# Connecting FrontlineSMS v1.7 to Ushahidi

- Introduction
- Technical requirements
- Step One: Setting up
- Step Two: Ushahidi configurations
- Step Three: FrontlineSMS provider configuration
- Step Four: Setup FrontlineSMS keywords
- Step Five: HTTP requests
- Step Six: Testing
- Tips and Tricks
- Examples of FrontlineSMS and Ushahidi being used together
- More Help

# Introduction

FrontlineSMS and Ushahidi are both free and open source software tools, widely used by social change projects the world over. FrontlineSMS is used to enable users to send, receive and manage large numbers of incoming and outgoing SMS. Ushahidi is a platform for information collection, visualization and mapping. Used together these tools can produce powerful results, with FrontlineSMS being used as a tool which can manage incoming SMS data which can then be visually represented using Ushahidi.

Approximate time required to configure: 20 - 30 minutes

#### Documentation in PDF format

## Technical requirements

- FrontlineSMS software (free to download)
- Compatible USB modem to use with FrontlineSMS (list available here)
- Ushahidi software: Select either Ushahidi Platform (server-based) or Crowdmap (Cloud-based)
- Any phone that can send and receive SMS
- Internet connection

### Step One: Setting up

Download and install v1.7 of FrontlineSMS. As this is the legacy version of FrontlineSMS, make sure you are downloading v1.7 and not the newer v.2X version. If you don't yet have an instance of Ushahidi or a Crowdmap online, download the Ushahidi platform or launch a new Crowdmap. If you need help, please refer to the Ushahidi Adminstration guide in this wiki.

Once everything is installed let's start with opening FrontlineSMS and connecting the software to a compatible device according to these instructions.

Next, test that FrontlineSMS is receiving messages from your mobile phone or modem by sending a couple of SMS. If it is not working, read through the user resources section of the FrontlineSMS website and check the Frequently Asked Questions.

## Step Two: Ushahidi configurations

In the add-ons tab of your Ushahidi or Crowdmap installation, click on 'show all' and navigate to the 'FrontlineSMS plugin'. Click on 'activate' and then on the 'settings' link next to the title.

Dashbo	oard Reports	Messages	Stats	Addons			Settings	Manage	Users
Add	ONS <u>Plugins</u> The	emes							
Ch.	au all Jaactivo	Activo							
She	nactive	Active							
A	DEACTIVATE								
	Plugins					Version		Actions	
	Admin Map Shows a map on the backe reports.	end that shows una	pproved repo	rts as well as ap	pproved	1.6		Activate	
	Author: John Etherton   Plugi	n Website: http://app	os.ushahidi.com						
	Adsense Adsense is a free plugin an Adsense ads into Ushahidi	nd open source sof frontend pages.	tware that au	tomatically inse	ert Google	1.0		Activate	
	Author: Henry Addo   Plugin V	Website: http://www.	ushahidi.com						
	Clickatell Send and Receive Text Mes	ssages Using Clicka	itell			0.5		Activate	
	Author: David Kobia   Plugin V	Website: http://www.	ushahidi.com						_
	Cloudmade Add a Cloudmade base lay	er				0.3		Activate	
	Author: David Kobia   Plugin V	Website: http://www.	ushahidi.com						
	Crowdmap Messages Shows important messages	s from Crowdmap,	including mai	ntenance notic	es.	0.1		Activate	
	Author: Brian Herbert   Plugir	n Website: http://ww	w.crowdmap.com	1					_
	CSV Download Public csv download page	at http://SUBDOM	AIN.crowdma	o.com/reports_	download	0.1		Activate	
	Author: George Chamales   Pl	lugin Website: http://	konpagroup.com						
	Facebook Social Allow users to comment or	n reports via Facel	book			0.6		Activate	
	Author: David Kobia   Plugin V	Website: http://www.	ushahidi.com						
	FrontlineSMS Receive Messages from a F Author: David Kobia   Plugin V	FrontlineSMS Instal	lations frontlinesms.com			0.5		Activate	

This link takes you to a summary of related actions. If you're using Ushahidi, you'll need to use the Ushahidi Sync Key, below. Copy and paste this and the FrontlineSMS HTTP Post link into a text file.

For example, your <u>Ushahidi</u> Sync Key: TWKJHBID Your <u>FrontlineSMS</u> HTTP Post link: <u>http://beta1-1usahididdev.com/frontlinesms/?key=TWKJHBID&amp;s=\$</u>
{sender_number}
& <u>m</u> =\$
{message_content}



Please note: In FrontlineSMS Version 1, you are not able to copy and paste text on a Mac, so you will need to enter the above manually.

# Step Three: FrontlineSMS provider configuration

In the settings section at the top right of the dashboard, navigate to the SMS tab. Under 'default sending provider', set the option to 'FrontlineSMS'. Enter the phone numbers that are connected to your FrontlineSMS instance, then save settings.

niboard Reports Messages Stats Addons	Settings Manage Users
Website Map SMS Email API Facebook External Apps	
MS Setup Options	SAVE SETTINGS CANCEL
Default Sending Provider ? Provider text messaging rates may apply	
Select One 😜	
Enter all the phone numbers that users can use to send text messages into your system by	olow
Phone 1: Cater the numbers without any a or deduce below.	elow.
Thome T, chief the homoe whold any + of dashes below	
Phone 2: Enter the number without any + or dashes below	
Phone 2: Enter the number without any * or dashes below	
Phone 2: Enter the number without any + or dashes below Phone 3: Enter the number without any + or dashes below	

Step Four: Setup FrontlineSMS keywords

In FrontlineSMS, open the Keywords tab, select the "<NONE>" keyword (1.6.16.3 or earlier).

Next, click on the "click here to go to advanced view" link on the right below the "Keyword Actions" section. At the bottom of the screen, click on "A uto Reply" and in the menu that pops up select the "External Command" option.

000	● ○ ○ FrontlineSMS 1.6.16.3							
File Setti	ile Settings View Help							
Home By Contacts 🔅 Keywords 🖾 Messages 📄 E-mails 📓 Phones								
er	्रे <none></none>		Keyword Actions of ' <no No keyword - actions will</no 	one>'	age that doesn't match another keywork			
90	i <mms></mms>		Action	n be triggered for every received mess	Start Date End Date // Live Hits			
UB			HTTP Request	2	3/01/2012 Undefined 📀 1			
N								
d								
o								
3								
e								
×								
			1					
	Pa	ıge 1 of 1 🔶 🛶						
	New 6	t 2005 Delete	Auto Reply	Edit	Delete			
(?)					Gotte			
Keywords	Loaded.				提 Cost estimator: £ 0.10 / SMS			
			FrontlineSMS	1.6.16.3				
⊖ ⊖ ⊖ File Settir	ngs View Help		FrontlineSMS	1.6.16.3				
File Settin	ngs View Help me 용 Contacts 🄯 Ke	eywords Messa	FrontlineSMS	1.6.16.3 es				
File Settin	ngs View Help me 🔊 Contacts 🎡 Ke	eywords Messa	FrontlineSMS	1.6.16.3 res				
File Settin	ngs View Help me A Contacts & Ke <pre></pre>	eywords Messa	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess	age that doesn't match another keyword			
File Settir	ngs View Help me 🔬 Contacts 🎡 Ke 🔅 <none> 斄 <mms></mms></none>	eywords Messa	FrontlineSMS ges E-mails Phor © Keyword Actions of ' <no -="" action="" action<="" actions="" d="" keyword="" no="" td="" w="" wil="" will="" ©=""><td>1.6.16.3 ne&gt;' I be triggered for every received mess 2</td><td>age that doesn't match another keyword Start Date End Date Vive Hits 3/01/2012 Undefined © 1</td></no>	1.6.16.3 ne>' I be triggered for every received mess 2	age that doesn't match another keyword Start Date End Date Vive Hits 3/01/2012 Undefined © 1			
File Settir	ngs View Help me & Contacts & Ke <pre><none> <pre><mms></mms></pre></none></pre>	eywords Messa	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2:	age that doesn't match another keywork Start Date The Ind Date Start Date Hits 3/01/2012 Undefined © 1			
File Settir	ngs View Help me Sontacts Sont Ke sont Ke sont Ke message Ke sont Ke S	eywords Messa	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2	age that doesn't match another keyword Start Date Field Date Field Hits 3/01/2012 Undefined I			
Life Settin	ngs View Help me Sontacts Sont Ke Sont Contacts Ke MMS>	eywords	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2	age that doesn't match another keywor. Start Date End Date Sure Hits 3/01/2012 Undefined © 1			
word Manager	ngs View Help me A Contacts & Ke	eywords Messa	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2:	age that doesn't match another keywork \$tart Date 🚰 End Date 🏂 Live 🛄 Hits 3/01/2012 Undefined 📀 1			
Price	ngs View Help me Contacts Sign Ke <none> <none></none></none>	eywords Messa	FrontlineSMS	1.6.16.3 ne>' <i>I be triggered for every received mess</i> 2:	age that doesn't match another keywork Start Date Find Date Sky Live Hits 3/01/2012 Undefined 2 1			
Keyword Manager	ngs View Help me Sontacts Sont Ke sont Contacts Sont Ke sont Kenter contact Sont Kente	eywords Messa	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2:	age that doesn't match another keywork Start Date Field Date View Hits 3/01/2012 Undefined 1			
Keyword Manager	ngs View Help me Sontacts Sont Ke Sont Contacts Sont Ke MMS>	eywords	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2	age that doesn't match another keyword Start Date Field Date File III Hits 3/01/2012 Undefined 21			
Keyword Manager	ngs View Help me Sontacts Sont Ke <none> <none></none></none>	eywords	FrontlineSMS	1.6.16.3 res <i>I be triggered for every received mess</i> 2:	age that doesn't match another keywor. Start Date Hits 3/01/2012 Undefined © 1			
Keyword Manager	ngs View Help me A Contacts & Ke <	eywords	FrontlineSMS	1.6.16.3 ies ine>' I be triggered for every received mess 2: 2:	age that doesn't match another keyword Start Date The Live Hits 3/01/2012 Undefined I			
Keyword Manager	ngs View Help me Contacts Soft Ke <none> <nms></nms></none>	eywords Messa	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2:	age that doesn't match another keywork Start Date Find Date Vive Hits 3/01/2012 Undefined 1			
Keyword Manager	ngs View Help me Sontacts Son Ke Son Kenes Son Kenes Son Kenes Son Kenes	eywords	FrontlineSMS	1.6.16.3 ne>' I be triggered for every received mess 2:	age that doesn't match another keyword Start Date Field Date Field Live Hits 3/01/2012 Undefined 1			
Keyword Manager	ngs View Help me Sontacts Son Ke (None> (MMS>)	eywords	FrontlineSMS	1.6.16.3 res <i>I be triggered for every received mess</i> 2: 2:	age that doesn't match another keywor. Start Date Find Date Vive Hits 3/01/2012 Undefined I			
Keyword Manager	ngs View Help me Scontacts Sign Ke <none> <none></none></none>	eywords	FrontlineSMS	1.6.16.3 res <i>I be triggered for every received mess</i> 2:	age that doesn't match another keyworr Start Date Provide Hits 3/01/2012 Undefined I			
Keyword Manager	ngs View Help me Contacts Solve Ke <pre></pre>	eywords	FrontlineSMS	1.6.16.3 res <i>I be triggered for every received mess</i> 2: 2:	age that doesn't match another keyworr Start Date The Live Hits 3/01/2012 Undefined I			
Keyword Manager	ngs View Help me Contacts Soft Ke <none> <none></none></none>	eywords	FrontlineSMS	1.6.16.3 res <i>I be triggered for every received mess</i> 2:	age that doesn't match another keyword Start Date Start Date Stort Date Stor			
Keyword Manager	ngs View Help me Sontacts Son Ke (None> (MMS>)	eywords	FrontlineSMS	1.6.16.3 es ne>' I be triggered for every received mess 2	age that doesn't match another keywor. Start Date Field Date P Live Hits 3/01/2012 Undefined 1			
Keyword Manager	ngs View Help me Scontacts Sign Ke <none> <none> <nms></nms></none></none>	eywords Messa	FrontlineSMS	1.6.16.3 es ne>' I be triggered for every received mess 2: 2:	age that doesn't match another keywor. Start Date Find Date Sing Live Hits 3/01/2012 Undefined © 1			
Keyword Manager	ngs View Help me Contacts Solve Ke Contacts Solve Ke Contacts Solve Ke Contacts Solve Ke MMS>	eywords Messa ge 1 of 1 😭 😭	FrontlineSMS	1.6.16.3 es ne>' I be triggered for every received mess 2:	age that doesn't match another keywort Start Date Control of the service of the			
Keyword Manager	ngs View Help me Contacts Soft Ke <none> <none> <nmms></nmms></none></none>	eywords Messa ge 1 of 1 🔶 🛶	FrontlineSMS	1.6.16.3  es ne>' I be triggered for every received mess 2: 2: Edit	age that doesn't match another keywort Start Date Field Date File III Hits 3/01/2012 Undefined 1 1			

Step Five: HTTP requests

In the window that opens, select "HTTP Request" as the execution type, paste the URL you copied from your Ushahidi deployment above into the command text field that is in the "Execution Details" section and select the "Do Not Wait For Response" button. Leave all the other fields untouched.

Then click "Done" and the process should be complete. Any SMS messages sent to FrontlineSMS will also be forwarded to the admin page of your Ushahidi platform.

00	FrontlineSMS 1.6.16.3	
File Settings View Help		
Home 🔊 Contacts	Keywords Aessages E-mails Reproduction	
() (None>	External Command	c
Keyword Manage	External Command   Execution Type	esn't match another keywork
New	Edit Delete Auto Reply - Calcer	Delete
Keywords Loaded.		Cost estimator: £ 0.10 / SMS

# Step Six: Testing

Test Ushahidi and FrontlineSMS working together: send an SMS to FrontlineSMS while the keyword action is set up. You should see the message come into FrontlineSMS on the 'latest events' box on the Home tab, and then a 'hit' register on the far right column of the keyword action box in the Keywords tab. A report should then appear in your Ushahidi or Crowdmap installation.

00	FrontlineSI	MS 1.6.16.3	
File Settings View Help			
Home 🙈 Contacts 🞡 Keywords 🥁	Messages 📑 E-mails 📓 Pł	nones	
		Latest Events	0
		Description	☑ Time
		Phone Connected: E173	23/01/2012 13:35:
		<b>1</b> +254707181522: Ushahidi test	23/01/2012 13:41:
Send SMS	0 2 2 2 🛃 🕹 £0.00		
Click to include:	Send .		Clear
Message received.			Cost estimator: £ 0.10 / SMS

# Tips and Tricks

Here are a few pointers to help you with the process. If you have more tips, please add them!

- FrontlineSMS will not retry the HTTP Request if it fails for whatever reason. This means that any SMS messages that come into FrontlineSMS while your Internet connection is down will not be automatically forwarded to your Ushahidi deployment. To pause your receiving device, double click on it in the 'phones' tab and uncheck 'use to receive SMS'. When the Internet is restored, check this box again and SMS will start to come through again.
- Remember that your phone may freeze occasionally or the connection to the receiving device may be lost, so you need to keep an eye out for this. If this happens you can fix it by quitting FrontlineSMS and disconnect and reconnect the receiving device.

## Examples of FrontlineSMS and Ushahidi being used together

FrontlineSMS and Ushahidi have been used together in many powerful and inspiring ways including to monitor elections in Nigeria; to map harassment on the streets of Egypt; to track incidences of violence against children in Benin and to demonstrate and challenge incidences of human rights abuse in the Democratic Republic of Congo. We hear from new users regularly who are keen to use the software together, and this resource is intended to make that process as easy as possible.

### More Help

We hope that this was useful for you. If you have run through these steps and need further support OR if you would like to add best practice tips to our guide and help other users with this process please visit

- Ushahidi forums and / or community
- [FrontlineSMS community forum|http://frontlinesms.ning.com/for