Short Message Service (SMS) Script for Daily Reporting

P = Participant text, S = SMS system text, [CAPS] = System action or programming instruction that is not seen by the participant

INITIAL SETUP

STUDY STAFF PROVIDES PARTICIPANT'S PASSWORD AND HELPS PARTICIPANT TO SELECT A TIME WHEN THEY WOULD LIKE TO RECEIVE WEEKLY REMINDER MESSAGES. PARTICIPANT THEN SENDS THE FOLLOWING MESSAGE TO THE SMS SYSTEM.

STAFF: Please reply with join to start SMS session

P: Join

S: A third-party message provider will process your messages sent to the study team. Message providers may have access to your contact number and message content. Please reply with "1" if you are willing to proceed with the SMS component of this study, and you understand that you will be sharing sexual behavior information via messaging as described above.

P: "1"

S: [ADD PARTICIPANT]: Thank you for joining. You will receive a weekly reminder to start your SMS session. Questions and answer choices may vary depending on your response. (msg 1/2)

Message speed varies by phone. For helpful options you can text "help". Please send your desired reminder day now (ex: 1 = Sunday or 7 = Saturday). (msg 2/2)

P: (Reminder DAY)

S: You will receive a weekly reminder on [Day Selected] to start your SMS session. Questions and answer choices may vary depending on your response. (msg 1/2)

Message speed varies by phone. Please send your desired reminder time now (ex: 0800 = 8:00am or 1500 = 3:00pm). (msg 2/2)

P: (Reminder DAY & TIME)

S: [SETS PARTICIPANT'S REMINDER TIME] Your reminder time is now [Day Selected] at [Time Selected]. If you are available, text "practice". If not, text NO.

TEST PRACTICE SESSION

S: Now, we are going to test the questions you will be receiving every week. Please respond to the questions accordingly and if at any time you need help, please ask the clinic staff member. [System starts practice sessions]

WEEKLY SMS SESSION

S [SCHEDULED REMINDER**]:** If you are available, text your password now and earn compensation for today. If not, text NO.

> **P:** no

> **S:** Thank you. A reminder will be sent at the time you requested.

P: (password)

S [START SESSION**]:**

Questions*	Observations
Q1. Since your last report, how many times have you used the product?	(Range 0-20)
Q2. Since your last report, how many times did you have RAS?	{IF Q1 > 0 & Q2 = 0; GO TO Q4} {IF Q1 = 0 & Q2 = 0; END SESSION}
Q3. {If Q2>0}Of those [Q2] times, how many times did you use the product before RAS?	(Range: 0 to Q1)
Q4. On a scale from 1-10, how much did you like the product since your last report? (1 = Extremely dislike, 10=Extremely Like)	(Range: 1-10)

* Participants will be trained to understand the meaning of abbreviations during enrollment visit.

**Error Message: That is an invalid response. Please try again or contact clinic staff at [INSERT CLINIC NUMBER]

S [END SESSION**]:** Thank you! You earned compensation by reporting this week. *Delete this session and/or lock your phone*

OTHER POSSIBLE SMS ACTIONS (Vary per Country)

P: staff
S: TO REACH STAFF: [INSERT CLINIC NUMBER]

P: balance
S: You have earned $_

P: <non key word>
S: Thank you for your message. Please contact staff at [INSERT CLINIC NUMBER]

P: <incorrect PIN>
[Attempt 1/3, 2/3.] **S:** That is an incorrect PIN. Please try again.
[Attempt 3/3] **S**: That is an incorrect PIN. You have maxed out your attempts. Please contact clinic staff at [INSERT CLINIC NUMBER}