

# Movius WhatsApp Compliance Solution Onboarding

Last Modified on 01/08/2026 4:34 am EST

The Movius WhatsApp Compliance solution allows you to connect your Work Number to WhatsApp and securely record business communications to meet regulatory standards.

- You can use either WhatsApp Business or the regular consumer app, though Movius advises using WhatsApp Business.
- WhatsApp Business is available for onboarding on both iOS and Android mobile devices.
- The onboarding process can be completed from desktop computers as well as mobile devices.

## Pre-requisites:

- You will receive an invitation via SMS or email to onboard your work number.
- Proceed to register your work number on the WhatsApp Business application

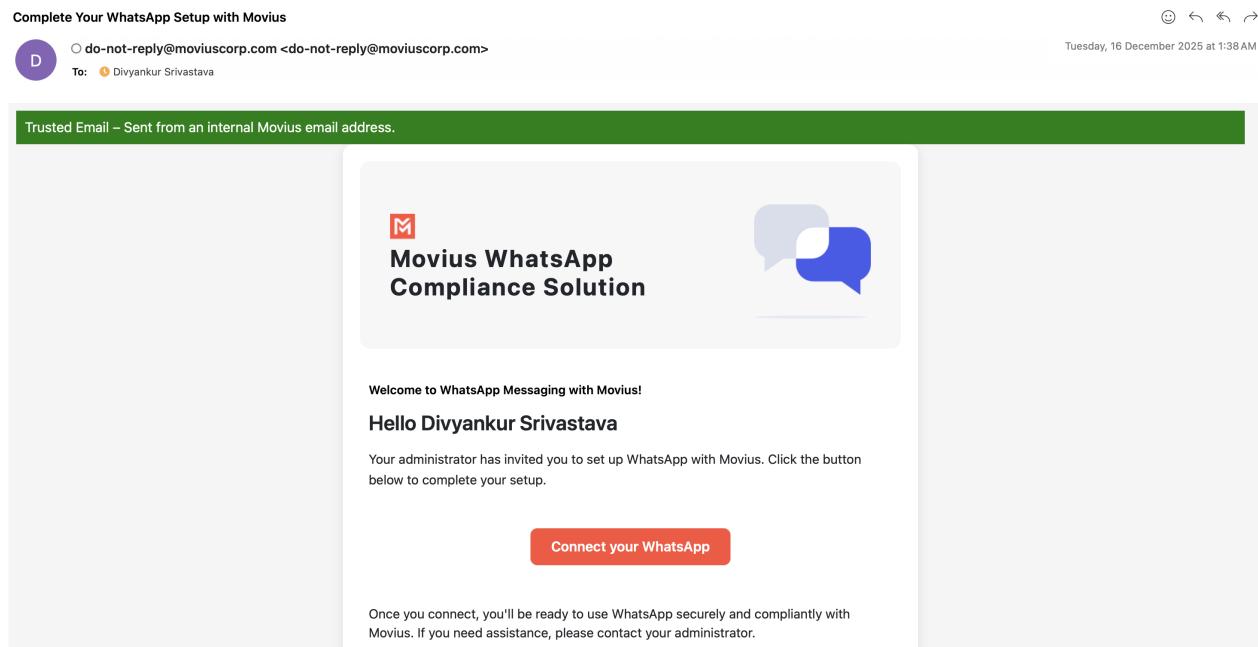
## Onboarding with Desktop

To onboard the Movius WhatsApp solution, users must connect their WhatsApp application to the Movius platform. This process can be completed by following a series of straightforward steps outlined below.

**Note: Please avoid closing or refreshing the page while the onboarding setup is in progress.**

## Onboarding Invitation

Open the email invitation on your desktop to begin the onboarding process.



Onboarding invite will direct you to Movius WhatsApp landing page. Click on 'Lets Start Setup' button.

## Movius WhatsApp Compliance Solution Onboarding.

You can initiate WhatsApp onboarding only if you have an active MultiLine number or a work phone number.

If using MultiLine number, please finish the MultiLine number onboarding first before starting the MoviusConnect onboarding.

**Note:** Please do not refresh or close the app during the onboarding process.



[Let's Start Setup](#)

[Need help?](#)

## Step 1 – Install WhatsApp on iOS or Android Device

Choose the platform where you use the WhatsApp application and click the Next button.

### Step 1: Install WhatsApp for Business

To proceed, select your preferred platform and download the WhatsApp Business application on your device. iOS users can find the application on the Apple App Store, while Android users can download it from the Google Play Store.

[iOS App Store](#)

[Android Play Store](#)



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For more information on downloading and installing WhatsApp Business, see  
<https://faq.whatsapp.com/665643701880397>

- Select iOS App Store if you are using an iPhone or an apple device, you will then see the instructions to complete onboarding on Apple phone.
- Select Google Play Store(Android) if you are using an Android device, you will then see the instructions to setup WhatsApp Business for your Android phone.

## Step 2 – Setup WhatsApp Business Profile

- Register on WhatsApp Business application with your work number.

## Step 2: Android Registration

Register with WhatsApp for Business using your Work Number

Here is the information you will need:

**Business Name:** <name><Business name>

**Phone Number:** +1xxxxxxxxx

**Categories:** Please select appropriate category from the list



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- WhatsApp will authenticate your work number with a 6-digit PIN.
- Enter the name of your organization as 'Business Name' while registering on the app.
- Select the appropriate category, if you do not find a category that is right fit for your business, please select Other Categories.
- Select your business hours.
- Add the logo of your organization as a profile photo.
- Enter your website and address.
- Add a business description.

## Step 3 - Add a greeting message

Greeting messages are automatically sent to your contacts when they send the first message.

### Step 3: Set Up a Greeting Message

After your registration is complete, on your WhatsApp for Business:

1. Navigate to Tools → Greeting Messages
2. Turn on "Send greeting message"
3. Recipients: Everyone
4. Enter Message: By replying to this message and continuing your conversation, you agree that <Business Name> may record, use and monitor these conversations.

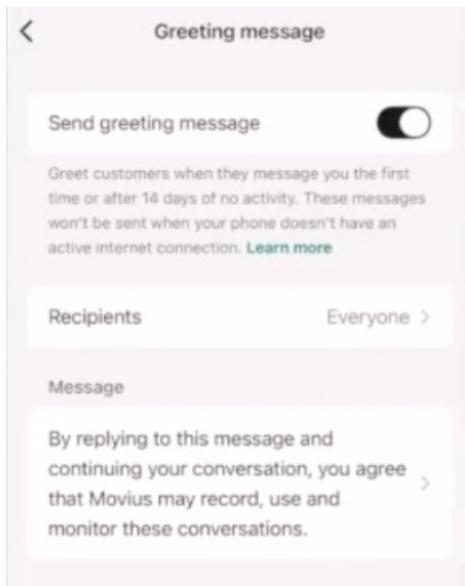


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For more information on setting a Greeting Message, see  
[https://faq.whatsapp.com/501866148528310/?cms\\_platform=android](https://faq.whatsapp.com/501866148528310/?cms_platform=android)



#### Step 4 – Connect WhatsApp With Movius

In the WhatsApp app, follow the steps to scan a QR code or enter 8-digit mobile code to link with the Movius platform. After clicking Next, you'll receive an 8-digit PIN for authentication before the WhatsApp QR or mobile code appears.

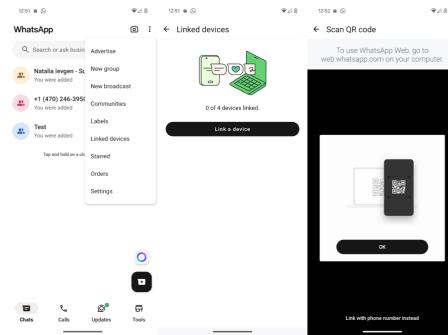
For more information on linking the device with QR code or mobile code, see [https://faq.whatsapp.com/1317564962315842/?helpref=uuf\\_share](https://faq.whatsapp.com/1317564962315842/?helpref=uuf_share)

#### Android

##### Step 4: Link your WhatsApp for Business

After your registration is complete, on your WhatsApp for Business:

1. Open WhatsApp for Business → Navigate to Chat → Click More Options (Three dots on top right) → Linked devices Link a device → Scan QR code or select Link with phone number instead.
2. Please use one of the following options to link your device with WhatsApp



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#### iOS

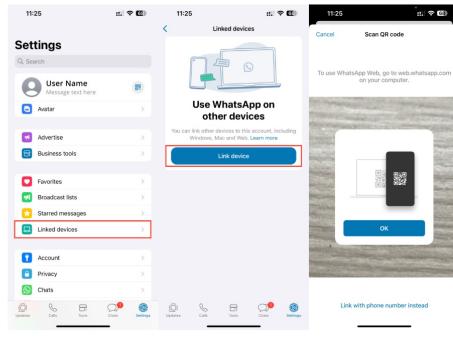
#### Step 4: Link your WhatsApp for Business

After your registration is complete, on your WhatsApp for Business:

1. Navigate to Settings → Linked devices → Link device
2. Please use one of the following options to link your device with WhatsApp

[Get QR code](#)

[Get Mobile Code](#)


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#### Step 5 – Number Authentication

Input the PIN sent to your work phone or email, then select 'Submit' to display the WhatsApp QR code or mobile code needed to connect your app with Movius.

Let's authenticate you

We've sent confirmation code on

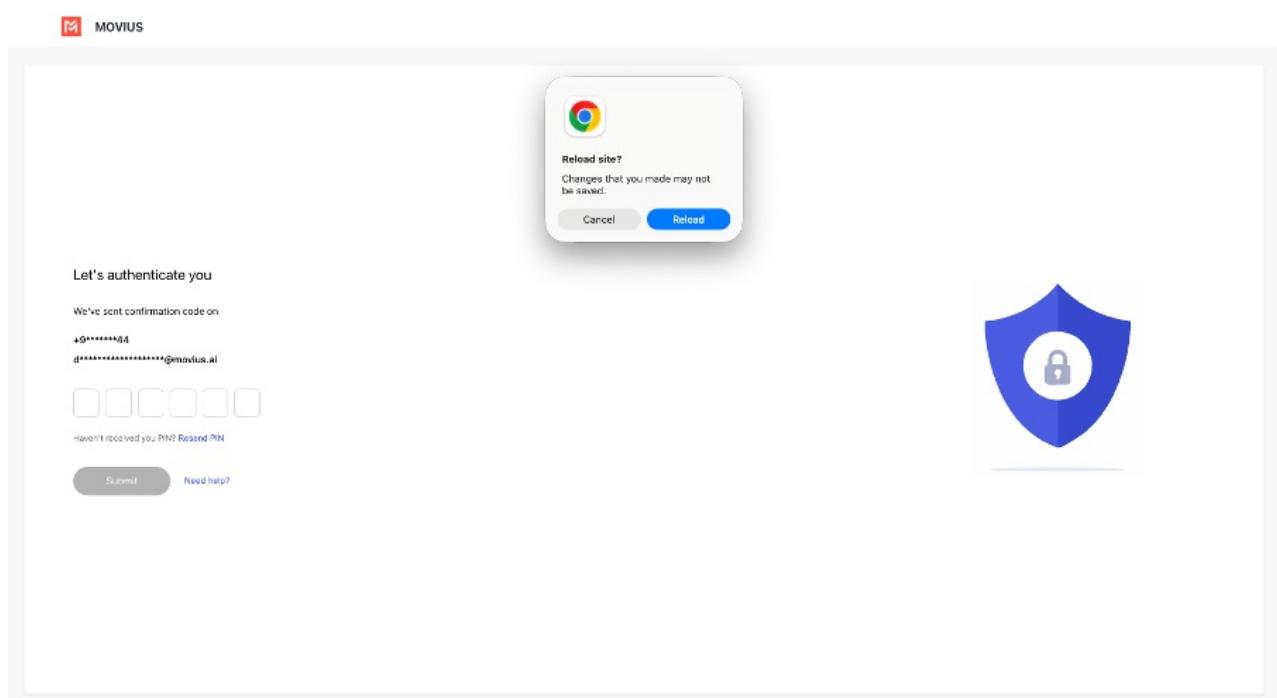
+9\*\*\*\*\*44

d\*\*\*\*\*@movius.ai

If you haven't received the PIN then you can request a new one in 1:32


[Submit](#)
[Need help?](#)

- If you do not receive the PIN, you can regenerate the same PIN after 2 minutes.
- If the system returns an error during verification, please wait 15 minutes and then generate a new PIN to retry.
- Do not refresh the page during this process. Refreshing the page will restart the onboarding flow, and you will need to begin again from the start.



## Step 6 – Adding Movius to WhatsApp Application

Please scan the QR code or input the mobile code in your WhatsApp Business application. The QR code remains valid for 2 minutes and 30 seconds.

### QR Code

Please scan QR code with your WhatsApp Business



QR code expires in 2:23

[Need help?](#)



QR code or mobile code will be expired after 2 minutes and 30 seconds and can be regenerated again in few minutes post expiration.

If the QR code or mobile code generation fails, please retry again after few minutes and try changing the browser or clear cache and cookies

If the WhatsApp application fails to link and returns error after entering the code, please try following steps:



#### 1. Check Internet Connection

Ensure both your phone and desktop have a strong and stable internet connection.

Try switching to mobile data or a different Wi-Fi network.

#### 2. Update WhatsApp Business App

Go to the App Store (iOS) or Google Play Store (Android).

Check for updates and install the latest version of WhatsApp Business.

#### 4. Restart Devices

Restart your phone to reset network and background processes.

#### 5. Unlink Old Devices

Open WhatsApp Business on your phone.

Go to Settings > Linked Devices (iOS) or Menu ( : ) > Linked Devices (Android).

Remove any devices you're no longer using.

#### 7. Avoid VPN or Firewall Interference

Disable any VPN, proxy, or firewall on your phone.

These services can block WhatsApp from linking devices.

#### 9. Clear Cache (Android Only)

Go to Settings > Apps > WhatsApp Business > Storage > Clear Cache.

#### 10. Try Again Later

If WhatsApp servers are temporarily busy, you may get a linking error.

Wait for a few minutes and try linking the device again.

### **Step 7 – Onboarding Complete**



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Onboarding complete!

Your account is all set for compliant messaging

## Onboarding with Mobile

To onboard the Movius WhatsApp solution, users must connect their WhatsApp application to the Movius platform. This process can be completed by following a series of straightforward steps outlined below.

**Note: Please avoid closing or refreshing the page while the onboarding setup is in progress.**

### Onboarding Invitation

Open the email invitation on your desktop to begin the onboarding process.



Complete Your WhatsApp Setup with Movius

D do-not-reply@moviuscorp.com <do-not-reply@moviuscorp.com>  
To: Divyankur Srivastava

周二, 16 December 2025 at 1:38 AM

Trusted Email – Sent from an internal Movius email address.

## Movius WhatsApp Compliance Solution



Welcome to WhatsApp Messaging with Movius!

Hello Divyankur Srivastava

Your administrator has invited you to set up WhatsApp with Movius. Click the button below to complete your setup.

[Connect your WhatsApp](#)

Once you connect, you'll be ready to use WhatsApp securely and compliantly with Movius. If you need assistance, please contact your administrator.

Onboarding invite will direct you to Movius WhatsApp landing page. Click on 'Lets Start Setup' button.

5:58



5G 53

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# Movius WhatsApp Compliance Solution Onboarding.

You can initiate WhatsApp onboarding only if you



You can initiate WhatsApp onboarding only if you have an active MultiLine number or a work phone number.

If using MultiLine number, please finish the MultiLine number onboarding first before starting the MoviusConnect onboarding.

**Note: Please do not refresh or close the app during the onboarding process.**

Let's Start Setup

Need help?

[link-to-movius-uk.moviuscorp.net](http://link-to-movius-uk.moviuscorp.net)

#### Step 1 – Install WhatsApp on iOS or Android Device

Choose the platform where you use the WhatsApp application and click the Next button.

6:03 5G



## Step 1: Install WhatsApp for Business

To proceed, select your preferred platform and download the WhatsApp Business application on your device. iOS users can find the application on the Apple App Store, while Android users can download it from the Google Play Store.

[iOS App Store](#)[Android Play Store](#)[Next](#)

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PREVIOUS

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## Step 2 – Setup WhatsApp Business Profile

- Register on WhatsApp Business application with your work number.



6:04



4G 52%



## Step 2: Android Registration

Register with WhatsApp for Business using  
your Work Number

Here is the information you will need:

**Business Name:** <name><Business name>

**Phone Number:** +1xxxxxxxxxx

**Categories:** Please select appropriate  
category from the list

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Need help?

[link-to-movius-uk.moviuscorp.net](http://link-to-movius-uk.moviuscorp.net)

- WhatsApp will authenticate your work number with a 6-digit PIN.
- Enter the name of your organization as 'Business Name' while registering on the app.
- Select the appropriate category, if you do not find a category that is right fit for your business, please select Other Categories.
- Select your business hours.
- Add the logo of your organization as a profile photo.
- Enter your website and address.
- Add a business description.

## Step 3 - Add a greeting message

Greeting messages are automatically sent to your contacts when they send the first message.

6:05



5G 52%

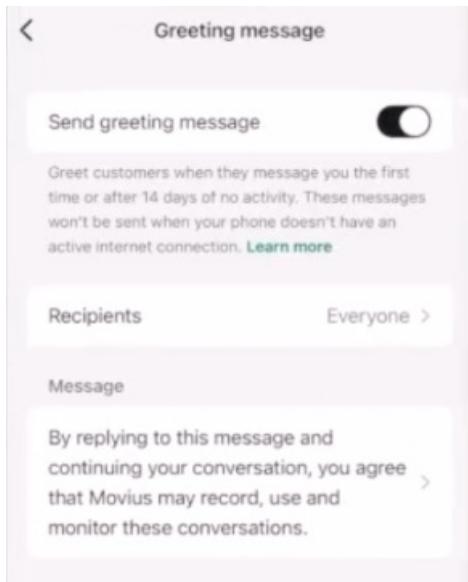


### Step 3: Set Up a Greeting Message

After your registration is complete, on your WhatsApp for Business:

1. Navigate to Tools → Greeting Messages
2. Turn on "Send greeting message"
3. Recipients: Everyone
4. Enter Message: By replying to this message and continuing your conversation, you agree that <Business Name> may record, use and monitor these conversations.

For more information on setting a Greeting Message, see  
[https://faq.whatsapp.com/501866148528310/?cms\\_platform=android](https://faq.whatsapp.com/501866148528310/?cms_platform=android)



#### Step 4 – Connect WhatsApp With Movius

Return to the WhatsApp app and follow the steps to scan enter 8-digit mobile code to link with the Movius platform. After clicking Next, you'll receive an 8-digit PIN for authentication before the WhatsApp QR or mobile code appears.

For more information on linking the device with QR code or mobile code, see  
[https://faq.whatsapp.com/1317564962315842/?helpref=uf\\_share](https://faq.whatsapp.com/1317564962315842/?helpref=uf_share)

ios



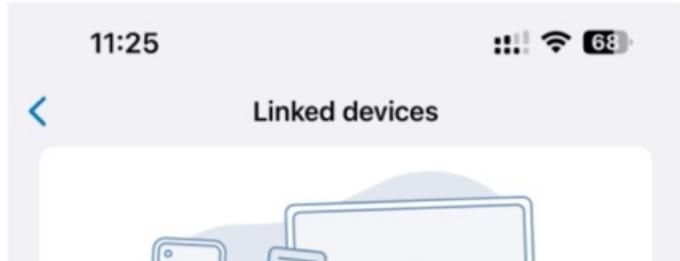
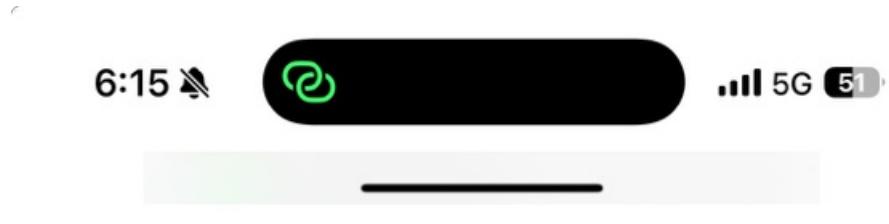
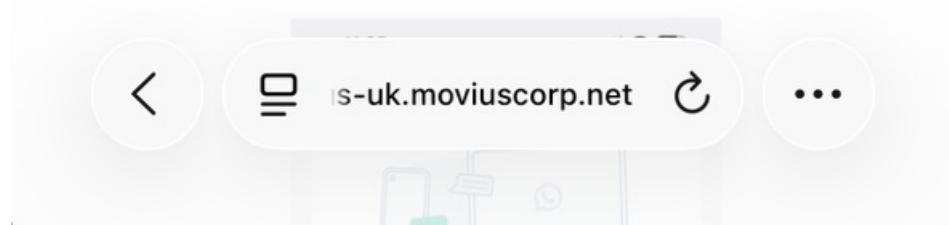
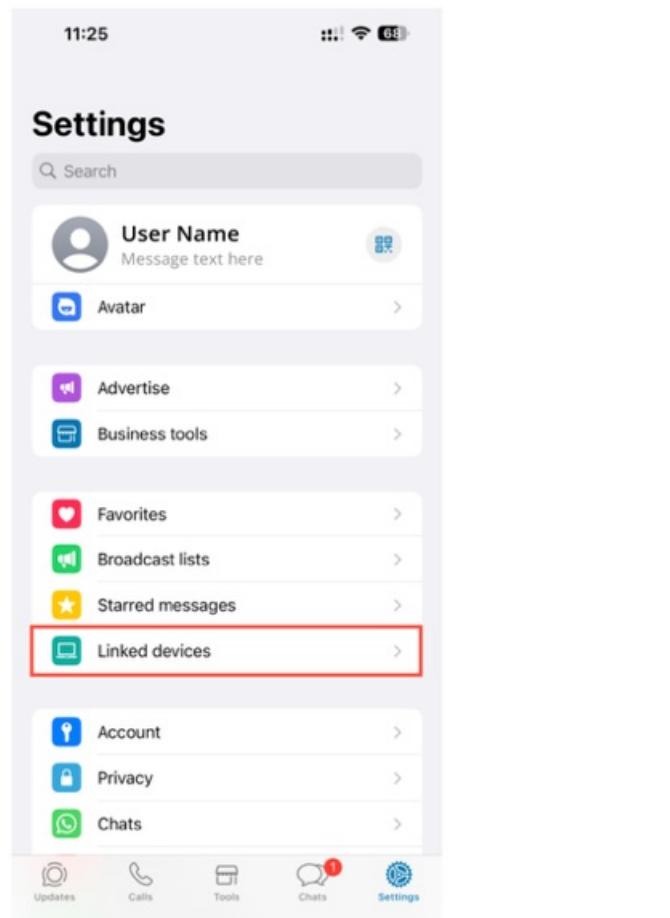
## Step 4: Link your WhatsApp for Business

After your registration is complete, on your WhatsApp for Business:

1. Navigate to Settings → Linked devices →



1. Navigate to Settings > Linked devices >  
Link device

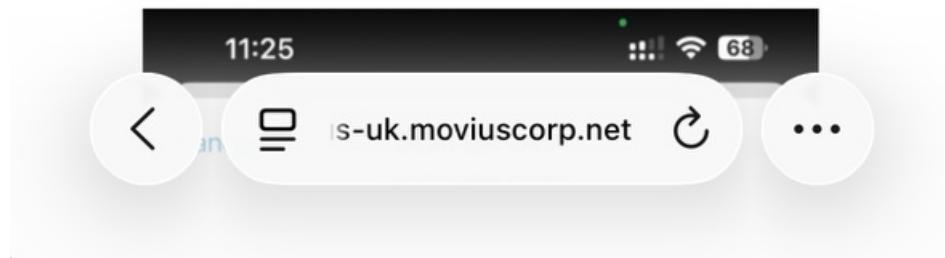




## Use WhatsApp on other devices

You can link other devices to this account, including Windows, Mac and Web. [Learn more](#)

[Link device](#)

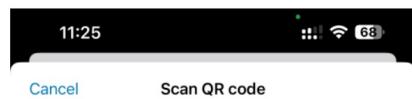


Select 'Link with phone number' option and enter the 8 digit code displayed in Step 6.

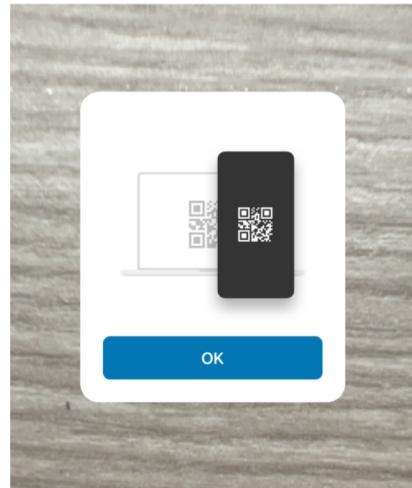
6:16



5G 51



To use WhatsApp Web, go to [web.whatsapp.com](http://web.whatsapp.com)  
on your computer.

[Link with phone number instead](#)

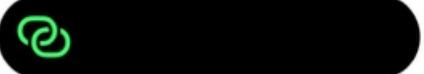
Please use one of the following options to  
link your device with WhatsApp

[Next](#)[Previous](#)[link-to-movious-uk.moviouscorp.net](http://link-to-movious-uk.moviouscorp.net)



Input the PIN sent to your work phone or email, then select 'Submit' to display the WhatsApp QR code or mobile code needed to connect your app with Movius.

- If you do not receive the PIN, you can regenerate the same PIN after 2 minutes.
- If the system returns an error during verification, please wait 15 minutes and then generate a new PIN to retry.
- Do not refresh the page during this process. Refreshing the page will restart the onboarding flow, and you will need to begin again from the start.

6:22  5G 50



Let's authenticate you

We've sent confirmation code on

+9\*\*\*\*\*44

d\*\*\*\*\*@movius.ai



If you haven't received the PIN then you can request a new one in 1:53

**Submit**

[link-to-movius-uk.moviuscorp.net](http://link-to-movius-uk.moviuscorp.net)

[Need help?](#)

#### **Step 6 – Adding Movius to WhatsApp Application**

Please enter the mobile code in your WhatsApp Business application as described in Step 4. The QR code remains valid for 2 minutes and 30 seconds.



6:30 5G



### OTP code

Please enter code in your WhatsApp  
Business

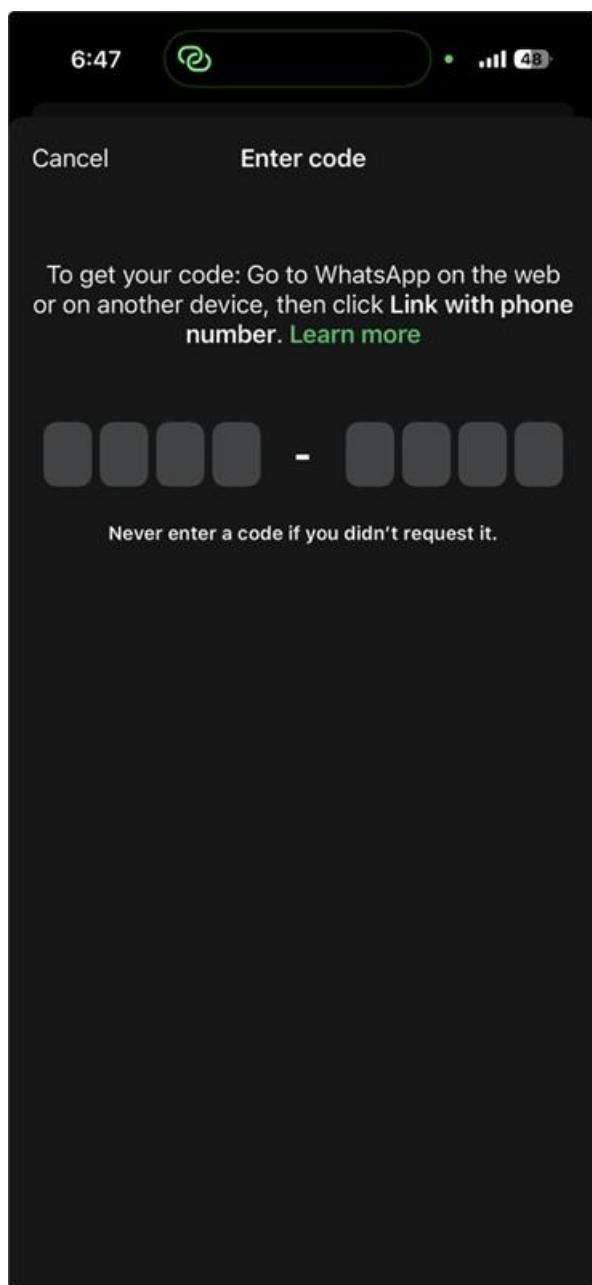
DQJQ-BZ83

Code expires in 2:26

[s-uk.moviuscorp.net](https://s-uk.moviuscorp.net)

Mobile code will be expired after 2 minutes and 30 seconds and can be regenerated again in few minutes post expiration.

Return to WhatsApp application and enter the 8-digit mobile code to link with Movius.



Give the linked device a name such as "Movius Connect" to complete linking.

Device name

Movius Connect 36

This helps you assign and manage devices.  
Customers won't see it. You can always change it.

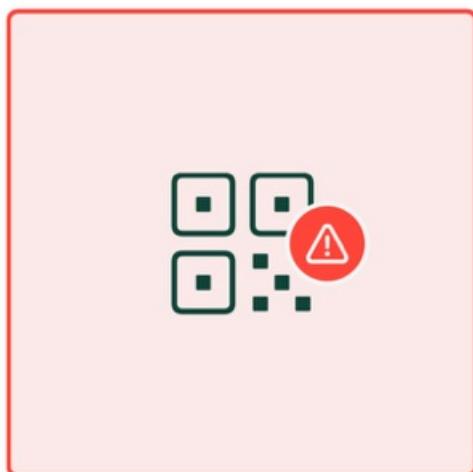
If the mobile code generation fails because of below error, please retry again after few minutes and try changing the browser or clear cache and cookies.

6:24 5G 50



# Connect your WhatsApp Account

Please enter the code with your WhatsApp  
Business device.



Your OTP was verified, but mobile code could not be generated due to registration failure with Meta. This is a temporary issue, please stay on this page for a few minutes and try to regenerate the mobile code.

[RESTART SETUP](#)

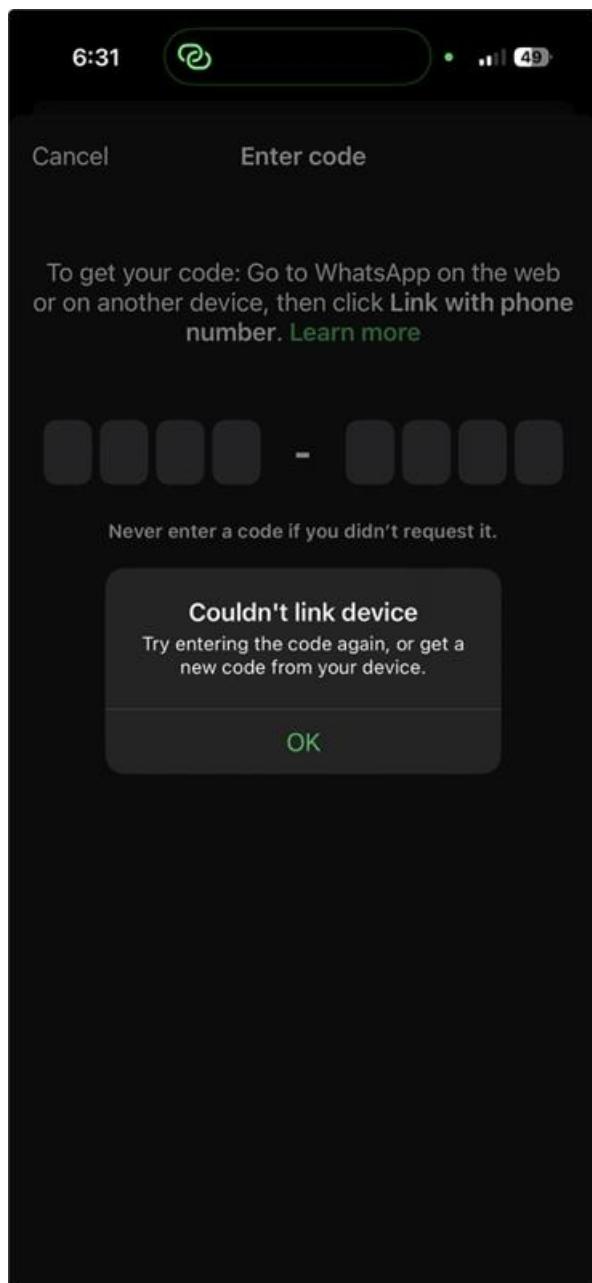


is-uk.moviuscorp.net



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If the WhatsApp application fails to link and returns below error after entering the code, please try following steps:



#### 1. Check Internet Connection

Ensure both your phone and desktop have a strong and stable internet connection.

Try switching to mobile data or a different Wi-Fi network.

#### 2. Update WhatsApp Business App

Go to the App Store (iOS) or Google Play Store (Android).

Check for updates and install the latest version of WhatsApp Business.

#### 4. Restart Devices

Restart your phone to reset network and background processes.



## 5. Unlink Old Devices

Open WhatsApp Business on your phone.

Go to Settings > Linked Devices (iOS) or Menu (:) > Linked Devices (Android).

Remove any devices you're no longer using.

## 7. Avoid VPN or Firewall Interference

Disable any VPN, proxy, or firewall on your phone.

These services can block WhatsApp from linking devices.

## 9. Clear Cache (Android Only)

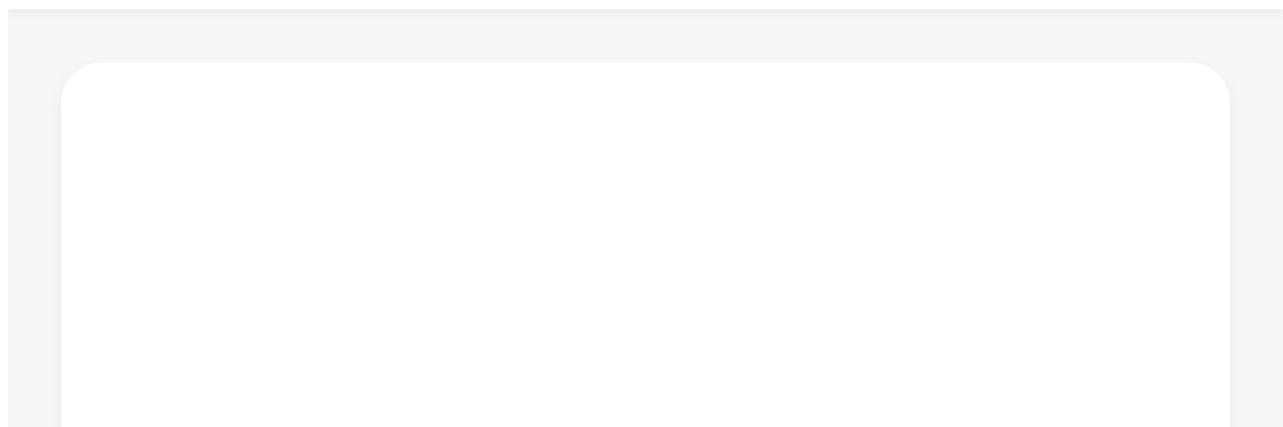
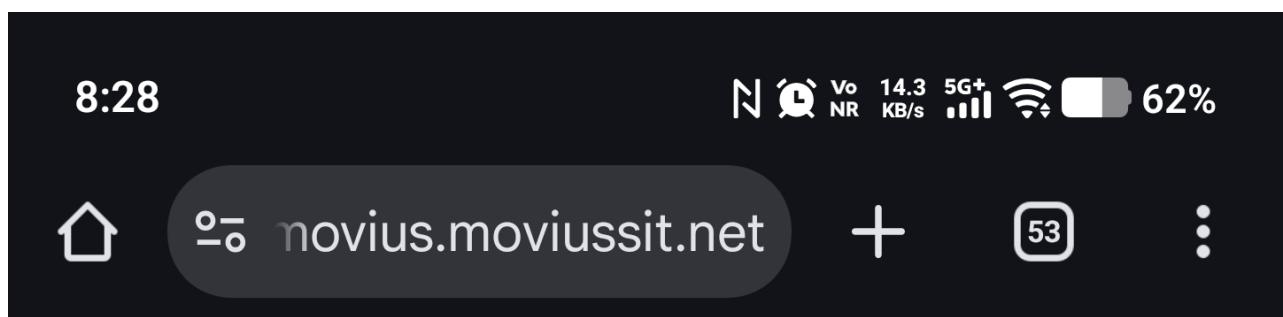
Go to Settings > Apps > WhatsApp Business > Storage > Clear Cache.

## 10. Try Again Later

If WhatsApp servers are temporarily busy, you may get a linking error.

Wait for a few minutes and try linking the device again.

## **Step 7 – Onboarding Complete**





# Onboarding complete!

Your account is all set for compliant  
messaging



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