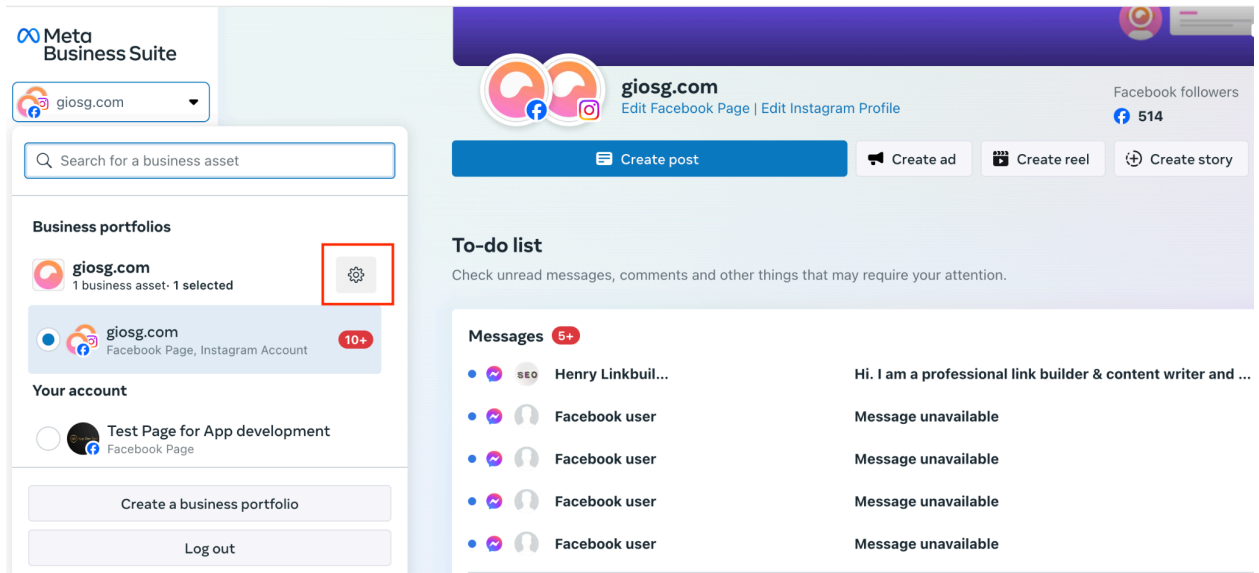


Creating a new token for giosg/Whatsapp integration

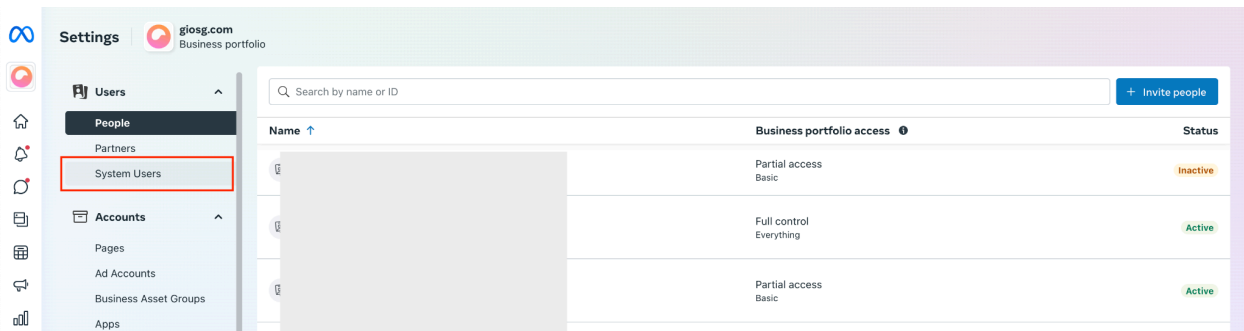
To be able to send messages from the Giosg platform back to Whatsapp, giosg needs a Meta authorization token. When creating the token, make sure to copy it so that you can then deliver it to giosg. Giosg will then add the token to the giosg/Whatsapp integration.

Has your token expired or do you for some other reason need to renew it? This guide takes you through the necessary steps.

1. Go to the Meta Business Suite frontpage at <https://business.facebook.com/> and click the Settings icon on the top left corner of the page, where you can see your business accounts.



2. On the settings page, click the “System users” link in the left menu.



3. Next, either create a new system user (3.1) or assign a new token for an existing system user (3.2).

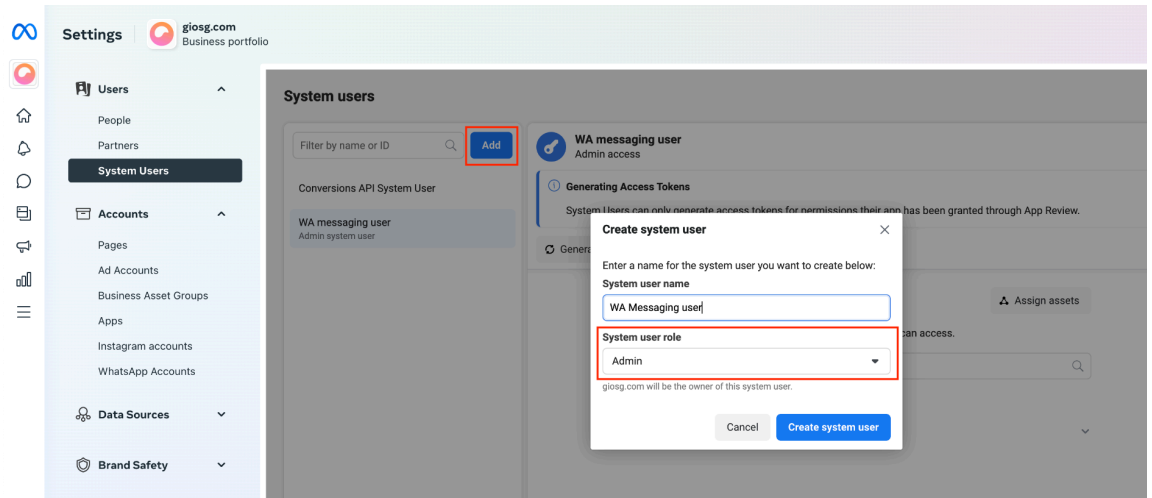
3.1. Existing user:

3.1.1. If you already have created a user for before, select the user from the System users list and **proceed to step 4**.

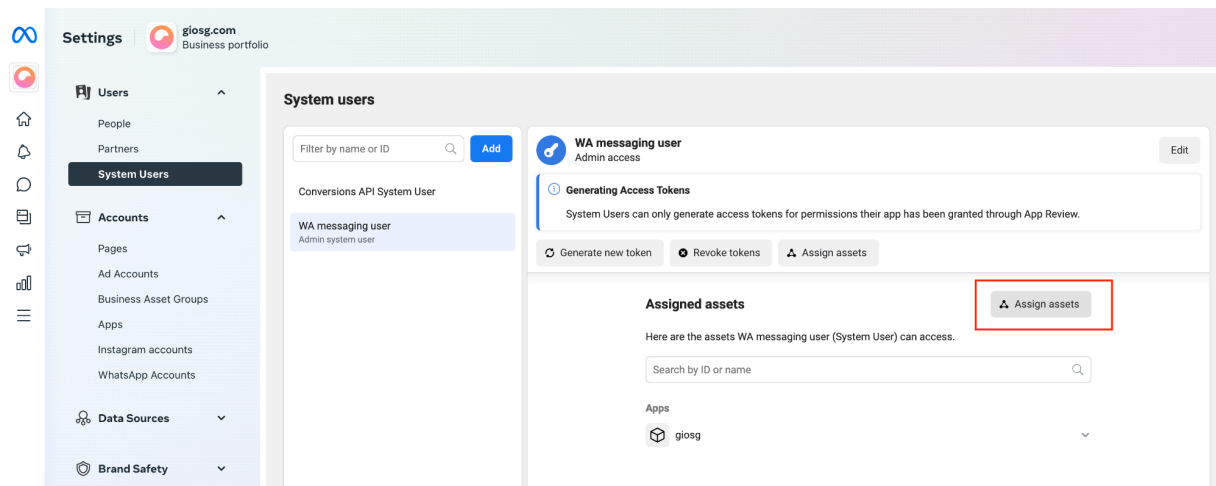
3.2. A new user:

3.2.1. A new user can be created by using the “Add” button. Give a descriptive name to the user and make sure the role is “Admin”.

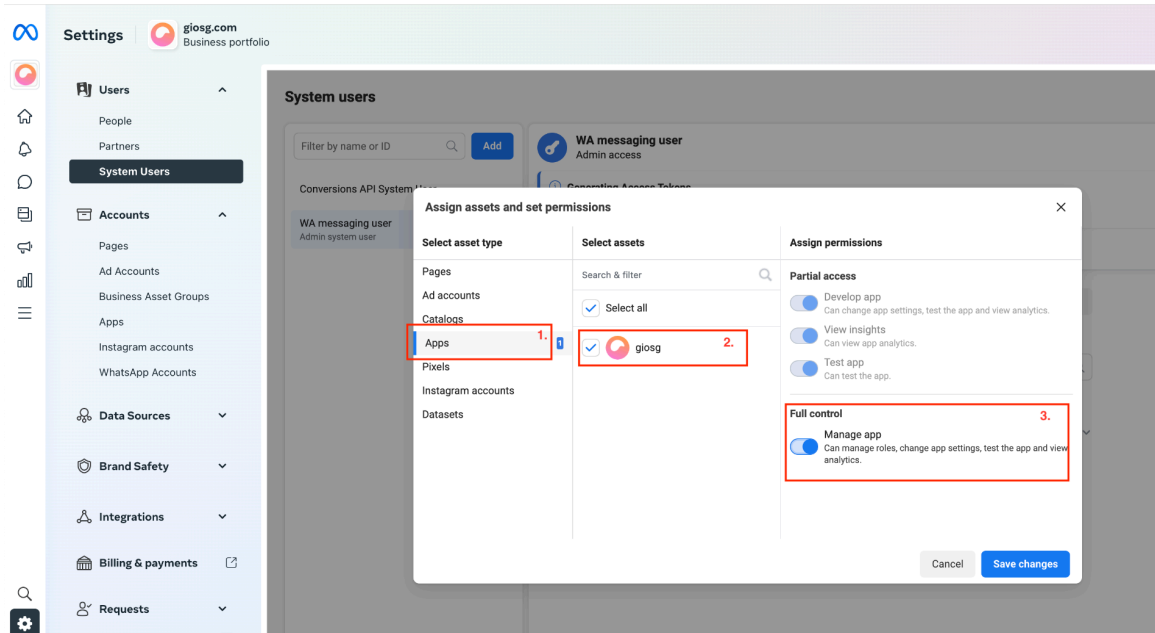
You need to have enough permissions to be able to create the user. Also **you need to have Two-Factor authentication enabled for your Facebook/Meta account** (if not, you’ll receive a “You have been temporarily blocked from performing this action” error).



3.2.2. After you have created the system user, you need to assign access to the app or this user. Click the “Assign assets” button.

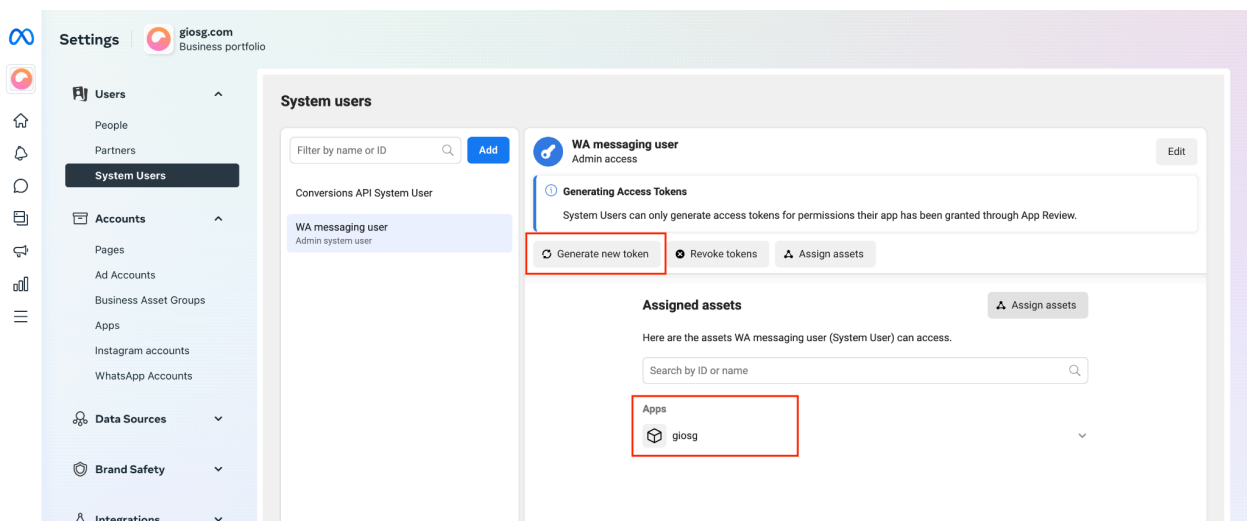


3.2.3. In the opened modal, click “Apps”, select your app and then assign “Manage app” permission to the user and Save.

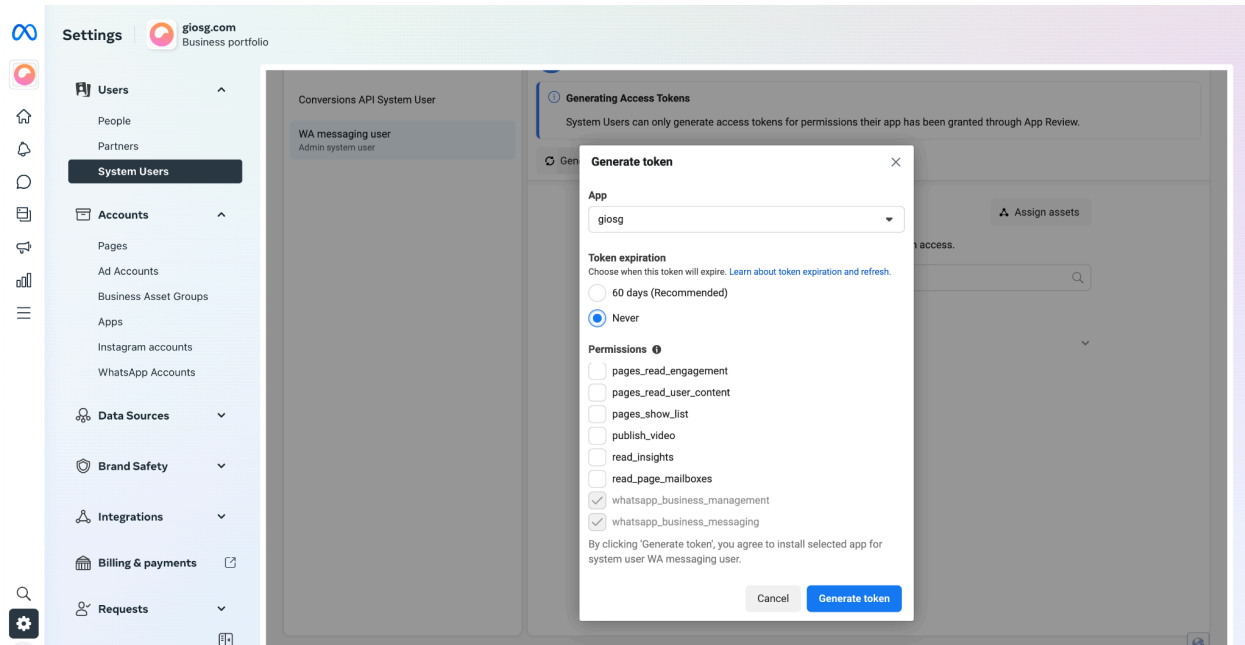


4. Click “Generate new token”.

Note that the app needs to be assigned to this user (3.2.3 for new users) before this step or the token will not work.



- In the opened modal window, select your app and choose “Never” for the token expiration. Under permissions select at least “whatsapp_business_management” and “whatsapp_business_messaging”.



- Click the “Generate token” button and copy the generated token. Note that you cannot recover the token anymore after generating, so keep it safe.
- Deliver the token to giosg.