

# Manage

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# Delete message templates for your WhatsApp Business account

## Delete message templates for your WhatsApp Business account



This article is intended for businesses that use [WhatsApp Business Platform](#).



Explore our [help content library](#) to find answers and troubleshoot issues.


WhatsApp message templates allow businesses to use pre-created and pre-approved templates to send structured messages to customers who have opted in to receive notifications.


If you use a [Solution Partner](#) to manage your account and have signed up through the Solution Partner's embedded signup flow, the pre-approved templates will be available in Meta Business Suite. These templates can't be deleted.

**Note:** If your business uses only the WhatsApp Business app, don't follow the steps in this article. Go to [this article](#) instead.

## Delete message templates

To delete message templates from your WhatsApp business account:

1. Go to [Meta Business Suite](#) and select your business portfolio.
2. Click 
3. Click **WhatsApp Manager**.
4. Click the account that you want to delete the message template from.
5. Click the 3-dot icon.

6. Click **Manage message templates**.
7. Find the message template that you want to delete and click .
8. Click **Delete** to delete the message template permanently.

The message template is being deleted. Remember that the name of this template can't be used again for 30 days. You'll need to use a different name to create new message templates.

If a sent message isn't delivered to the customer after the template deletion, it'll attempt to be delivered for 30 days.

If a sent message is delivered 30 days after the template deletion, the business will receive the **Structure unavailable** error receipt and the customer won't receive the message.

## Learn more

- [Create message templates for your WhatsApp Business account](#)
- [Edit message templates for your WhatsApp Business account](#)
- [Sample message templates for your WhatsApp Business account](#)
- [About your WhatsApp Business message template's quality rating](#)
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# Connect your Facebook Page to WhatsApp

## Connect your Facebook Page to WhatsApp



This article is intended for business owners using WhatsApp Business app. Understand the [differences between the WhatsApp Business Platform and WhatsApp Business app](#).



Explore our [help content library](#) to find answers and troubleshoot issues.



We are rolling out a new **recommended setup** experience to the **Traffic, Awareness** and **Engagement** objectives which is similar to the [Advantage+ campaign setup](#) for the **Sales, App promotion** and **Leads** objectives.

You may see a [campaign score](#) of 100 and **Advantage+ on** for some options. Manual options are still available.

This means you may see slightly different steps to those described here for some objectives. [Learn more](#).

[Special ad category](#) campaigns and pharmaceuticals campaigns may not have access to all Advantage+ features, or may see a different experience.

You can connect your Facebook Page to your WhatsApp to run ads that click to WhatsApp. These ads let you connect with customers when they click on a **Send message** button on your Facebook, Instagram or WhatsApp ads to start a conversation in WhatsApp.

You can [connect multiple WhatsApp numbers to your Facebook Page](#) to manage communications and run ads using different numbers for better customer engagement.

This article also covers how to disconnect your Facebook Page from WhatsApp.

# Before you begin

- [Download the WhatsApp Business app](#).
- You have to [create a Facebook Page for your business](#). You can't find **WhatsApp** in your personal Facebook profile and proceed with the steps in this article.

**Note:** If you use the WhatsApp Business Platform, don't follow the steps in this article. Learn how to [request to connect your Facebook Page to a WhatsApp Business Platform phone number](#) instead.

## Connect a Facebook Page to your WhatsApp

You can connect a Facebook Page to your WhatsApp from your Page settings, from Ads Manager, or from the WhatsApp Business app.

To connect your Facebook Page to WhatsApp from the WhatsApp Business app, visit this [WhatsApp help center article](#).

To connect from your Facebook Page settings:

1. Go to your Facebook Page.
2. Click on your profile picture in the top right.
3. Click on **See all profiles** and choose your desired Page.
4. Click on the Facebook Page profile picture in the top right.
5. Click **Settings**.
6. Under **Permissions**, click **Linked accounts**.
7. Click **WhatsApp**.
8. Choose your country code and enter your WhatsApp Business phone number.
9. Click **Send Whatsapp code**.
10. Input the confirmation code that you receive.
11. Click **Confirm**.

To connect from Ads Manager:

1. Go to Ads Manager.
2. Click **Create** and select an objective that supports WhatsApp (such as Messages, Conversions or Traffic).
3. Choose the business Page you want to use.
4. Go to the Ad set level and find **WhatsApp** under **Message destinations**.
5. Click **Connect account**.
6. Enter your WhatsApp Business phone number and follow the verification steps.

You've connected your Facebook Page to your WhatsApp.

If you receive a “WhatsApp number is linked to another Facebook business” error message, this may be because your WhatsApp phone number is already linked to another Facebook business. In this case, you'll have to [remove your WhatsApp phone number](#) as a business asset.

## Disconnect your Page and WhatsApp account

To disconnect your Page and WhatsApp account:

1. Go to Facebook.
2. Click your profile photo in the top right.
3. Click **See all profiles**, then select the Page you want to switch into.
4. Click your Page's profile picture in the top right of Facebook.
5. Click **Settings & privacy**, then click **Settings**.
6. In the left menu under **Permissions**, click **Linked accounts**.
7. Click **WhatsApp**.
8. Click **Remove**, then click **Remove** to confirm.

## Learn more

- [Troubleshoot connecting your WhatsApp Business account With your Facebook Page](#)
- [Differences between the WhatsApp Business Platform and WhatsApp Business app](#)
- [Create ads that click to WhatsApp in Meta Ads Manager](#)
- [Create ads that click to WhatsApp with your Page](#)
- [About connected business assets](#)

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# Apply for a credit line for your WhatsApp Business account

## Apply for a credit line for your WhatsApp Business account



This article is intended for businesses that use [WhatsApp Business Platform](#). Learn more about [credit lines for WhatsApp Business accounts](#).



Only Service partners are eligible to apply for a new credit line for WhatsApp Business accounts. To secure a payment method, you must set up a credit line for your WhatsApp Business account. If your business is approved for the credit line, you can [attach the credit line to your WhatsApp Business account](#) and start using it as a payment method.

**Note:** You can't apply for a credit line for your WhatsApp Business account if you have a credit line ([monthly invoicing](#)) for ads on Facebook, Instagram and other Meta technologies currently. If you already have a credit line for ads, you can't apply for a separate credit line for your WhatsApp Business account(s). You'll need to [add your WhatsApp Business account\(s\) to your existing credit line](#) and use this credit line to pay for your WhatsApp usage. If you receive a message or notification in Meta Business Suite that you have exceeded your credit limit, your [Meta ads will be paused](#).

If a WhatsApp Business Platform account is created using embedded signup, the Solution Partner must [share its credit line with end clients using API](#). The end clients can't use their own credit line to pay for their WhatsApp usage.

## Before you begin

- [Sign up for a business portfolio](#).
- [Create a WhatsApp Business Platform account](#).
- You have to be assigned to manage finances of your business portfolio.

# Set up a credit line

To set up a credit line for your WhatsApp Business account:

1. Go to **Credit lines** in [Billing & payments](#).
2. Click **Apply**.
3. In the **Apply for monthly invoicing** section, fill out your business information. If prompted, click **Select file** to upload your license, registration or a recent tax document.
4. View **Terms & conditions**.
5. Click **Submit**.

You'll get a notification that your application is now pending approval. You'll need to wait for your credit line to be approved. Once approved, [attach the credit line to your WhatsApp Business account](#).

## Learn more

- [Attach a credit line to your WhatsApp Business account](#)
- [About credit lines for WhatsApp Business account](#)
- [Add WhatsApp Business account to your credit line for Meta ads](#)
- [View your WhatsApp Business invoices](#)
- [Create a report for the invoice breakdown of your WhatsApp Business account](#)



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