Choosing and configuring an SMS Provider for PowerBase

We currently have two options for being able to send SMS messages via PowerBase. Both Clickatell and Twilio offer the option to receive SMS into PowerBase as well as send them.

If you are just sending, Twilio is less expensive (1 cent per SMS plus $1 a month for the phone number you need to be able to send SMS).

If you want to send and receive SMS, Clickatell seems to be less expensive, but it seems to depend on how many SMS messages you are sending every month.

To create a Twilio Account:

1. Go to the Twilio website (http://www.twilio.com) and sign up for an account. You can create a trial account and test, but you will need to upgrade your account in order to send SMS messages properly.

2. Configure SMS Provider Settings in CiviCRM

To reach the SMS provider settings page, navigate through the menus as follows:

   Administer » System Settings » SMS Providers
   Click on "Add New Provider" button.

   In the Manage SMS Provider Page, the providers that are enabled are available. Choose Twilio.
   Type some name for your sms provider in the Title textbox.
   The Username is the AccountSid.
   The Password is your AUTH token.
   Select "xml" for the API Type. The API Url is https://api.twilio.com/
   Under API Parameters, you need to put in the phone number Twilio provides for your account, like this:
   From=12345678901

You need to include the prefix 1 in the From phone number. Also, it is case sensitive, so please put in From.

To create a Clickatell account:

1. Go to the Clickatell website and sign up for a Small Business API account (http://americas.clickatell.com/solutions/small-business-api), which is the cheapest account type that will let you send and receive SMS in the US.

2. Create a Clickatell HTTP API product

In Clickatell Central, use the Manage My Products page to add a HTTP connection. This will generate an API ID that, together with your username and password, you need to add it to the SMS Provider settings of CiviCRM.

On this page, you will also need to have the Two-way number set up. Click on "US Long Codes (Small Business)." Clickatell will provide a phone number and you will need to provide two things:

1. a Reply Path: HTTP POST and
2. a Target Address, which is https://SITE-NAME.ourpowerbase.net/civicrm/sms/callback?provider=clickatell.

Save changes at the bottom of that page.

3. Configure SMS Provider Settings in CiviCRM

Click on Administer » System Settings » SMS Providers
Click on "Add New Provider"

In the Manage SMS Provider Page, the providers that are enabled are available. Choose Clickatell.
Type some name for your sms provider in the Title textbox.
The Username is the username you created

The Password is the password you created
Select "http" for the API Type. The API Url is https://api.clickatell.com
Under API Parameters, you need three items:
api_id=123456
from=12123456789
mo=1

You have to replace '123456' with your api_id and '123456789' with the phone number Clickatell provides.