

CONNECT CHANNELS · 5 STEPS

Connect WhatsApp

Link the correct business number and prove that messages work in both directions.

Have access to your business's Meta portfolio and the WhatsApp number you want customers to use. Meta may ask you to prove control of the number.

Have these ready

- A Facebook login with the required business permissions
- The correct business portfolio and WhatsApp account
- Access to the number's verification method and its two-step PIN

1 Open WhatsApp settings

In Conversaa, open Settings > Channels > WhatsApp. Choose Connect with Facebook. Enter or set the six-digit PIN when the connection screen asks for it; store it securely.

[Connect WhatsApp ↗](#)

2 Choose the right assets

In Meta's sign-in flow, check the business portfolio, WhatsApp account and phone number carefully. Approve access only for the business you are connecting.

3 Finish the setup

Complete Meta's number-verification steps if shown. Return to Conversaa and let setup finish. If you see Finish setting up WhatsApp, use it rather than repeatedly reconnecting.

4 Check the number in WhatsApp Manager

Select the same business and number. Check connection status, profile and any alerts. A Connected label alone does not prove that a customer received your reply.

[Open WhatsApp Manager ↗](#)

5 Test on a second phone

Send a new customer message to the business number. Check it appears in Conversaa's Inbox and confirm that the reply arrives on the customer's phone. Record any failed-send error before contacting support.

[Open Inbox ↗](#)

You are ready when...

A real customer message reaches the Inbox and its reply arrives on the customer's device.

Keep in mind. Already using this number in the WhatsApp Business app? Ask support to confirm the supported connection or migration path first. Do not delete the account or move an active number to experiment. If self-connection is unavailable, ask for assisted setup; never email passwords, PINs or access tokens.

Official help (may require sign-in): [Meta's WhatsApp setup documentation ↗](#)