

# Adding a new Whatsapp phone number

This document lists the steps needed to add a new phone number to Meta Whatsapp Manager, when you already have one working Whatsapp app and number that has been integrated with giosg.

## [Prerequisites](#)

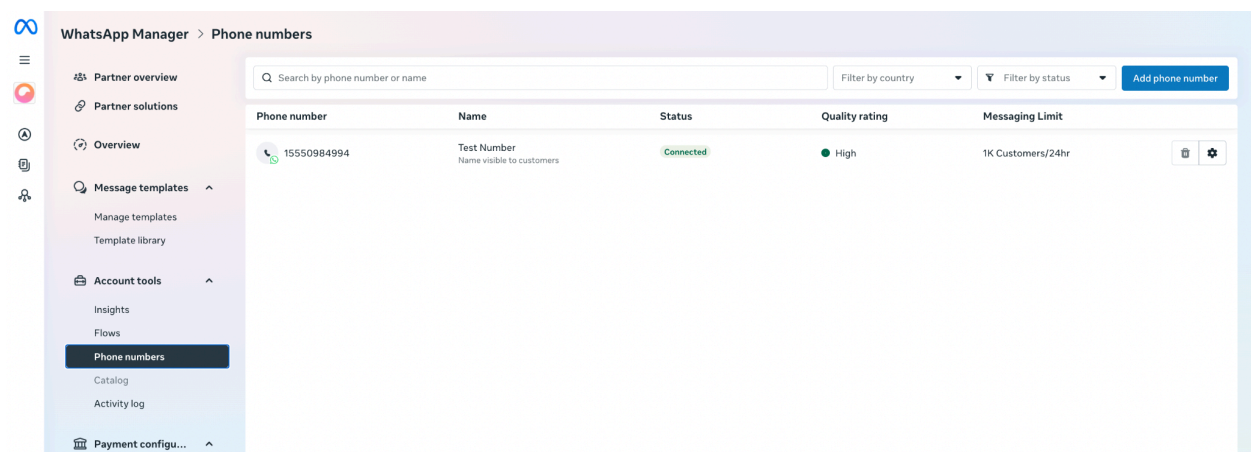
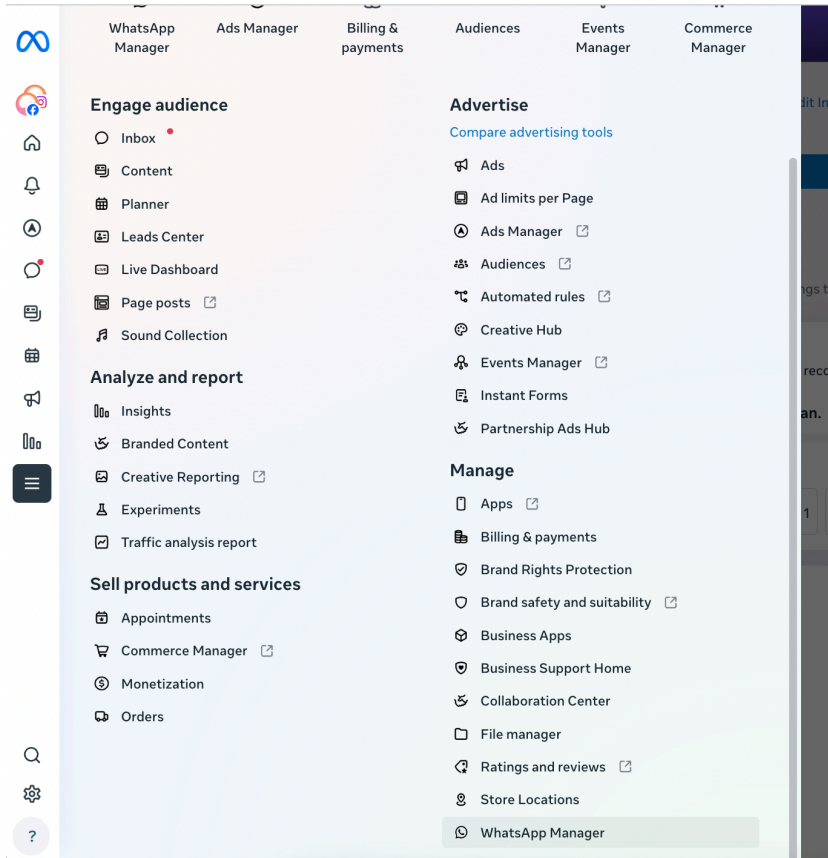
- [1. Add the phone number](#)
- [2. Verify the phone number and edit profile](#)
- [3. Enable two step verification](#)
- [4. Register the number with an API call](#)

## Prerequisites

- Before starting the process, make sure you have a phone number set up with no Whatsapp account connected to it. Also make sure that you are able to receive an SMS (or call) to it, as this is needed when verifying the Whatsapp account.
- You need a person with access to your Business Meta account.
- You already have a working integration between Whatsapp and giosg for another phone number.

## 1. Add the phone number

- Go to **Whatsapp manager** and then **Phone numbers**
  - [business.facebook.com](https://business.facebook.com) → All tools → Whatsapp Manager → Phone numbers
- Click **Add phone number** at top right corner of the phone number listing.



- Create a Whatsapp Business profile by filling in the details required. Then, add the phone number itself.
  - Note that information you add, such as the Display name, can also be edited afterwards.

**Add phone number**

- Business profile
- Add number

### Create a WhatsApp Business profile

This profile will show information about your business to people on WhatsApp. You can edit this information anytime by going to **Business assets** in Meta Business Suite **Settings** and selecting this WhatsApp account.

**WhatsApp Business display name**  
Your display name should match your business name and adhere to WhatsApp Business display name guidelines. [Learn more about display name guidelines](#)

Your display name violates WhatsApp guidelines. Please edit your display name and try again.

**Category**  
Choose a business category

**Business description** • Optional  
Tell people about your business 0/512

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**Your phone number has been added**

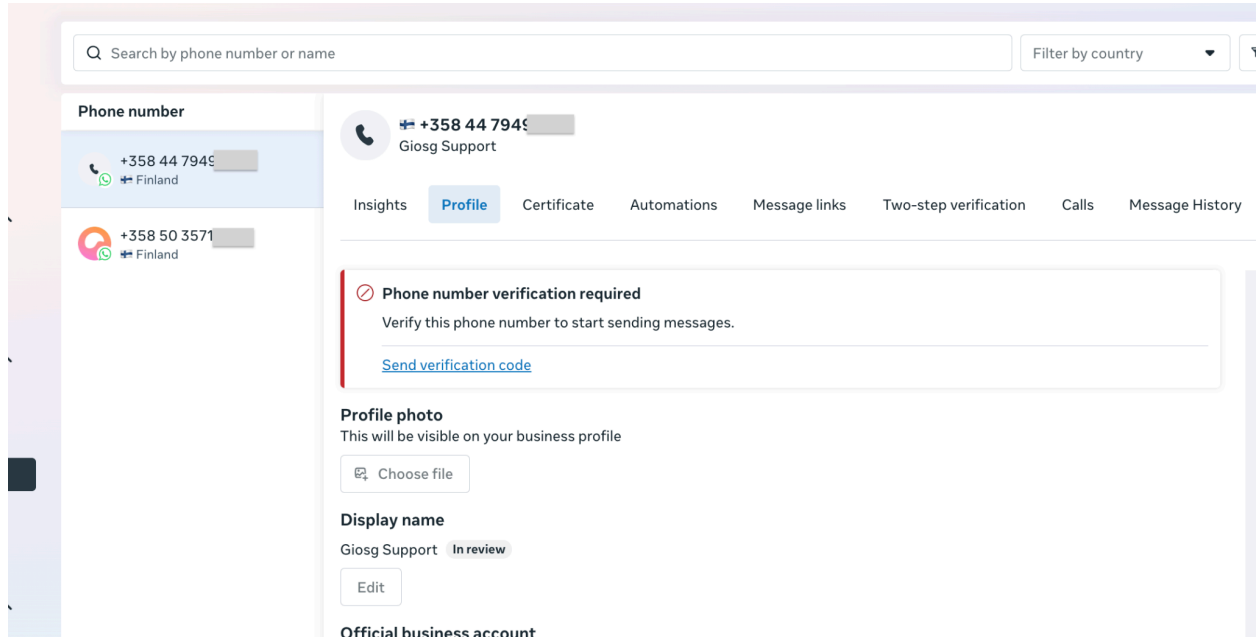
✔

Your phone number has been added. Your display name may need to be approved before a certificate becomes available for download. In case review is required, you will be notified when the review is complete.

[Done](#)

## 2. Verify the phone number and edit profile

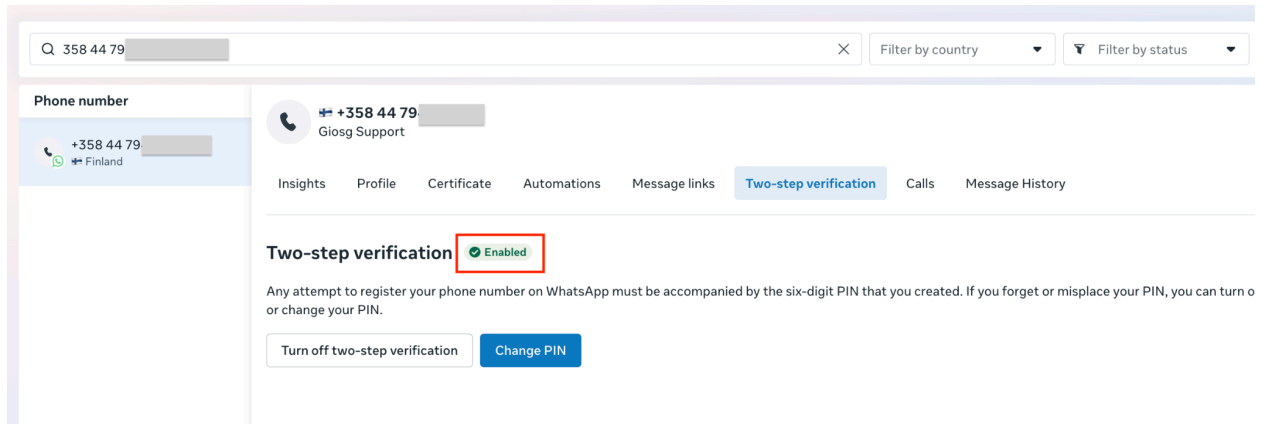
- Select the phone number you just added and go to **Profile** and choose **Send verification code**.



- Fill in information about your Whatsapp profile in the **Profile tab**. Here you can edit things like the Display name, Profile picture and Business information.

### 3. Enable two step verification

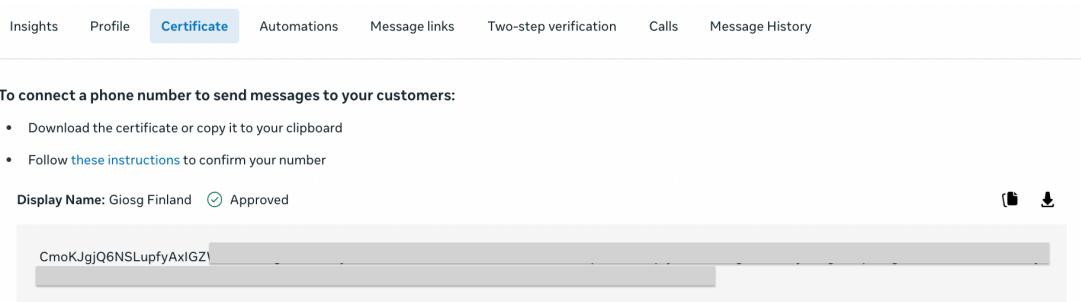
- In the phone number's settings in Whatsapp manager, go to **Two-step verification**
- You will be asked for a **PIN** (twice) when you turn on 2 step verification. For this, use the same verification code that you got while verifying the number earlier (in step 2).
- When two-step verification is successfully Enabled, you have done what you needed to do in Meta.



If the “Enable” button remains *disabled* for two-step verification, it can typically be activated with the API call in step 4 (below)..

### 4. Register the number with an API call

- **Copy the following information:**
  - From Whatsapp manager:
    1. The **phone number**
    2. The **PIN** you used to enable 2-step verification
    3. The **certificate** from the certificate tab



- From <https://developers.facebook.com/> choose My apps → The correct Whatsapp app → Whatsapp → API Setup:
  4. Select a phone number and copy its **phone number ID**

The screenshot shows the Meta App Dashboard for WhatsApp Business. The top navigation bar includes 'Meta', 'App Dashboard', 'Docs', 'Tools', 'Support', 'Apps', and 'Required actions'. The main content area is divided into a left sidebar with navigation options like 'Dashboard', 'Required actions', 'App settings', 'App roles', 'Alerts', 'App Review', 'Products', 'Facebook Login for Busi...', 'Webhooks', 'App Events', 'Marketing API', 'Messenger', and 'WhatsApp'. The main content area is titled 'WhatsApp' and contains several sections: 'Access Token' (with a generated token and a 'Generate access token' button), 'Send and receive messages' (with 'Step 1: Select phone numbers' and 'Step 2: Send messages with the API'), and a terminal window showing a curl command for registering a phone number.

- Make the below API call to register the number to the account.
  - If you lack a technical resource that can do it, provide the information (phone number, PIN, certificate, phone number ID) you just copied to giosg to do it for you.

```
curl -X POST \
  'https://graph.facebook.com/v21.0/<phone number id>/register' \
  -H 'Authorization: Bearer <access token >' \
  -H 'Content-Type: application/json' \
  -d '{"messaging_product": "whatsapp", "certificate": "<certificate>",
    "pin": "<sms pin code>"}
```

## 5. Share phone number details with giosg

1. The phone number
2. Phone number ID

From <https://developers.facebook.com/> choose My apps → The correct Whatsapp app → Whatsapp → API Setup: Select a phone number and copy its phone number ID