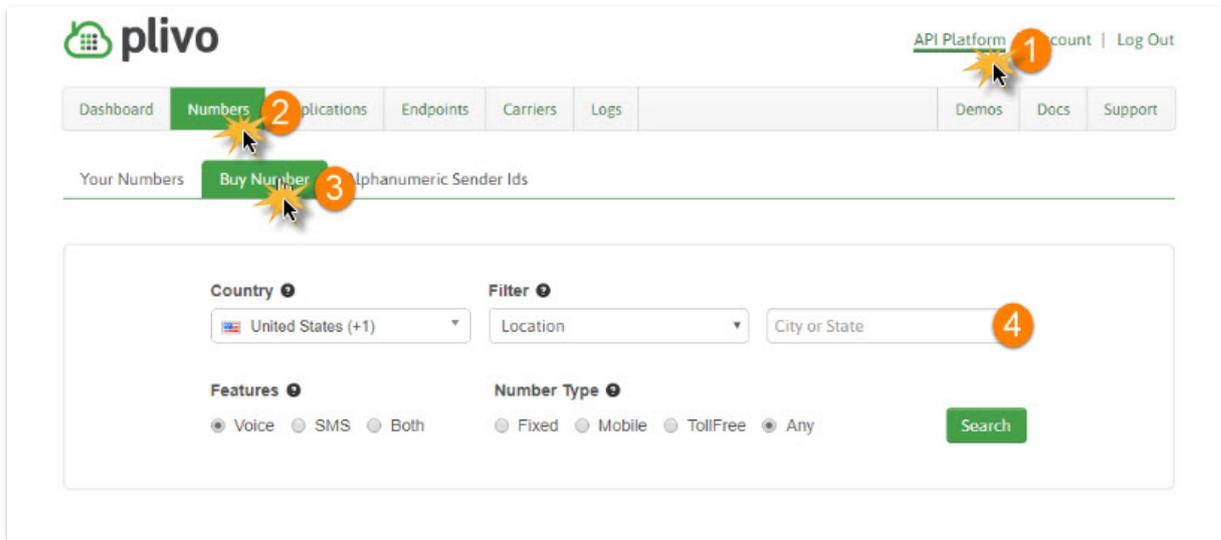


If you'd like Plivo to automatically charge your credit card when your texting credits get low, click the *Auto Recharge* checkbox after upgrading your account.

### 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).
  - o In Jackrabbit, point to **Tools > Edit Settings > Text Messages** and paste (Ctrl/V) the **Auth Token** into the *Auth Token* field.
  - o 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

[Add Credits](#)

**AUTH ID** MANT15NGVLMMMZYWY3OD

**AUTH TOKEN** Show

Yjg1NwY1ZWlyNTg4OGYyNTJmYWUzYjZkMzg5ODgw

Copy the Auth ID and Auth Token

## 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](http://www.plivo.com)  
! Plivo fees apply

**Step 2:** Enter your Plivo account information: [?](#)

Auth ID:

Auth Token: