mitto

WHATSAPP BUSINESS ONBOARDING GUIDE

Powered by Mitto

Get started on WhatsApp with a quick guide to launching smarter conversations, faster.

Before you start, make sure you have:

1. A **Meta Business Manager** account with **admin access**
2. A **dedicated phone number** that's SMS and Voice enabled, and n**ot linked to any WhatsApp account**
3. A decision on whether you'll use a **new or existing number**

⚠️ **Note:** Migrating an existing number can lead to up to **2 days of downtime**.
Mitto can help evaluate the number and advise on **local coverage**.

STEP 1: INTRODUCTION & DISCOVERY

Mitto provides:
- Conversations tool demo
- API documentation
- Expert recommendations & guidance based on your industry, platform, and integration setup

STEP 2: COMMERCIAL PROPOSAL & NDA

- Receive a tailored commercial offer
- Sign the Non-Disclosure Agreement (NDA) to proceed

STEP 3: PAPERWORK & ACCOUNT SETUP

- Complete Interconnection Form and Master Service Agreement (MSA)
- Submit signed documents to begin onboarding

STEP 4: PHONE NUMBER PROVISIONING

Your number must be:
- SMS and Voice enabled
- Not linked to any existing WhatsApp account
- Either new or existing

⚠️ Migration of an existing number may cause up to 2 days of downtime. You may also source a number if local coverage isn't available. Multiple numbers/providers supported.

STEP 5: ACCOUNT CREATION & VERIFICATION

Live session with Mitto engineer to:
- Create your Mitto account
- Verify your WhatsApp number
- OTP from Meta expires in 72h; verification takes approximately 5 min during the session

STEP 6: TEMPLATE REGISTRATION & SCALING

Before sending outbound messages:
- Use pre-approved templates (excludes user-initiated replies)
- Submit via Mitto's API — Meta approval in ~2 hrs
- To obtain a verified checkmark, additional Meta verification is required — your Mitto rep will assist
- Meta applies messaging tier limits. Our team supports template setup, management, and scaling Learn more

STEP 7: LAUNCH

Once complete:
- ✅ WhatsApp number is verified
- ✅ Templates are approved
- ✅ Account is active

You're ready to send messages via WhatsApp Business

Need help after launching?
Our support and partner success teams assist at every stage—covering template setup, campaign strategy, and scaling best practices.