

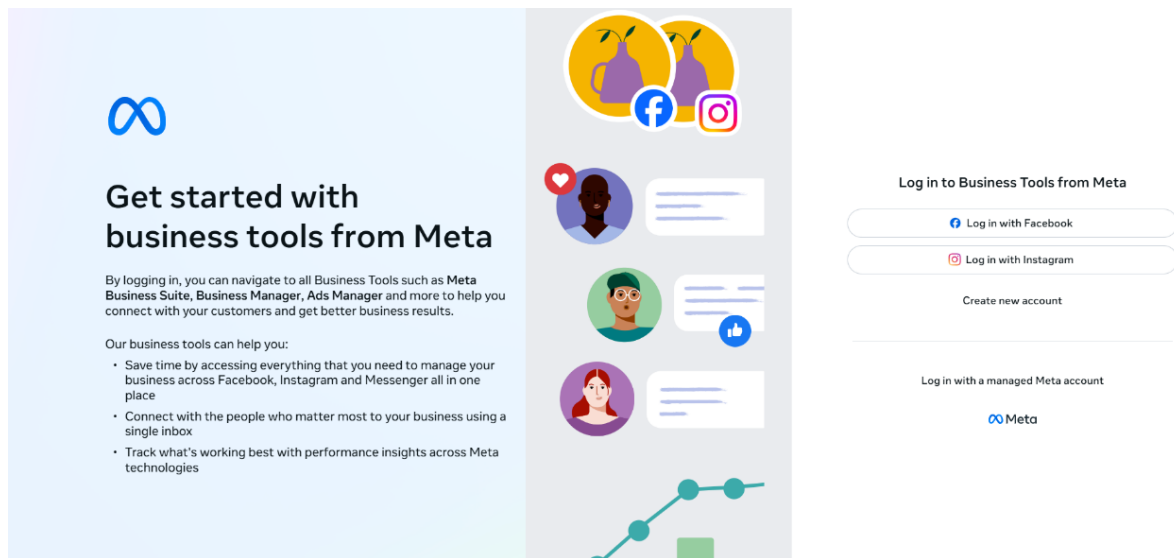
How to activate your WhatsApp Business Account

To start using our product, **WhatsApp Now**, for sending broadcasts and engaging in real-time chat with your customers, it is essential to have your own Meta Business Manager account. This account serves as the foundation for setting up and managing your WhatsApp Business API integration, enabling seamless communication and efficient customer interaction.

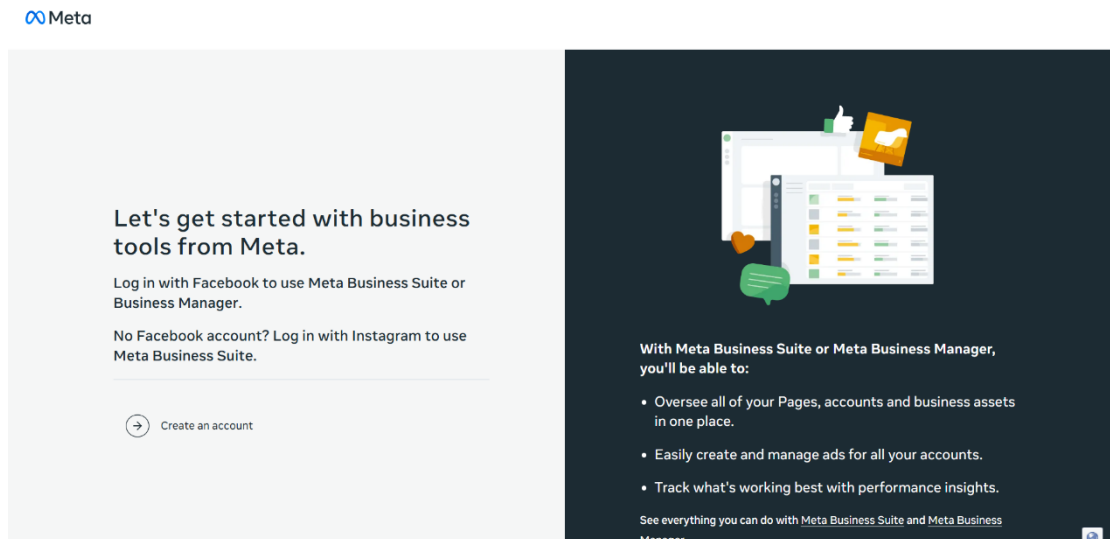
Follow the steps in this guide to activate your WhatsApp Business account and unlock the full potential of WhatsApp Now.

Instructions for Creating Meta Business Manager

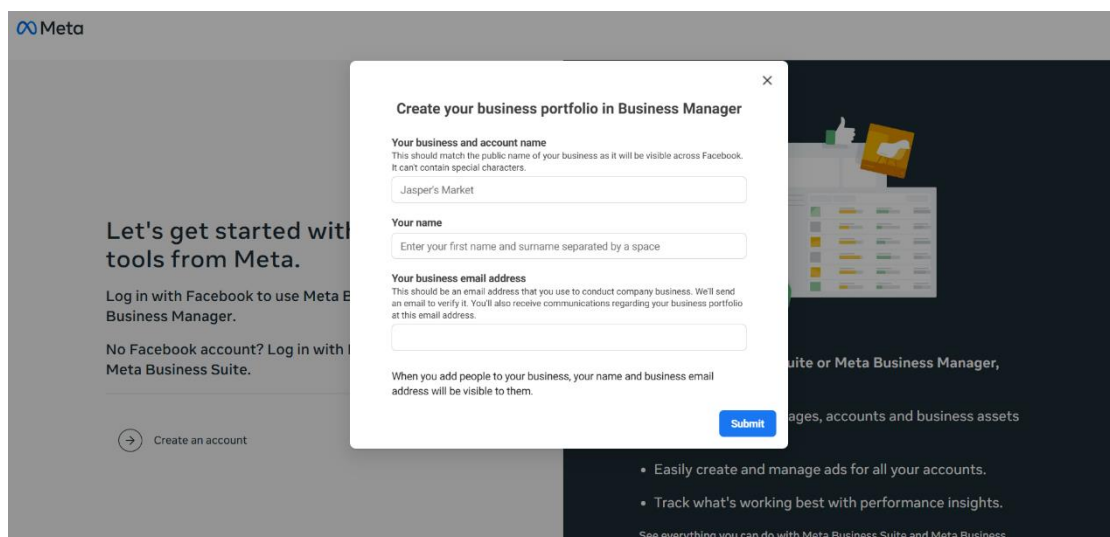
1. Please visit the following URL on your browser: business.facebook.com/overview. (You might need to login into your personal Facebook account, if you don't have one, please create a new Facebook account. You can also use your Instagram account for the same.)



2. Click on “Create an Account”



3. You need to enter your business name and business email



4. You will receive a verification mail from Meta on your email inbox, after verification is successfully completed, your Facebook business manager will be created.

Now, you can login to your Facebook business manager and go to Business Settings to connect to your WhatsApp account at a lower scale. (Limit: 250 messages/day)

This limit can be enhanced once you verify your Facebook business manager profile.

Verifying your Facebook Business Manager

Verifying your Facebook Business Manager account not only enhances your credibility but also unlocks a suite of advanced features, streamlining your social media or WhatsApp marketing efforts. (increasing your daily limit)

Before you start the verification process, you need to make sure your business portfolio is eligible for verification. You must have full control of the business portfolio.

Steps to verify your business

1. Go to the Business Manager's [Security Centre](#). Click Start verification.
2. Provide your business's details, including the legal business name, address, phone number and website.
(NOTE: Make sure that the details you submit exactly match the details of your legal business entity. Also make sure that your business's website loads and is HTTPS compliant.)
3. Confirm your business's details.
If no matching record is found, upload supporting documents, such as a business license or articles of incorporation, to confirm the details you entered.
4. Next you will need to choose a method to confirm your connection.
A confirmation code will be sent if you choose email, phone, text message or WhatsApp.
 - a. Email (The domain of your business email address must match the domain of your website.)
 - b. Phone number
 - c. Text message
 - d. WhatsApp message
 - e. Domain verification (You must have admin access to your site's web host or DNS provider.) To confirm via domain verification, [follow these steps](#).

Domain Verification ensures your ownership of your domain which you are using for Facebook business manager. Domain verification includes DNS verification followed by HTML file upload and Meta tag verification.
5. When you've finished, click Done.

Now after you submit your business for verification, Meta can take from 10 mins to 14 days long for the review of your business portfolio and get a confirmation. You'll receive a notification when the review is complete. If you receive confirmation that your business is verified.

Edge Case: Sometimes the verification button is not available to your business in Security centre, in this case you would need **create a dummy app** on Facebook business manager by going to “Apps” and create a new app and do some basic settings, post that request for advance access and complete the process. After doing all the above steps, in the security center you can find the verification button now.

Once your Business Manager has verified your WhatsApp account limit automatically increases to **1000 messages/day** which can be increased further to 10K messages and then to 100K messages day.

Once your Facebook business Manager is created and verified, we are all ready to create your WhatsApp business account and start sending bulk WhatsApp campaigns and use live-chat feature.

Requirement for WhatsApp Business API

1. A new number is required for applying for a WhatsApp business API.
 - a. This number should not be linked to any existing app or WhatsApp business app.
 - b. If this number is present in any of two apps, you would need to permanently delete this number from that app.
2. Make sure that the “two-factor authentication” (2FA) is **disabled** before you start the onboarding process.

Creating your WhatsApp Business Account

For creating a WhatsApp Business account and connecting it with Message Central you need to follow these steps:

1. You will need to go through the Embedded Sign-up flow of Message Central.
(Facebook business manager is required, and a new WhatsApp number is required)

2. Firstly, you will need to click on “Connect to Facebook” button on Message Central dashboard. A Facebook dialogue box would open, where you will need to login into your Facebook account.
3. It would prompt for permission to connect your account to Message Central (U2opia Mobile), here you need to click on “Continue”.
4. Now, you need to select the Meta Business account for which you want to get WhatsApp business api.
5. In the next step you need to select, “Create a WhatsApp Business account” and click on continue.
6. You need to enter the WhatsApp business account name and “WhatsApp business display name”, this display name will be seen by your customers, which should be compliant with your business. You would also need to select your business category.
7. In the last step, you need to verify your WhatsApp business number. Here, you need to enter the country code and phone number. Make sure this number is not on any existing WhatsApp account.
You need to select a verification method and click on “Send Code”. You will receive a 6-digit verification code on the phone number entered. Enter the code and click on “Verify”.

After following all the above process. Your account will be ready, and you are ready to use WhatsApp business API.

Once the above process is done, please mail us at support@messagecentral.com for account confirmation. We will activate your account from our end.