

Registering a Case Contact

In addition to registering users as messaging contacts, you can also register a case as a messaging contact. This can be useful when you have beneficiaries you are registering and you want to send them messages.



Important

Make sure you understand [Case Management](#) well before continuing.

Case Properties

Below are the case properties to set on a case in order to enable it for messaging:

Case Property	Required	Description
contact_phone_number	Required for one-way SMS	This is the phone number to send messages to. It should be in international e.164 format, which generally means it should have the country code first (e.g., 1 for the USA or 91 for India) and then the rest of the phone number. Depending on the country, you may need to remove the leading zero from the national number before prepending the country code. It should not have any spaces, dashes or other punctuation. For example, both "15551234567" and "919812345678" are valid values.
contact_phone_number_is_verified	Required for two-way SMS	Set this to the value 1 if you want this contact to be able to use two-way SMS (that is, to send replies to the system). Only one contact can hold a number for two-way SMS so if another contact has registered the same number for two-way SMS, the contact who registers it first will own it for two-way.
commcare_email_address	Required for email	Set this to the contact's email address to send email content to them.
time_zone	Optional	This specifies the time zone of the contact. If messages are sent to this case at a specific time, this time zone will be used to interpret those times. Otherwise, the project's time zone will be used. For example, to set US East Coast Time as the time zone, this should be set to "America/New_York". A full list of available time zones can be found by going to Project Settings and viewing the list available for "Default Timezone".
language_code	Optional	If you translate the messages in your alerts, you can set the contact's preferred language here. This value should match the language codes that you define on the SMS Languages page.
contact_backend_id	Optional	If you want to use a specific gateway for this contact and override any default gateway choosing behavior that the system would otherwise do, you can specify the name of that gateway here.

Errors

If you happen to run into errors during the registration and testing of SMS messages, you can review our error message descriptions [here](#).