

CONNECT CHANNELS · 4 STEPS

Connect Instagram and Messenger

Give Conversaa access to the correct professional account and Facebook Page.

Use your own authorised account to approve access. A missing permission or the wrong selected Page can leave a connection looking complete while messages do not arrive.

1 Prepare Instagram

Use a Professional account: Business or Creator. Turn on Allow access to messages in Instagram's settings. Open Settings > Channels > Instagram in Conversaa.

[Instagram settings ↗](#)

2 Connect Instagram

Choose Connect Instagram. Sign in to the intended account and review the requested access. Return to Conversaa, then send a DM from a different account. Confirm that both the incoming message and outgoing reply arrive.

3 Connect Messenger

Open Settings > Channels > Messenger. Sign in with the Facebook account authorised to manage the business Page. Choose the correct Page and approve the required messaging access.

[Messenger settings ↗](#)

4 Test and assign a person

Send a new message to the Page from a separate profile. Confirm delivery in both directions and check that a team member can take over in Inbox. If setup reports missing access, ask the business administrator to correct it.

[Open Inbox ↗](#)

You are ready when...

Each connected channel passes its own incoming-message, outgoing-reply and human-handover test.

Keep in mind. A successful WhatsApp test does not test Instagram or Messenger. Platform rules and account permissions can affect which replies, buttons or notices are available. Always verify the customer experience in that app.