GrowVika.

Connect your WhatsApp number to GrowVika

A step-by-step guide to link your business WhatsApp number to the GrowVika WhatsApp Marketing CMS. Two ways to connect: with Facebook (recommended) or manually. About 10 minutes.

Before you start

Keep these ready so the setup finishes in one go.

You need

- A **Facebook account** (the person who manages your business)
- A **phone number** that can receive an SMS or a call for the OTP
- Your **business name, email, website** and country
- A GrowVika account (sign in at **https://app.growvika.com/login**)

About the phone number

- It must **not be active** on the WhatsApp or WhatsApp Business app
- If it is, first delete that WhatsApp account from the app (Settings, Account, Delete account), or use a fresh number
- One number can belong to only **one** WhatsApp Business Account

Tip: use a number dedicated to marketing. Your personal number is better kept out of it.

Important links

PAGE	URL
Log in	**https://app.growvika.com/login**
Connect your WhatsApp number	**https://app.growvika.com/whatsapp-setup**

Choose how to connect

Method A: Connect via Facebook

Recommended

Meta's guided popup creates the WhatsApp account, verifies your number and gives GrowVika a secure token automatically. No technical details needed. Steps on pages 3 and 4.

Method B: Enter manually

For people who already have their own Meta app and keep their own access token. You paste three values into GrowVika. Steps on page 5.

Method A: Connect via Facebook

Follow the steps in order. Do not close the popup until it shows "Your account is connected".

1 Open WhatsApp Account Setup

Log in at **https://app.growvika.com/login**. Then open **https://app.growvika.com/whatsapp-setup** (or click `WhatsApp Account Setup` in the left menu) and click `Connect via Facebook`.

2 Log in and continue

A Facebook popup opens. Log in if asked, read the screen "Seamlessly connect your account to GrowVika" and click `Continue`.

If nothing opens, allow pop-ups for app.growvika.com in your browser.

3 Choose your business assets

Business portfolio: pick your existing business, or choose *Create a business portfolio*.
WhatsApp Business account: pick your existing account, or choose *Create a WhatsApp Business account*. Click `Next`.

4 Enter business information

Fill in **Name, Email, Category, Country, Website** and Time zone (India is Asia/Kolkata). Use the same details as your real business. Click `Next`.

5 Set your display name

This is the name customers see on WhatsApp. Use your real brand name. Avoid all capital letters, emojis and generic words. Click `Next`.

6 Add your phone number

Choose **Enter a new phone number**. If your number is already listed as *Registered*, you can pick it and no OTP is needed. Select the country code **IN +91**, type the number without the country code, and choose **Text message** or **Phone call**. Click `Next`.

7 Verify with the OTP

Enter the **6-digit code** you receive by SMS or call. If it does not arrive, wait for the timer, then request a new code or switch to Phone call.

8 Confirm permissions

Check that GrowVika is asking for access to your Business, WhatsApp account and Messaging account. The two options under "Improve your experience" are **optional**. You can untick both, the number still connects. Click `Next`.

Wait while it says *Connecting your account*. This can take a minute. Do not close the window.

9 Finish setup

When you see **"Your account is connected to GrowVika"**, click `Skip and finish setup`. You can add a payment method later (see next page).

10 Check the result in GrowVika

The popup closes and GrowVika shows your number with a green `Connected` badge. Open **Number health** and click `Check now`.

What success looks like

FIELD	EXPECTED
Connection	Connected
Number status	CONNECTED
Quality rating	GREEN (a brand new number can show UNKNOWN for a short time)
Messaging limit	Starts at 250 people every 24 hours and grows as your quality stays high

Method B: Enter manually

Use this if you already manage your own Meta app. You need three values from Meta. GrowVika checks them with Meta and saves them only if they are valid.

1 Get your WhatsApp Business Account ID

Open **https://business.facebook.com/settings/whatsapp-business-accounts**, select your account and copy the **ID** shown on top. You can also find it in Meta for Developers, in your app under *WhatsApp, API Setup*.

2 Get your Phone Number ID

In Meta for Developers open your app, go to **WhatsApp, API Setup** and pick your number under *From*. The **Phone number ID** is shown below it. The number must already be added and verified in WhatsApp Manager (**https://business.facebook.com/latest/whatsapp_manager/phone_numbers/**) and show Connected.

3 Create a permanent access token

Open **https://business.facebook.com/settings/system-users**. Add a **System user** with Admin role, click *Add assets* and give it your WhatsApp account with **Full control**. Click *Generate token*, choose your app, set expiry to **Never**, tick **whatsapp_business_management** and **whatsapp_business_messaging**, then copy the token.

A temporary token from API Setup expires in about 24 hours. Do not use it.

4 Enter the values in GrowVika

Open **https://app.growvika.com/whatsapp-setup**, click Enter manually and fill:

FIELD	WHAT TO PASTE
Business name	Optional. Left blank, GrowVika uses the name Meta has verified.
WhatsApp Business Account ID	The ID from step 1
Phone Number ID	The ID from step 2
Access token	The token from step 3

Save. The page shows Connected. Then open **Number health** and click Check now.

Keep the token private. Never send it in a chat, email or screenshot. GrowVika stores it encrypted and never shows it in full again. If it leaks, delete it in System users and create a new one.

After you are connected

#	NEXT TASK	WHY
1	**Add a payment method** in Meta WhatsApp Manager	Needed to send marketing messages. Meta bills it directly, not GrowVika.
2	**Create message templates** (Templates)	Marketing messages need a Meta-approved template. Approval usually takes minutes to a few hours.
3	**Import contacts** (Contact Import)	Upload a CSV. Only message people who agreed to hear from you (opt-in).
4	**Fill your business profile**	About, description, email and website show when customers open your profile.
5	**Send a test campaign** to your own number	Confirms templates and delivery work before sending to everyone.

Protect your number quality: send only to opted-in contacts, keep messages relevant, and avoid sending to large lists on day one. Too many blocks or reports lower the rating (GREEN, YELLOW, RED) and can limit your sending.

Troubleshooting

Most problems are fixed with one of these.

PROBLEM	WHAT TO DO
Number is already in use	The number is on the WhatsApp app or in another WhatsApp Business Account. Delete the WhatsApp account from the app, or remove the number from the other account, wait 10 minutes and try again.
OTP not received	Wait for the timer, request a new code, or choose Phone call. Make sure the SIM has network.
Status shows PENDING	Wait 2 to 5 minutes and click **Check now**. GrowVika registers the number automatically.
Display name rejected	Use your real business name as on your website. Avoid emojis, all capitals and generic words.
Manual connect says "Meta rejected these credentials"	Check that the token has both WhatsApp permissions, has not expired, and that the Phone Number ID belongs to the same account as the token.
Popup does not open	Allow pop-ups for app.growvika.com, refresh the page and try again.
Message "not delivered to maintain healthy ecosystem engagement" (131049)	Meta limits how many marketing messages one person gets. You are not charged. Try again after 24 hours.

Need help?

Email **sahil@growvika.com** with a screenshot of the step where you are stuck.