

# How to Send an SMS Text Message to a Participant

## Q. How do I send my participant an SMS Text Message from the dashboard?

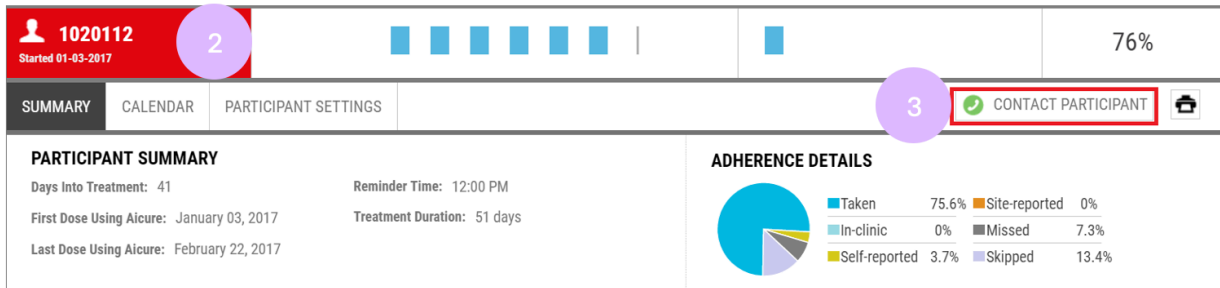
A. If you need to follow up with a participant, you can use the dashboard to send SMS messages directly to them. Please follow the steps below:

1. Log into the AiCure portal ([login.aicure.com](https://login.aicure.com)) and select your study
2. Click on the Participant ID to get the dropdown menus
3. Click on **CONTACT PARTICIPANT**
4. A dialogue box will appear. Fill out the following:
  - Choose a reason for contacting them
  - Select “Message Mobile”
  - Choose one of the prewritten messages you would like to send
5. Once finished, click **Send Message**

The Participant will receive a text message from **646-681-7440** containing your message.

### Please Note

*This is currently a **one-way** communication. The participant cannot reply to these messages at this time.*



**1020112**  
Started 01-03-2017

76%

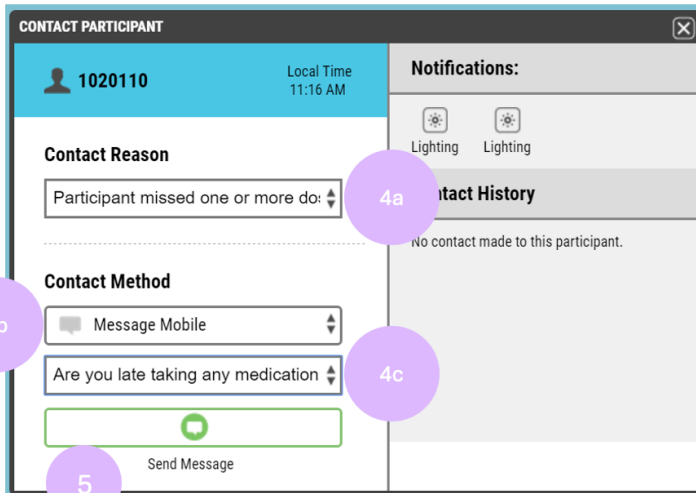
SUMMARY | CALENDAR | PARTICIPANT SETTINGS

**CONTACT PARTICIPANT**

**PARTICIPANT SUMMARY**  
 Days Into Treatment: 41  
 First Dose Using Aicure: January 03, 2017  
 Last Dose Using Aicure: February 22, 2017  
 Reminder Time: 12:00 PM  
 Treatment Duration: 51 days

**ADHERENCE DETAILS**

Taken	75.6%	Site-reported	0%
In-clinic	0%	Missed	7.3%
Self-reported	3.7%	Skipped	13.4%



**CONTACT PARTICIPANT**

1020110 Local Time 11:16 AM

**Contact Reason**  
Participant missed one or more do...

**Contact Method**  
Message Mobile

Are you late taking any medication

Send Message

**Notifications:**  
Lighting Lighting

**Contact History**  
No contact made to this participant.

**Q. My participant is not receiving my SMS messages, what could cause this to happen?**

**A.** If an incorrect/no phone number was entered during registration, your participant will not receive SMS messages. If you suspect this may have happened, you can update it on the dashboard and resend the SMS message. See our [How to Update Participant Phone Number](#) article for instructions if needed.