

# Sign-up /Setup for Twilio

## What is Twilio?

Twilio is a cloud communications platform synced with ATOM to enable enhanced texting communication options for you and your clients. Texting is often the most efficient and optimal way to communicate with your clients, given today's data and phone-centric lifestyle. Using Twilio can help you "break away" from using your personal cell phone AND will log all the messages inside the proper ATOM Client files.

## How Much Does Twilio Texting Cost?

### ATOM Charges

There is an Add-On Fee to open and maintain the programming behind the Text system on your ATOM Site(s). Annual accounts will be charged \$150 a year, and those on the monthly payment option will be charged \$15 per month.

### Twilio Charges

Twilio charges can vary depending on SMS vs. MMS (images) and carrier fees but are highly affordable! All accounts are charged \$1 a month to reserve your text number, then per-text charges are accrued and billed to your account CC on a revolving schedule. The Average text amount is typically \$0.007 per regular SMS. Getting your ATOM software equipped with Twilio is a "game changer" and easy.

[Our Billing Breakout for 2022](#)

[Doc Link](#)

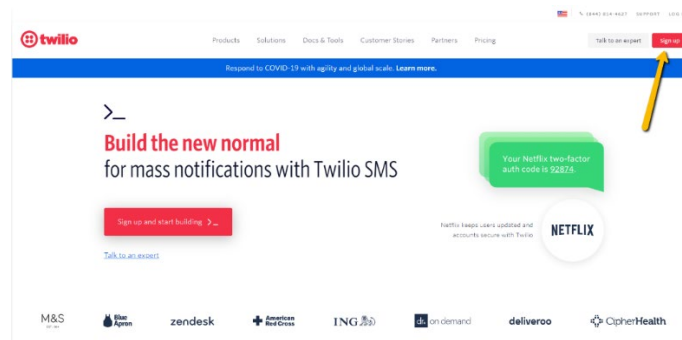
## Signing up for Twilio Process

How to sign-up/setup Twilio:

[Video](#)

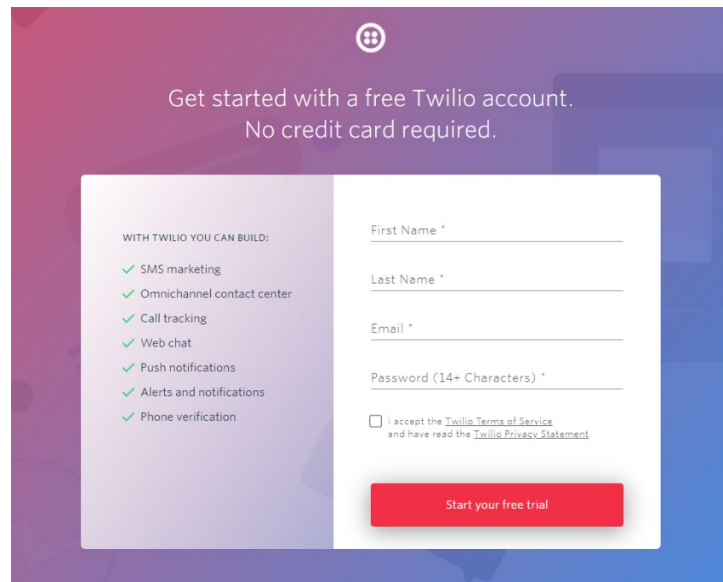
### Step 1: Go to <https://www.twilio.com/try-twilio>

You will want to click the "Sign up" button in the top-right corner of your screen.



## Step 2: Complete the sign-up process

Twilio will want you to sign up for the free trial. This is fine to start but as you will need to upgrade to the paid version for it to work with ATOM, it saves time to skip this option.



## Step 3: You will be asked about your new account.

Use the setup options for SMS, Alerts & Notifications with No Code at all, and with the goal to Build Something Yourself.



**Ahoy Dwan**, welcome to Twilio!

Tell us a bit about yourself so we can personalize your experience. You will have access to all Twilio products.

• Which Twilio product are you here to use?

SMS

• What do you plan to build with Twilio?

Alerts & Notifications

• How do you want to build with Twilio?

- With code  
Customize exactly what you want
- With minimal code  
Build on top of our code samples
- With no code at all  
Launch a starter app with no code

• What is your goal today?

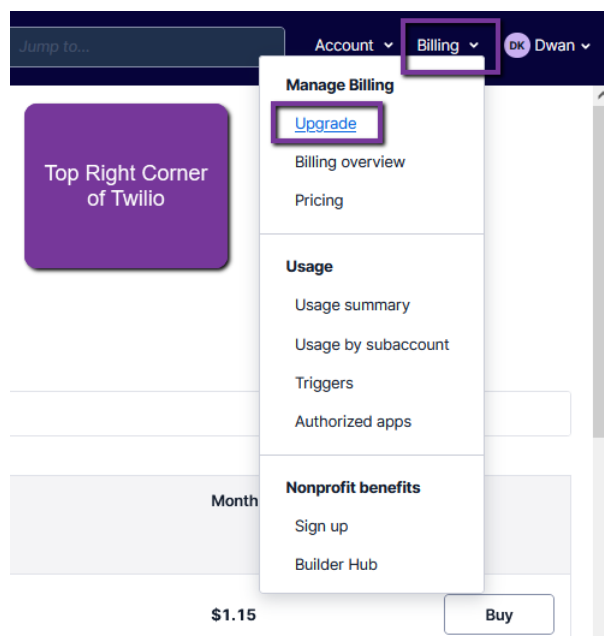
Build something myself

Your billing country is United States. [Change](#)

[Get Started with Twilio](#)

## Step 4: Upgrade your Account & Add Billing Information

Open the Billing Section in the top right corner of your dashboard, and select Upgrade



## Step 5: Complete your Account Profile

After clicking Upgrade Project, you will need to fill out the Upgrade Account pages with your business address, payment info, and billing address.

## Step 6: Purchase your Twilio Number

From here, you will purchase your Twilio Number. You can search for numbers based on location and/or containing certain digits (try to match the first part of your local numbers so your calls are more recognizable).

**NOTE:** Twilio can Host or Port your office number. *Contact our office for more information if you wish to apply.*

## Step 7: Send ATOM Support your Account Credentials, Login, and PW

Once you are initially set up, you will want to send us your Account Credentials (from your Main Dashboard) so we can connect your gateway. Please send us the following:

**Twilio Text Number:**

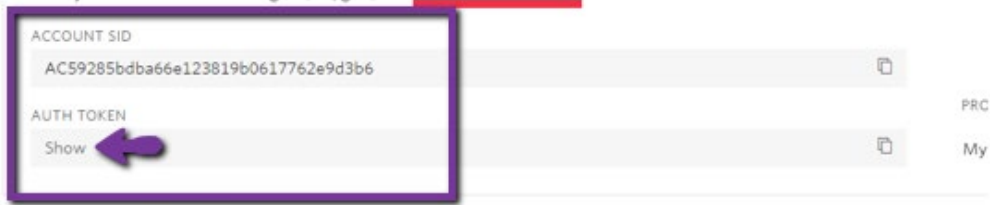
**Account SID:**

**Authorization Token:**

**Login:**

**Password:**

*\* The Account SID in the image below is for a demo account. You will have your own when you sign up.*



### Third Party User Guide

To add Twilio, most 3rd parties need you to get two things from Twilio: a phone number and an Account SID/Auth Token. Once this is done.

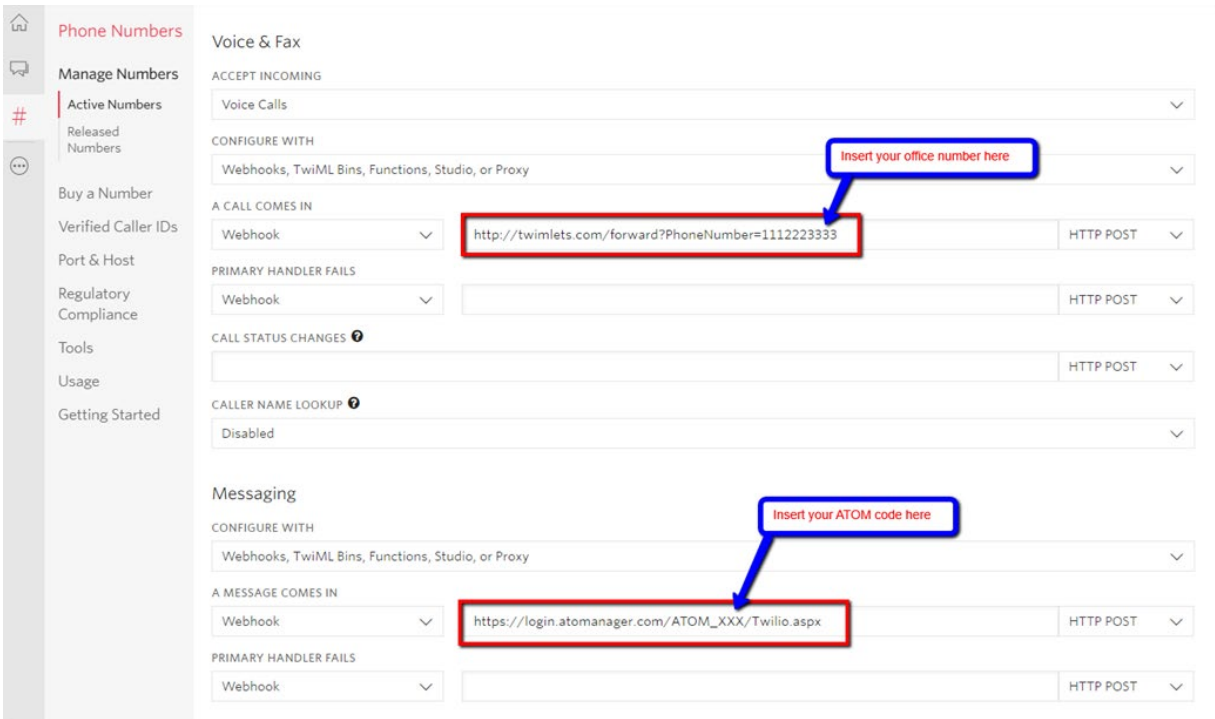
## Step 8: Setup your Message Relay inside Twilio

Once you send your info to us, you can also set up the relay for your Twilio Number. You will click on your phone number (you can search for Phone Numbers or click the Pinned Phone Numbers > Active Numbers Menu on the left side of your Twilio Console). Then, you can enter the information below:

**A Call Comes In:** <http://twimlets.com/forward?PhoneNumber=1112223333> \*this will be your office number.

**A Message Come In:** [https://login.atomanager.com/ATOM\\_XXX/Twilio.aspx](https://login.atomanager.com/ATOM_XXX/Twilio.aspx) \*you will plug in your ATOM Code for XXX.

You won't need to worry about the other fields—just the two fields where it wants a link. See the screenshot below for reference.



Once this is all done, ATOM Support will contact you with further instructions so we can complete your full integration and begin texting using your ATOM site!

### **A2P Twilio Campaign Requirement**

Per carrier regulations, Twilio now requires all users to register their Business Profile and brand and submit an Application-to-Person (A2P) Campaign for approval before being allowed to text customers using your Twilio Number 10 digit long code (10DLC). This provides better delivery quality and lowers filter risks.

This application process can be confusing, but ATOM Support will finish the rest of your registration once you submit your Account Credentials. If you prefer to do this yourself, please let us know, and we'll send you instructions on navigating the Twilio site and the 4-step process.

Always remember that you can contact us for any questions or assistance!

**Call or Text:** 517-940-8745 | **Email:** [ATOM\\_Software@parse.atomanager.com](mailto:ATOM_Software@parse.atomanager.com) |

**Email for Attachments:** [sales@atomanager.com](mailto:sales@atomanager.com)