



# PLIVO SMS GATEWAY & WEBADM

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## 1. Setup an Account on Plivo

- > Sign up for an account.
- > Add the credit to the account (however, you should get some initial free credit when signing up).
- > From the Dashboard go to API Platform and copy the AuthID and the AuthToken.

## 2. Configure WebADM:

- > Login to WebADM.
- > Go to **Applications** → **MFA Authentication Server**.
  - > Configure the section **SMS OTP**.
- > **SMS Message Type** ==> **Normal** (We advise testing using Normal first).

- > Apply changes.
- > Go to **Applications** → **SMS Relay**.
  - > Register the SMS Hub Server application (if you haven't already).
  - > Click on **CONFIGURE**.

- > Setup the **SMS Gateway 1** section with the details from Plivo - instructions are embedded in the page.

- > Apply changes.

## 3. Activate SMS Login on Group of Users:

- > Select the AD/LDAP group.
- > If the group is not activated (to openotp), choose **Activate** now.
- > In the **Object Details** box, choose to **CONFIGURE** on WebADM Settings.
- > Choose OpenOTP Settings and set.

OTP Type ==> SMS

## 4. Configure User (if needed)

- › The user needs a mobile number, which can be added (if not already existing) as an attribute.
- › The user needs an OpenOTP authentication setup which uses SMS - (in WebADM settings for the user, under **OpenOTP** configuration).

## 5. Test Test Test

- › Test the configuration using a valid user with a mobile number and using the MFA Authentication service link in the user's page, and then following "Test User Login".

## 6. Troubleshooting

- › **BEWARE** of the "Sandbox" numbers, check [this](#) out.
- › In case of problems with Plivio, head to the Logs -> Debug section in your dashboard to check what's happening (and/or check the WebADM Logs).

- › If WebADM fails to send the SMS, you will be notified at the bottom of the page (typical WebADM notification pattern).

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