

Your own WhatsApp number. Five things to have ready.

Your visitors will get your follow-up from **your** number. Meta's connect screen takes a few minutes — only if these five are in place first.

DON'T WORRY

Our **Expert Support team** will help you on every step.

The number is on the WhatsApp Business app, and logged in

Not the regular WhatsApp app. The phone with that number must be with you when you connect.

How to check: the app icon says "WhatsApp Business" and has a "B" in it. In the app, Settings → your profile shows the business name and number.

No Meta AI subscription on the account

If the number has a Meta AI subscription, cancel it first — Meta won't let it connect.

How to check: in the app, Tools → **Meta Business Agent** (older versions: "Your AI agent"). If it shows an active plan, cancel it there. No "Meta Business Agent" entry means you're clear.

Not connected to any other partner

WATI, AiSensy, Interakt or any other WhatsApp tool must be disconnected. A number can only be linked to one partner at a time.

How to check: in the app, **Settings** → **Account** → **Business Platform**. If it shows a connected platform, disconnect it there. Also check **Settings** → **Linked devices** for a tool logged in as a device. On the web: business.facebook.com → Settings → WhatsApp accounts → your account → **Partners** tab must be empty.

A card Meta accepts on your Meta Business account

Meta bills your messages directly, and in India only cards that support the **RBI e-mandate** work — Visa or Mastercard from HDFC, ICICI, Axis, Kotak, SBI, IndusInd and most major banks.

How to check: business.facebook.com → Settings → WhatsApp accounts → your account → **Payment settings**. "No payment method found" means you'll add one after connecting (the connect guide shows how).

Meta's full list: facebook.com/business/help/3536169639844756

Your Meta Business account is verified

Business verification done in Meta Business Manager — legal name, address and a registration document. If it's still pending, connect after it clears.

How to check: business.facebook.com → Settings → **Business info**. Look for "Business verification: Verified" with a green dot. "Not verified" or "In review" means wait for it to clear.

How to verify: facebook.com/business/help/2058515294227817

AFTER YOU CONNECT — WHAT CHANGES, WHAT DOESN'T

Keeps working as before

- ✓ Your WhatsApp Business app, on the same phone, same number
- ✓ Chatting with customers 1:1 — replies show in the app and in krid.ai
- ✓ Your contacts, catalog, labels and quick replies
- ✓ Groups (they just don't sync to krid.ai)

Stops or changes

- **Manual broadcast lists stop.** Existing lists become read-only — bulk sends go out from krid.ai instead
- Disappearing messages, view-once media and live location are switched off in 1:1 chats
- Linked devices may need re-linking once
- **Past chats stay on your phone.** krid.ai only sees new messages from the moment you connect — no history is copied

NEVER SHARE

Never share any email, Facebook or Meta password, any OTP, or any payment card details with anyone at krid.ai — not even the Expert Support team. Always turn off screen sharing while entering passwords and payment details.

THEN

Open the connect link we send you, sign in with the Facebook account that owns the Meta Business, and pick this number. **Use the exact number you registered with us** — a different one won't connect.