

How to connect your WhatsApp to krid.ai

Ten steps to connect, then one page to add a payment method — about fifteen minutes in all. You'll need your laptop **and** the phone that has your WhatsApp Business number.

DON'T WORRY Our **Expert Support team** will help you on every step.

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.

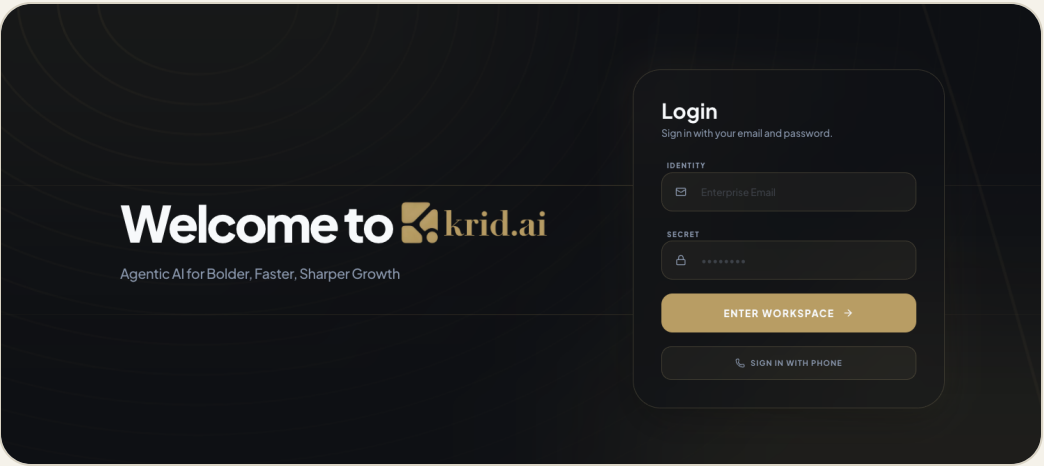
BEFORE YOU BEGIN

- Use the **exact WhatsApp Business number** you gave us in the onboarding form.
- **Don't unlink** WhatsApp from Meta mid-setup.

01

Open the secure link and log in to krid.ai

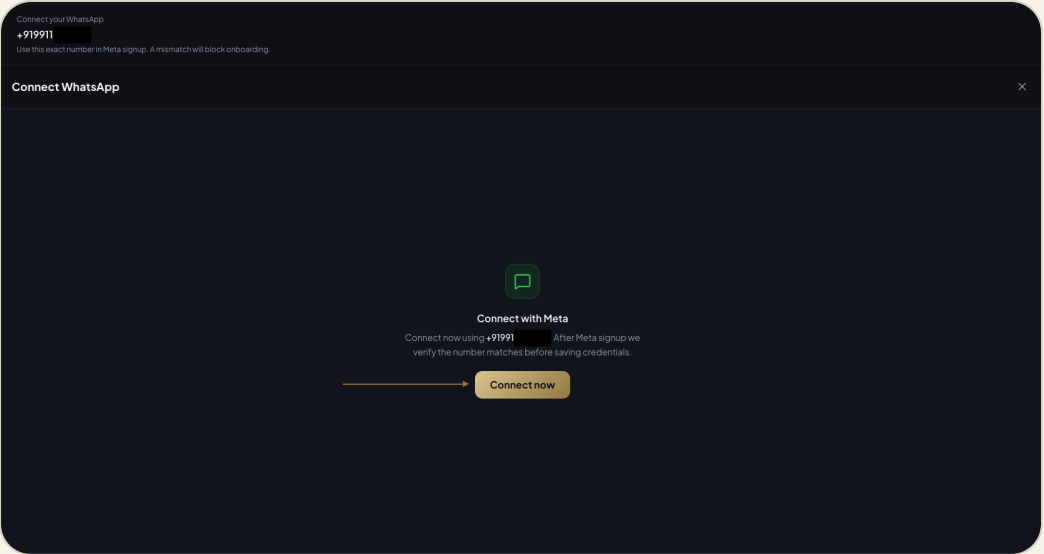
Click the link your krid.ai contact sent you and sign in with the **krid.ai credentials** they shared. Don't have the link or credentials? Ask your contact first.



02

Click Connect now

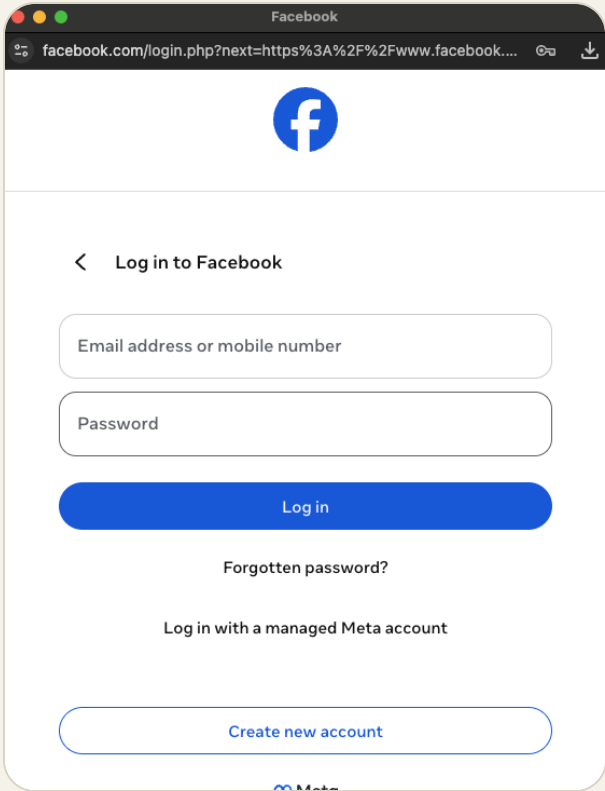
This opens Meta's connect dialog in a new window. Allow pop-ups if your browser blocks it.



03

Log in to Facebook

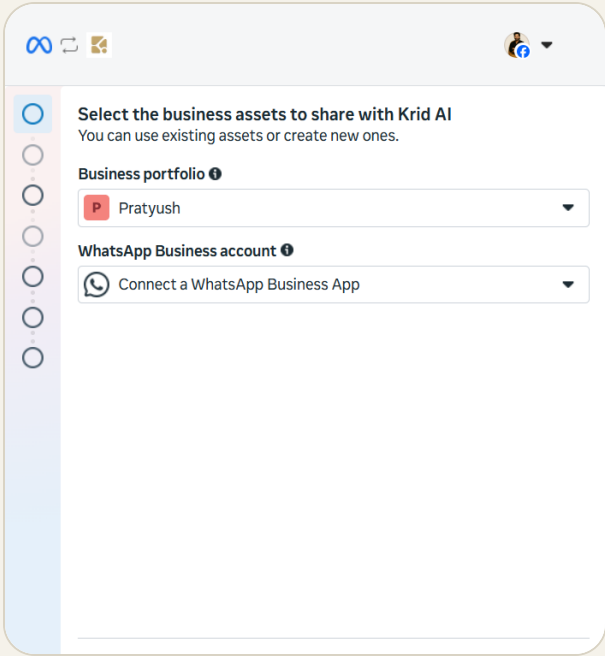
Sign in to the Facebook account that **manages your Meta Business portfolio**. Don't have one yet? Tell us — our team can help you set it up.



04

Choose your business

Pick the correct **Business portfolio** if asked. Under WhatsApp Business account, choose your existing Business App from the list — or **Connect a WhatsApp Business App**.

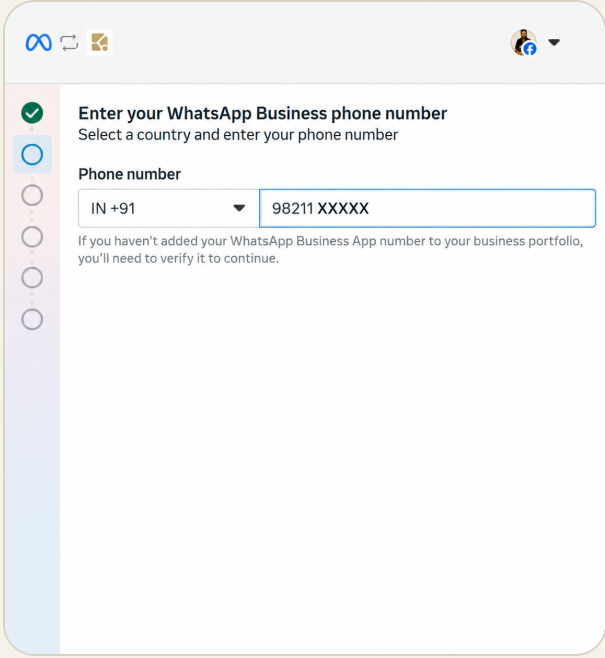


05

Enter your WhatsApp number

Type the **same WhatsApp Business number** you submitted in the onboarding form, then continue through Meta's prompts.

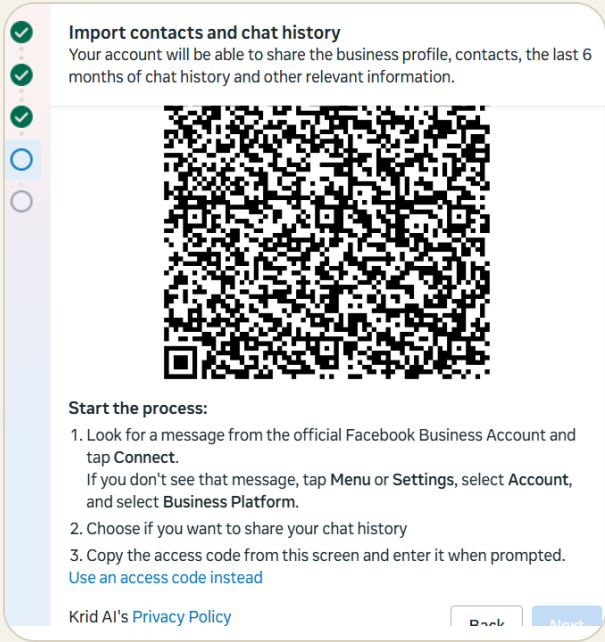
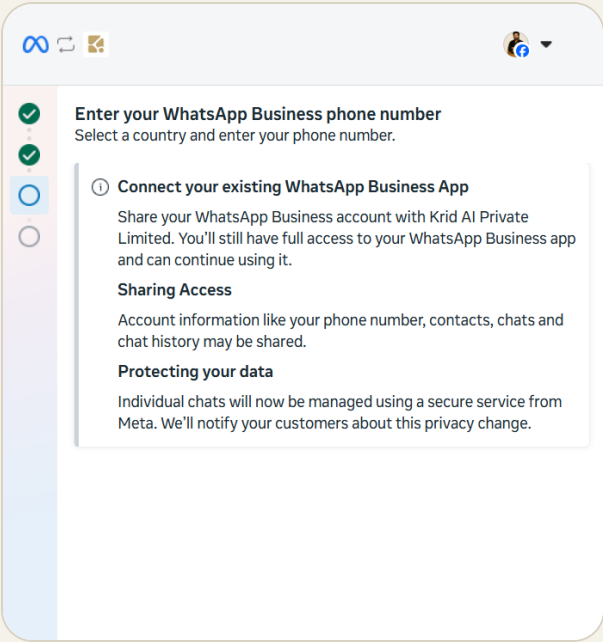
A different number will not connect — krid.ai checks it against the one you registered.



06

Allow permissions for krid.ai

Review the partner-access permissions Meta shows and **continue / allow**. Meta then displays a **QR code** — leave this window open.

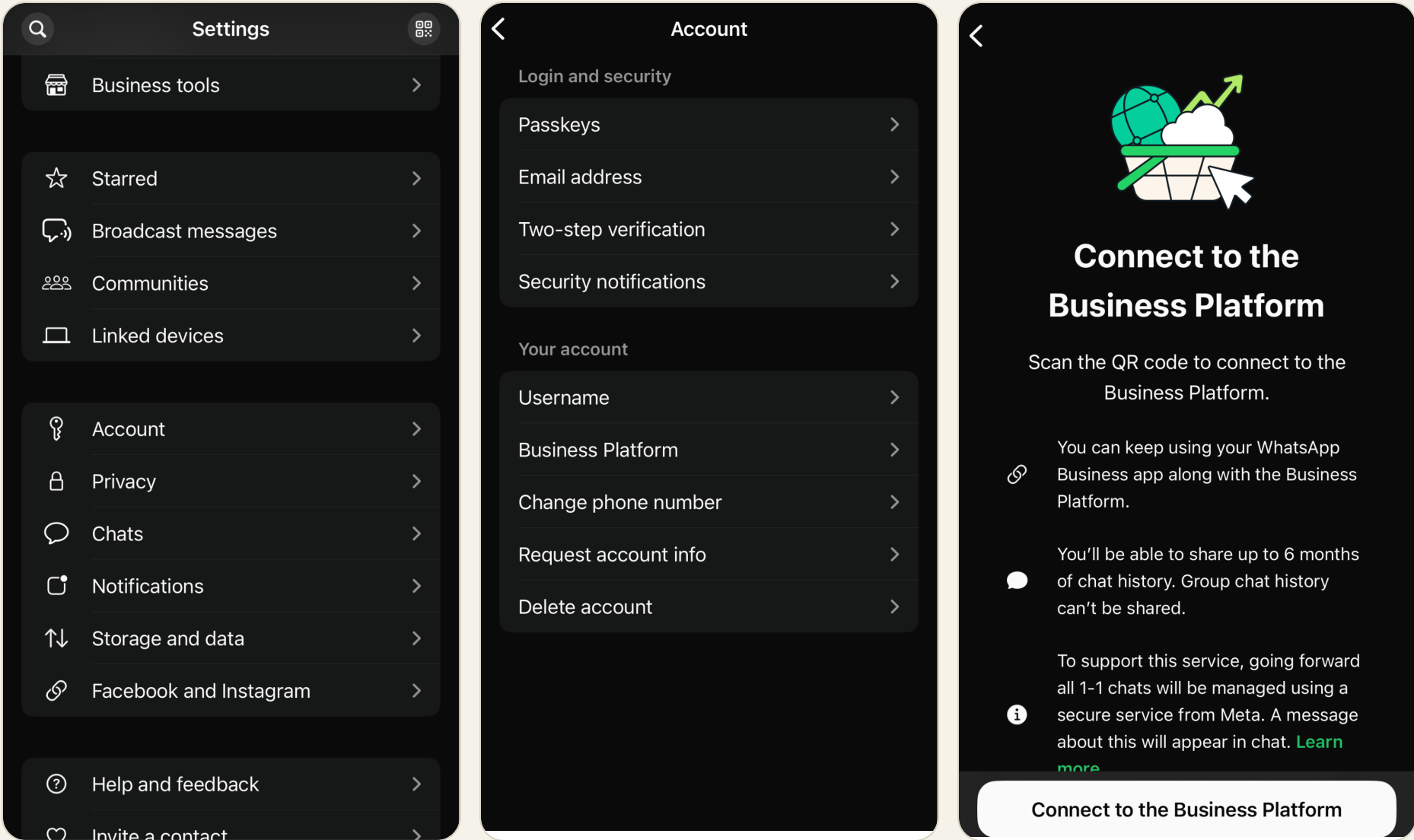


07

Open the WhatsApp Business app on your phone

Go to **Settings** → **Account** → **Business Platform** and tap **Connect to the Business Platform**.

This works only in the WhatsApp **Business** app — not the regular WhatsApp app.

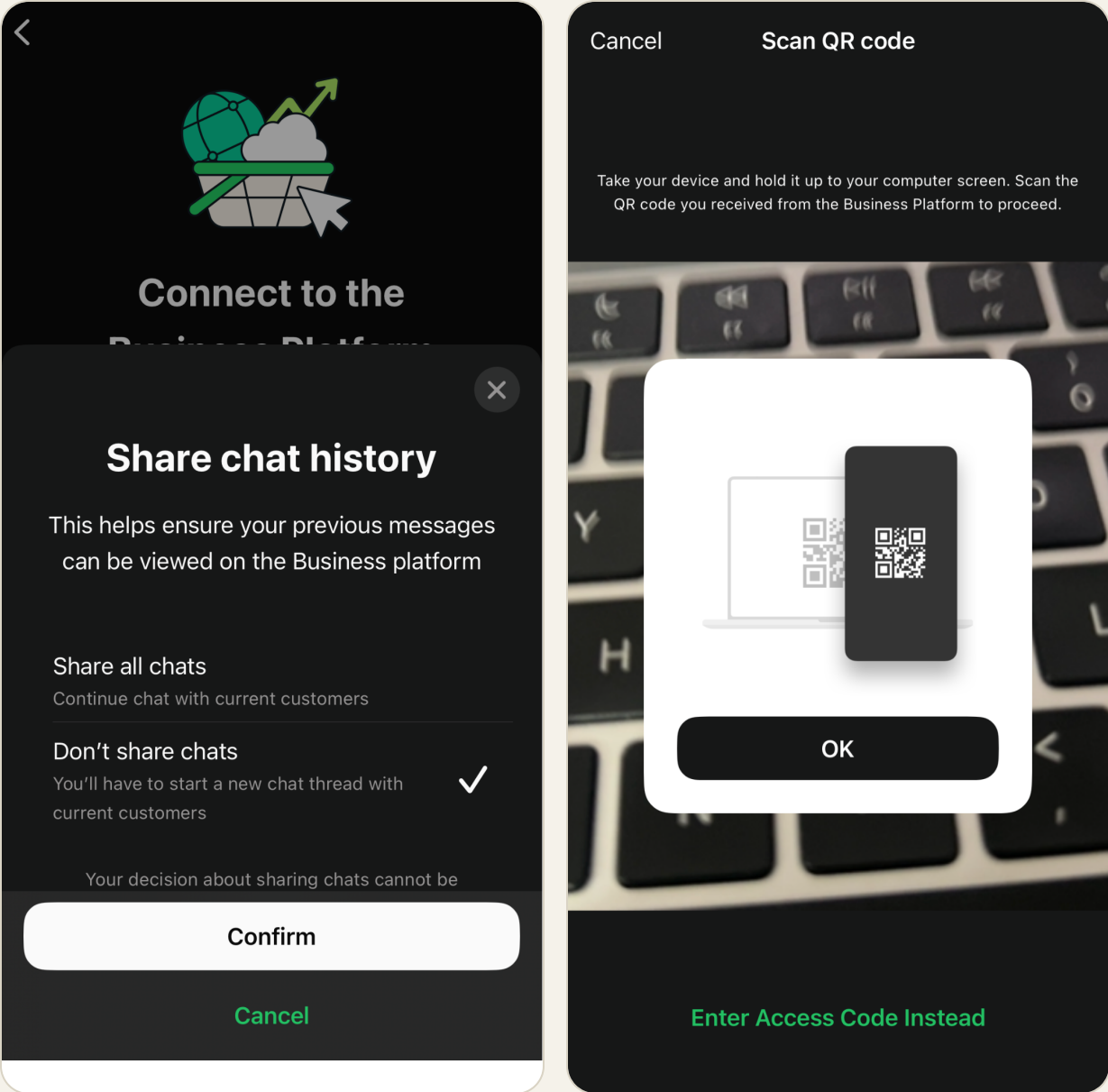


08

Scan the QR code and finish the flow

Scan the QR code from your laptop screen. On the **Share chat history** screen choose **Don't share chats** (not "Share all chats"), then tap **Confirm**.

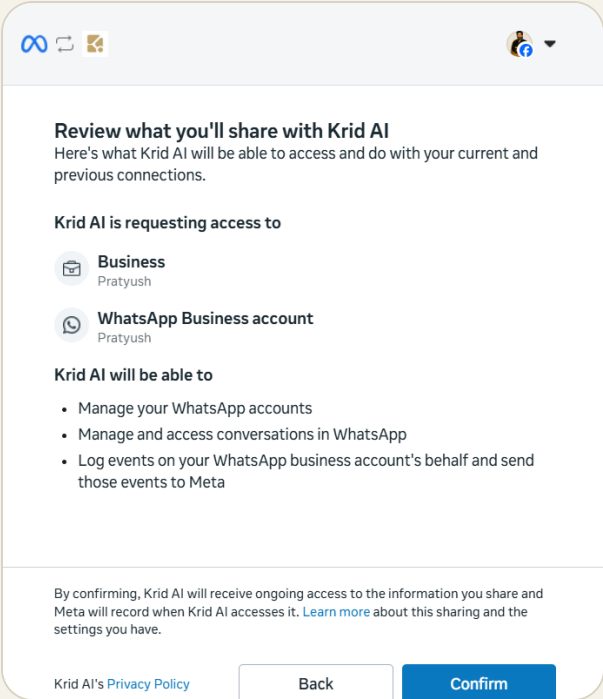
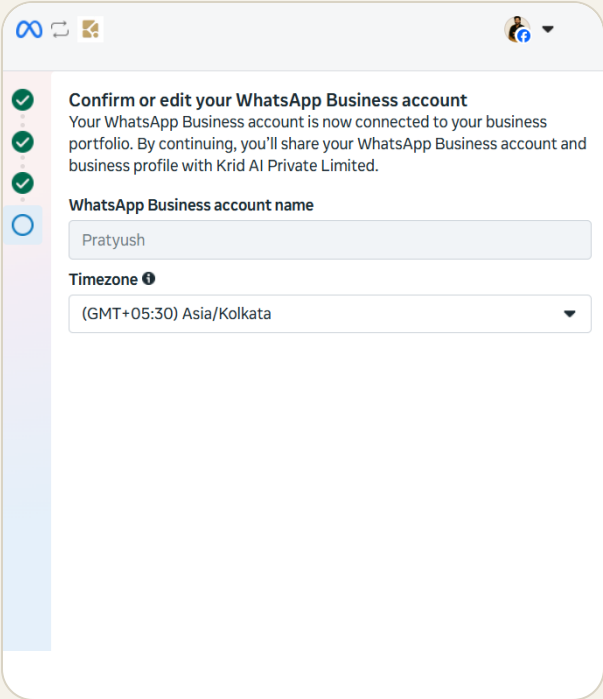
Stay on the screen until Meta shows completion and the window closes or returns to a success state. Don't close the tab midway.



09

Confirm your account on Meta's screen

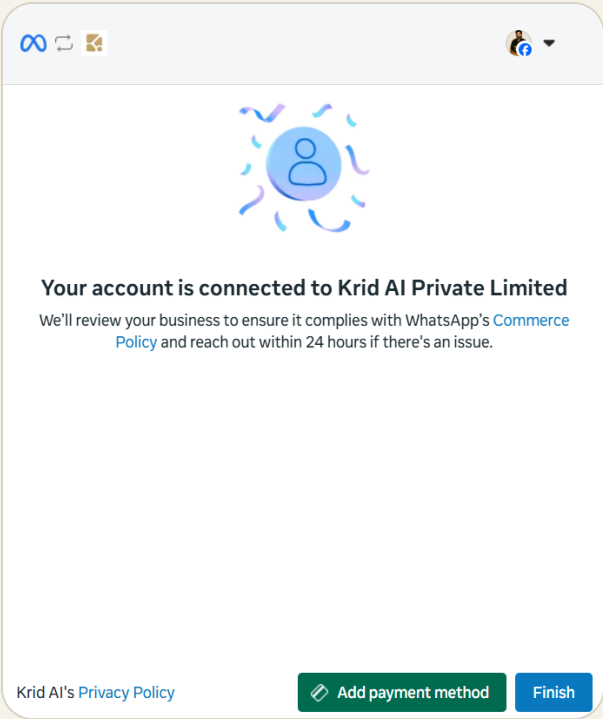
Back on the laptop, Meta shows your WhatsApp Business account name and timezone, then what krid.ai will be able to do. Click **Next**, then **Confirm**, then **Finish**.



10

Tell your krid.ai contact you're done

Message us that the connection is complete and **which number** you connected. We confirm it on our side and your visitors start receiving follow-ups from **your number**.



IF SOMETHING DOESN'T WORK

QR code not loading or an option missing? Check your internet connection and refresh the page. Make sure you're in the official **WhatsApp Business** app, and that the number meets the five checks on the "before you connect" sheet.

Don't worry — our Expert Support team will help you on every step. WhatsApp us on **+91 85277 34152** at any point and we'll walk you through it.

NEVER SHARE

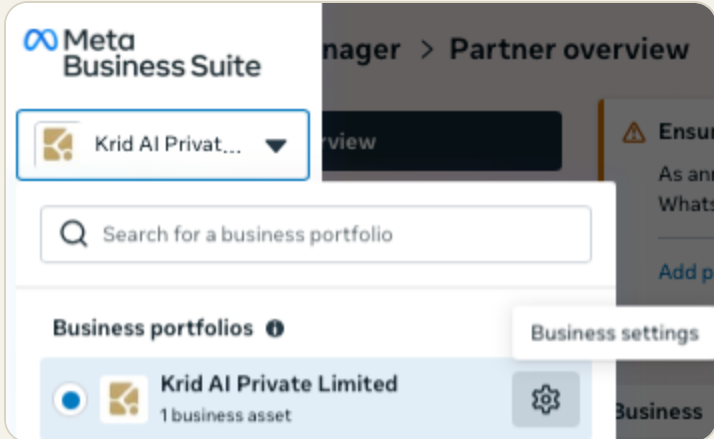
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WHY THIS STEP

Meta bills the messages sent from your own number directly to you (about ₹0.11 per message). Without a payment method on the account, follow-ups won't go out.

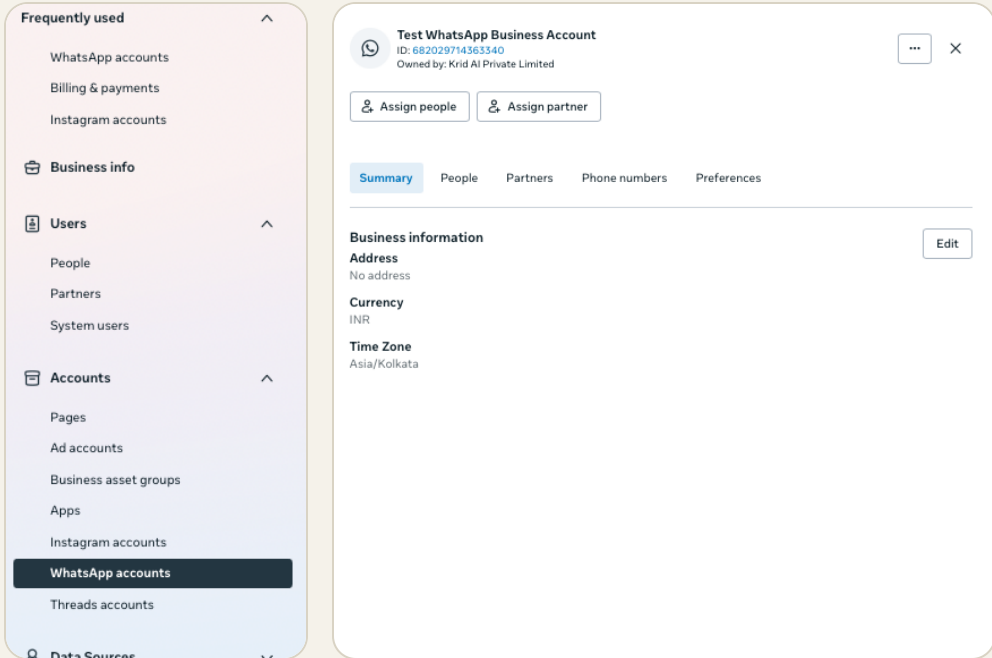
Open Business settings

Go to **business.facebook.com**, pick your business portfolio at the top left and click the **settings** gear next to it.



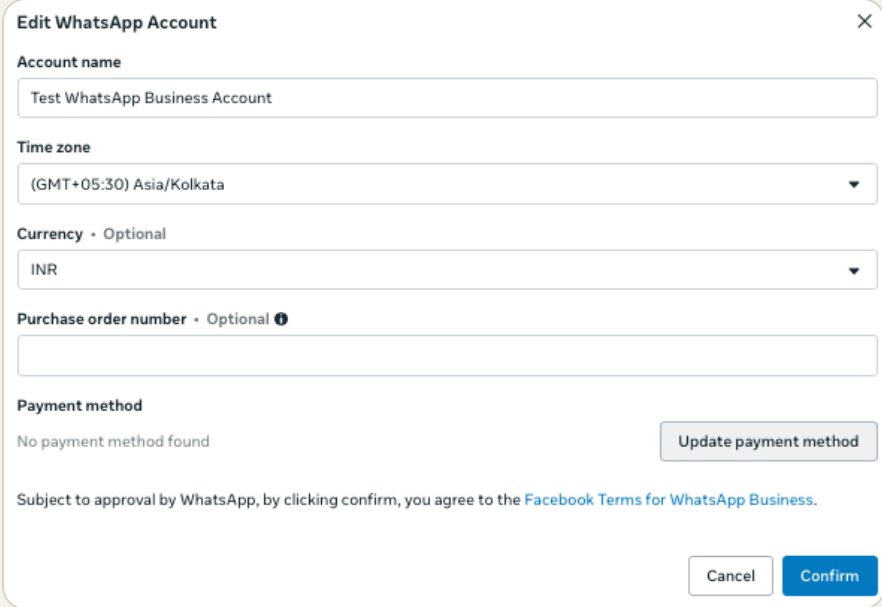
Open the account you just connected

In the left menu under **Accounts**, click **WhatsApp accounts**, select the account you connected, then click **Edit** on its Summary.



Set currency and time zone, then update payment

Currency **INR**, time zone **(GMT+05:30) Asia/Kolkata**. Click **Update payment method**.

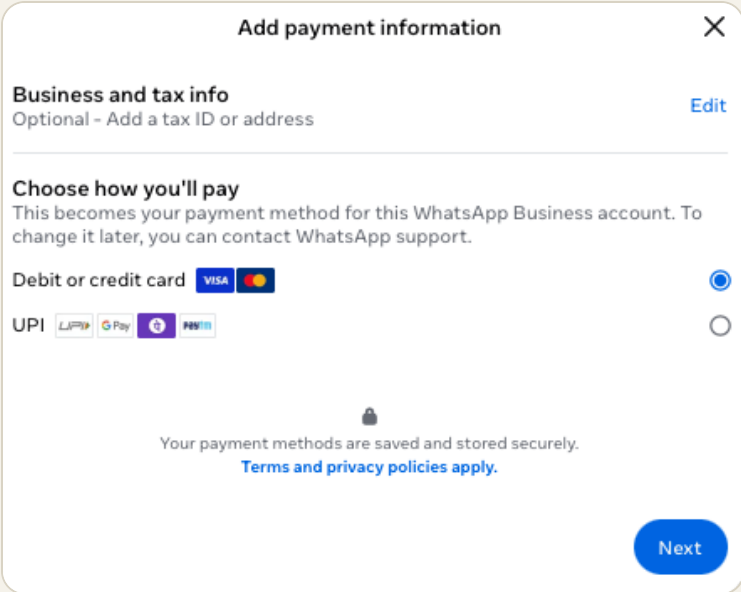


Choose how you'll pay

UPI, if Meta offers it to you: make it **prepaid** and load just **₹275** — that covers 2,500 cards. Not every account gets the UPI option.

Debit or credit card otherwise: use one of Meta's supported cards — Meta charges **₹3** to verify it and refunds it.

Supported cards: facebook.com/business/help/3536169639844756



Fill in your business info and save

Country India, currency and time zone as above. Business name **exactly as on your GST registration**, with the registered address. **TAN and PO number can be skipped**. Save — done.

