

WPForms Blog

WordPress Tutorials, Tips, and Resources to Help Grow Your Business



How to Get an SMS Notification From WordPress Forms (Easily)

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Reader Disclosure



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If you're looking for an easy way to get your WordPress form to send an SMS notification, you've come to the right place!

Sending notifications through SMS is an effective conversational marketing tool. You can send welcome messages, coupon codes, offers, discounts, and more, based on form data from customers.

Although the process might seem complex and complicated to set up, I'm going to show you how to do it in just 3 quick and easy steps. You really won't believe how easy it actually is.

How to Send an SMS Notification From WordPress Forms (Easily)

Before we get started, there are a few tools that you'll need to follow along with this tutorial. As I explain the steps, they'll be based on you having the following:

WPForms: You will need to [download and install](#) the [WPForms plugin](#) on your website. Please note that you will need the **Plus** plan or above to access the Twilio addon, which is what makes SMS notifications so easy.

Twilio Account: You'll need to go through the process of setting up a Twilio account and obtaining a phone number. This will be necessary to connect Twilio and WPForms.

Twilio Addon: Make sure you install and activate the [Twilio addon](#) in WPForms.

Twilio Addon by WPForms



Once you've got the tools in place, you're ready to go.

Here's a quick overview of the steps we'll cover.

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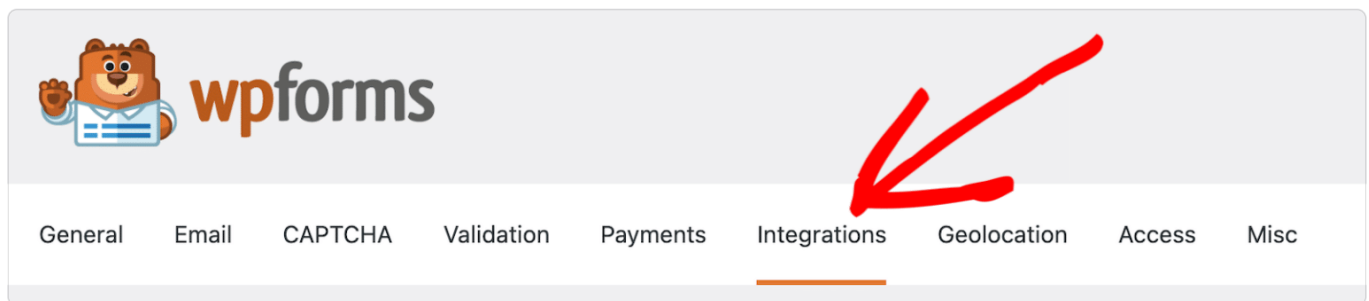
Monitor Through WPForms

Monitor Through Twilio

Let's get started.

Step 1: Connect WPForms to Twilio

The first order of business is connecting your WPForms to Twilio. To do this, navigate to your WordPress dashboard. Then, from the left sidebar, click on **WPForms » Settings** and select the **Integrations** tab.



Locate and click on **Twilio** to expand the options. Then click on the **Add New Account** button.



Twilio

Integrate Twilio with WPForms

+ Add New Account



You'll see that you need to provide some information about your Twilio account to connect with WPForms.



Twilio

Integrate Twilio with WPForms

+ Add New Account

Please fill out all of the fields below to add your new provider account.

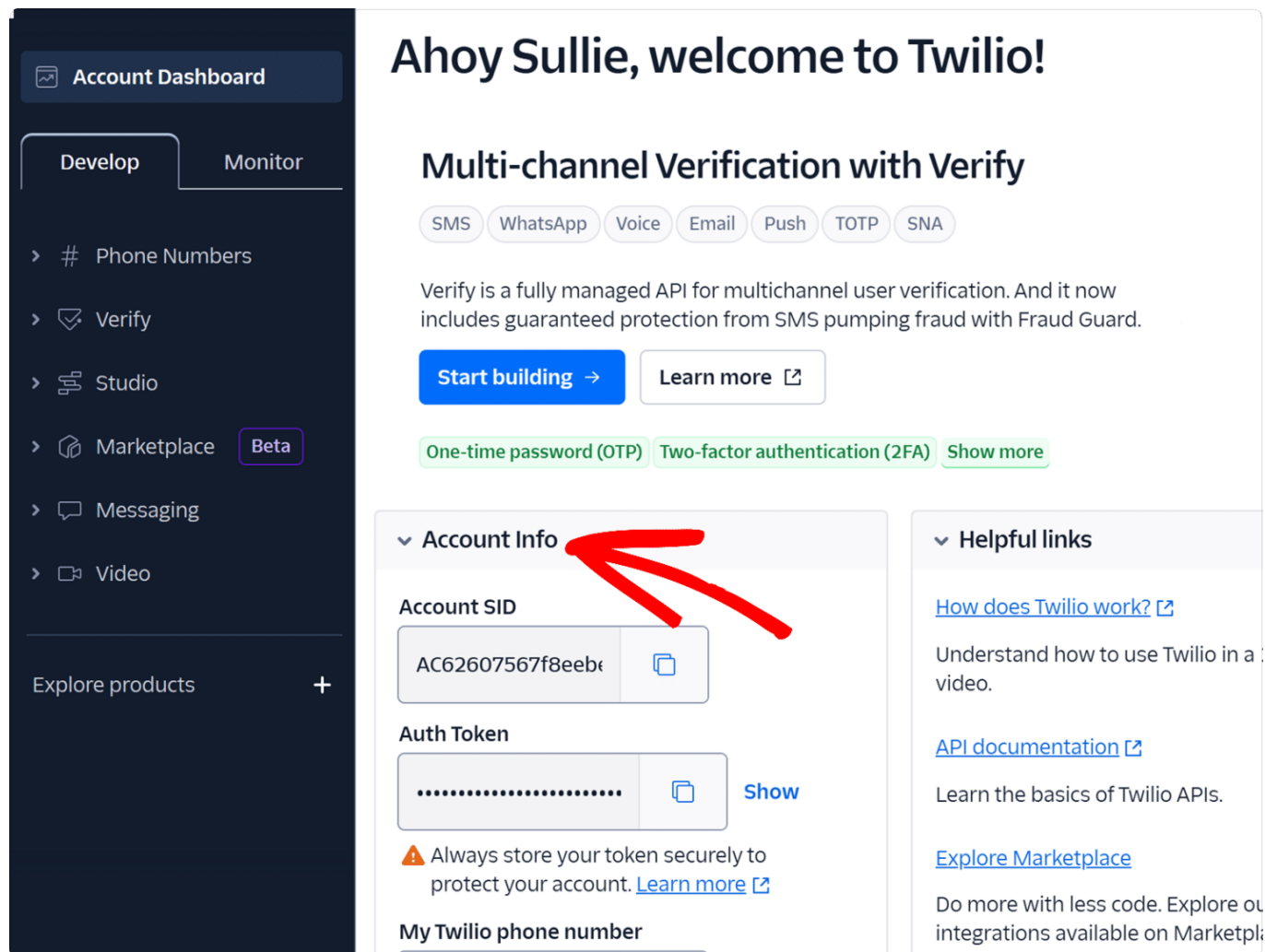
If you need help connecting WPForms to Twilio, [read our documentation](#).

Connect to Twilio

If you haven't already, open Twilio in another tab. At this stage, it helps to have your Twilio

account open in one tab and WPForms in another so that you can copy and paste the information you need to complete this step.

On your Twilio dashboard, locate the **Account Info** section. Here you'll find your Account SID and Auth Token.



The screenshot shows the Twilio Account Dashboard. On the left is a dark sidebar with navigation links: Account Dashboard, Develop, Monitor, Phone Numbers, Verify, Studio, Marketplace (Beta), Messaging, and Video. The main content area has a welcome message 'Ahoy Sullie, welcome to Twilio!' and a section for 'Multi-channel Verification with Verify' with buttons for SMS, WhatsApp, Voice, Email, Push, TOTP, and SNA. Below this is a 'Start building' button and a 'Learn more' link. There are also links for 'One-time password (OTP)', 'Two-factor authentication (2FA)', and 'Show more'. The 'Account Info' section is highlighted with a red arrow and contains the Account SID (AC62607567f8eeb6), the Auth Token (masked with dots and a 'Show' button), and the Twilio phone number. A warning icon and text advise storing the token securely. The 'Helpful links' section on the right includes links for 'How does Twilio work?', 'API documentation', and 'Explore Marketplace'.

Copy and paste the Account SID and Auth Token from Twilio to their respective fields in WPForms.

Create Your WordPress Form Now

The last field asks you for a Twilio Account Name. This is strictly internal and just to help you differentiate between different accounts if you have them. You can name this whatever you'd like.

When you're finished, click **Connect to Twilio**.



Twilio

Integrate Twilio with WPForms



Please fill out all of the fields below to add your new provider account.

If you need help connecting WPForms to Twilio, [read our documentation](#).

A

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Sullie's Twilio



Now you should see that the Twilio integration is connected.



Twilio

Integrate Twilio with WPForms



Sullie's Twilio

Connected on: January 21, 2025

[Disconnect](#)



What This Step Means

The first step in being able to send SMS notifications through your WordPress form is to establish

a connection between your Twilio account and WPForms. Think of it like the 2 platforms shaking hands. They're ready to work together.

Next, I'll show you how to give them something to work with so that your form can send SMS notifications.

Step 2: Create Your WordPress Form With WPForms

Now you're going to need the form that you're planning to use to trigger the SMS notification. In this step, you'll take your Twilio connection from WPForms as a whole to your specific form.

Create Your WordPress Form Now

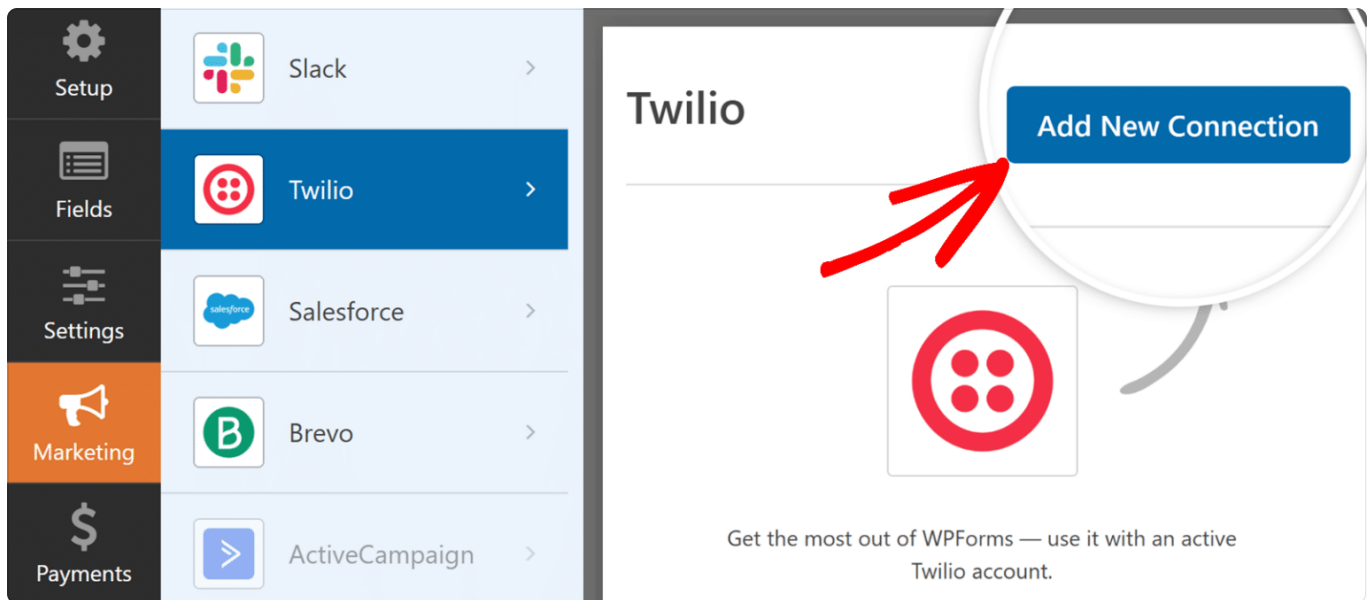
I don't know about you, but I find form-building to be very relaxing. WPForms has so many features and I find it very soothing to drag and drop form fields into place and create something that will make an impact on users.

So, in other words, this is the fun part. 😊

There are 2 ways to build a form. You can either [create a form](#), or you can use a template. WPForms has [2,000+ form templates](#), and they're all fully customizable.

When your form is complete and loaded in the form builder, click on **Marketing** in the left side menu.

Your options will vary depending on which addons you've installed. Find and click on **Twilio**. Then click on the button that says **Add New Connection**.



Go ahead and give the connection a name and click **OK**. This is also for internal use only and is just meant to help you differentiate between multiple connections if you have them.




Now you're going to get into the specifics. As you make selections, more options will appear based on those selections.

First, select your Twilio account under **Select Account**. This is going to be based on the plugin


integration that you set up already in Step 1. If you only connected a single account, then that's the only option you'll see.

Twilio


Add New Connection

Twilio Connection

Select Account *

--- Select Account ---

☐

Enable Conditional Logic 

After selecting your account, you'll specify whether you want to **Send As** SMS or WhatsApp. Select **SMS**.

Twilio Connection



Select Account *

Sullie's Twilio



Send As *

SMS



Looking For How to Send Notifications With WhatsApp?

If you want to send notifications using WhatsApp instead of SMS, the process is similar. Check out our guide on [sending notifications from a WordPress form to WhatsApp](#) for more info!

After selecting SMS, you will need to choose which of your Twilio numbers you want to use to send your notifications. This is the **Send From** field.

Select Account *

Sullie's Twilio



Send As *

SMS



Send From *



(361) 405-6033



[Manage Phone Numbers](#) 

Next, select the recipient in the **Send To** field. There are 2 options here.

Using Phone Fields

If you select the **Phone Fields** option, the notifications will go to the people who submit your forms, using the phone number they provide there.

Send To *

Phone Fields



After selecting Phone Fields, another dropdown will let you select the form field you want to connect. This will most likely be the one where they provide their phone number.

Phone Field *

Phone



Remember, this is the connection between Twilio and your specific form now. You're in that form's settings, so you'll have that form's fields to work with.

Using a Verified Phone Number

The other option is to send your notification to a number that you have previously already verified in your Twilio account. If you select **Verified Phone Number**, a dropdown will give you a list of all of those numbers for you to choose one.

Verified Phone Number *

--- Select Verified Phone Number ---



The verified phone number is good for if you need someone on your team to get an immediate notification of a form submission, say.

Otherwise, if you're looking to send notifications to multiple users who submit your form, you probably want to use the phone fields.

Finally, you'll write the message you want to send in the **Message** field. Use the Smart Tags to further personalize your message. They'll pull information from the form fields you've included. Just keep character limits in mind and how the Smart Tags will affect those.

Message *



Show Smart Tags

Enter a message

Nice work! Now don't forget to save it!



Preview



Embed



Save



When you're ready to publish the form to your site, you'll [embed it on the page](#) where you want it to appear and it will start collecting submissions!

What This Step Means

In the first step, you connected your Twilio account to WPForms. I told you to think about it like the 2 platforms shaking hands. In this second step, think of it like they worked together on a specific project (your form).

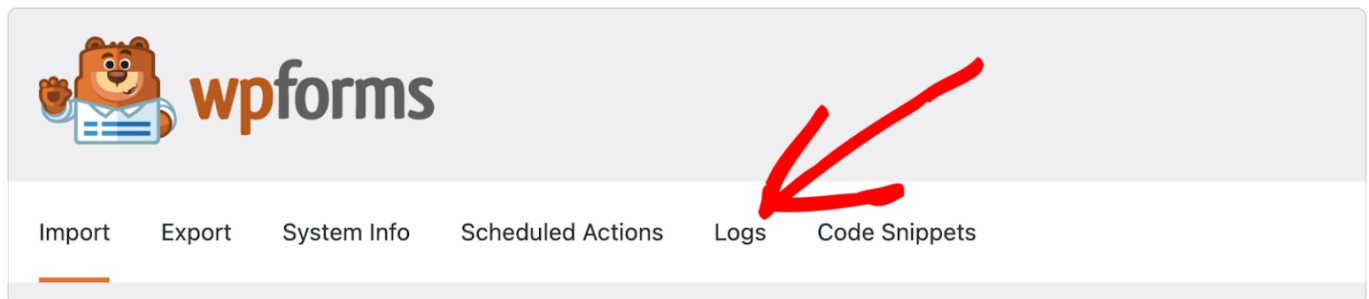
In this second step, you extended the connection from Twilio to WPForms to include your specific form. This form is now connected to Twilio and able to send SMS notifications as it collects information from submissions.

Step 3: View Delivery Status and Message Logs

After your form is formed and your settings are set, all that's left to do is monitor. You can do this through WPForms or through your Twilio dashboard.

Monitor Through WPForms

From your WordPress dashboard, go the left sidebar navigation and click on **WPForms » Tools**. On that screen, select the **Logs** tab.



Monitor Through Twilio

From your Twilio dashboard, select the **Monitor** tab in the left navigational sidebar. Then go to **Logs » Messaging** to view programmable messaging logs. This includes delivery status, timestamp, content, recipient, and errors.

Account Dashboard

Develop

Monitor

Logs

Errors

Messaging

Verify

Video rooms

Video recordings

Video compositions

Insights

Programmable Messaging Logs

Search by Message SID

Search

↓ Exp

Start Date & Time

End Date & Time

From

To

50 Per Page

Filter

DATE	SERVICE	DIRECTION	FROM	TO	BODY	# SEGMENTS	STATUS
2025-01-17 23:13:41 GMT+5	-	Outgoing API	(US) whatsapp: +1 415 238 8888	(US) whatsapp: +1 415 238 8888		1	Read

That's all there is to it!

Next, Boost Your Conversational Marketing Skills

Sending messages from your WordPress form as an SMS notification to users is just one way to engage in conversational marketing. There's so much more you can do to attract and engage customers with personalization and conversation.

Check out our [guide to conversational marketing examples and customer engagement tools](#) for more!

Create Your WordPress Form Now

Ready to build your form? Get started today with the easiest WordPress form builder plugin. [WPForms Pro](#) includes lots of free templates and offers a 14-day money-back guarantee.

If this article helped you out, please follow us on [Facebook](#) and [Twitter](#) for more free WordPress tutorials and guides.

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Renee DeCoskey

Renee DeCoskey has been blogging since 2001 and using WordPress since 2007. When she's not writing about WordPress plugins, you can find her curled up with a book or having fun in Rotary. [Learn More](#)

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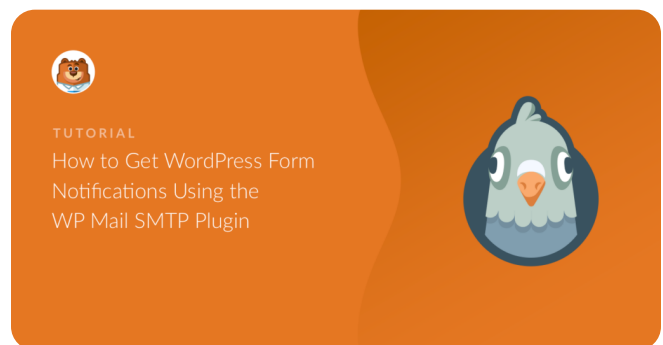
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