

META SETUP

Prepare your Meta Business environment for NASKY WABA.

This is the working guide for your onboarding appointment. It is not a sales page. You and NASKY go through it together until the WhatsApp Business account can be connected.

This setup process is performed only after subscribing to the NASKY WABA service.

The Meta setup is a required technical onboarding step that allows NASKY to connect and operate your WhatsApp Business solution. Do not start it before you have subscribed.

BEFORE YOU START

Prepare these items before your NASKY onboarding appointment

The aim is to finish the customer steps in the first appointment, without stopping because a document or a login is missing. Meta decides which items it actually asks for. Bring them anyway.

Estimated time to gather this, before the call: 20 to 40 minutes. The appointment itself is planned for about 40 minutes. If Meta sends business verification to review, that review is separate and can take longer.

Business information

- Legal business name, exactly as it appears on your registration document.
- Trading name or brand name, the name guests already know.
- Business address, including city and country.
- Country where the business is registered.
- Business registration number, if you have one. Meta may or may not ask for it.
- A photo or PDF of the registration document, only if Meta asks for proof. Meta chooses which documents it accepts.
- Business website, if you have one. If Meta uses it for verification, the site needs to load and use https.
- A business email address you can open during the appointment.
- A business phone number that can receive a call or SMS if Meta sends a code.

Meta access

- The personal Facebook account that administers the business. NASKY never asks for its password.
- You can log in to Meta during the appointment, including any two-factor code on your phone.
- If a Business Portfolio already exists, you can open it.
- You have full control of that portfolio, or the person who does is on the call.
- Access to the Facebook Page that belongs to this business, if one already exists.
- Access to the Instagram account, if the business already uses one.

WhatsApp

- The guest-facing phone number NASKY will use. This is a second number. Your existing reception or wall WhatsApp stays where it is.
- That number can receive SMS during the appointment.
- That number can receive a phone call if Meta asks for a voice code.
- You know whether this number is already open in WhatsApp Messenger or the WhatsApp Business app.
- If a WhatsApp Business account already exists, you know which Business Portfolio owns it.

Verification, only if Meta asks

- Meta determines whether verification is required and which documents are accepted. Nothing in this list is mandatory for every business.
- Meta's own examples, when a document is required, include a business licence or articles of incorporation. The name and address on the document must match what you type.
- A way to confirm the business: email, phone, text message, WhatsApp, or the website domain. Meta offers the methods that apply to your account.
- Your payment card, if Meta asks for a payment method on the WhatsApp account. You type the card yourself. NASKY does not take the card number.

Important. Do not create duplicate Meta assets.

If you already have a Meta Business Portfolio, a WhatsApp Business account, a Facebook Page, an Instagram account, or a WhatsApp Business setup, do not create another one unless NASKY specifically asks you to. A second portfolio or a second WhatsApp account makes the connection harder and can block the number.

Security

NASKY will never ask for your Facebook password or personal login credentials. Access is given through Meta's official business access and permission system. Grant only the permissions needed for the service. You remain the owner of your Meta business assets.

TWO SITUATIONS

Which situation applies to you?

Pick one path. If you are not sure, use Path B and stop before creating anything. NASKY would rather reuse a correct account than untangle a duplicate.

A

I don't have a Meta Business account

You have never opened Meta Business Suite for this business, and nobody else on the team has a Business Portfolio for it.

[Follow Path A](#)**B**

I already have a Meta Business account

Someone has already created a portfolio, a Page, an ad account, or a WhatsApp Business account for this business. Reuse it.

[Follow Path B](#)

RESPONSIBILITY

Who does what?

Every step below carries one of these labels. The colour is only a cue. The words are the instruction.

CUSTOMER

You do this yourself. Identity, password, documents, SMS codes, and legal details stay with you.

NASKY REMOTE

NASKY can do this from our side after the right access is in place.

CUSTOMER + NASKY

Stay on the call. You approve or type what only you can type. NASKY points to the screen.

NASKY REQUIRED

Do not try this alone. It is a technical connection on the WhatsApp Business Platform.

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Button names below are the English labels in Meta Business Help Centre as of September 2026. Meta changes screens by account, country, and language. If your menu is in Bahasa Indonesia, the same control will have another label. If you do not see the option described here, contact NASKY before you create a new business asset.

PATH A

You do not have a Meta Business account yet

Follow this only if nobody has already created a Business Portfolio for this business. If one exists, go to Path B.

Estimated time: About 40 minutes on the call, if SMS codes arrive and Meta does not put verification into a multi-day review. Meta's published review window for a verification submission is up to 14 working days.

STEP 1**Confirm the appointment is after subscription****CUSTOMER**

You must complete this step yourself.

Estimated time: 2 minutes

WHAT THIS STEP IS FOR

Make sure NASKY is already engaged, and that the number in front of you is the new guest number, not the wall phone.

WHERE TO GO

This guide, with NASKY on the call. No Meta screen yet.

CLICK BY CLICK

1. Confirm you have subscribed to NASKY WABA.
2. Put the guest SIM or handset on the table. It must receive SMS.
3. Leave the existing reception WhatsApp untouched.

WHAT YOU SHOULD SEE

You and NASKY agree which number will be the guest-facing WhatsApp number.

SCREENSHOT

No Meta screen yet. The guest handset is in the room.

No Meta screen yet. The guest handset is in the room.

WHAT HAPPENS NEXT

Sign in to Meta.

IF THIS DOES NOT MATCH YOUR SCREEN

If you are not subscribed yet, stop. Complete subscription and the business form first. This guide does not replace that.

STEP 2

Sign in to Meta Business Suite

CUSTOMER

You must complete this step yourself.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

Open the place where Meta keeps business assets, using your own Facebook login.

WHERE TO GO

<https://business.facebook.com/>

CLICK BY CLICK

1. Open business.facebook.com in Chrome or Edge, not inside the Facebook app.
2. Log in with the Facebook profile that should own the business, or with a managed Meta account if your organisation already uses one.
3. Complete any login approval or two-factor code on your phone. NASKY does not see this code.

WHAT YOU SHOULD SEE

Meta Business Suite opens. You may see Home, or a prompt to create a business portfolio.

SCREENSHOT

Meta Business Suite after login, before any new asset is created.

Meta Business Suite after login, before any new asset is created.

WHAT HAPPENS NEXT

Create the portfolio in the next step, unless a portfolio for this business is already listed. If one is listed, switch to Path B.

IF THIS DOES NOT MATCH YOUR SCREEN

If you cannot log in, reset the Facebook login yourself. Do not share the password. If Meta redirects a managed Meta account away from portfolio creation, that account may lack organisation management permission. Use the Facebook profile that is allowed to create the portfolio, or ask your admin.

STEP 3

Create the Business Portfolio

CUSTOMER + NASKY

Please remain available while NASKY guides you through this step.

Estimated time: 10 minutes

WHAT THIS STEP IS FOR

Create the single portfolio that will own the WhatsApp Business account.

WHERE TO GO

<https://business.facebook.com/> Official steps:

<https://www.facebook.com/business/help/1710077379203657>

CLICK BY CLICK

1. From business.facebook.com, click the drop-down under Home at the top left.
2. Click Create a business portfolio. On a first login, Meta may show Create an account instead of that drop-down. Use the creation action Meta shows. Do not hunt for a second one.
3. Enter the portfolio name. Meta says this name is visible across Meta and should match the public name of the business. It cannot contain special characters.
4. If you signed in with a Facebook profile, enter your first name, surname, and a business email Meta can use to contact you. That email is not shown to your customers.
5. Click Create or Create portfolio.
6. Stop. Do not click Create again.

WHAT YOU SHOULD SEE

The new portfolio name appears in the top-left business switcher. You are the person with control of it.

SCREENSHOT

Create a business portfolio. Name, your name, business email.

Create a business portfolio. Name, your name, business email.

WHAT HAPPENS NEXT

Confirm the email Meta sends.

IF THIS DOES NOT MATCH YOUR SCREEN

If Create a business portfolio is missing, you may already belong to one, or this login cannot create one. Do not create a portfolio under a different personal account to force it. Tell NASKY.

STEP 4**Confirm the business email****CUSTOMER**

You must complete this step yourself.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

Prove you can receive Meta's mail about this portfolio.

WHERE TO GO

The inbox of the business email you just entered.

CLICK BY CLICK

1. Open the email from Meta asking you to confirm the business email.
2. Click the confirmation link.
3. Return to Meta Business Suite and confirm the same portfolio is still selected.

WHAT YOU SHOULD SEE

The email address is confirmed. Meta may still show other setup tasks. That is normal.

SCREENSHOT

Email from Meta asking to confirm the business email address.

Email from Meta asking to confirm the business email address.

WHAT HAPPENS NEXT

Fill in business information.

IF THIS DOES NOT MATCH YOUR SCREEN

Check spam. If nothing arrives, stay on the call. Do not create a second portfolio with another email until NASKY has looked at the screen.

STEP 5**Enter the business information****CUSTOMER**

You must complete this step yourself.

Estimated time: 10 minutes

WHAT THIS STEP IS FOR

Give Meta the legal details it will compare if verification is required later.

WHERE TO GO

Meta Business Suite, Settings, for this portfolio. The information screen is often labelled Business info or Business settings. The exact label varies.

CLICK BY CLICK

1. Open Settings for this portfolio.
2. Open the business information section.
3. Enter the legal name, address, phone, and website so they match your registration document and the public site.
4. If a field is optional and you do not have the document, leave it and tell NASKY. Do not invent a registration number.
5. Save.

WHAT YOU SHOULD SEE

The portfolio shows your business name and address, with no obvious typo against the document you brought.

SCREENSHOT

Business information inside Settings. Legal name and address visible.

Business information inside Settings. Legal name and address visible.

WHAT HAPPENS NEXT

Check Pages and Instagram before creating any.

IF THIS DOES NOT MATCH YOUR SCREEN

If you cannot find Settings, the menu name may differ, or you may not have full control. Contact NASKY before you create another portfolio.

STEP 6**Check Facebook Page and Instagram. Do not create a duplicate.****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

See whether a Page or Instagram account already represents this business. Connect one only if Meta or NASKY asks during this appointment.

WHERE TO GO

Settings, then Accounts, or the asset list in the left menu. Labels vary. Official Meta assets include the Facebook Page and the Instagram account.

CLICK BY CLICK

1. Look for an existing Facebook Page for this exact business.
2. Look for an existing Instagram account.
3. If the correct one is there, select it and stop.
4. If nothing is there, do not click Create. Ask NASKY whether this setup needs a Page. Many WhatsApp Business Platform connections do not need a new Page at this moment.
5. Never create a second Page because the first one was hard to find.

WHAT YOU SHOULD SEE

You and NASKY have a yes or no: the right Page is already in the portfolio, or no Page will be created today.

SCREENSHOT

Accounts list showing Pages and Instagram, with no new asset created.

Accounts list showing Pages and Instagram, with no new asset created.

WHAT HAPPENS NEXT

Open WhatsApp Manager.

IF THIS DOES NOT MATCH YOUR SCREEN

A Page you do not recognise may belong to another admin. Do not remove it during this call.

STEP 7**Open WhatsApp Manager and see if an account already exists****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

Find the WhatsApp Business account, or confirm that none exists, before anyone creates one.

WHERE TO GO

Meta's published path: Meta Business Suite, your portfolio, All tools, Engage customers, WhatsApp Manager. Help article: <https://www.facebook.com/business/help/456220311516626>

CLICK BY CLICK

1. In Meta Business Suite, select the portfolio you just created.
2. Click All tools.
3. In Engage customers, click WhatsApp Manager.
4. Look at the account selector. If a WhatsApp Business account is already listed, use that one.
Each WhatsApp Business account can belong to only one portfolio.
5. If the list is empty, stop on that screen. NASKY will tell you whether the button Meta is showing is the right way to create the account. Do not click Create more than once.

WHAT YOU SHOULD SEE

WhatsApp Manager is open on the correct portfolio, with either one WhatsApp Business account selected or a clear empty state that NASKY has seen.

SCREENSHOT

WhatsApp Manager, account list, before a phone number is added.

WhatsApp Manager, account list, before a phone number is added.

WHAT HAPPENS NEXT

Add the guest phone number.

IF THIS DOES NOT MATCH YOUR SCREEN

If All tools or WhatsApp Manager is missing, say so. The interface differs by account. Do not open a developer app and do not create a second portfolio.

STEP 8**Add the guest phone number****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 10 to 15 minutes

WHAT THIS STEP IS FOR

Attach the dedicated guest number to the WhatsApp Business account and prove that you control the SIM.

WHERE TO GO

WhatsApp Manager, the selected WhatsApp Business account, Phone numbers. Official article: <https://www.facebook.com/business/help/456220311516626>

CLICK BY CLICK

1. Select the WhatsApp Business account NASKY confirmed.
2. In the left menu, click Phone numbers.
3. Click Add phone number.
4. Enter the display name guests should see. Use the business name, not a personal name and not "NASKY".
5. Fill the business profile fields Meta shows on that screen. The rest of the form can include category or description. If a field is unclear, ask before you submit.
6. Enter the guest number in international format.
7. Choose SMS or voice, then read the code from your phone and enter it yourself.

WHAT YOU SHOULD SEE

The number appears under Phone numbers. Meta may still show the display name as pending review. That is a Meta review, not a failed setup.

SCREENSHOT

WhatsApp Manager, Phone numbers, Add phone number, then the SMS or call code screen.

WhatsApp Manager, Phone numbers, Add phone number, then the SMS or call code screen.

WHAT HAPPENS NEXT

NASKY checks the number status, then you grant partner access.

IF THIS DOES NOT MATCH YOUR SCREEN

If the number is already on WhatsApp or the WhatsApp Business app, stop. Do not delete that account to force the code. Deleting can remove chat history. Tell NASKY. The default NASKY setup is a second guest number, not a move of your wall phone. If Meta offers another path for an existing app, NASKY decides whether it applies. Do not tap through it alone.

STEP 9**Business verification, only if Meta shows it****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 15 to 25 minutes to submit. Meta may then take up to 14 working days.

WHAT THIS STEP IS FOR

Submit verification only when Meta marks this portfolio as eligible and shows the start button. NASKY cannot bypass that review.

WHERE TO GO

Security Centre in Meta Business Suite. Official article:

<https://www.facebook.com/business/help/2058515294227817>

CLICK BY CLICK

1. Open Security Centre.
2. If you see Start verification, click it. If you do not, skip this step. Meta has not asked yet.
3. Enter the legal name, address, phone, and website so they match the legal entity. Meta also asks that the website load over https when the site is used as proof.
4. If Meta lists possible business records and none match, choose the option Meta gives for “not listed” or “none of these match”. Do not pick a similar company.
5. If Meta asks for a document, upload a clear file. Meta’s examples include a business licence or articles of incorporation. Meta decides what it will accept.
6. Confirm the connection by the method Meta offers: email, phone, text message, WhatsApp, or domain. You receive the code.
7. Click Done.

WHAT YOU SHOULD SEE

A confirmation that Meta has received the submission, or a screen that says verification is not available yet.

SCREENSHOT

Security Centre, Start verification. Not every account shows this button.

Security Centre, Start verification. Not every account shows this button.

WHAT HAPPENS NEXT

Continue with security prompts and partner access. Do not wait silently for 14 days before telling NASKY the submission was sent.

IF THIS DOES NOT MATCH YOUR SCREEN

A rejection usually means the document does not match the name or address you typed, or the file is unreadable. Fix the mismatch. Do not create a new portfolio to try again.

STEP 10**Security prompts that only you can accept****CUSTOMER**

You must complete this step yourself.

Estimated time: 5 to 10 minutes

WHAT THIS STEP IS FOR

Approve Meta's own security checks. NASKY cannot pass them for you.

WHERE TO GO

The prompt Meta shows, often from Security Centre or from the login.

CLICK BY CLICK

1. If Meta asks you to turn on two-factor authentication, do it on your phone.
2. If Meta asks you to confirm your identity, use your own device.
3. If Meta asks for a backup code, store it somewhere you control. Do not send it to NASKY in a chat you do not trust, and never send your Facebook password.

WHAT YOU SHOULD SEE

You can still open the portfolio after the prompt. NASKY still does not have your password.

SCREENSHOT

Security Centre or a two-factor prompt on your phone.

Security Centre or a two-factor prompt on your phone.

WHAT HAPPENS NEXT

Add a payment method only if Meta asks, then give NASKY partner access.

IF THIS DOES NOT MATCH YOUR SCREEN

If two-factor locks you out, use Facebook's own recovery. NASKY cannot reset it.

STEP 11**Payment method, only if Meta asks****CUSTOMER**

You must complete this step yourself.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

WhatsApp conversation fees are billed by Meta to your business. NASKY is not the intermediary and does not take a commission on those fees.

WHERE TO GO

The billing or payment screen Meta opens from WhatsApp Manager. The menu name varies.

CLICK BY CLICK

1. Add a payment method only if Meta asks for one.
2. Type the card yourself.
3. Do not read the card number out if you can type it.
4. If you cannot find billing, stop and show the screen to NASKY. Do not create another WhatsApp account to look for it.

WHAT YOU SHOULD SEE

A payment method on the WhatsApp account, or a note that Meta has not asked yet.

SCREENSHOT

Payment method screen, if Meta shows one.

Payment method screen, if Meta shows one.

WHAT HAPPENS NEXT

Give NASKY partner access. That section is the same for Path A and Path B.

IF THIS DOES NOT MATCH YOUR SCREEN

A card declined by the bank is a bank or Meta issue. NASKY cannot enter a different card for you.

STEP 12**NASKY connects the WhatsApp Business Platform****NASKY REQUIRED**

Do not attempt this yourself. NASKY performs this technical step.

Estimated time: After access is granted. Timing depends on Meta, including display-name review.

WHAT THIS STEP IS FOR

Register the number for the platform, connect it to NASKY, and run the first tests. You do not create a developer app.

WHERE TO GO

No customer menu. NASKY does this with the partner access you granted.

CLICK BY CLICK

1. You stay available in case Meta sends another code.
2. You do not open developers.facebook.com unless NASKY puts that address on the screen and stays with you.
3. You keep the 6-digit WhatsApp two-step PIN if one is created. That PIN is not your Facebook password. NASKY uses it only if Meta requires it to register the number.

WHAT YOU SHOULD SEE

NASKY confirms the number is connected and sends a test message.

SCREENSHOT

No customer screenshot. NASKY confirms the connection in the appointment.

No customer screenshot. NASKY confirms the connection in the appointment.

WHAT HAPPENS NEXT

Complete the final checklist together.

IF THIS DOES NOT MATCH YOUR SCREEN

If a test message does not arrive, do not delete the number. Go to the troubleshooting section.

PATH B

You already have a Meta Business account

Do not create a new Meta Business Portfolio if you already have one unless NASKY specifically asks you to. This path identifies the right assets and prepares them.

Estimated time: About 30 to 40 minutes if the person with full control is on the call and the guest number is free. Verification review, if Meta requires it, still follows Meta's own timing.

STEP 1

Do not create a second portfolio

CUSTOMER + NASKY

Please remain available while NASKY guides you through this step.

Estimated time: 2 minutes

WHAT THIS STEP IS FOR

Decide to reuse what you have.

WHERE TO GO

This guide, before you click anything in Meta.

CLICK BY CLICK

1. Tell NASKY you already use Meta for this business.
2. Do not click Create a business portfolio.
3. Do not create a new Facebook Page or a new WhatsApp account “just in case”.

WHAT YOU SHOULD SEE

Everyone on the call has agreed to look first.

SCREENSHOT

A written note: reuse the existing portfolio. No new asset yet.

A written note: reuse the existing portfolio. No new asset yet.

WHAT HAPPENS NEXT

Sign in and select the existing portfolio.

IF THIS DOES NOT MATCH YOUR SCREEN

If someone already clicked Create today, stop and tell NASKY which name was created. Do not delete it yourself.

STEP 2

Sign in and select the correct Business Portfolio

CUSTOMER

You must complete this step yourself.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

Open the portfolio that actually owns this business, not a personal profile and not another company.

WHERE TO GO

<https://business.facebook.com/>

CLICK BY CLICK

1. Go to business.facebook.com and log in yourself.
2. Open the drop-down at the top left, under Home.
3. Read the list of business portfolios.
4. Select the one whose name matches this business. If several names look possible, stop and read them with NASKY before you continue.

WHAT YOU SHOULD SEE

The correct business name stays selected at the top left while you work.

SCREENSHOT

Business switcher with the correct portfolio selected.

Business switcher with the correct portfolio selected.

WHAT HAPPENS NEXT

Check that you have full control.

IF THIS DOES NOT MATCH YOUR SCREEN

If you see only your personal profile, you may not be inside a portfolio yet. That can mean Path A, or it can mean another person owns the portfolio. Do not create one until NASKY has heard who else might have access.

STEP 3**Confirm you have full control****CUSTOMER**

You must complete this step yourself.

Estimated time: 5 minutes

WHAT THIS STEP IS FOR

Partner access can only be granted by someone with full control of the portfolio.

WHERE TO GO

Settings for the selected portfolio. People and Partners live under Users. Official overview:

<https://www.facebook.com/business/help/2399703093590353>

CLICK BY CLICK

1. Open Settings.
2. Look for Users, then People.
3. Find your name and see whether your access is full control, or a narrower task.
4. If you are not full control, call the person who is. They need to be the one who invites NASKY.
5. Do not create a new portfolio to avoid asking that person.

WHAT YOU SHOULD SEE

Either you have full control, or the owner is now on the call.

SCREENSHOT

Settings, Users, People, your name and access level.

Settings, Users, People, your name and access level.

WHAT HAPPENS NEXT

Review business information.

IF THIS DOES NOT MATCH YOUR SCREEN

If Settings is missing, you are probably not an admin. Ask the owner to open the same portfolio and continue from this step.

STEP 4**Review business information and verification****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 10 minutes

WHAT THIS STEP IS FOR

See whether the legal details are already complete, and whether Meta has already verified the business.

WHERE TO GO

Settings, business information, then Security Centre. Verification article:

<https://www.facebook.com/business/help/2058515294227817>

CLICK BY CLICK

1. Open the business information and read the legal name, address, phone, and website out loud.
2. Correct a clear typo only if you have the document in front of you.
3. Open Security Centre.
4. Note the status you actually see: verified, not verified, in review, or no start button.
5. Start verification only if the button is there and NASKY agrees this is the right moment. Use the same document rules as Path A, step 9.

WHAT YOU SHOULD SEE

A shared note of the portfolio name, the verification status, and any missing field.

SCREENSHOT

Security Centre verification status for this portfolio.

Security Centre verification status for this portfolio.

WHAT HAPPENS NEXT

Check Pages, Instagram, and WhatsApp assets.

IF THIS DOES NOT MATCH YOUR SCREEN

If the legal name on screen is a different company, you are in the wrong portfolio. Go back to step 2. Do not edit that other company.

STEP 5**Check the Page, Instagram, and existing WhatsApp assets****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 10 minutes

WHAT THIS STEP IS FOR

Find what already exists so nothing is created twice.

WHERE TO GO

Settings, Accounts. Then WhatsApp Manager: All tools, Engage customers, WhatsApp Manager.

Adding an existing WhatsApp Business account is described by Meta here:

<https://www.facebook.com/business/help/713785646327651>

CLICK BY CLICK

1. List the Facebook Pages in this portfolio. Mark the one that is this business.
2. List Instagram the same way.
3. Open WhatsApp Manager and see whether a WhatsApp Business account is already there.
4. If one exists, open it and read the phone numbers already attached. Do not add another number yet.
5. If the WhatsApp account you use day to day is missing, it may sit in another portfolio. Search that possibility before you create one. Meta allows a WhatsApp Business account in only one portfolio.

WHAT YOU SHOULD SEE

A short list: portfolio, Page, Instagram, WhatsApp account, numbers already on it.

SCREENSHOT

WhatsApp Manager showing existing accounts and phone numbers, if any.

WhatsApp Manager showing existing accounts and phone numbers, if any.

WHAT HAPPENS NEXT

Decide the guest number.

IF THIS DOES NOT MATCH YOUR SCREEN

An empty WhatsApp Manager does not always mean you should create an account immediately.
NASKY confirms first.

STEP 6**Decide whether the number can be used****CUSTOMER + NASKY**

Please remain available while NASKY guides you through this step.

Estimated time: 5 to 10 minutes

WHAT THIS STEP IS FOR

Choose the guest number without disconnecting the wall phone.

WHERE TO GO

The handset, plus the Phone numbers screen if a WhatsApp Business account is already open.

CLICK BY CLICK

1. NASKY uses a dedicated guest-facing number. Your current reception WhatsApp is not moved.
2. Confirm the guest number can receive SMS and a call.
3. Say clearly whether that SIM is already registered in WhatsApp Messenger or the WhatsApp Business app.
4. If it is already registered, stop. Do not delete the WhatsApp account. Do not click through a migration or “use this number” screen without NASKY on that exact screen.
5. If the number is free, add it with the same clicks as Path A, step 8, and only after NASKY confirms there is not already a WhatsApp Business account that should be reused.

WHAT YOU SHOULD SEE

One number is chosen. The wall number is unchanged. No WhatsApp account has been deleted.

SCREENSHOT

Phone numbers list, with the guest number identified and the wall number not selected.

Phone numbers list, with the guest number identified and the wall number not selected.

WHAT HAPPENS NEXT

Give NASKY partner access.

IF THIS DOES NOT MATCH YOUR SCREEN

A code that never arrives is covered in troubleshooting. Do not keep requesting codes without a pause. Meta rate-limits them.

STEP 7

NASKY completes the connection

NASKY REQUIRED

Do not attempt this yourself. NASKY performs this technical step.

Estimated time: After partner access. Display-name or verification review follows Meta's clock.

WHAT THIS STEP IS FOR

Same technical close as Path A. You do not rebuild the account because it was "old".

WHERE TO GO

NASKY's side, using the access you grant in the next section.

CLICK BY CLICK

1. Finish the access section first.
2. Stay available for a code.
3. Run the final checklist. Do not skip the human handover test.

WHAT YOU SHOULD SEE

A test message arrives on the guest number and NASKY replies in the same thread.

SCREENSHOT

No extra customer screen. Use the final checklist.

No extra customer screen. Use the final checklist.

WHAT HAPPENS NEXT

Final checklist.

IF THIS DOES NOT MATCH YOUR SCREEN

If NASKY cannot see the WhatsApp account, the asset was not shared, or it was shared from the wrong portfolio. Return to the access section. Do not create a new account.

ACCESS

Give NASKY access to your Meta Business

NASKY needs access to finish setup, troubleshoot, change configuration later, and keep the WhatsApp connection working. You should not have to repeat the technical clicks every time something changes.

Estimated time: About 5 to 10 minutes once you have full control of the correct portfolio.

- Complete the first connection.
- Troubleshoot delivery and template issues.
- Maintain the WhatsApp Business account NASKY operates for you.
- Make later configuration changes without asking you to click through Meta alone.

NASKY should receive the minimum access required to perform its role. You remain the owner. NASKY does not become the owner of your Meta account. Meta's partner model is the method we use: you share assets with NASKY's Business Portfolio. You do not add NASKY as a person who knows your password.

Official method: partner access

Meta's Help Centre describes three kinds of users: people, partners, and system users. A partner is another business. Giving a partner access requires full control of your portfolio, and the partner must already have a Business Portfolio ID. Partial access limits the partner to selected tasks. Full control of one asset lets the partner manage that asset, but only the owner can share it onward. For NASKY, share the WhatsApp Business account. Do not hand over every Page, ad account, and Instagram account unless NASKY asks for a specific one.

NASKY Business Portfolio ID

NASKY will give you this Business Portfolio ID during the appointment. It is not published on this page yet. Do not type an ID you found in an old email or a screenshot from another project.

NASKY admin email

NASKY does not need you to invite a personal email for this step. Partner access uses the Business Portfolio ID. If a screen also asks for an email, wait. NASKY will read that screen with you. Do not guess an address.

WHERE TO GO

<https://business.facebook.com/> Official article:
<https://www.facebook.com/business/help/1717412048538897>

CLICK BY CLICK

1. Open Settings for the correct portfolio.
2. Under Users, click Partners.

3. Click Add.
4. Select Give a partner access to your assets. The wording is Meta's. If your interface is not in English, choose the partner option, not the option that invites a person by email.
5. Enter the NASKY Business Portfolio ID and click Next.
6. Select the WhatsApp Business account for this location. Leave unrelated assets unselected.
7. Choose the access level NASKY confirms on the call. Do not tick every permission because it looks safer.
8. Click Assign assets, or the confirm button Meta shows.
9. Stay on the Partners screen until NASKY confirms the portfolio is visible on our side.

WHAT YOU SHOULD SEE

NASKY appears under Partners, with access to the WhatsApp Business account you selected. Your name is still the owner.

SCREENSHOT

Settings, Users, Partners, Add, Give a partner access to your assets.

Settings, Users, Partners, Add, Give a partner access to your assets.

IF THIS DOES NOT MATCH YOUR SCREEN

If Partners is missing, you do not have full control, or Meta has moved the menu. Contact NASKY. Do not share your password as a workaround, and do not create a new portfolio.

AFTER SETUP

Why NASKY needs Meta access after setup

The first appointment is not always the last time the connection needs a change.

- Update the configuration when your hours, services, or booking rules change.
- Troubleshoot the WhatsApp Business account if messages stop or a template is rejected.
- Manage the WhatsApp assets that belong to the NASKY service.
- Resolve a broken connection without asking you to rebuild the portfolio.
- Support a later change you have asked for, such as a new guest number.

You can remove a partner later from the same Partners screen. Removing access also removes NASKY's ability to operate and support the connection. Talk to NASKY before you remove it.

NASKY Setup. Final checklist

Tick these during the appointment. On this browser they stay saved on this device. They are not sent to a server.

Meta Business

- ☐ Correct Business Portfolio identified
- ☐ Business information completed
- ☐ Verification completed, or Meta has not asked for it yet
- ☐ The person with full control is identified
- ☐ NASKY partner access granted on the WhatsApp account

Facebook and Instagram

- ☐ The correct Facebook Page is connected, or NASKY confirmed that no Page is required today
- ☐ Instagram is connected if this setup needs it
- ☐ No duplicate Page or portfolio was created

WhatsApp

- ☐ The guest number is confirmed, and the wall number was not moved
- ☐ Number verification code completed
- ☐ WhatsApp Business account selected, not duplicated
- ☐ Display name submitted
- ☐ Partner permissions saved
- ☐ NASKY technical connection completed

Final test

- ☐ A customer-style WhatsApp message can be sent to the guest number
- ☐ NASKY receives it
- ☐ The automated reply works
- ☐ Calendar behaviour works where that workflow was configured

- ☐ A proposed appointment was tested
- ☐ A human takeover was tested on the same conversation
- ☐ You confirm the setup is operational

COMPLETION

Your Meta environment is ready for NASKY WABA.

NASKY WABA READY

When the final checklist is complete, the guest number can receive a real message, NASKY can answer, and your team can take over the same conversation. The QR code for guests goes out only after that test. Meta may still be reviewing a display name or a verification file. That review does not mean you should create a second account.

Troubleshooting

I don't see Business Settings

Meta has renamed parts of this interface more than once. Business Manager, Business Settings, and Business Portfolio settings are the same idea: the settings of the portfolio selected at the top left. Open business.facebook.com, select the business, then look for Settings. If it is not there, your login may not have full control, or Meta is showing a reduced home screen. Contact NASKY before you create a new portfolio.

I am not an admin

Partner access requires full control of the portfolio. Ask the person who created it to join the call, or to grant you full control from Settings, Users, People. Do not create a second portfolio under your personal profile to get around them.

Meta asks me to verify the business

This means Meta has made the portfolio eligible and wants proof of the legal entity. You submit it. NASKY can sit with you and read the form. NASKY cannot upload your documents or pass Meta's review. Meta says a decision can take up to 14 working days. Continue the rest of the setup if NASKY says the next step does not depend on the result.

My phone number is already connected to WhatsApp

Stop before you delete anything. Tell NASKY whether the app is WhatsApp Messenger or the WhatsApp Business app, and whether that number is your wall phone or the new guest number. NASKY does not move the wall number. Deleting a WhatsApp account can remove history. A screen that offers to reuse an existing app is a decision for the appointment, not a button to press alone.

I don't receive the verification SMS

Confirm the number is in international format and that the handset has signal. Ask Meta for a voice call if that option is on the screen. Wait before you request another code. Check that the SIM is the guest SIM, not a neighbouring phone. If codes still fail, stop and let NASKY see the error text. Do not switch to a personal WhatsApp number to finish faster.

I already have a WhatsApp Business account

Do not create another one automatically. One WhatsApp Business account can sit in only one portfolio. Open WhatsApp Manager, read the account name and the numbers, and show that screen to NASKY. Reuse it unless NASKY says it belongs to the wrong business.

I already have a Meta Business account

Use Path B. The right portfolio is the one that matches this legal business and that you, or your owner, can administer. A portfolio created for ads years ago is often the correct one. A portfolio created today because the old one was inconvenient is the one we are trying to avoid.

NASKY cannot access my business

On Settings, Users, Partners, check that NASKY is listed and that the WhatsApp Business account is one of the assigned assets. Check you invited the Business Portfolio ID NASKY gave you on this call, not an older number. Check the portfolio selected at the top left is the one that owns the WhatsApp account. If the partner is missing, repeat the access section. Do not send your password.

Meta shows a different interface

Meta changes menus by language, country, and account type. Follow the goal of the step, not a button that only sounds similar. If the screen does not match this guide, contact NASKY and wait. Creating a new Page, portfolio, or WhatsApp account to “find the right menu” is how duplicates happen.

Sources checked against Meta’s documentation

Button names below are the English labels in Meta Business Help Centre as of September 2026. Meta changes screens by account, country, and language. If your menu is in Bahasa Indonesia, the same control will have another label. If you do not see the option described here, contact NASKY before you create a new business asset.

- <https://business.facebook.com/>
- <https://www.facebook.com/business/help/1710077379203657>
- <https://www.facebook.com/business/help/1717412048538897>
- <https://www.facebook.com/business/help/2058515294227817>
- <https://www.facebook.com/business/help/713785646327651>
- <https://www.facebook.com/business/help/456220311516626>
- <https://www.facebook.com/business/help/2399703093590353>
- <https://developers.facebook.com/docs/whatsapp/cloud-api/phone-numbers>