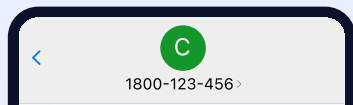


Hey,

Welcome to SleekFlow ✨

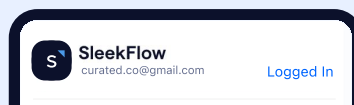
Let's connect your
WhatsApp Business API

Checklist before you start:



A dedicated phone number

This number must be able to receive a 6-digit OTP code via SMS or a voice call.



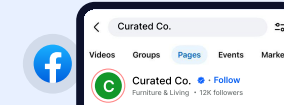
A SleekFlow account

You are logged in and have purchased the **WhatsApp API add-on**.



A Meta Business Portfolio account

- Make sure the account contains your correct **legal business name, address, and website**.
- If you don't have an account, you can create one during the connection process.
- **PRO-TIP** This info **must exactly match your official business registration documents** (e.g., 商業登記證, ACRA, SSM, Trade License, NIB, Contrato Social).



Your personal Facebook account

- You have **enabled 2-Factor Authentication (2FA)**. Check your setting [here](#).
- You have **full control over the Meta Business Portfolio access**. Check your access [here](#).

Start.

Choose your connection path.

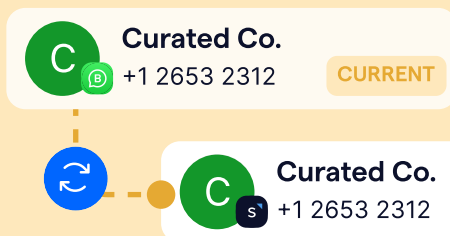
How you connect depends on the phone number you use.
Click the steps for the option that matches your situation.



Connect your WhatsApp Business App number

1

You currently use the WhatsApp Business App (not personal) and want to keep your number, contacts, and chat history.

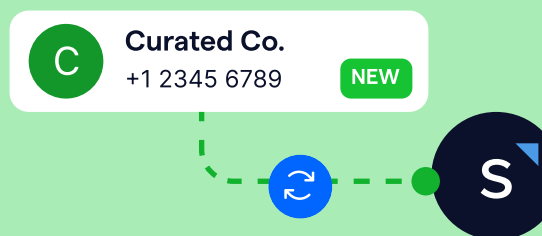
[Follow Guide →](#)

Connect a brand new number

2

You have a new phone number (or landline) that has never been used for WhatsApp.

Note: To use your personal WhatsApp number, you must first delete it. Here's [how](#).

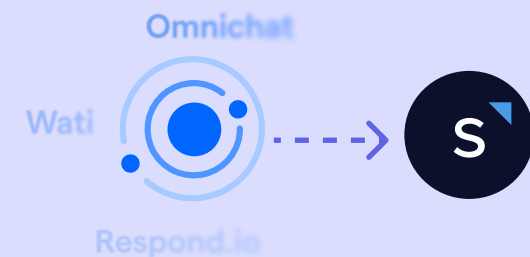
[Follow Guide →](#)

Move your number from another BSP

3

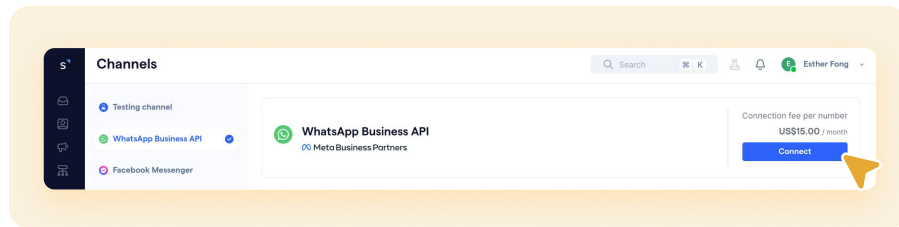
You already use the WhatsApp API with another provider and want to migrate to SleekFlow.

Note: Only your display name, "blue tick" status, and message templates will be migrated. Chat history cannot be transferred.

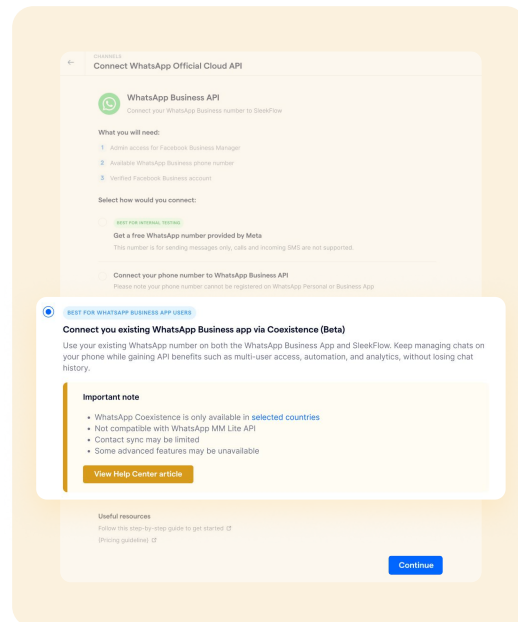
[Follow Guide →](#)

1 Connect your WhatsApp Business App number

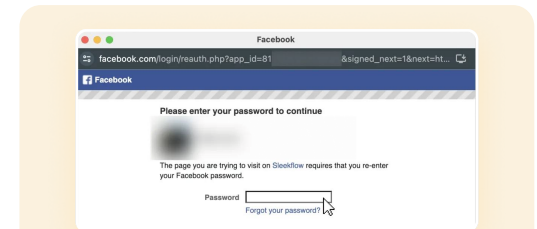
1 Navigate to **Channels > WhatsApp Business API > Connect**.



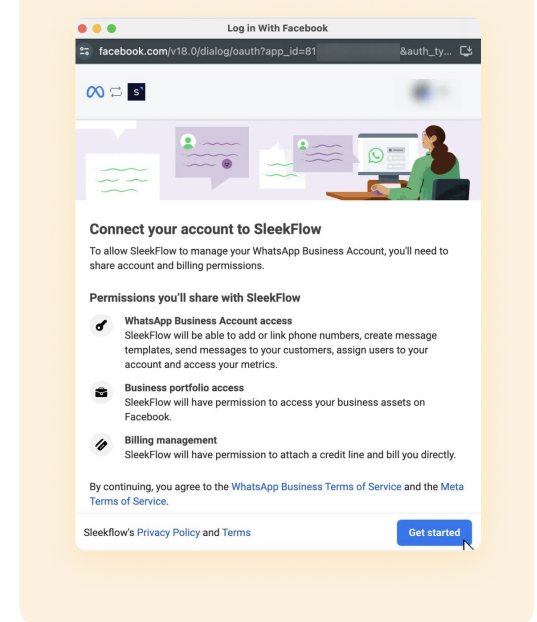
2 Select 'Connect your existing WhatsApp Business app via Coexistence'.



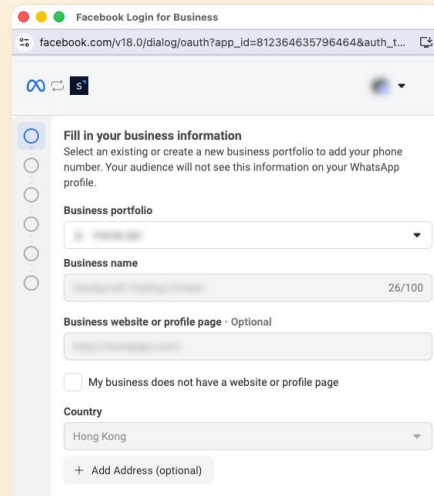
3 Log in to your **Facebook** account.



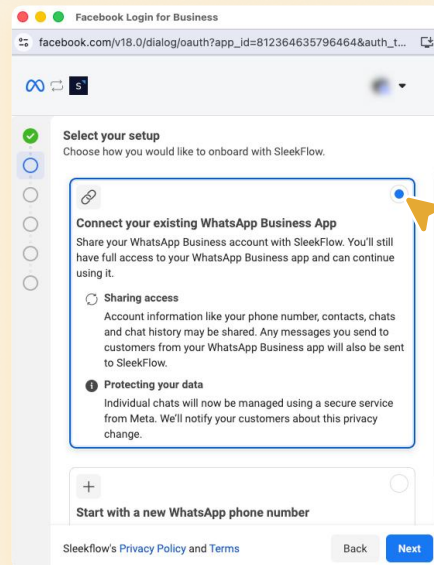
4 Click '**Get started**' to authorize SleekFlow.



- 5 **Select or create a Meta Business Portfolio**, ensuring that your business information exactly matches your official business registration documents.



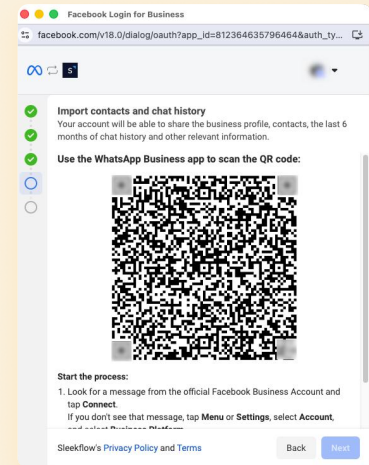
- 6 Choose **'Connect your existing WhatsApp Business App.'**



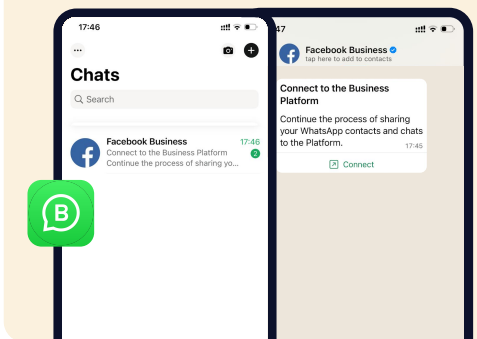
- 7 Enter your **phone number**.



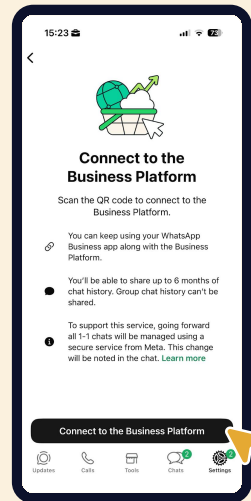
- 8 A **QR code** will be displayed on your screen. You will need to use it in Step 12.



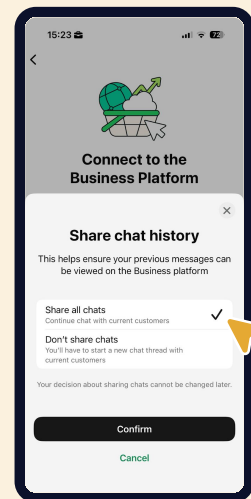
- 9 Open your **WhatsApp Business App** on your **phone**. When you receive a new message from Meta, tap **'Connect.'**



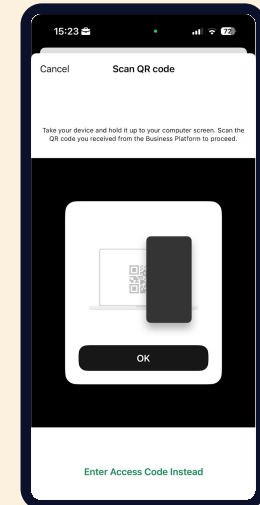
10 Tap 'Connect to the Business Platform.'



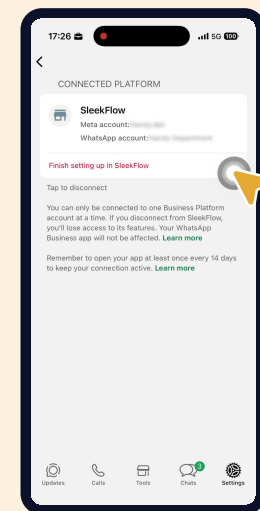
11 Tap 'Share all chats.'



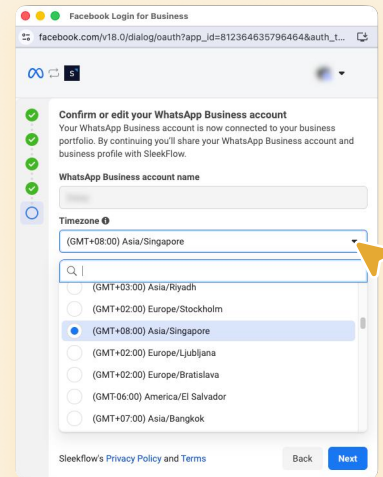
12 Scan the displayed QR code in Step 8 using your phone.



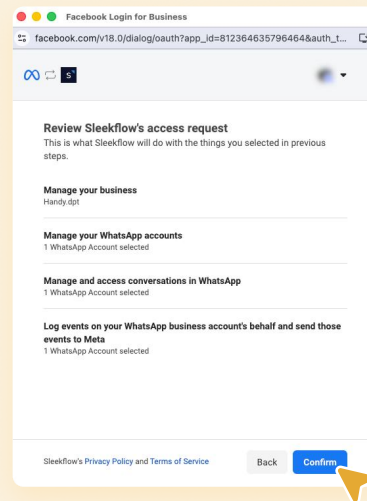
13 Click 'Finish setting up' in SleekFlow.



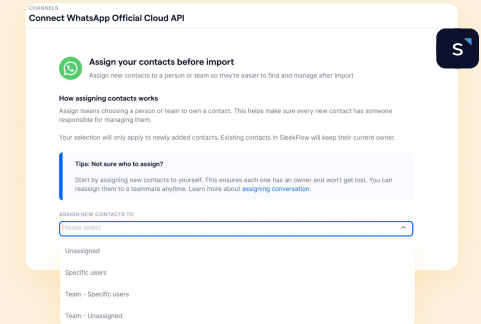
- 14 On your computer, confirm your Business Name, **select your timezone**, and click 'Next.'



- 15 Review the permissions given to SleekFlow and click 'Confirm.'

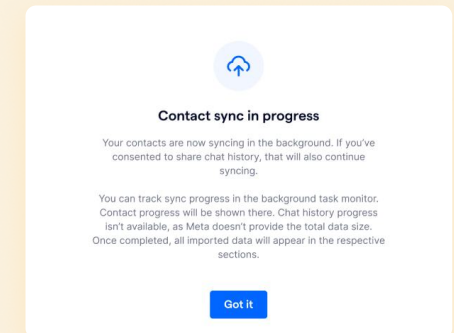


- 16 Assign your imported contacts to a team or person.



- 17 Your contacts and chats will sync in the background.

IMPORTANT To keep your WhatsApp Business connection active, **open the app at least once every 14 days**. Otherwise, your connection may expire and you'll need to reconnect.



- 18 *Congratulations!*

Your WhatsApp Business API channel is now connected to SleekFlow.

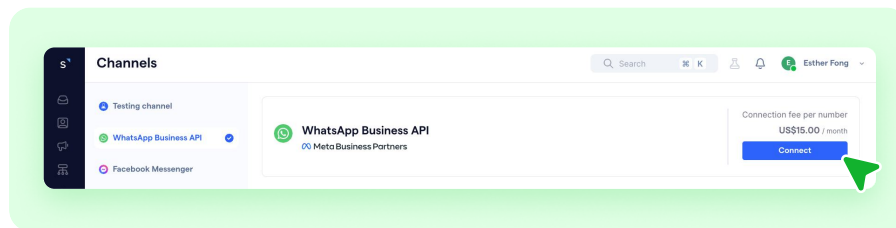
Next,

Verify your Meta Business Portfolio.

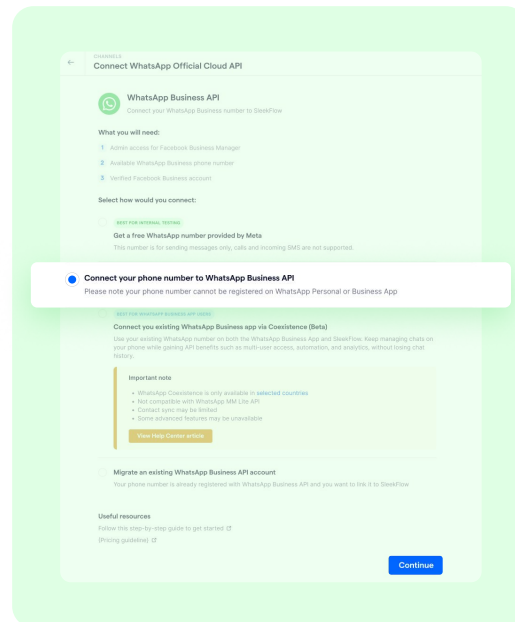


2 Connect a brand new number

1 Navigate to **Channels > WhatsApp Business API > Connect**.

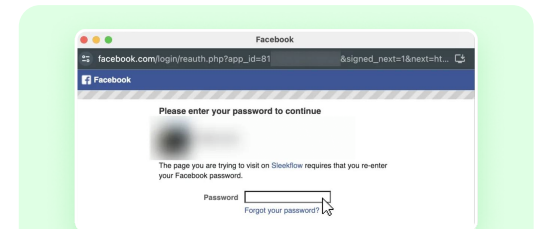


2 Click 'Connect your phone number to WhatsApp Business API.'

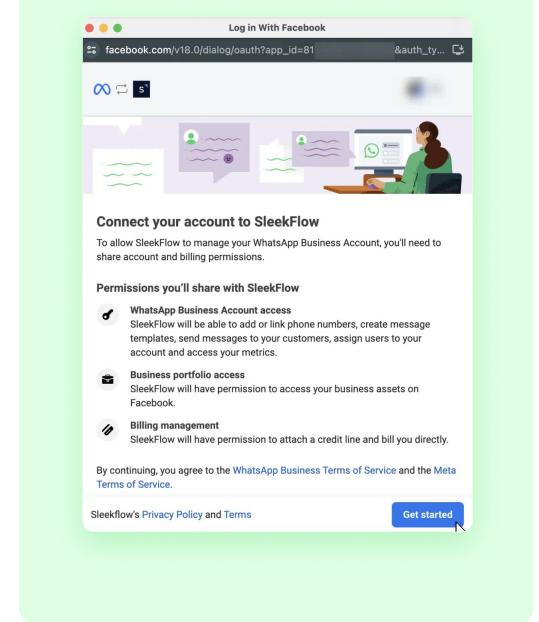


Begin fresh with a **new number or landline**.

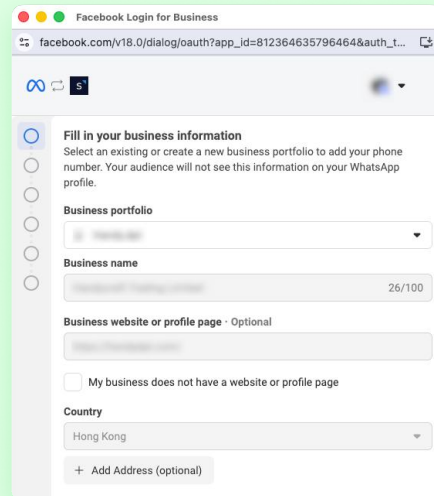
3 Log in to your **Facebook** account.



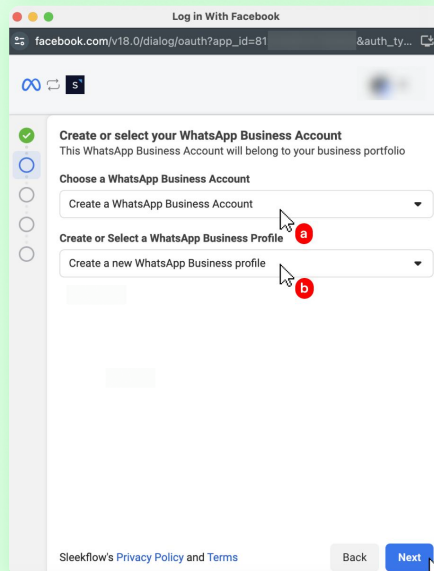
4 Click 'Get started' to authorize SleekFlow.



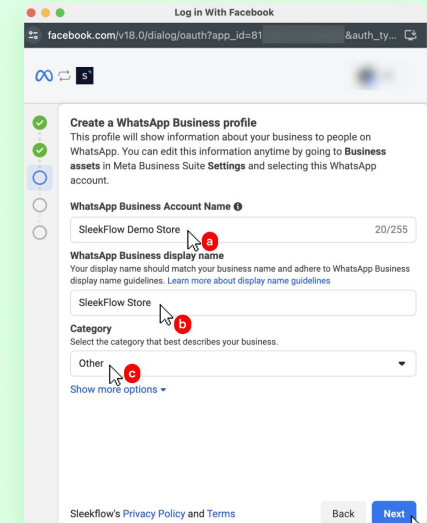
- 5 **Select or create a Meta Business Portfolio**, ensuring that your business information exactly matches your official business registration documents.



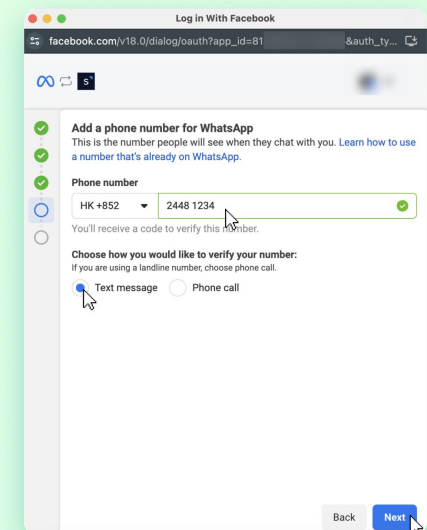
- 6 **Create a new WhatsApp Business Account and profile.**



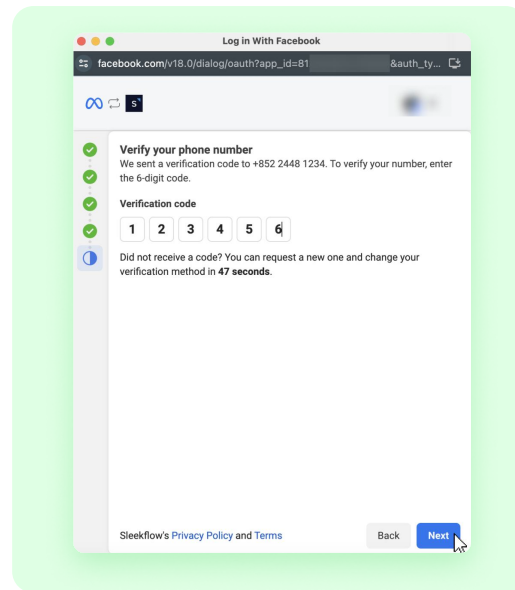
- 7 Enter the following detailsL
- Account Name (for internal reference)
 - Display Name (**visible to customers**)
 - Choose your business category



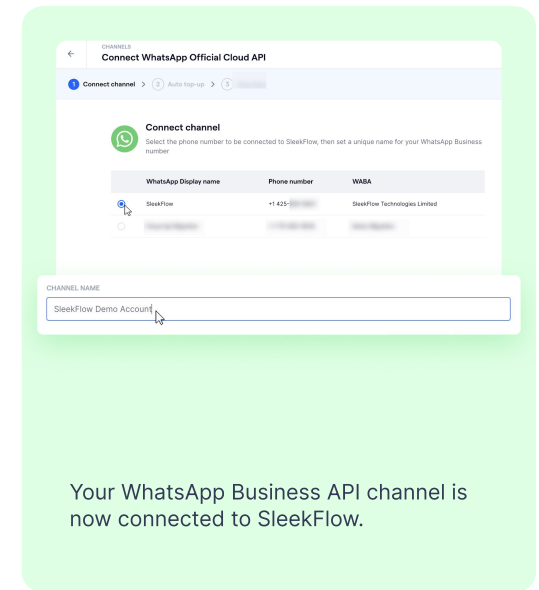
- 8 Input the **new phone number** and select a verification method.



- 9 Enter the 6-digit OTP sent to your number.



- 10 Name the channel uniquely for SleekFlow's internal reference.



- 11 *Congratulations!*

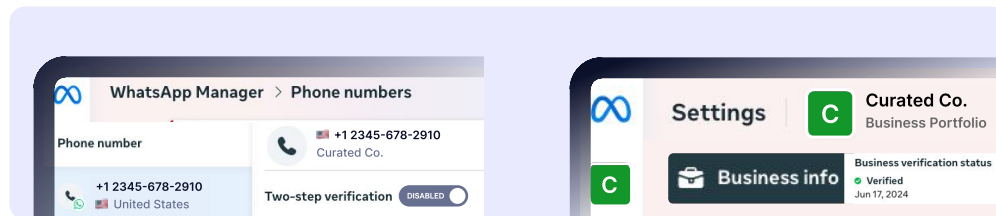
Next,

Verify your Meta Business Portfolio.



3 Move your number from another BSP

Checklist before you start:



Disable 2FA for current number

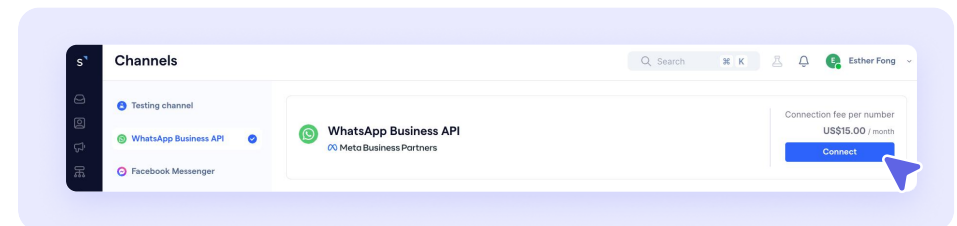
Go to [WhatsApp Manager](#) and disable Two-Factor Authentication (2FA) for your current number.

Check your account status

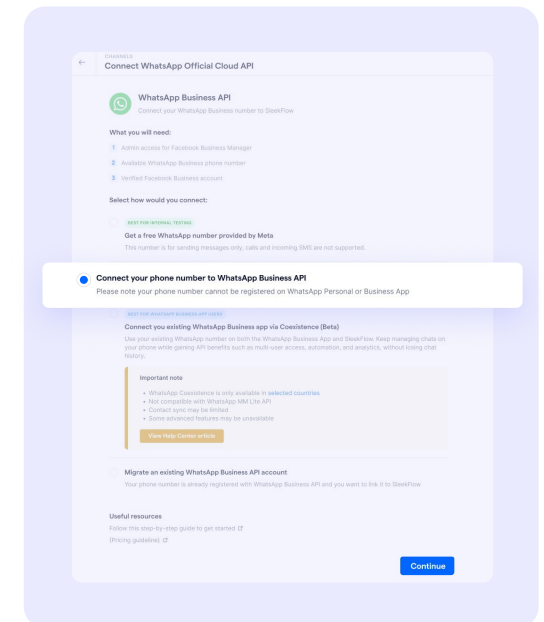
Make sure your Meta Business Portfolio is verified. Check the status [here](#).

Migrate your current **WhatsApp API** phone number, blue tick status, and messages templates to SleekFlow.

1 Navigate to **Channels > WhatsApp Business API > Connect**.



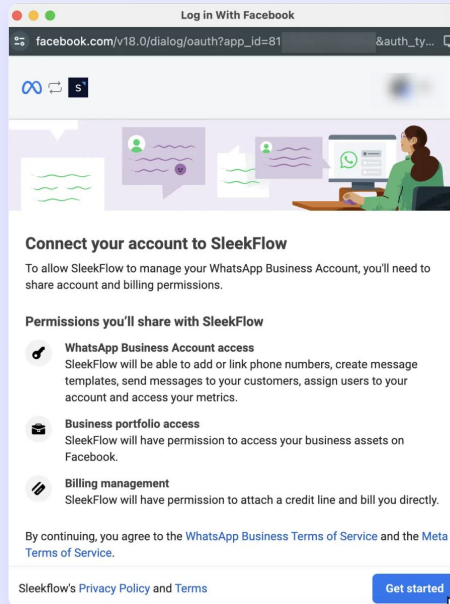
2 Click 'Connect your phone number to WhatsApp Business API.'



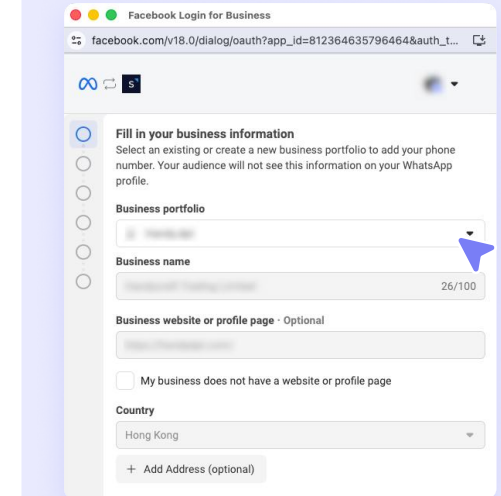
3 Log in to your **Facebook** account.



4 Click '**Get started**' to authorize SleekFlow.

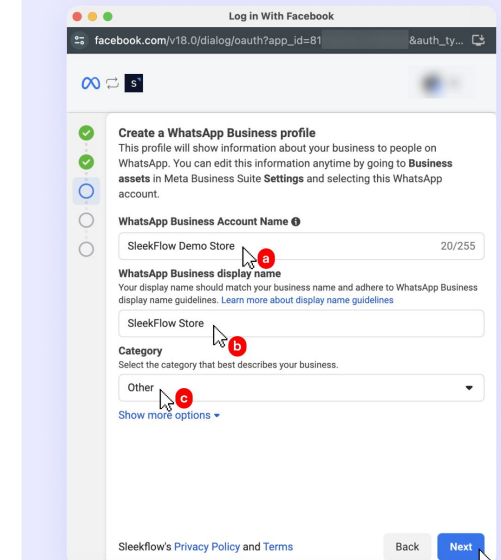


5 Select your **Meta Business Portfolio** that contains the **WhatsApp Business** account you want to migrate to SleekFlow.

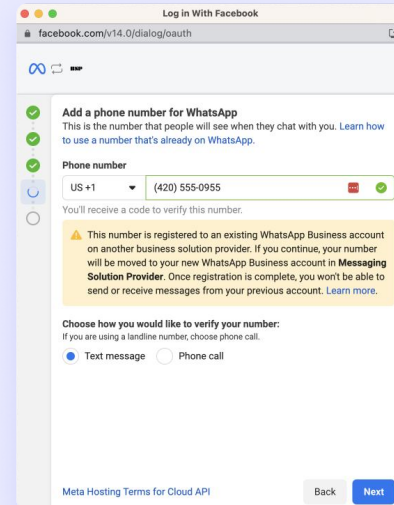


6 Enter the following:

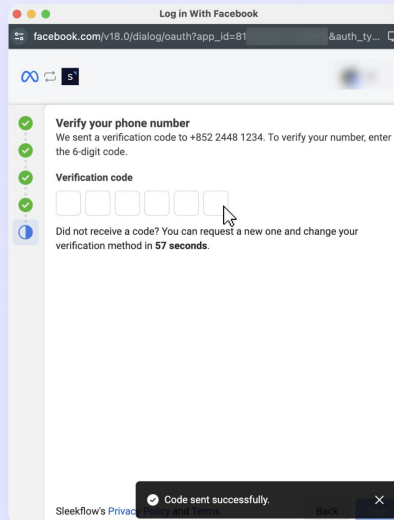
- Account Name (for internal reference, we recommend adding '_new' to your current account name)
- Display Name (**copy and paste your current WhatsApp display name**)
- Your business category.



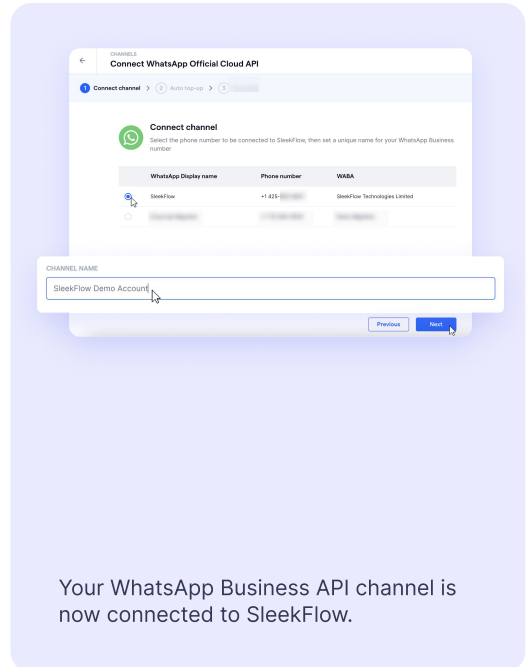
- 7 Enter your current phone number and select a verification method. You will see a warning about disconnecting this number from another BSP.



- 8 Input the 6-digit OTP sent to the number.



- 9 Name the channel uniquely for SleekFlow's internal reference.



- 10 Congratulations!

Your WhatsApp Business API channel is now connected to SleekFlow.

Finally,

Let's verify your Meta Business Portfolio.



You can start sending messages now. However, Meta limits all new, unverified businesses to 250 conversations per 24 hours. To remove this limit, you must verify your business.

Checklist before you start:



Your Business Registration document (PDF)

- The document must clearly display your legal business name and address.
- Examples:
 - 商業登記證
 - ACRA
 - SSM
 - Trade License
 - NIB
 - Contrato Social.

Your business website URL

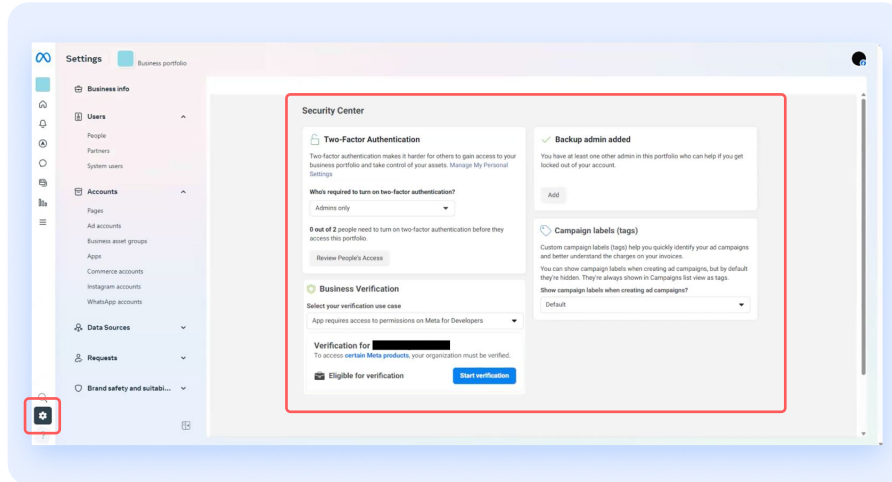
Your website must meet these conditions:

- Clearly display your **legal business name** (must match your business registration document).
- Clearly display your **business address**.
- Be a **multi-page** site. Single-page websites may be rejected.

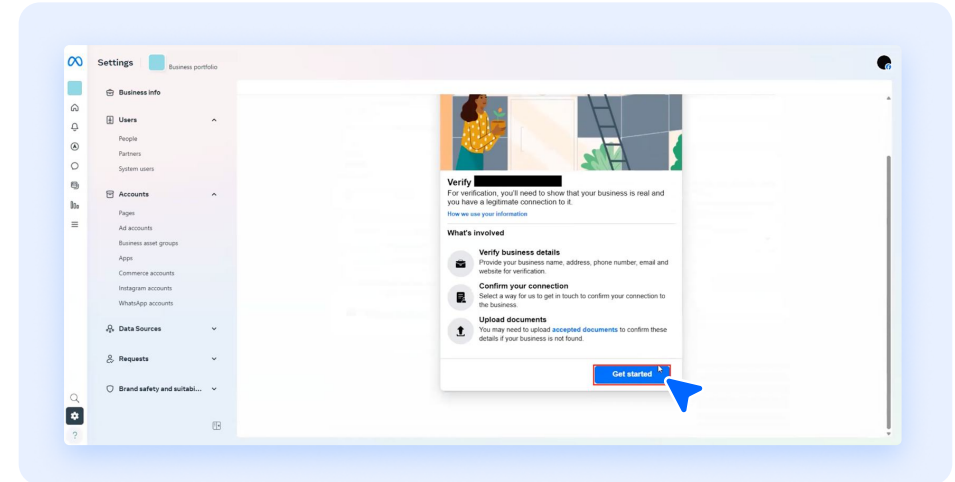
Access one of the following verification methods

- **RECOMMENDED** Use an email address from your business domain (e.g., you@yourdomain.com). Please note that Gmail and Yahoo addresses are not accepted.
- A phone number capable of receiving SMS.
 - If this phone number is not listed on your registration document, please provide additional documents (such as your most recent phone bill, utility bill, or bank statement) that displays both your company name and the phone number.

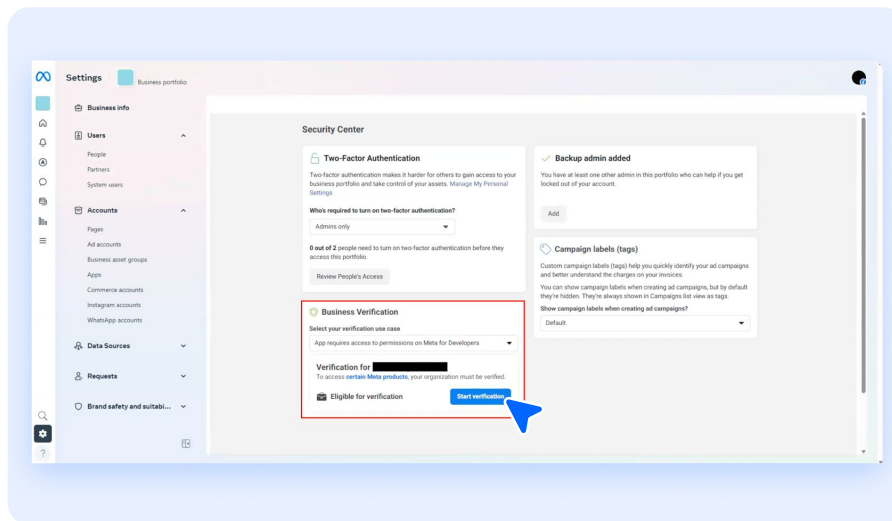
1 In your Meta Business Suite, navigate to **Settings > Security Centre**



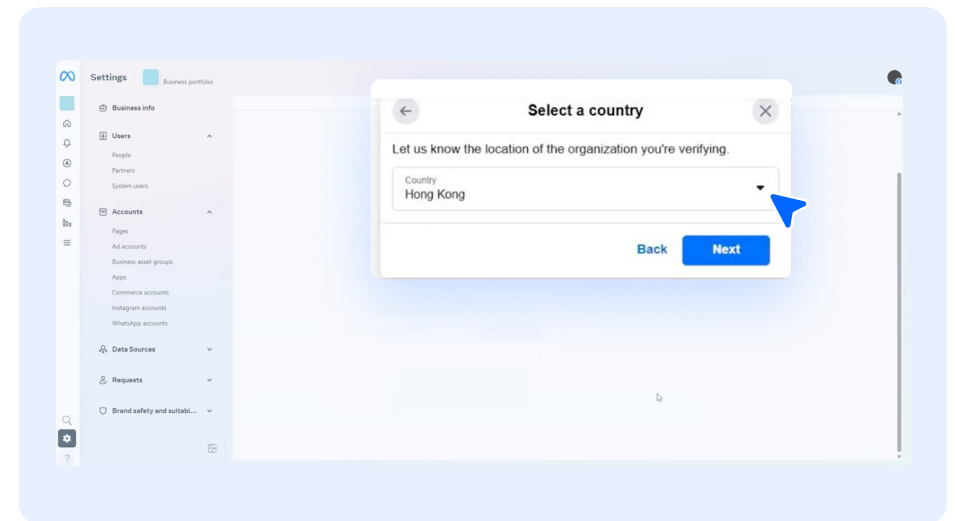
3 Click 'Get started'.



2 Scroll to Business Verification, click 'Start verification'.



4 Select the country where your company is legally registered.



5 Select your **business type**.

Select your business type

What type of business is this?

- Corporation**
A publicly listed corporation, meaning the business information is publicly accessible and can serve as proof of legitimacy.
- Sole Proprietorship**
A business owned and operated by one person, using a different name for business purposes (DBA).
- Partnership**
A business where two or more individuals equally manage, operate, and share liabilities.
- Private Company** (selected)
A privately owned business, such as a Limited Liability Company (LLC).
- Institution**
A government owned organization, educational institution, hospital, non-profit, or trust.

Back Next

7 If you see a box to select your business, choose '**My Business Isn't Listed**' to avoid errors.

Select your business

We found the following from public records. Choose the one that is current and matches your business details exactly.

If your business is not listed or the details are incorrect, select – My business isn't listed.

Not sure which business to select?

My business isn't listed

Back Next

6 Review or fill in your **legal business name, address, phone number**, and **website**. (Remember: This must match your Business Registration document!)

Business info

Business name
Add your organization name as it appears on **accepted documents**.

Alternative business name (optional)
This could be the name with which your business generally presents to the public (e.g. a trade name).

Street address
Add your organization address as it appears on **accepted documents**.

Street address 2/Locality (optional)

City

State/Province/Region ZIP/postal code

Phone number

Website

How we use your information

8 Select your preferred method to get your confirmation code. **Email is recommended.**

Since we couldn't find a matching record, you'll need to upload documents that contain:

Before you upload a document, let us know how you'd like to confirm your connection to David & Jon Limited. You'll complete this step after you upload the required documents.

- Email** (Recommended)
We'll send a confirmation code to an email @enrichenglish.hk. Upload documents that have your legal business name and address or phone number.
- Phone call**
We'll call [redacted] with a confirmation code. Upload documents that have your legal organization name and phone number.
- Text message (SMS)**
We'll text a confirmation code to [redacted]. Upload documents that have your legal organization name and phone number.
- WhatsApp message**
We'll send a confirmation code to [redacted] via WhatsApp. Upload documents that have your legal organization name and phone number.
- Domain verification**
Use your existing domain to verify your business.

Back Next

9 Upload your **Business Registration** document.

Settings Business portfolio

Business info

Users

Partners

System users

Accounts

Pages

Ad accounts

Business asset groups

Apps

Commerce accounts

Instagram accounts

WhatsApp accounts

Data Sources

Requests

Brand safety and suitab...

Upload documents

Since we couldn't find a matching record, you'll need to upload documents to confirm the details you entered. You may upload the same document more than once. [Learn more](#) about verification. Accepted file formats: .jpg, .png, .pdf

Verify legal business name

Uploaded documents must include the legal organization name you entered (see above) and must not be expired

Select a document type

Business Bank Statement

Business Bank Statement

Business Registration or License Document

Business Registration or License Document

Business Tax Document

Business Tax Document

Certificate/Articles of Incorporation

Certificate/Articles of Incorporation

10 When asked "whether your business phone number is shown in this document," select "No".

Settings Business portfolio

Business info

Users

Partners

System users

Accounts

Pages

Ad accounts

Business asset groups

Apps

Commerce accounts

Instagram accounts

WhatsApp accounts

Data Sources

Requests

Brand safety and suitab...

Upload documents

pdf

Verify legal business name

Uploaded documents must include the legal organization name you entered (see above) and must not be expired

Select a document type

Business Registration or License Document

Business Registration or License Document

Business Tax Document

Business Tax Document

Certificate/Articles of Incorporation

Certificate/Articles of Incorporation

Did your document include your business phone number or address?

Yes

No

Verify address or phone number

Uploaded documents must include the legal organization name and phone number or address you entered (see above) and must not be expired

Select a document type

11 Upload your second document:

- **By email verification:** Just upload your Business Registration Document again.
- **By phone number verification:** Upload most recent phone bill, utility bill or bank statement that shows your business name and phone number.

Business Registration or License Document

Business Registration or License Document

Upload

Did your document include your business phone number or address?

Yes

No

Verify address or phone number

Uploaded documents must include the legal organization name and phone number or address you entered (see above) and must not be expired

Select a document type

Business Bank Statement

Business Bank Statement

Business Registration or License Document

Business Registration or License Document

Business Tax Document

Business Tax Document

Certificate/Articles of Incorporation

Certificate/Articles of Incorporation

Utility Bill

Utility Bill

12 Enter your email or phone number.

Settings Business portfolio

Business info

Users

Partners

System users

Accounts

Pages

Ad accounts

Business asset groups

Apps

Commerce accounts

Instagram accounts

WhatsApp accounts

Data Sources

Requests

Brand safety and suitab...

Confirm email address

Your email must be associated with your business. We'll email you a confirmation code that will be valid for 60 minutes.

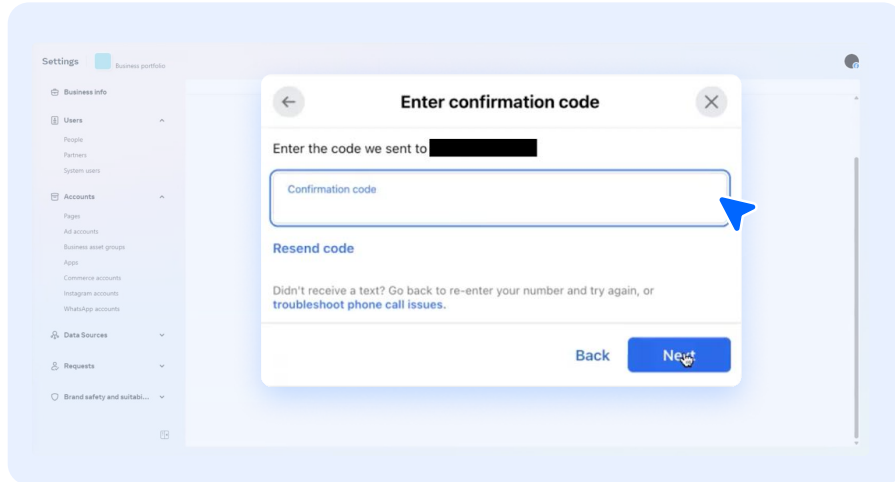
Business email

For your security, enter your email

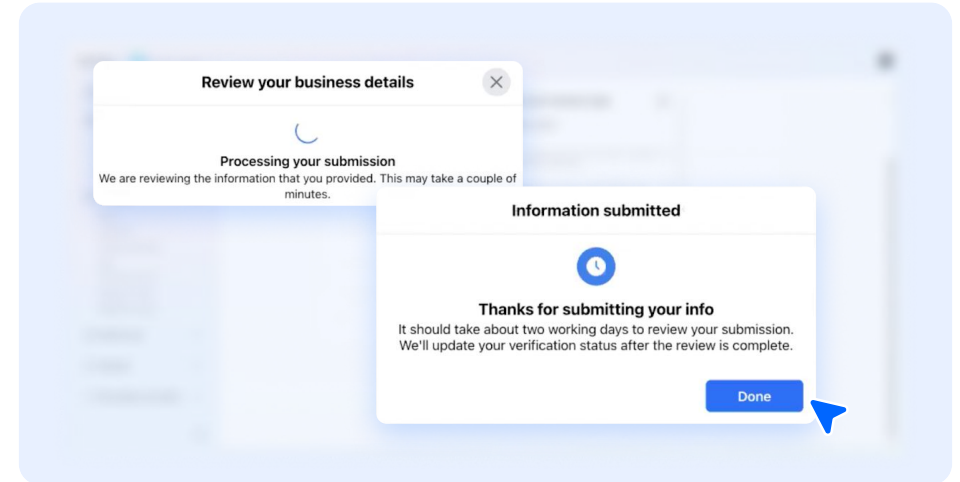
Back

Send email

13 Enter the **confirmation code** you receive.



14 Click '**Done**' to submit your application and wait about two business days for the results.



15 *Done ✓*