

WhatsApp User Guide

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Chapter 1. An Overview of WhatsApp

WhatsApp is a free messaging platform or application for personal and business communication. It allows you to send text and voice messages, images, documents, and videos, as well as make voice and video calls over the internet. It is available on Android, iOS, and desktop devices, and on web browsers.

WhatsApp's purpose is to provide users with a reliable and smooth communication experience. Unlike the traditional SMS system that charges for messaging, WhatsApp makes global communication possible without any financial constraints. You can also share your live location, update your status, and connect securely through end-to-end encryption.



Major Functionalities of WhatsApp

- **Text Messaging:** Send and receive messages in real time.
- **Voice and Video Calls:** Connect with individuals or groups using high-quality calls.
- **Multimedia Sharing:** Share images, videos, documents, contacts, and voice notes.
- **Group Chats:** Communicate and collaborate with multiple users in shared groups.
- **Status Updates:** Temporary updates visible to contacts for 24 hours.
- **End-to-End Encryption:** Ensure user privacy.

Benefits of WhatsApp

- **Free Messaging and Calls:** WhatsApp allows users to send text and voice messages and make voice or video calls over the internet without additional charges.
- **Cross-Platform Accessibility:** The app works seamlessly across Android, iOS, web, and desktop versions, enabling you to stay connected on multiple devices.
- **End-to-End Encryption:** All communications on WhatsApp are secured with end-to-end encryption. Only the sender and recipient can read the messages.
- **Multimedia Sharing:** You can share photos, videos, documents, voice notes, and location information. This makes communication effective.

- **Group Communication:** WhatsApp supports group chats, video calls, and broadcast lists for simultaneous communication with multiple people.
- **Business Connectivity:** Through **WhatsApp Business** and the **WhatsApp Business API**, organizations can interact with customers, share updates, and provide customer support.
- **Offline Messaging:** Messages sent while you are offline are delivered automatically once the device becomes online. This feature ensures continuous communication.
- **Status Updates:** Status is a tool to share text, photos, or videos with your contacts for 24 hours.
- **User-Friendly Interface:** WhatsApp's design makes the app useful for people of all ages and technical knowledge.

WhatsApp is designed for simplicity, security, and convenience. It is used by people across the globe.

Related information

[Getting Started \(on page 7\)](#)

[Using WhatsApp \(on page 15\)](#)

[Types of WhatsApp Applications \(on page 5\)](#)

[Installation Based on Devices \(on page 7\)](#)

Types of WhatsApp Applications

WhatsApp offers multiple application types designed to meet the needs of individual users and businesses. The different WhatsApp applications include WhatsApp Messenger, WhatsApp Web, WhatsApp Business, WhatsApp Business API, and WhatsApp Beta. Each application provides distinct features and interfaces without compromising on core messaging and communication capabilities across devices.

Features	WhatsApp Messenger	WhatsApp Web	WhatsApp Business	WhatsApp Business API	WhatsApp Beta
Instant Messaging	✓	✓	✓	✓	✓
Voice and Video Calls	✓	✓	✓	✗	✓
End-to-end Encryption	✓	✓	✓	✓	✓

Features	WhatsApp Messenger	WhatsApp Web	WhatsApp Business	WhatsApp Business API	WhatsApp Beta
Status Updates	✓	✗	✓	✗	✓
Media and File Sharing	✓	✓	✓	✓	✓
Multiple Device Support	✓	✓	✗	✓	✗
Automated Messages	✗	✗	✓	✓	✗
Product Catalogue	✗	✗	✗	✗	✗
CRM & Business Tool Integration	✗	✗	✗	✓	✗
Early Access to New Features	✗	✗	✗	✗	✓
Bug Reporting & Feedback	✗	✗	✗	✗	✓
Payments	✓	✓	✓	✓	✓

Chapter 2. Getting Started

WhatsApp is a messaging application to send and receive multiple media including text, images, videos, and documents. The app uses end-to-end encryption of data to secure users' privacy. Apart from personal communication, the application also supports business communication.

WhatsApp allows you to communicate securely and efficiently using your mobile devices or desktop computers. Apart from messaging, you can make audio and video calls and share multimedia files. The platform is free and reliable. WhatsApp supports group messages and calls. It allows cross-device synchronization between mobile and desktop devices.

Related information

[Installation Based on Devices \(on page 7\)](#)

[WhatsApp General Configuration \(on page 9\)](#)

Installation Based on Devices

WhatsApp can be installed and used on multiple devices. This includes Android devices, iOS devices, and desktop computers using the WhatsApp Web or desktop application.

The installation process varies slightly with the devices used. For more information regarding WhatsApp installation on various devices, refer to

- [Android Device Installation \(on page 7\)](#)
- [iOS Device Installation \(on page 8\)](#)
- [WhatsApp Web Installation \(on page 9\)](#)

Android Device Installation

Installing WhatsApp on an Android device allows you to send and receive messages, make voice and video calls, and share media with contacts. For an Android device, you should download the WhatsApp application from Google Play Store and set up the app after verifying your phone number.

Before you begin, you need a device with Android 5.0 or later and a stable internet connection for smooth installation.

The steps to download, install, and set up WhatsApp on an Android device from the Google Play Store are given below.

1. Open the **Google Play Store** on your Android device.
2. In the **search bar**, type "**WhatsApp Messenger**."

3. Select the official app developed by **WhatsApp LLC**.
4. Tap **Install** to download the app.
5. Once the installation is complete, tap **Open** to launch the app.
6. Read and agree to the Terms of Service.
7. Enter and verify your phone number using the one-time verification code sent via SMS.
8. Set up your **profile name and photo** to complete the setup.

The WhatsApp application will be downloaded and installed on your Android device.

Related information

[iOS Device Installation \(on page 8\)](#)

[WhatsApp Web Installation \(on page 9\)](#)

iOS Device Installation

Installing WhatsApp on an iOS device allows you to send and receive messages, make voice and video calls, and share media with contacts. The installation process involves downloading the app from the App Store, verifying your phone number, and setting up your profile.

To download and install WhatsApp on an iOS device, you need a device with iOS version 15.1 or later and a stable internet connection.

Follow these steps to download, install, and set up WhatsApp on an iOS device.

1. Open the **App Store** on your iPhone.
2. Search **WhatsApp Messenger**.
3. Select the official app developed by **WhatsApp LLC**.
4. Tap **Get**, then **Install** to begin downloading the app.
5. Once the installation is complete, tap **Open** to launch WhatsApp.
6. Read and agree to the Terms of Service.
7. Enter your phone number and tap **Next**.
8. Verify your phone number using the six-digit code sent via SMS.
9. Add your name and profile picture to complete the setup.

WhatsApp messenger is downloaded, installed, and set up on your iOS device.

Related information

[Android Device Installation \(on page 7\)](#)

[WhatsApp Web Installation \(on page 9\)](#)

WhatsApp Web Installation

WhatsApp Web allows you to access your chats and messages directly from a web browser or a desktop app. This feature provides a convenient way to send messages, share files, and manage conversations from a larger screen while maintaining synchronization with the mobile app.

Learn to set up WhatsApp Web application or use WhatsApp Web on a computer browser by linking it with the WhatsApp account on your mobile device.

1. Open WhatsApp Web on your browser or download the desktop app from the [official website](#) or the app store of your device.
2. On your mobile device, open WhatsApp and navigate to **Settings > Linked Devices**
3. Tap [Link a Device \(on page 13\)](#) and scan the QR code displayed on your computer screen.

You have installed WhatsApp Web device and linked your account.



Note:

Keep your mobile device connected to internet for smooth linking.

Related information

[Android Device Installation \(on page 7\)](#)

[iOS Device Installation \(on page 8\)](#)

WhatsApp General Configuration

WhatsApp's general configuration options allow you to personalize and control how the application functions on your device. These settings help you manage your identity, data usage, and communication preferences.

The main configuration categories include:

- **Registration (on page 10):** Registering your mobile number is the first step to setting up WhatsApp. It helps verify your identity and connect your account to your phone number.
- **Notifications (on page 10):** Notifications alert you about any updates on the app such as an incoming call or message. You can customize message, group, and call notifications, including tones and vibration alerts.
- **Profile (on page 12):** Your WhatsApp profile is your identification card. You can update your display name, status message, and profile picture.

- **Privacy (on page 12):** Privacy settings in WhatsApp help you control who can see your personal information, such as your profile photo, last seen, status updates, and online activity.
- **Linked Devices (on page 13):** You can connect or remove devices on which you access WhatsApp Web or Desktop.

These configuration options ensure that you can tailor WhatsApp to suit your communication needs while maintaining control over privacy and performance.

Registering Mobile Number

WhatsApp accounts are linked to your mobile number. Before using the application, you need to register your mobile number with the app.

Before you begin, you should have the latest version of WhatsApp installed in your device and a stable internet connection.

The process of registering your mobile number on the WhatsApp application is given below.

1. Open the WhatsApp application on your mobile device.
2. Read and agree to the terms and conditions.
3. Tap **Allow** to receive notifications.
4. Select your country from the dropdown menu.
5. Enter your mobile number along with the country code.
6. Enter the 6-digit verification code that you received through SMS.

Your mobile number is registered with the WhatsApp application.

Related information

[Updating Mobile Number \(on page 24\)](#)

[Allowing Notifications \(on page 10\)](#)

[Creating Your Profile \(on page 11\)](#)

[Setting Up Privacy \(on page 12\)](#)

[Linking Other Devices \(on page 13\)](#)

Allowing Notifications

Enabling notifications for WhatsApp is important so that you will not miss any incoming messages and calls. You can manage these settings directly from your device's notification settings or directly on the app.

Before you begin, ensure that your device is connected to internet and system notification settings are not set to "Do Not Disturb."

Learn to enable notifications on WhatsApp to receive message and call alerts in real time.

1. Open the WhatsApp application on your mobile device.
2. Tap the **More options** icon and select **Settings**.
3. Tap **Notifications**.
4. Turn on the Message notifications and Call notifications options.
5. Adjust the notification tone, vibration, and popup preferences.

WhatsApp notifications are now enabled. You will receive alerts for new messages, calls, and group updates instantly.



Note:

If prompted, allow WhatsApp notifications in your phone's **App Permissions** or **Notification Settings**.

- **On Android:** Go to **Settings > Apps > WhatsApp > Notifications**.
- On iPhone: **Go to Settings > Notifications > WhatsApp** and toggle **Allow Notifications**.

Related information

- [Registering Mobile Number \(on page 10\)](#)
- [Creating Your Profile \(on page 11\)](#)
- [Setting Up Privacy \(on page 12\)](#)
- [Linking Other Devices \(on page 13\)](#)

Creating Your Profile

Creating your WhatsApp profile helps your contacts identify you. You can set your display name and choose a profile picture that appears in your chats and contact lists.

Before you begin, make sure that

- WhatsApp is installed and your mobile number is registered.
- You have a stable internet connection.

Learn to create and personalize your WhatsApp profile by adding your name and profile picture.

1. Tap **Name** and enter your name.
2. To add or change your profile photo, tap the **Camera** icon and choose one of the following options:
 - a. **Take Photo** – Capture a new picture using your phone's camera.
 - b. **Choose Photo** – Select an image from your gallery.
 - c. **Remove Photo** – Delete your current profile picture.
3. Add an About status message to describe yourself or share a quote.
4. Tap **Save** or return to the previous screen to confirm your changes.

Your WhatsApp profile is now created. Your chosen name and photo will be visible to your contacts based on your privacy settings.

Related information

[Registering Mobile Number \(on page 10\)](#)

[Allowing Notifications \(on page 10\)](#)

[Setting Up Privacy \(on page 12\)](#)

[Linking Other Devices \(on page 13\)](#)

Setting Up Privacy

WhatsApp provides several privacy options that allow you to manage how your information is shared with others. You can decide who can view your personal details, read receipts, and online activity. Configuring these settings helps protect your privacy and ensures that you share information only with trusted contacts.

Before you begin, ensure that:

- WhatsApp is installed and your account is active.
- You have a stable internet connection.
- You are signed in with your registered mobile number.

Learn to adjust your privacy settings to control who can see your personal information.

1. Open the **WhatsApp** application on your mobile device.
2. Go to the app's **Settings**.
3. Tap **Privacy**.
4. Under the **Who Can See My Personal Info** section, choose your preferred visibility settings for **Last Seen and Online, Profile Photo, About, Status, and Read Receipts**.
5. For each of the above options, set visibility for **Everyone, My Contacts, My Contacts Except, or Nobody**.

6. Manage additional privacy options such as who can add you to groups, view or unblock users, and manage who can see your shared location.
7. Adjust each setting based on your preferences.

Your privacy settings are now configured. WhatsApp will apply your preferences to protect your information and control how others interact with you.

Related information

- [Registering Mobile Number \(on page 10\)](#)
- [Allowing Notifications \(on page 10\)](#)
- [Creating Your Profile \(on page 11\)](#)
- [Linking Other Devices \(on page 13\)](#)

Linking Other Devices

Linking other devices allows you to use WhatsApp on your computer or tablet without keeping your phone constantly connected. Once linked, you can send and receive messages, make calls, and manage chats across multiple devices.

Before you begin, make sure that:

- WhatsApp is installed and active on your mobile phone.
- Your phone has an active internet connection.
- You have access to a computer or a device with a supported web browser or the WhatsApp Desktop app installed.

Learn to link your WhatsApp account to other devices such as a computer or tablet using WhatsApp Web or WhatsApp Desktop.

1. Open the **WhatsApp** application on your mobile phone.
2. Tap the **More options** icon on Android or **Settings** on iPhone.
3. Select **Linked Devices**.
4. Tap **Link a Device**.
5. On your computer or tablet, open **WhatsApp Web**, or the **WhatsApp Desktop** app.
6. A QR code will appear on the screen. Point the phone's camera at the QR code to scan it.
7. Once linked, you can view your active sessions under **Linked Devices** in your mobile app.

Your WhatsApp account is now linked to another device. You can send and receive messages from that device even when your phone is not active, as long as it has an internet connection.

Related information

[Registering Mobile Number \(on page 10\)](#)

[Allowing Notifications \(on page 10\)](#)

[Creating Your Profile \(on page 11\)](#)

[Setting Up Privacy \(on page 12\)](#)

Chapter 3. Using WhatsApp

WhatsApp is used for communication, including sending messages, making calls, sharing media, and managing chats effectively. Once installed and set up, you can connect with your contacts using phone number without needing a separate username or PIN.

You can use the WhatsApp application for several purposes.

- **Sending Messages (on page 15):** Exchange individual or group text messages in real time.
- **Making Calls (on page 21):** Initiate voice and video calls with contacts over an internet connection.
- **Sharing Media (on page 16):** Send and receive images and videos, documents, contacts, and voice notes.
- **Status Updates: (on page 22)** Share temporary text, photos, or videos visible to your contacts for 24 hours.

Sending Messages

Messaging is the core function of WhatsApp. They allow you to communicate instantly with individual contacts or groups through text. Once the application is installed and your phone number is verified, you can start chatting with anyone with the app.

Features of WhatsApp Messages

1. **One-to-One Chats:** Send and receive private text messages with individual contacts.
2. **Group Chats:** Communicate with multiple users in the same conversation, making it easy to coordinate discussions or share updates.
3. **Multimedia Support:** Attach emojis, images, videos, voice notes, and documents within chats.
4. **Message Reactions:** Respond quickly using emojis to acknowledge messages.
5. **Editing and Deleting:** Edit or delete sent messages within a limited time frame.
6. **Delivery Indicators:** Check message status with ticks—one for sent, two for delivered, and blue for read.

Related information

[Adding Images and Videos \(on page 16\)](#)

[Adding Files \(on page 16\)](#)

[Adding Emojis \(on page 17\)](#)

[Sharing Location \(on page 18\)](#)

Adding Images and Videos

Images and videos enhance communication through visual content. You can attach existing media from your device's gallery or capture new photos and videos directly using the app. WhatsApp also allows you to edit or caption media before sending.

Before you begin, have sufficient storage on your device and a stable internet connection.

Learn to send images and videos in WhatsApp chats.

1. Open **WhatsApp** on your device.
2. Select the **chat** or **group** where you want to send the image or video.
3. Tap the **attachment icon**.
4. Select existing images or videos from your device or capture a new image or video using your phone's camera.
5. Tap the **Send** icon () to share your image or video in the chat.

The image or video will be added to your message and sent.



Tip:

You can select multiple videos and images and send them together.

Related information

[Adding Files \(on page 16\)](#)

[Adding Emojis \(on page 17\)](#)

[Sharing Location \(on page 18\)](#)

Adding Files

WhatsApp allows users to send various file types such as documents, PDFs, spreadsheets, and presentations. This feature helps users share important work or personal files directly through chats without using email or third-party apps. Files can be selected from the device's storage or cloud services depending on availability.

Before you begin,

- You must have WhatsApp installed and set up on your device.
- Ensure you have an active internet connection.
- The file you want to send should be saved on your device

Learn to share documents, PDFs, and other file types with your contacts on WhatsApp using the attachment feature.

1. Open WhatsApp on your device.
2. Select the **chat** or **group** where you want to send the file.
3. Tap the **Attachment** (📎) icon in the message box.
4. Choose the type of file you want to send:
 - **Document** – to send files like PDFs, Word, or Excel files.
 - **Camera** – to take and send a photo or video instantly.
 - **Gallery** – to send saved photos or videos.
 - **Audio** – to share music or sound clips.
 - **Location** – to send your current location (optional).
 - **Contact** – to share a saved contact's details.
5. Select the file from your device.
6. Tap **Send** to share the file.

The selected file is sent to the chosen chat. The recipient will receive a notification and can view or download the file directly from the conversation.

Related information

[Adding Images and Videos \(on page 16\)](#)

[Adding Emojis \(on page 17\)](#)

[Sharing Location \(on page 18\)](#)

Adding Emojis

WhatsApp emojis are small digital icons used to express emotions, ideas, or reactions in chats. They make conversations more engaging and personal. WhatsApp supports a wide range of emojis, including smileys, gestures, animals, food items, symbols, and flags, all based on the Unicode standard. You can access emojis directly from the chat keyboard and use them in messages, captions, and status updates.

Before you begin,

- You must have WhatsApp installed and set up on your device.
- Ensure you have an active internet connection.

Learn to add emojis to your chats and status updates

1. Open **WhatsApp** on your device.
2. Select an individual or group chat.
3. Open the **Emoji Keyboard** by tapping the emoji icon on your keyboard.
4. Choose an emoji.
5. Add the emoji to your message by tapping on it.
6. Send the message.

Emojis are added to the message and sent.

Related information

[Adding Images and Videos \(on page 16\)](#)

[Adding Files \(on page 16\)](#)

[Sharing Location \(on page 18\)](#)

Sharing Location

WhatsApp allows you to send your current live location with your contacts. This helps others find you when meeting or during travel.

Before you begin, ensure that

- WhatsApp is installed and set up on your phone.
- Location services (GPS) are enabled on your device.
- You have an active internet connection.

Learn to share your current or live location with your contacts.

1. Open **WhatsApp** on your mobile.
2. Select the **chat** or **group** where you want to share your location.
3. Tap the **Attachment** icon.
4. Choose **Location**.
5. Select one of the following options:
 - a. **Send your current location** – shares your exact spot once.
 - b. **Share live location** – updates your location in real-time for a chosen duration (15 minutes, 1 hour, or 8 hours).
6. Tap **Send**.

Your location is shared in the selected chat or group. Your contacts can tap the map preview to view or navigate to your location.

Related information

[Adding Images and Videos \(on page 16\)](#)

[Adding Files \(on page 16\)](#)

[Adding Emojis \(on page 17\)](#)

[Sharing Location \(on page 18\)](#)

Sending Group Messages

Group messages allow you to communicate with multiple people at once, making it easier to share updates, announcements, or discussions within a team or community.

Group messaging in WhatsApp lets you send one message to several people within a group chat. Everyone in the group can see your message and reply, making it easier to communicate and stay connected.

You can use group messages to plan events, share important information, or stay in touch with friends, family, or colleagues. Instead of sending the same message to each person separately, you can send it once to the entire group.

Group messages can include text, photos, videos, documents, voice notes, or links. Group admins can control group settings, add or remove members, and decide who can send messages.

Key Points:

- All group members can see and reply to messages.
- Media shared in the group is visible to everyone.
- You can mute or customize notifications for specific groups.

Using group messages helps you save time and improves communication within your social or work groups.

Related information

[Creating a Group \(on page 19\)](#)

Creating a Group

WhatsApp groups allows you to bring multiple people together in one chat to share messages, photos, videos, and updates.

Before you begin,

- WhatsApp must be installed and set up on your device.
- You should have the contacts that you want to add to the group saved on your phone.

Learn to create a new WhatsApp group and add participants.

1. Open WhatsApp on your device.
2. Tap the **Chats** tab.
3. Tap the **New Chat** icon.
4. Select **New Group**.
5. Choose the contacts you want to add to the group, then tap **Next**.
6. Enter a **group subject** (name) and optionally add a **group icon**.
7. Tap **Create** to finish setting up your group.

A new WhatsApp group is created. You can now send messages, share media, and manage group settings.

Related information

[Adding Members \(on page 20\)](#)

Adding Members

Adding members to a WhatsApp group allows you to include more participants so they can join the conversation and share messages, media, or updates.

Before you begin,

- You must be a group admin.
- The new members must have WhatsApp installed and their numbers saved in your contacts.

This task explains how to add new members to an existing WhatsApp group. Only group admins can add or invite new participants.

1. Open WhatsApp on your device.
2. Go to the **Chats** tab and open the **group chat**.
3. Tap the **group name** at the top to open **Group Info**.
4. Scroll down and tap **Add participants** or **Invite to group via link**.
5. Select the contacts you want to add or share the invite link.
6. Tap **Add** or **Send** to confirm.

The selected contacts are added to the group. They can now view messages, send replies, and share media with other group members.

Making WhatsApp Calls

WhatsApp allows you to talk to your contacts over the internet using voice or video. This helps you stay connected without using your regular phone balance.

Before you begin,

- WhatsApp must be installed and set up on your device.
- You need an active internet connection.
- The person you are calling must also have WhatsApp installed.

Learn to make a voice or video call on WhatsApp.

1. Open WhatsApp on your device.
2. Tap the **Chats** or **Calls** tab.
3. Select the **contact** you want to call.
4. To make a voice call, tap the **phone icon**.
5. To make a video call, tap the **video camera icon**.

The WhatsApp call starts, allowing you to talk or video chat in real time. You can end the call by tapping the **End Call** button when finished.

Related information

[Sending Messages \(on page 15\)](#)

[Sending Group Messages \(on page 19\)](#)

Creating a WhatsApp Community

A WhatsApp Community brings together multiple related groups. It allows admins to share announcements and updates with all members.

Before you begin,

- WhatsApp must be installed and set up on your device.
- You should be an admin or have permission to create a community.
- You should have the groups you want to include already created or be ready to create new ones.

Learn to create a WhatsApp Community, add related groups, and manage communication across them.

1. Open WhatsApp on your device.
2. Tap the **Communities** tab.
3. Tap **Start your Community or New Community**.
4. Enter the **Community name, description**, and add an **image**.
5. Tap **Next**.
6. Tap **Create new group** or **Add existing groups** to include them in your community.
7. After adding groups, tap **Create Community** to complete the setup.

Your WhatsApp Community is created. You can now send announcements to all members and manage the included groups from one place.

Related information

[Creating a Group \(on page 19\)](#)

Setting Up Status

WhatsApp Status allows you to share text, photos, videos, or GIFs with your contacts for 24 hours. It's a quick way to share updates or moments with friends and family.

Before you begin, ensure that

- WhatsApp is installed and linked to your mobile number.
- You have an active internet connection.

Learn to set up WhatsApp Status to share moments with your contacts in the form of text, photos, videos, or GIFs.

1. Open WhatsApp on your phone.
2. Tap the **Status** tab.
3. Choose one of the following options:
 - a. **Text status:** Tap the **pencil icon** to write a message.
 - b. **Photo or video status:** Tap the **camera icon** to take a new photo or video or select one from your gallery.
4. Add captions, emojis, or text, if desired.
5. Tap **Send** to post your status.

Your status will be visible to your contacts for 24 hours. You can view who has seen your status and delete it at any time.

Chapter 4. Updating Mobile Number

Updating your mobile number on WhatsApp allows you to transfer your account information, groups, and settings to a new number. WhatsApp ensures that your existing data and chat history remain available after the updation. The app also notifies your contacts about your new number if you choose to share the update.

Before you begin, make sure that:

- WhatsApp is installed and active on your device.
- Your old and new mobile numbers are active.
- You have a stable internet connection.
- Your contacts are saved in your phone's address book.

Learn to change or update your registered mobile number in WhatsApp without losing your chat history or account information.

1. Open the **WhatsApp** application on your mobile phone.
2. Tap the **More options** icon on Android or **Settings** on iPhone.
3. Select **Account**.
4. Tap **Change Number**.
5. Read the information on the screen and tap **Next**.
6. Enter your old phone number in the first field.
7. Enter your new phone number in the second field.
8. Tap **Next** to continue.
9. Choose whether to notify your contacts about your new number.
10. Tap **Done** to proceed.
11. Verify your new phone number by entering the 6-digit code sent via SMS or call.

Your mobile number has been successfully updated. All your chats, profile information, and groups are now linked to your new number, and your contacts can continue messaging you without interruption.

Related information

[Registering Mobile Number \(on page 10\)](#)

Chapter 5. WhatsApp Payments

WhatsApp Payments is a secure feature that allows you to send and receive money directly through WhatsApp chats using linked bank accounts.

WhatsApp Payments enables you to make peer-to-peer (P2P) transactions easily within the app.

With WhatsApp Payments, you can:

- Send or receive money directly from a chat using the Payment option.
- Link your bank account securely through their registered mobile number.
- View past payment transactions in the Payments section of the app.
- Benefit from end-to-end encryption, ensuring transaction security and privacy.

This feature simplifies digital payments by combining messaging and money transfer in one place, allowing users to pay friends, family, or businesses without leaving the app.

Related information

[Adding Your Bank Account \(on page 25\)](#)

[Payment Security \(on page 29\)](#)

Adding Your Bank Account

You can add your bank account to WhatsApp to enable the Payments feature. This allows you to send and receive money securely within your chats. To set it up, you must link a bank account and verify your registered mobile number. Once your account is linked, you can make payments directly through WhatsApp without switching to another app.

To enable payments on WhatsApp, you must add and link your bank account to the app. Follow these steps to set up your bank account for WhatsApp Payments:

1. **Open WhatsApp:** Launch the WhatsApp application on your mobile device.
2. **Access Payments Settings:** Tap **More options** (:) on Android or **Settings** on iPhone, and select **Payments**.
3. **Set Up Payments:** Tap **Add payment method** or **Set up payments** to begin the setup process.
4. **Verify Your Phone Number:** WhatsApp will prompt you to verify your mobile number. Ensure that your WhatsApp number matches the number registered with your bank account.
5. **Select Your Bank:** Choose your bank from the list provided. WhatsApp will automatically fetch your bank account details linked to your verified mobile number.
6. **Link Your Account:** Select the account you want to link and confirm.

Once verification is complete, your bank account will be linked to WhatsApp Payments. You can now send and receive money directly in your chats.



Important:

- Ensure you have an active internet connection and an SMS plan to complete verification.
- Only one primary bank account can be linked to your WhatsApp Payments at a time.

Related information

[Changing Bank Account \(on page 27\)](#)

[Removing Bank Account \(on page 28\)](#)

Setting Your PIN

Setting up a PIN in WhatsApp helps secure your account, especially when using **two-factor authentication**. The PIN acts as an additional layer of protection that prevents unauthorized access to your account if your SIM card or number is compromised.

Before you begin, make sure that

- WhatsApp is installed and your mobile number is verified.
- You have access to your registered mobile device.
- You have a stable internet connection.

Learn to create and manage your WhatsApp PIN to enhance the security of your account and protect your personal information.

1. Open the **WhatsApp** application on your mobile device.
2. Tap the **More options** icon on Android or **Settings** on iPhone.
3. Select **Account**.
4. Tap **Two-step verification**.
5. Tap **Enable**.
6. Enter a 6-digit PIN of your choice.
7. Re-enter the same PIN to confirm.
8. Add an email address to help you reset your PIN if you forget it.
9. Tap **Next** to complete the setup.

Your WhatsApp account is now protected with a PIN. You'll be asked to enter this PIN periodically and when registering your phone number with WhatsApp again, ensuring your account remains secure.

Related information

[WhatsApp Payments \(on page 25\)](#)

Changing Bank Account

Changing your bank account in WhatsApp Payments allows you to manage transactions from a different account without deleting your existing payment setup. You can easily switch to another bank account registered under your phone number.

Before you begin, ensure that:

- Your WhatsApp account is active and verified.
- You have an active internet connection.
- Your new bank account is linked to the same mobile number registered with WhatsApp.

Learn to change or update your linked bank account in WhatsApp Payments to send and receive money using a different account.

1. Open the **WhatsApp** application on your mobile device.
2. Tap the **More options** icon on Android or go to **Settings** on iPhone. Select **Payments**.
3. Tap your existing bank account listed under Payment methods.
4. Tap **Remove bank account** and confirm the removal.
5. After removal, tap **Add payment method** or **Add bank account**.
6. Select your bank from the list.
7. Verify your bank account by following the on-screen instructions. WhatsApp will verify your account using your registered mobile number.
8. Once verification is complete, your new bank account will be added for payments.

Your new bank account has been successfully linked to WhatsApp Payments. You can now send and receive money using your updated account.

Related information

[Adding Your Bank Account \(on page 25\)](#)

[Removing Bank Account \(on page 28\)](#)

Removing Bank Account

If you no longer want to use a particular bank account for WhatsApp Payments, you can remove it from your payment settings. Removing the account will disable transactions from that account through WhatsApp.

Learn to remove bank account from WhatsApp Payments

1. Open **WhatsApp** on your mobile device.
2. Tap the **More options** icon on Android or **Settings** on iPhone.
3. Select **Payments**.
4. Choose the bank account you want to remove.
5. Tap **Remove bank account**.
6. Confirm the action when prompted.

The selected bank account is removed from WhatsApp Payments. You can still add or link another account later if needed.

Related information

[Adding Your Bank Account \(on page 25\)](#)

[Changing Bank Account \(on page 27\)](#)

Sending Money

WhatsApp allows you to send money securely to your contacts through the Unified Payments Interface (UPI). The process is quick and similar to sending a message.

Before you begin,

1. Ensure that you have set up **WhatsApp Payments** and linked your bank account.
2. Verify that both you and the recipient are using the latest version of WhatsApp.
3. Confirm that you have an active internet connection.

Learn how to send money to your contacts using WhatsApp Payments.

1. Open **WhatsApp** on your mobile device.
2. Open the **Chat** with the contact you want to send money to.
3. Tap the ₹ (rupee) icon or **Attachment > Payment**.
4. Enter the amount you want to send.
5. Add a note.

6. Tap **Send**.

7. Enter your UPI PIN to confirm the transaction.

The payment is processed instantly. You and the recipient will receive a confirmation message once the transaction is successful.

Related information

[Receiving Money \(on page 29\)](#)

Receiving Money

WhatsApp Payments enables you to receive money directly to your linked bank account using the Unified Payments Interface (UPI). You can receive money from your WhatsApp contacts easily and securely.

Before you begin,

1. Ensure that you have set up **WhatsApp Payments** and linked your bank account.
2. Verify that you have an active internet connection.

Learn how to receive money through WhatsApp Payments.

1. Open **WhatsApp** on your mobile device.
2. Make sure your **WhatsApp Payments** setup is complete with a verified bank account.
3. Ask the sender to send money using your WhatsApp chat.
4. Once the sender completes the transaction, you will receive a **payment notification** in the chat.
5. Tap the notification to view **transaction details**.

The received money is directly deposited into your linked bank account. A confirmation message appears in the chat once the transaction is successful.

Related information

[Sending Money \(on page 28\)](#)

Payment Security

WhatsApp Payments is designed with multiple layers of security to protect your financial information and transactions. It uses Unified Payments Interface (UPI) standards and bank-level encryption to ensure that your payment data remains safe and private.

Security Features of WhatsApp Payments

- **Two Factor Authentication:** Users must verify their phone number and create a UPI PIN to authorize transactions. This ensures that only the verified user can send or receive money. For more information, see .
- **End-to-end Encryption:** Payment messages are protected with the same end-to-end encryption used for chats. Transaction details are not accessible to WhatsApp or third parties.
- **Device and Sim Verification:** Payments can only be initiated from the device and phone number registered with your bank, minimizing the risk of unauthorized access.
- **Non-storage of Payment Information:** WhatsApp does not store your UPI PIN, bank account details, or transaction history on its servers. All sensitive data is handled securely by your bank and UPI infrastructure.
- **Protection from Fraud:** WhatsApp continuously monitor transactions for suspicious activity and provide secure channels for reporting fraudulent behavior.

Related information

[WhatsApp Payments \(on page 25\)](#)

Chapter 6. Uninstalling WhatsApp

You may need to uninstall WhatsApp to free up storage space, troubleshoot issues, or reinstall the app. The steps may vary slightly depending on your device's operating system.

Learn to uninstall the WhatsApp application from your mobile device.

1. For Android devices, go to **Settings > Apps > WhatsApp**, then select **Uninstall** and confirm.
2. For iOS devices, go to **Settings > General > iPhone Storage > WhatsApp**. Tap **Delete App**.
3. For Windows, go to **Settings > General > iPhone Storage > WhatsApp**. Tap **Delete App**.

WhatsApp is removed from your device. You will no longer receive messages or notifications until you reinstall the application.



Note:

Backup your WhatsApp chats before uninstalling the app to access them on reinstalling the app or through other devices.

Chapter 7. Glossary

End-to-End Encryption

End-to-end encryption (E2EE) is a communication method that scrambles messages on the sender's device and only unscrambles them on the recipient's device, ensuring that only the sender and intended recipient can read the content. This means that service providers, internet providers, and malicious actors cannot access the messages, even if they gain access to the servers. This is a widely considered the most secure method for communication, protecting against surveillance and data breaches.

Two Factor Authentication

Two-factor authentication (2FA) is a security method that requires two forms of identification to access an account, adding a layer of protection beyond a traditional password. The first factor is typically a password, while the second is a verification code from a mobile app, a physical token, a fingerprint, or a one-time passcode sent via SMS.