REDCap Twilio integration

REDCap has the capability to make voice calls and send SMS text messages for surveys and for Alerts & Notifications by using a third-party web service named Twilio (www.twilio.com). In this way, you could invite a participant to take a survey by sending them an SMS message or by calling them on their phone, in which the data would be collected in REDCap directly from their phone without having to use a webpage. There are many different options available for how you can invite participants and how they can take your surveys, either as a voice call survey or as an SMS conversation. You may also send Alert & Notifications to recipients via Voice Call or SMS instead of via email.

Twilio integration can only be enabled by REDCap administrator with IRB approval and available funding.

Twilio is enabled via the Control Center Project Setup Screen:

And the configured via the Twilio SMS and Voice Call services panel: