

How to Switch from the Patient Connect app to Two-Way SMS Text

Q. I registered my participant as a Patient Connect app user, however I need to switch them to Two-Way SMS Text instead. How can I do this?

A. For certain trials, you can register your participant so they can log their daily activities in two different ways: using the Patient Connect app, and through Two-Way SMS Text. If you originally registered your participant as a Patient Connect app user and would like to switch them to Two-Way SMS text, you can follow the steps below to switch them.

Please Note

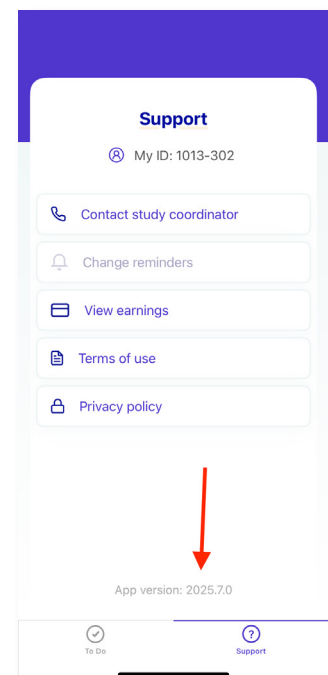
Two-Way SMS Text is not available for all trials. If you are unsure if your trial is configured to use this feature, please check with your sponsor team.

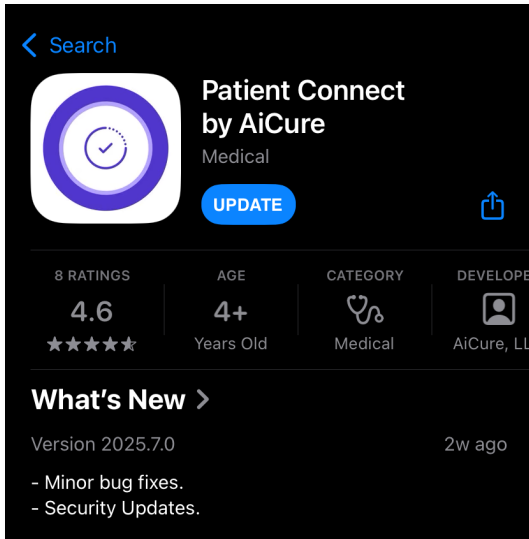
Also note that, if your participant is registered as a Two-Way SMS Text type user, they currently cannot be switched to using the Patient Connect app. Similarly, once they are switched from the Patient Connect app to Two-Way SMS texting, they cannot be switched back. Please reach out to the AiCure support team for assistance.

Switching the participant from the Patient Connect App to Two-Way SMS Text

Before you begin, please ensure your participant’s Patient Connect app is updated to the most up-to-date version (**version 2025.7 or later**). Participants using an older app version will not be able to complete these steps.

To confirm the app version, you can check at the bottom of the “Support” tab within the app. If the version is 2025.7 or higher, your participant is ready to switch.





If the participant is using an older app version, navigate to the Apple App Store or Google Play Store to update to the current version.

The participant can also uninstall and reinstall the app to get the latest version. However please ensure all of their data is uploaded to the dashboard prior to doing this.

If your participant is using an outdated app on an AiCure provisioned device, please reach out to the AiCure Support team for assistance.

Part A: On the Site Coordinator Dashboard

1. Log in to the AiCure Site Dashboard (login.aicure.com)
2. Select the participant
3. Navigate to the **PARTICIPANT SETTINGS** tab
4. Click on the **MANAGE PARTICIPANT** dropdown list
5. Select **CHANGE PARTICIPANT TYPE**
6. Carefully read through the window, then click **PROCEED**
7. Enter the participant’s mobile phone number and time zone. Ensure the number you enter is the participant’s current mobile number and not a landline. Then click **PROCEED**
8. Confirm the information you entered, then click **SUBMIT**

An update will be sent to the Patient Connect app on the participant’s device to complete this change (“Update Pending”). The “SMS Text (Inactive)” type will be displayed on the summary tab of this participant until the participant agrees to accept SMS messages on their device.

SUMMARY	CALENDAR	PARTICIPANT SETTINGS	PARTICIPANT REPORTS	CONTACT PARTICIPANT
PARTICIPANT SUMMARY Days into AiCure Treatment Period: 48 days AiCure Treatment Period Start Date: 31 July 2025 AiCure Treatment Period End Date: 14 August 2025 Treatment Regimen: Full Step Treatment		ADHERENCE DETAILS Reminder Time: 09:00 (EDT) AiCure Treatment Period Duration: 15 days Patient Type: SMS Text(Inactive)		NO DATA TO DISPLAY
		<input type="button" value="TRIAL PERIODS"/>		

Mobile | Text Only

PARTICIPANTS

all completed/removed not activated Next Period Update
 dose in clinic today needs follow up treatment ended Final Period
 active ending soon AiCure Treatment Period

Add Mobile Participant

Medication Adherence (AiCure confirms medication intake) 20% Total Number Registered 3 active 13 completed 16

PARTICIPANT #	START DATE	7 DAY HISTORY	TODAY (TUE)	ADHERENCE
		TUE WED THU FRI SAT SUN MON	DOSE 1:	
102-123 AiCure Treatment Period	2025-09-16			--

SUMMARY | CALENDAR | PARTICIPANT SETTINGS | PARTICIPANT REPORTS

CONTACT PARTICIPANT

Treatment & Device Settings

- MANAGE PARTICIPANT
 - CHANGE PERIOD START DATE
 - CHANGE PERIOD END DATE
 - CHANGE TREATMENT REGIMEN
 - CHANGE PARTICIPANT LANGUAGE
 - CHANGE PARTICIPANT PHONE NUMBER
 - CHANGE DOSE DATE
 - START NEXT PERIOD
 - END PARTICIPATION
 - CHANGE PARTICIPANT TYPE

CHANGE PARTICIPANT TYPE

Change Participant Type

The current patient type for (102-123) is 'Patient Connect', do you want to change it?

You are about to move this participant from App-based dosing to SMS-based dosing. Before proceeding, please confirm that the participant has synced their device so all dosing data is uploaded.

CANCEL Proceed

CHANGE PARTICIPANT TYPE

Change Participant Type

Switching to 'SMS Text' participant.

Mobile Number: +1 1234567890

Time Zone: Eastern Time (US & Canada)

CANCEL Proceed

CHANGE PARTICIPANT TYPE

Change Participant Type

You're switching the participant to a new patient type with the following settings. please confirm

Patient Dose Type: SMS Text
 Patient Mobile Number: +11234567890
 Patient Time Zone: Eastern Time (US & Canada)

CANCEL Submit

CHANGE PARTICIPANT TYPE

UPDATE PENDING

102-123

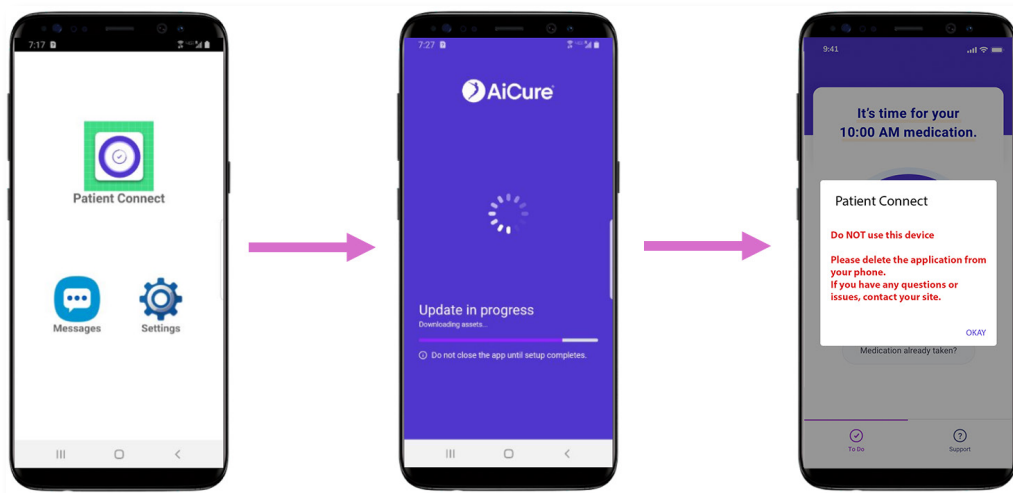
Patient change type to SMS Text.

Updates will take effect when the participant opens the AiCure app. No further edits can be made until update is applied to the mobile device.

OK

Part 2: On the Participant's Device

1. Instruct the participant to open the app while connected to the internet to download the update (if the app is already open, instruct them to close and reopen it)
2. Please wait while the update downloads
3. Once complete, the participant will be presented with the following message in the app which will prevent them from continuing to use it:
 - *“Do NOT use the app on this device! Please delete the application from your phone. If you have any questions or issues, contact your site”*
4. If the participant is using their personal device, instruct the participant to delete the application from their device. If the participant is using an AiCure provisioned device, you may collect it and reach out to AiCure support to reset the application.



5. The participant will also receive a text message at the phone number they provided requesting their confirmation that they agree to receive texts on their device.
6. Instruct the participant to carefully read through the text and reply “A” or “Agree”. The participant must agree to these terms otherwise they will not be able to resume dosing.

Once they respond to the text their Patient Type status will change to “SMS Text (Active)” and they will proceed to receive future texts to participate for the remainder of the trial.

