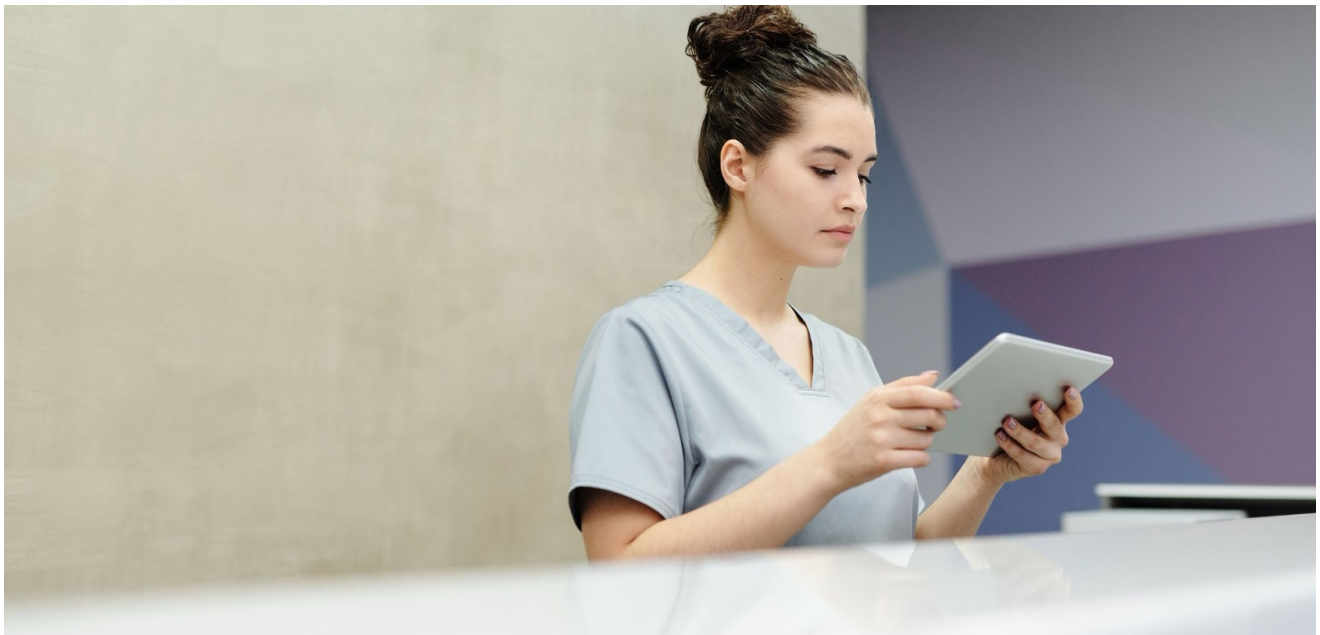




## CLIENT PROJECT

# Passwordless Staff Portal and Twilio Move for Healthcare SMS Alerts

A US healthcare staffing communications provider, delivered through a technology partner

## IN SHORT

A passwordless staff portal reached from each SMS, an admin dashboard for 3,000+ facilities, and a compliant move of staff alerts to Twilio.

## THE CHALLENGE

Health staff received SMS notifications for facilities they no longer worked at and had no easy way to fix their details. Administrators managed more than 3,000 facility locations. Notifications ran through an email marketing tool with limited delivery tracking, and any move had to comply with US messaging rules.

## WHAT WE BUILT

Working through a technology partner, we built a mobile-first staff portal and an admin dashboard in React and Node.js on AWS. Each SMS carries a unique login link, and staff sign in with a one-time code. We moved sending to Twilio, registered numbers for A2P 10DLC and handled delivery and opt-outs through webhooks.

## AT A GLANCE

## INDUSTRY

Healthcare

## SERVICES

Web application development

Legacy modernization

SaaS and MVP development

Custom software development

## PLATFORMS

Web

Read the full project: <https://itechnosol.com/our-work/healthcare-staff-sms-portal-and-secure-messaging/>

### THE RESULT

Staff fix their own name, number, facility and notification choices from their phone without a password. Administrators manage staff and facilities, see an audit trail and send SMS to chosen groups. Notifications go out through Twilio with delivery, failure and opt-out events tracked.

### BUILT WITH

React, Node.js, Express.js, MongoDB, Twilio Verify, Twilio Messaging, AWS, GitHub Actions, Git

### KEY FEATURES

#### ■ Login link in every SMS

Each notification carries a unique link that takes the staff member straight to their settings.

#### ■ Facility search

Staff pick their current facility from a searchable list of more than 3,000 locations.

#### ■ Audit logs and roles

Every change is logged with time and admin; super admins, regional managers and support staff have different rights.

#### ■ A2P 10DLC and opt-outs

Numbers registered for application-to-person messaging, with consent and opt-out handling built to TCPA rules.

#### ■ Passwordless sign-in

Staff enter their mobile number and receive a one-time code, with rate limits on requests.

#### ■ Admin dashboard

Admins search and edit staff, manage facilities, import and export by CSV, and schedule SMS to chosen groups.

#### ■ Twilio migration

Existing workflows audited, templates rebuilt with login links, and contacts cleaned of duplicates and invalid numbers.

#### ■ Delivery tracking

Webhooks capture delivery receipts, bounces and opt-outs, and failed sends are retried within carrier limits.

## Planning something similar?

Send us a few lines about your project. A founder replies within 4 business hours with an indicative cost and timeline, free and with no obligation.

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