WhatsApp Business API: Onboarding Guide for End Clients

Last updated: October 28, 2019

Agenda

1 Finding Business Manager ID within Business Manager

2 Approving on behalf of request

3 Verifying your business (Facebook business verification)

Additional Resources from Facebook:
1) **WhatsApp Business API onboarding process for end clients:**
https://www.facebook.com/business/help/524220081677109?id=2129163877102343

2) Instructions for Facebook business verification:
https://www.facebook.com/business/help/2058515294227817?id=180505742745347

Finding Business Manager ID

To find Business Manager ID within Business Manager, follow these steps:

- Go to "Business Settings," and click "Business Info."

- Business Manager ID is displayed under its business name

Approving messaging on behalf of request

Your provider will send messages from your WhatsApp business account on behalf of your business.

When your provider sends a "messaging on behalf of" request, you will receive a notification within Business Manager and by email.

To approve this request, go to **Requests** under **Business Settings** part of your Business Manager.
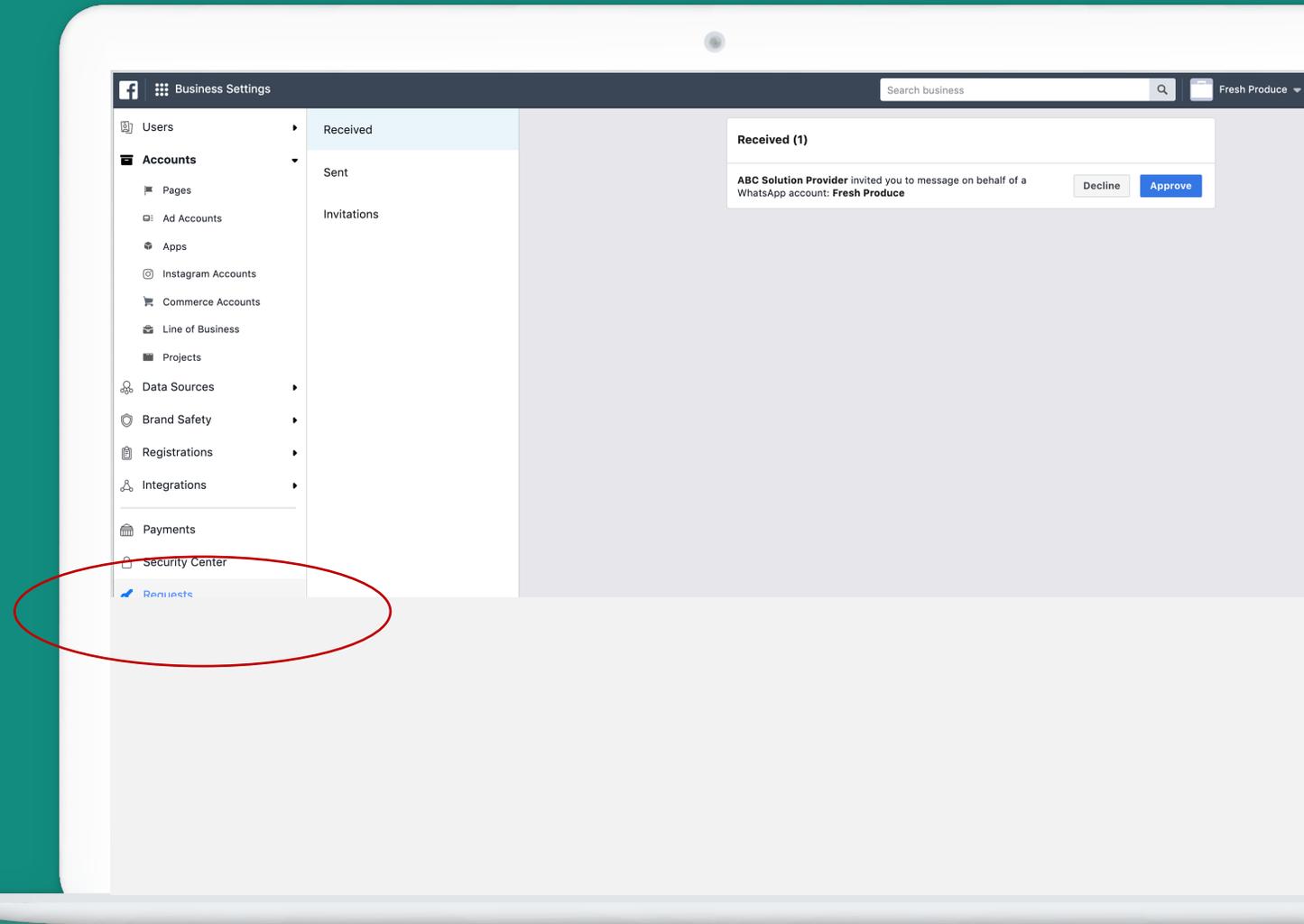
Facebook business verification

End client business verification

If your business has not completed business verification, initiate the verification process (go to **Business Settings** and click on **Security Center**.

You can initiate the verification process anytime AFTER your provider has created a WhatsApp business account for your business.
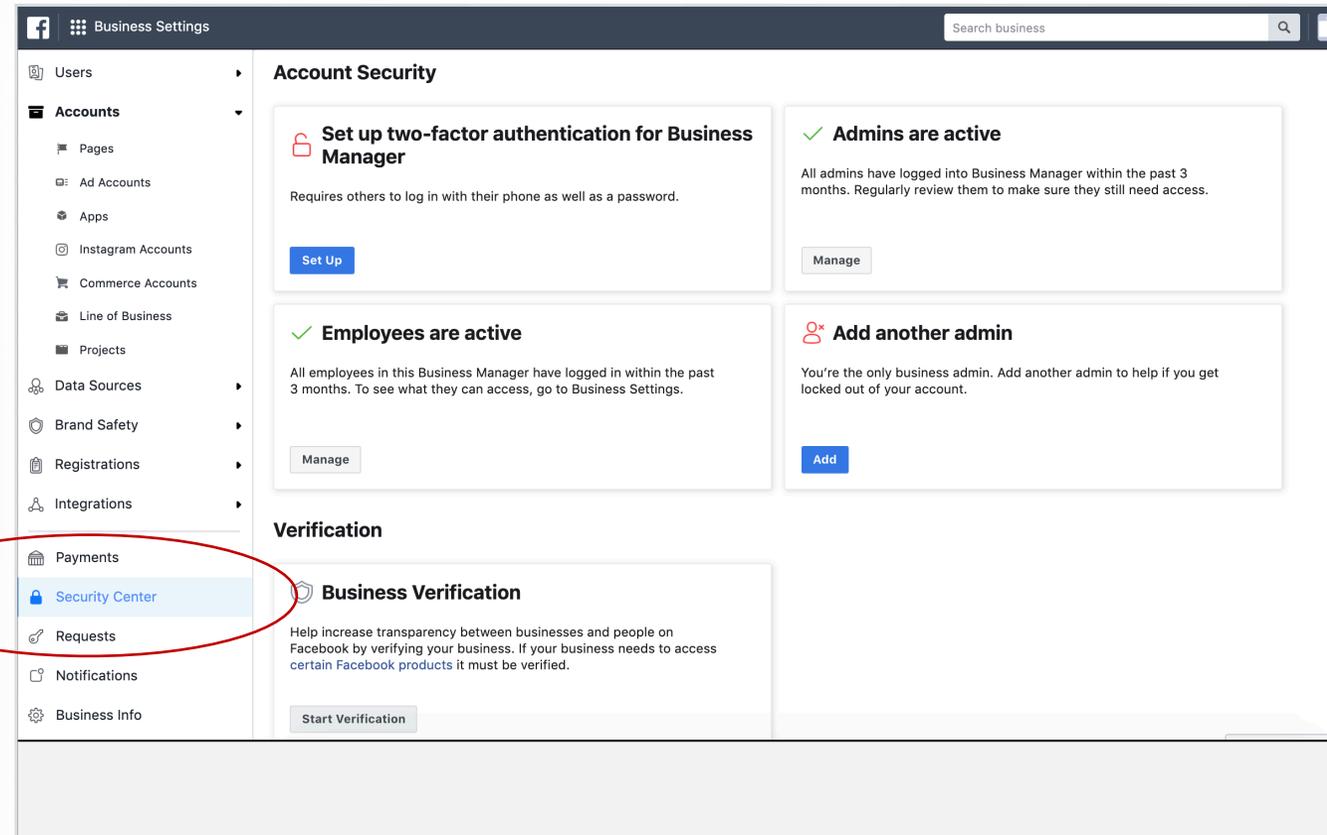
End client business verification

Fill out information about your business and attach documents when prompted.

To see which types of documents are accepted, follow this link:
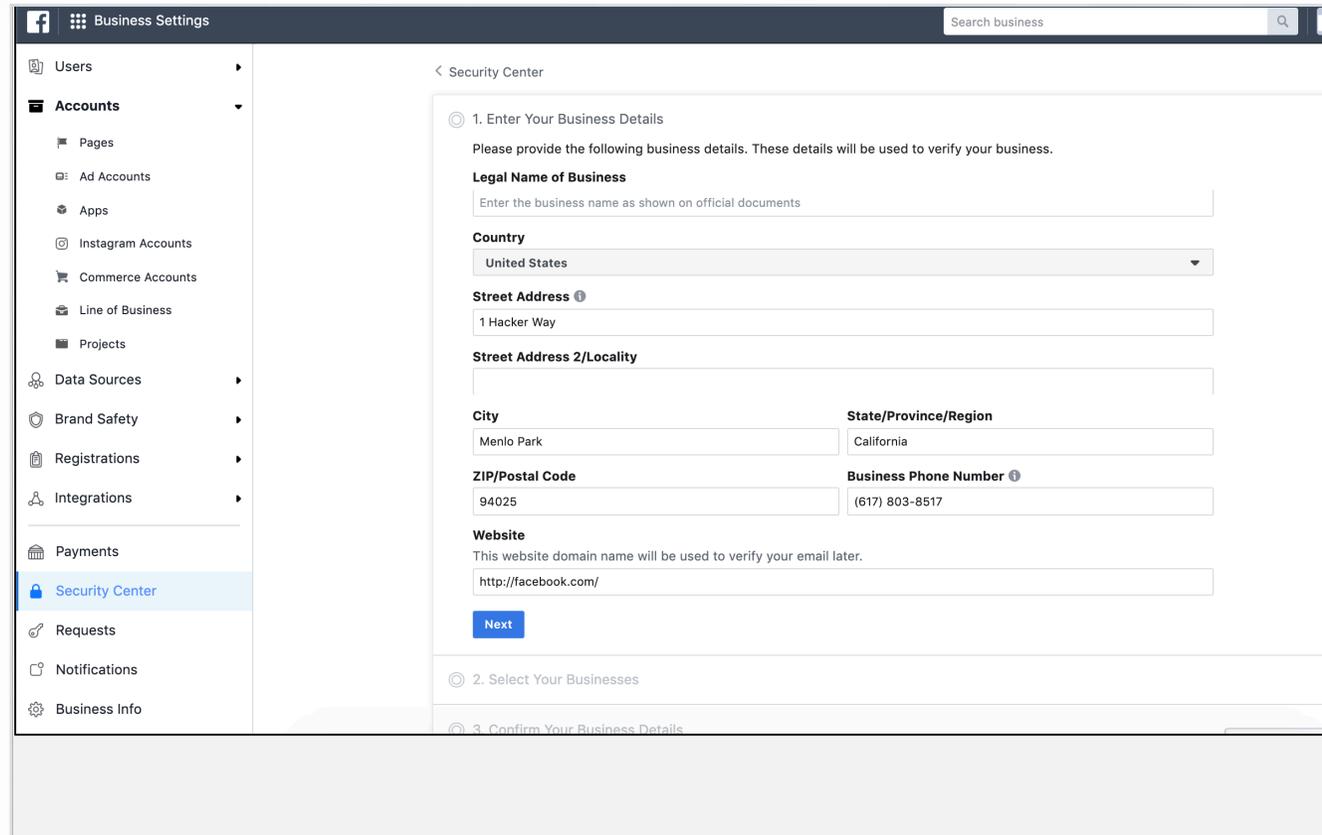
https://www.facebook.com/business/help/20585 15294227817?id=180505742745347

End client business verification

Verify your contact information via phone or business email.

3

Business Settings

Search business

Users	▶
Accounts	▼
Pages	
Ad Accounts	
Apps	
Instagram Accounts	
Commerce Accounts	
Line of Business	
Projects	
Data Sources	▶
Brand Safety	▶
Registrations	▶
Integrations	▶
Payments	
Security Center	
Requests	
Notifications	
Business Info	

4. Verify Your Business Address or Phone Number

5. Get a Verification Code

Choose one where you can be reached.

My business contact phone number:
(617) 803-8517

Call Me Now

Language

English (US) ▾

My business contact email:

Send Email

You may be verified faster if you use an email associated with your website's domain.

6. Enter Verification Code

End client business verification

Once completed, you will receive a message confirming the submission of business information.
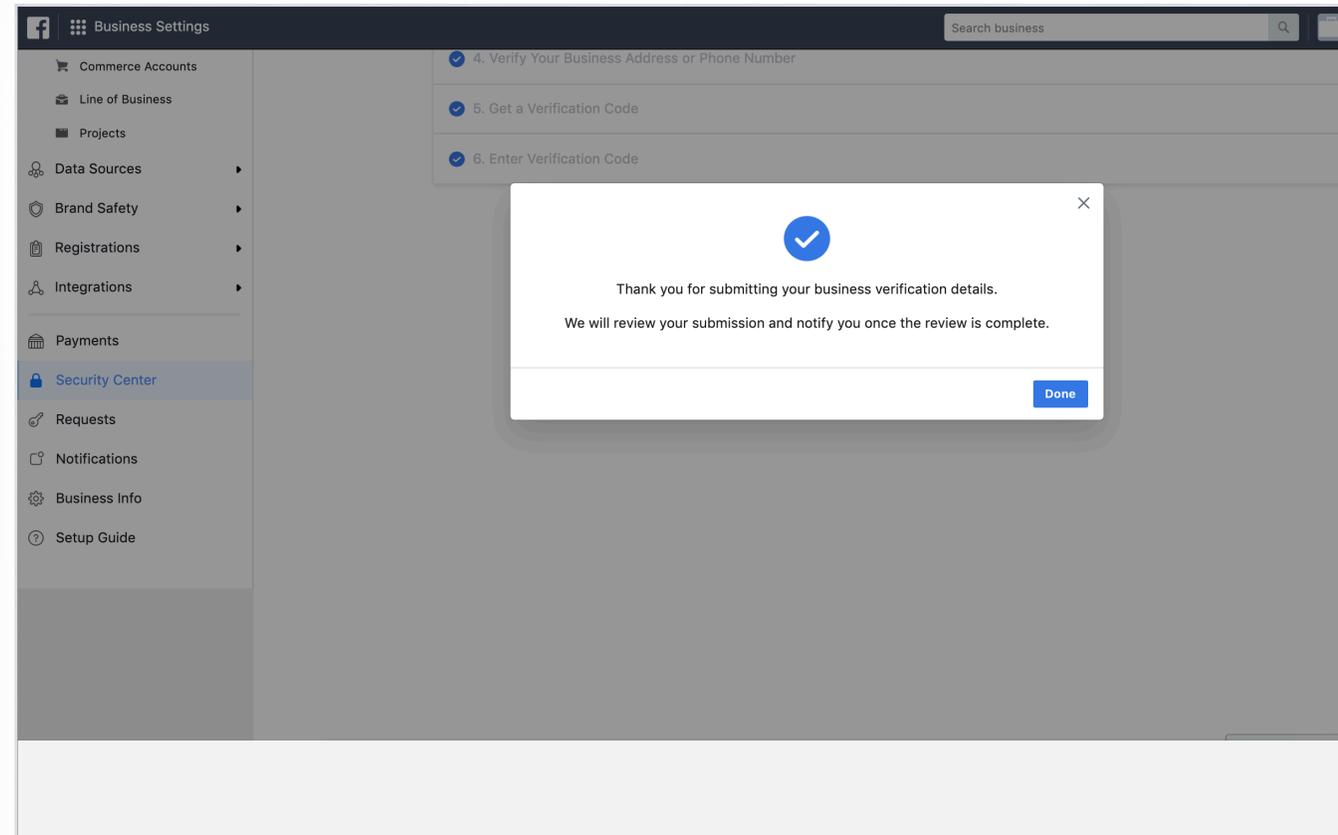
End client business verification

The submission status will be reflected in **Business Verification** card located in **Security Center.**

When Facebook team completes verification, you will receive a notification and the status will change to "Verified."