

# Texting in Jackrabbit - An Overview

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Jackrabbit integrates with Twilio, a text messaging provider, to enable you to send text messages to your customers directly through Jackrabbit.



Twilio ([www.Twilio.com](http://www.Twilio.com)) is a cloud-based API Platform for SMS (texting) that integrates seamlessly with Jackrabbit. Once you've created an account with Twilio and have added your credit card details, you'll be able to text customers from within Jackrabbit.

Each Jackrabbit database must have its own Twilio account with a unique Auth ID and Auth Token. A Twilio account cannot be shared across databases. In order to have two accounts with Twilio, you are required to use different credit cards for payment. See [Texting in Jackrabbit](#) for instructions on getting set up with Twilio.

**Note:** For customers outside the US and Canada, reach out to [Jackrabbit Support](#) if you need help setting up a Twilio account.



An alternative to sending text messages through Twilio, you may want to consider [Jackrabbit Plus](#), a mobile app that is custom-branded for your business, integrates with the Jackrabbit Parent Portal, and supports sending "push notifications." Jackrabbit Plus also enables group chat, a two-way messaging system, for seamless communication among users. The group chat function allows users to upload files (with no size limitations) and can help eliminate extra communication apps.

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