

## SMS Gateway for wichealth lesson

UPDATED 8/16/2022

### What is SMS Gateway?

SMS stands for **Short Message Service**. It allows a computer to send or receive a text message to and from a telecommunication network.

### How to document communication preference in HuBERT?

Your agency may offer more than one communication option. Below is an example of documenting the communication preference in HuBERT. Document as many options as appropriate.

#### Text TM + Provider

Telephone 1	555-555-5555	Comment	TM ATT
Telephone 2	- -	Comment	

#### Voice VM

Telephone 1	555-555-5555	Comment	VM
Telephone 2	- -	Comment	

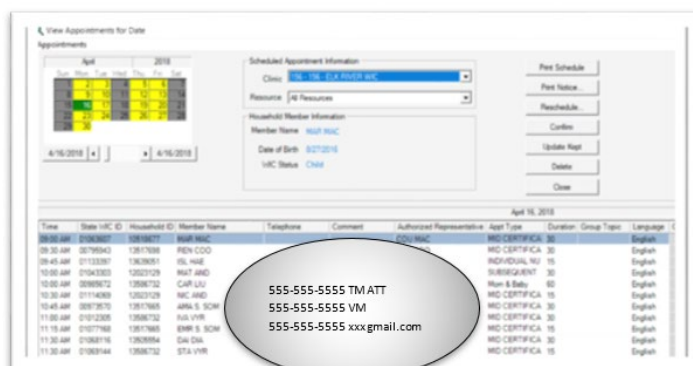
#### Email email address

Telephone 1	555-555-5555	Comment	address gmail.com
Telephone 2	- -	Comment	

Put the email address in **Telephone Comment** box, not the Email box. Cannot use the “@” sign so substitute a space.

### How to pull the information from HuBERT?

1. Pull appointment list from HuBERT. Go to **Activities** and select **View Appointment for Date**. Use **Print Schedule** to print a copy of the appointment listing as your worksheet.
2. Use **Appointment Type** or sort **Resource** to identify those scheduled for wichealth.org.



The screenshot shows a table of appointments for April 16, 2018. A callout box highlights three entries:

- 555-555-5555 TMATT
- 555-555-5555 VM
- 555-555-5555 xxxgmail.com

Time	State IUC ID	Household ID	Member Name	Telephone	Comment	Authorized Representative	App Type	Duration	Group Type	Language
08:30 AM	0789543	13817688	REN COO				IND-CERTIFICA	30		English
08:45 AM	01233381	13628051	DEL HUB				INDIVIDUAL NO	15		English
10:00 AM	01043303	13252129	WAT AND				SUBURGENT	30		English
10:00 AM	0088872	13581732	CAR LUJ				New & Baby	60		English
10:30 AM	0114009	13231129	MC AND				IND-CERTIFICA	15		English
10:45 AM	00873072	13817685	AKA S SCH				IND-CERTIFICA	30		English
11:00 AM	01013309	13581732	WAT VIV				IND-CERTIFICA	30		English
11:15 AM	01077488	13817689	BMR S SCH				IND-CERTIFICA	15		English
11:30 AM	01088176	13628054	DAV DIA				IND-CERTIFICA	30		English
11:30 AM	01088144	13581732	STA VIV				IND-CERTIFICA	15		English

## How to Text using SMS Gateway?

1. Communication preference will be indicated under **Comment** in **Appointment Listing**.
2. If TM is indicated, use a secure agency email to send a text using SMS Gateway.
  - *10digitmobilenumber + gateway*
  - Example: 5551115555@vtext.com
3. Compose text message. Message must be 160 characters or less.
4. Identify WIC clinic information and send message.
5. Note any non-functional phone numbers in a HuBERT alert.
6. Use standardized notations (see below) for carriers for consistency in HuBERT.
7. Use Free Carrier Lookup\* (<https://freecarrierlookup.com/>) to determine SMS gateway.

*\*Free Carrier Lookup supports 30 free lookup for each month. You may use a different device for the free service until you reach the limit. You may become a paying member for unlimited lookup.*

## SMS Gateway

*10digitmobilenumber + gateway*

Provider	HuBERT	Gateway
Aio/Cricket	<b>CRICKET</b>	@mms.cricketwireless.net;
Alltell	<b>ALLTELL</b>	@sms.alltelwireless.com;
AT&T	<b>ATT</b>	@txt.att.net;
Boost	<b>BOOST</b>	@sms.myboostmobile.com;
Bright Spot	<b>BRIGHT</b>	@tmomail.net;
Family Mobile	<b>FAMILY</b>	@tmomail.net;
Metro PCS	<b>MPCS</b>	@mymetropcs.com; OR @metropcs.sms.us;
Nextel	<b>NEX</b>	@messaging.nextel.com;
Simple Mobile	<b>SIMPLE</b>	@tmomail.net;
Sprint	<b>SPRINT</b>	@messaging.sprintpcs.com;
Straight Talk	<b>STALK</b>	Varies *
Ting	<b>TING</b>	@message.ting.com;
T-Mobile	<b>TMOBILE</b>	@tmomail.net;
TracFone	<b>TRAC</b>	Varies *
US Cellular	<b>USCELL</b>	@email.uscc.net;
Verizon	<b>VERIZON</b>	@vtext.com;
Virgin Mobile	<b>VIRGIN</b>	@vmobl.com;

\*Supporting carrier will determine gateway.

\*When determined, add supporting carrier after the primary carrier. Example: TRAC ATT.

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