

GrowBro CRM

WhatsApp Number Integration Guide

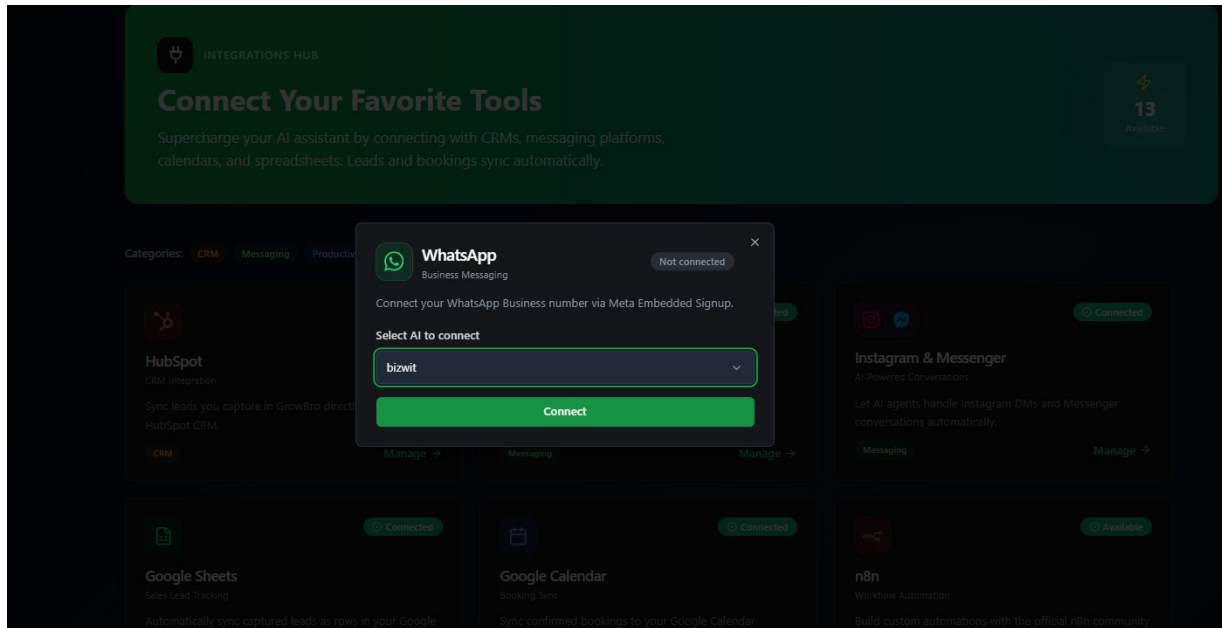
Step-by-step process to connect a WhatsApp Business number with GrowBro CRM using Meta Embedded Signup

Before You Start

Requirement	What to Check
Meta/Facebook Login	Use the Facebook account with Admin access to the Business Portfolio.
WhatsApp Number	Keep the phone active to receive OTP by SMS or phone call.
Business Name	Display name should match the actual business/brand name.
Number Availability	The number should not be active with another Cloud API provider.
GrowBro Access	Open GrowBro CRM and select the correct AI agent before connecting.

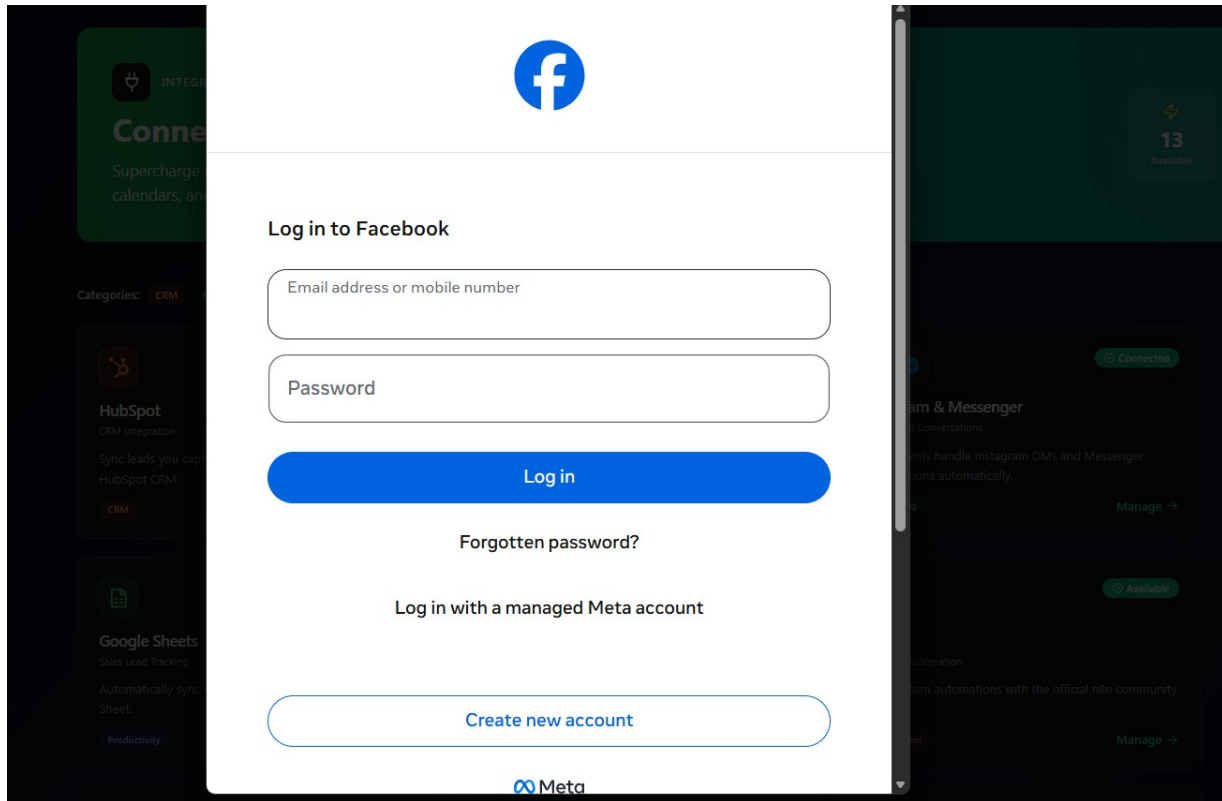
Step 1: Open WhatsApp Integration in GrowBro CRM

Action: Go to Integrations Hub, open WhatsApp Business, select the AI agent, then click Connect.



Step 2: Login to Facebook / Meta

Action: Enter Facebook login details for the account that owns or manages the Meta Business Portfolio.



The screenshot displays the Facebook login page for a Meta Business Portfolio. The central white panel features the Facebook logo at the top, followed by the heading "Log in to Facebook". Below this are two input fields: "Email address or mobile number" and "Password". A prominent blue "Log in" button is positioned below the password field. Underneath the button, there are links for "Forgotten password?" and "Log in with a managed Meta account". At the bottom of the panel is a "Create new account" button. The background is a dark-themed sidebar with various integration cards. On the left, cards for "Conne" (with a plug icon), "HubSpot" (with a HubSpot icon), and "Google Sheets" (with a Google Sheets icon) are visible. On the right, a card shows "13 Available" with a plus icon, and another card for "am & Messenger" (with a Messenger icon) is partially visible. The Meta logo is at the bottom center of the white panel.

Log in to Facebook

Email address or mobile number

Password

Log in

Forgotten password?

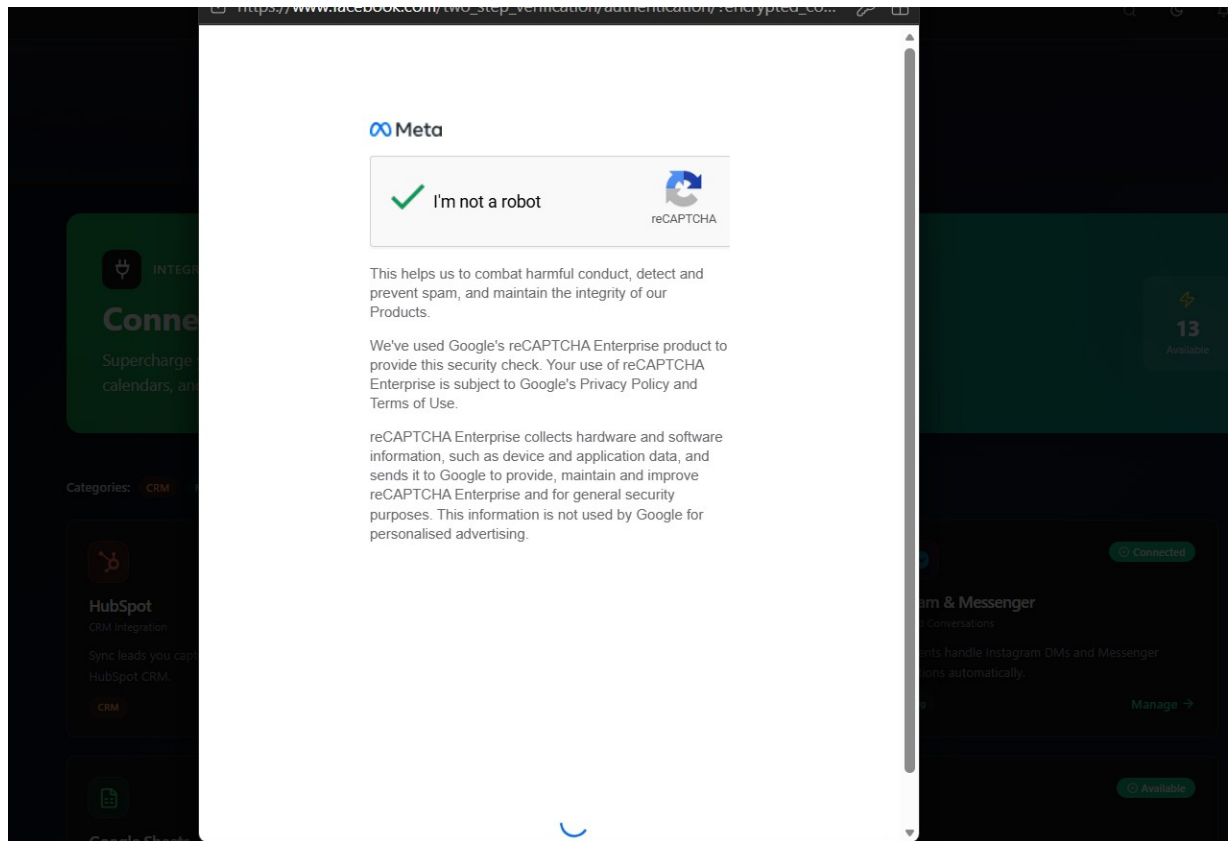
Log in with a managed Meta account

Create new account

Meta

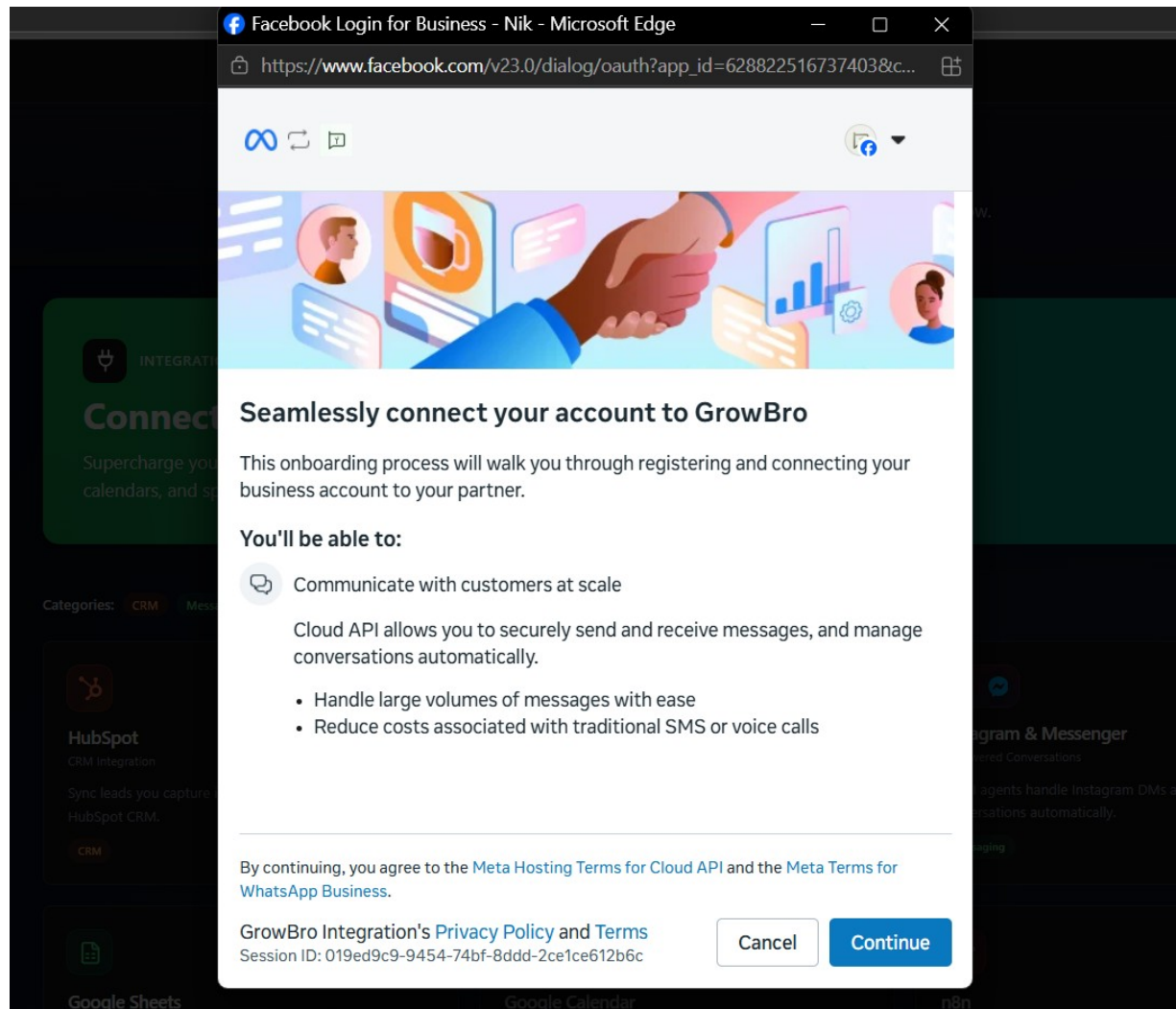
Step 3: Complete Meta Security Verification

Action: Complete the security verification or reCAPTCHA if Meta asks for it.



Step 4: Continue GrowBro Embedded Signup

Action: On the GrowBro onboarding screen, review the details and click Continue.



Facebook Login for Business - Nik - Microsoft Edge

https://www.facebook.com/v23.0/dialog/oauth?app_id=628822516737403&c...

Seamlessly connect your account to GrowBro

This onboarding process will walk you through registering and connecting your business account to your partner.

You'll be able to:

- Communicate with customers at scale

Cloud API allows you to securely send and receive messages, and manage conversations automatically.

- Handle large volumes of messages with ease
- Reduce costs associated with traditional SMS or voice calls

By continuing, you agree to the [Meta Hosting Terms for Cloud API](#) and the [Meta Terms for WhatsApp Business](#).

GrowBro Integration's [Privacy Policy](#) and [Terms](#)

Session ID: 019ed9c9-9454-74bf-8ddd-2ce1ce612b6c

Step 5: Add WhatsApp Phone Number

Action: Select Use a new or existing WhatsApp number. Enter the WhatsApp number, display name, choose Text message or Phone call, then click Next.

Facebook Login for Business - Nik - Microsoft Edge

https://www.facebook.com/v23.0/dialog/oauth?app_id=628822516737403&c...

Add your WhatsApp phone number
Choose how you want to be identified when sending messages. [About existing numbers](#)

☐ Use a display name only ⓘ
Send messages on WhatsApp where people only see a display name in the chat.

☒ Use a new or existing WhatsApp number
Verification may be required.

Phone number

Add a new WhatsApp number

IN +91 93549 10891

You'll receive a code to verify this number.

WhatsApp business display name
Your display name should match your business name and adhere to WhatsApp Business display name guidelines. [Learn more about display name guidelines](#)

Growbro

Choose how you would like to verify your number
If you are using a landline number, choose phone call.

☒ Text message ☐ Phone call

GrowBro Integration's [Privacy Policy and Terms](#)

<https://www.facebook.com/business/help/757569725593362>

Back Next

Step 6: Select Business Assets

Action: Choose the correct Business Portfolio and WhatsApp Business Account, then click Next.

Facebook Login for Business - Nik - Microsoft Edge
https://www.facebook.com/v23.0/dialog/oauth?app_id=628822516737403&c...

Select the business assets to share with GrowBro Integration
You can use existing assets or create new ones.

Business portfolio ⓘ
G Growbro

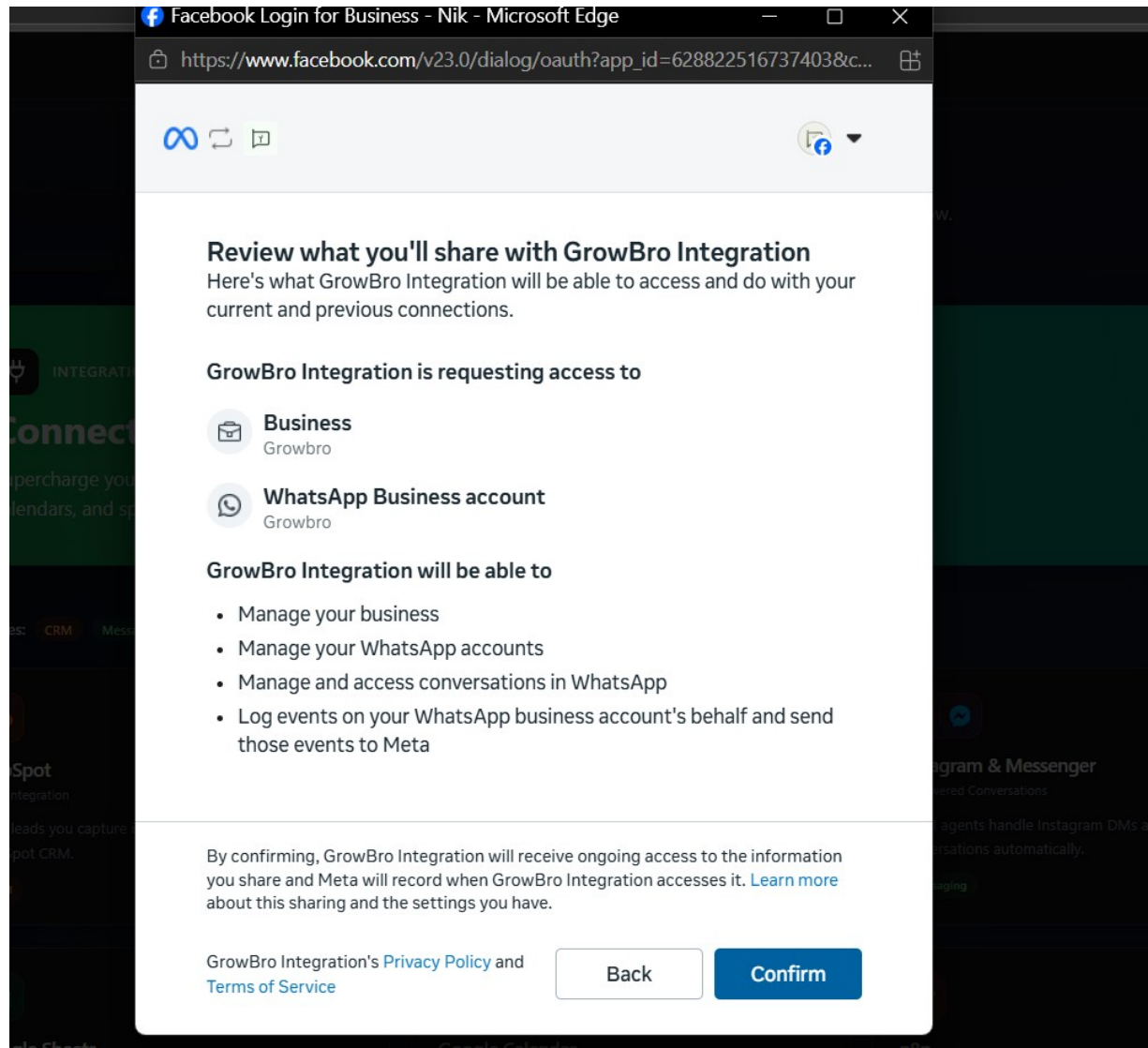
WhatsApp Business account ⓘ
WhatsApp Growbro

GrowBro Integration's [Privacy Policy and Terms](#)
Session ID: 019ed9cc-9346-7b2b-812b-f1328d19264c

Back Next

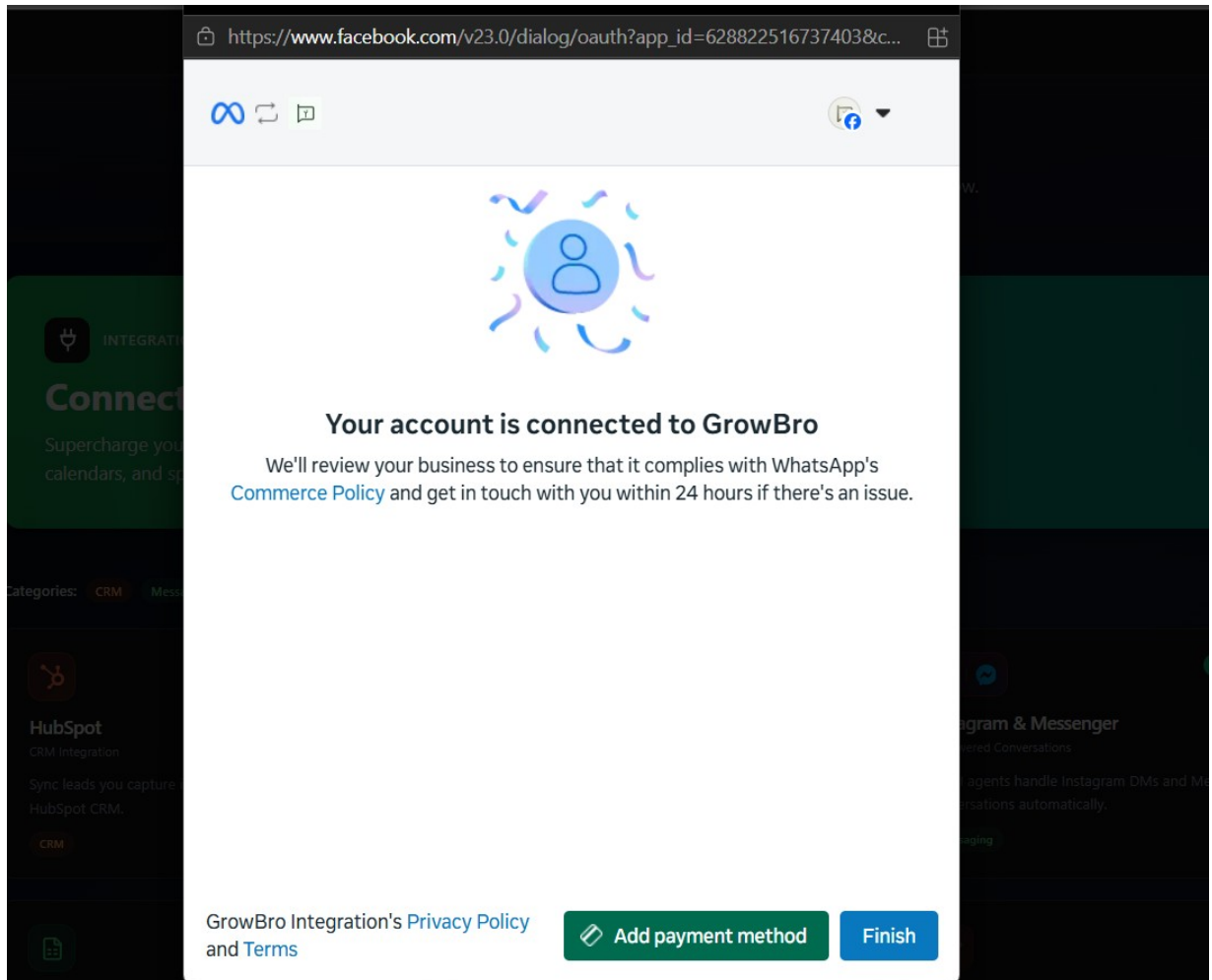
Step 7: Review and Confirm Permissions

Action: Review the access GrowBro Integration is requesting, then click Confirm.



Step 8: Finish the Connection

Action: When the success screen appears, click Finish. Payment method is optional unless Meta asks for it.



Final Verification in GrowBro CRM

- Return to GrowBro CRM after clicking Finish.
- Refresh the Integrations page.
- Check that WhatsApp shows Connected.
- Confirm the correct AI agent is selected.
- Send a test WhatsApp message to verify that the AI agent replies properly.

Common Issues and Fixes

Issue	Fix
OTP not received	Try Phone call verification, check network, and confirm the number is entered correctly.
Business assets not visible	Login with a Facebook account that has Admin access to the Meta Business Portfolio.
Number already connected	Remove the number from the previous WhatsApp Cloud API provider before connecting again.
Display name pending review	Meta may take time to review the display name. Continue only after approval if required.
Connection not showing in GrowBro	Refresh GrowBro CRM, logout/login again, or reconnect from Integrations Hub.

Success Status: WhatsApp number verified, Meta Business connected, WhatsApp Business Account linked, and GrowBro CRM ready to send and receive messages.