**SMS System Frequently Asked Questions**

Scenario 1

A participant did not receive a message from the SMS system as scheduled.

**Q:** Should he try sending his password to the system anyway?

**A:** Yes. If a participant does not receive a reminder as scheduled, he/she can send his/her password to initiate the session and report product use. Product use should continue to be reported since the last participant report, regardless of whether the reminder was received.

Scenario 2

After setup of the SMS system with the study staff at enrollment, a participant notes not receiving text messages from the system the following day.

**Q:** Does s/he need to join the system again?

**A:** No. The SMS programmer has allotted 24 hours from the time a participant joins the system to set the reminders. To avoid confusion, please tell participants that the reminder will be programmed within 24 hours of joining the system (this means it may take longer than 24 hours for them to receive the first reminder). If they have used more than one dose since their report in the clinic by the time they get their first reminder, they should indicate the total number of times they have used the product since their first report.

Scenario 3

A participant has trouble with his cell phone and does not receive text messages for a few days. When he gets a new phone, he starts receiving his reminders again.

**Q:** How should he report product use to the system?

**A:** The participant should report the total number of times he/she has used the product since the last SMS session that was completed. If he/she is using the product every day and three days have passed, for example, he/she can report 3.

Scenario 4

The first enrollee will come for his first mid-period visit tomorrow.

**Q:** What should we do to make sure we have all data needed for the Data Convergence Interview?

**A:** Notify mtn017sms@mtnstopshiv.org the day before the participant’s mid or end-period visit to alert the team to upload the participant’s calendar of product use for adherence counseling. The SMS summary sheet is uploaded daily Mon-Fri. It contains the total number of times product use was reported via SMS, total number of reports completed, and whether participants should receive bonus compensation.

**Q:** How do I retrieve the calendar and SMS summary sheet?

**A:** Log in to SCHARP’s Atlas site, choose MTN-017, select SMS and Audio Files, select your site, scroll down and double-click on the SMS folder to find the calendar of product use and the SMS summary sheet.

Scenario 5

A participant enters the wrong number by mistake when reporting product use to the SMS system.

**Q:** How can he correct the mistake?

**A:** The participant should text “change answer to” and the correct number of times of product use before receiving the next reminder. The participant should NOT just send multiple responses without different numbers.

Scenario 6

A participant realizes that the reminder time he/she selected is not the best time.

**Q:** How can we change the reminder time?

**A:** The participant should text “reminder time” and the new time he/she would like to receive reminders. The system will be updated within 24 hours of receipt, M-F.

Scenario 7

A participant changes his/her cell phone number during the study.

**Q:** What should he/she do to keep receiving reminders?

**A:** The participant should alert study staff, who can alert the SMS programmers. Until he/she starts receiving reminders at the new number, the participant can continue to report by sending his/her password to the SMS system access number.

Scenario 8

A participant completes the first study period.

**Q:** How does he alert the system to stop receiving text messages during the washout week?

**A:** Once you alert mtn017sms@mtnstopshiv.org that the participant is coming for his end-period visit, we set the reminders to discontinue following that visit.

**Q:** How do we restart reminders once the participant starts the second study period?

**A:** The participant should join the system again at each initiate period visit by texting JOIN [SMS password] [reminder time]. This will trigger the reminders to start again at the time he/she chooses.