

How to Link Your Twilio Account in WhatsApp Connector for Jira

Learn how to connect your Twilio account using WhatsApp Connector for Jira with these steps.

Steps

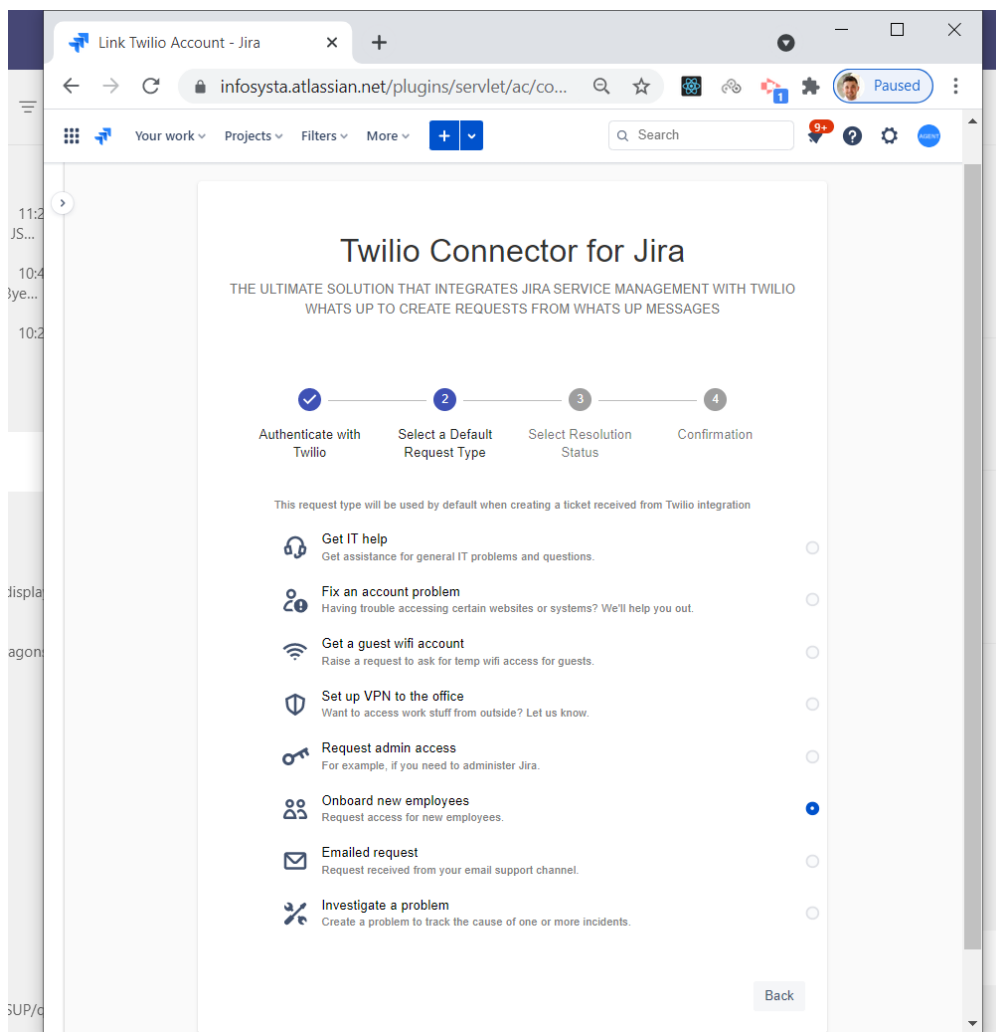
- Start by adding **WhatsApp Connector for Jira Webhook** to your Twilio account (follow this [link](#))
- From your Jira instance select a Jira Service Management project to link the WhatsApp account
- Select **Project Settings**
- Select **Link WhatsApp Account**
- Insert your **WhatsApp phone number** in E.164 format ex (+14155238886) follow this [link](#) to get the correct phone number
- Insert your **Twilio Account SID** (follow this [link](#) to get **Twilio Account SID**)
- Insert your **Twilio Auth Token** (follow this [link](#) to get **Twilio Auth Token**)

The screenshot shows the 'Twilio Connector for Jira' setup interface. At the top, it says 'THE ULTIMATE SOLUTION THAT INTEGRATES JIRA SERVICE MANAGEMENT WITH TWILIO' and 'WHATS UP TO CREATE REQUESTS FROM WHATS UP MESSAGES'. Below this is a progress bar with four steps: 1. Authenticate with Twilio, 2. Select a Default Request Type, 3. Select Resolution Status, and 4. Confirmation. Step 1 is currently active. The form contains three input fields: 'Twilio Phone Number' with a placeholder '+1 [redacted] 3', 'Twilio SID' with a placeholder 'A [redacted] id', and 'Twilio Token' with a placeholder '2b [redacted] 3'. Each field has a label and a placeholder text 'please enter your [field name]'. A blue 'Next' button is located at the bottom right of the form.

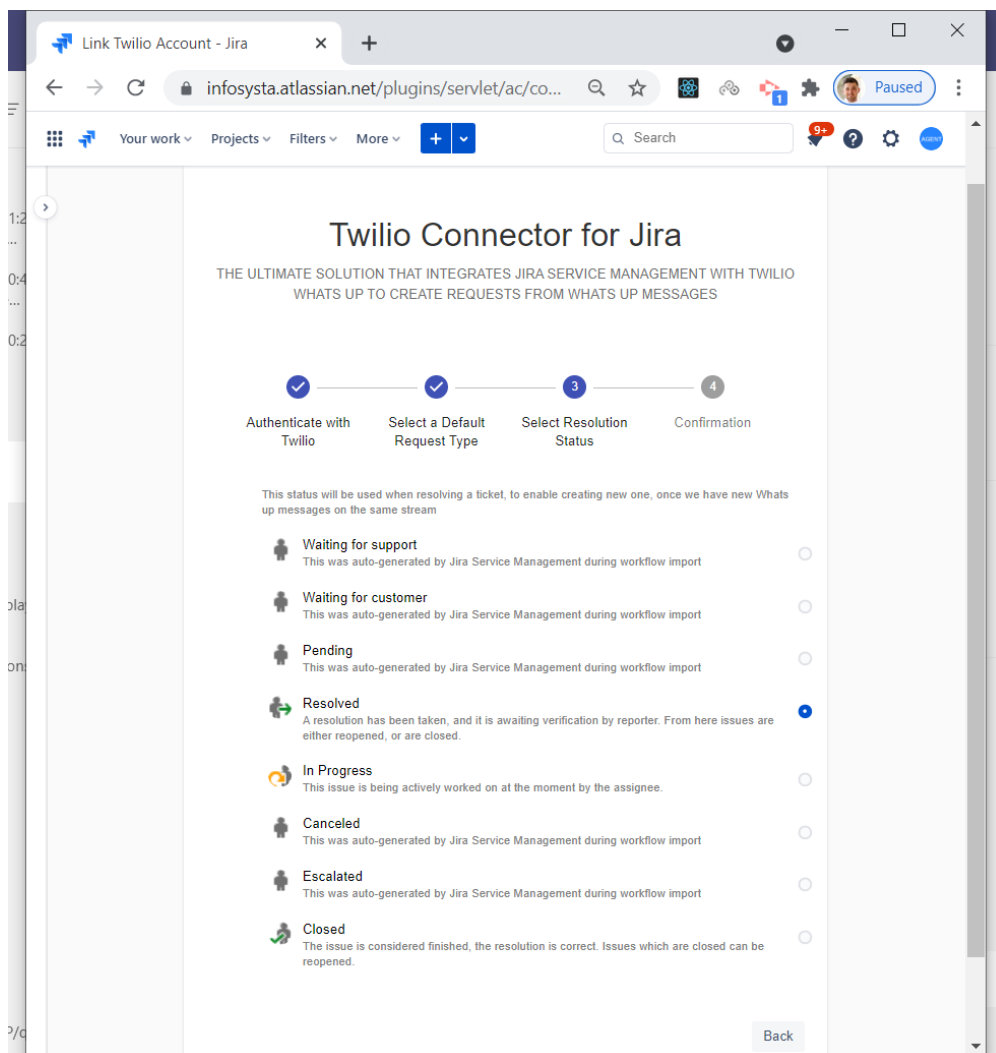
- Choose the default **Request type** that will be used by **WhatsApp Connector for Jira** while creating a new request

⚠ If you're not able to view your request type please follow this [link](#)

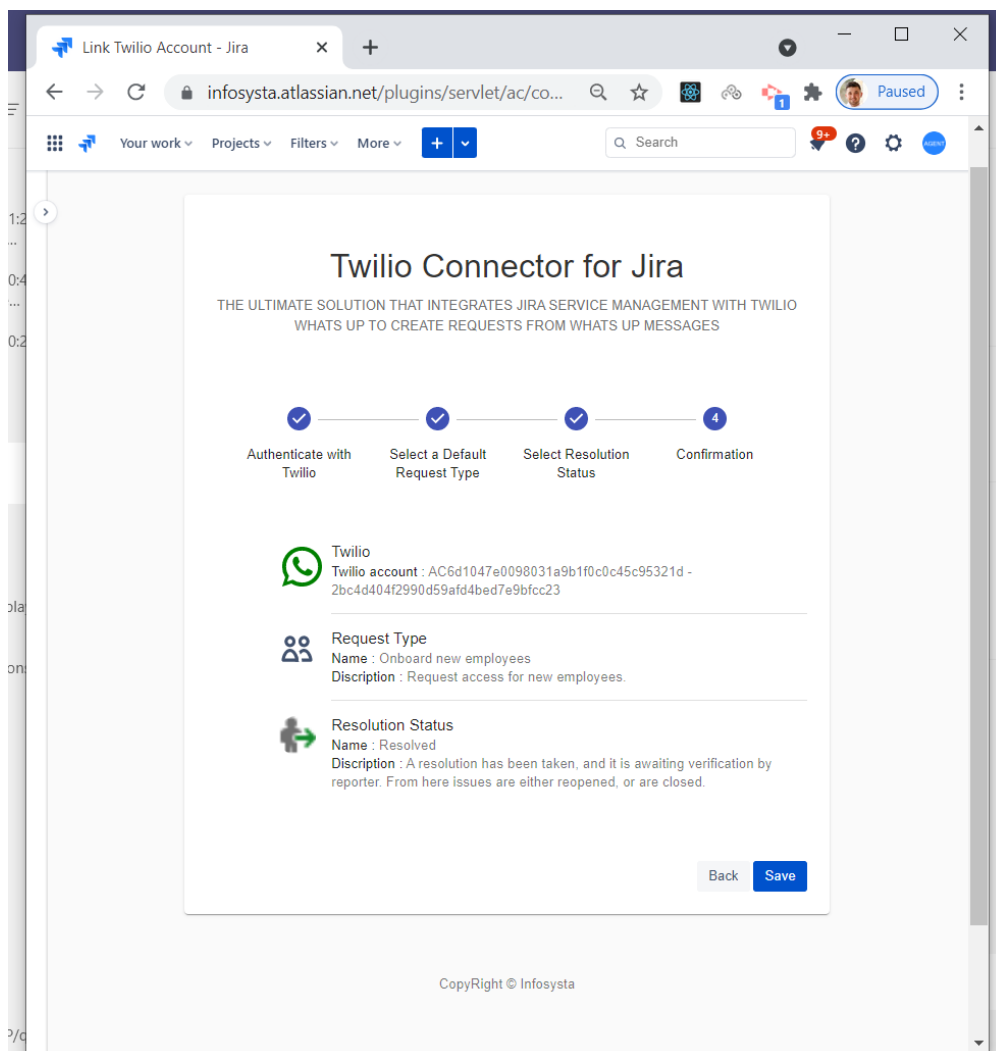
ℹ To link WhatsApp Connector for Jira with new request types, please follow this [link](#)



- Select the **Resolution Status** (When an issue status fits the selected resolution status and the user sends a new WhatsApp message, this message will be transferred into a new Jira issue)



- Once everything is in order, click 'save' and the JSM project will be linked to your Twilio Account



- If you're using the test Sandbox WhatsApp number provided by Twilio, you need to send this message from the WhatsApp number that is acting as customer as per the below image (you need to get this command from Twilio Sandbox)

DevelopMonitor

Short codes
WhatsApp senders
WhatsApp templates
Settings
General
Log archives
Geo permissions
WhatsApp sandbox settings
Add-onsBeta
Explore Products
Docs and Support

Twilio Sandbox for WhatsApp

Sandbox Configuration

To send and receive messages from the Sandbox to your Application, configure your endpoint URLs. [Learn more](#)

WHEN A MESSAGE COMES IN HTTP Post

STATUS CALLBACK URL HTTP Post

Sandbox Participants

Invite your friends to your Sandbox. Ask them to send a WhatsApp message to +1 415 523 8886 with code **join bottle-one**.

USERID

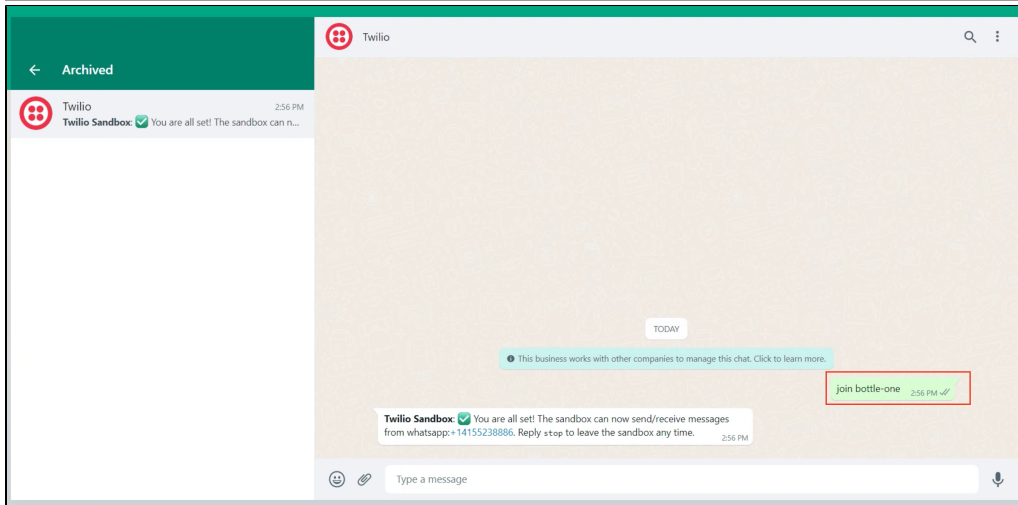
whatsapp:+96170868942

Sandbox Message Templates

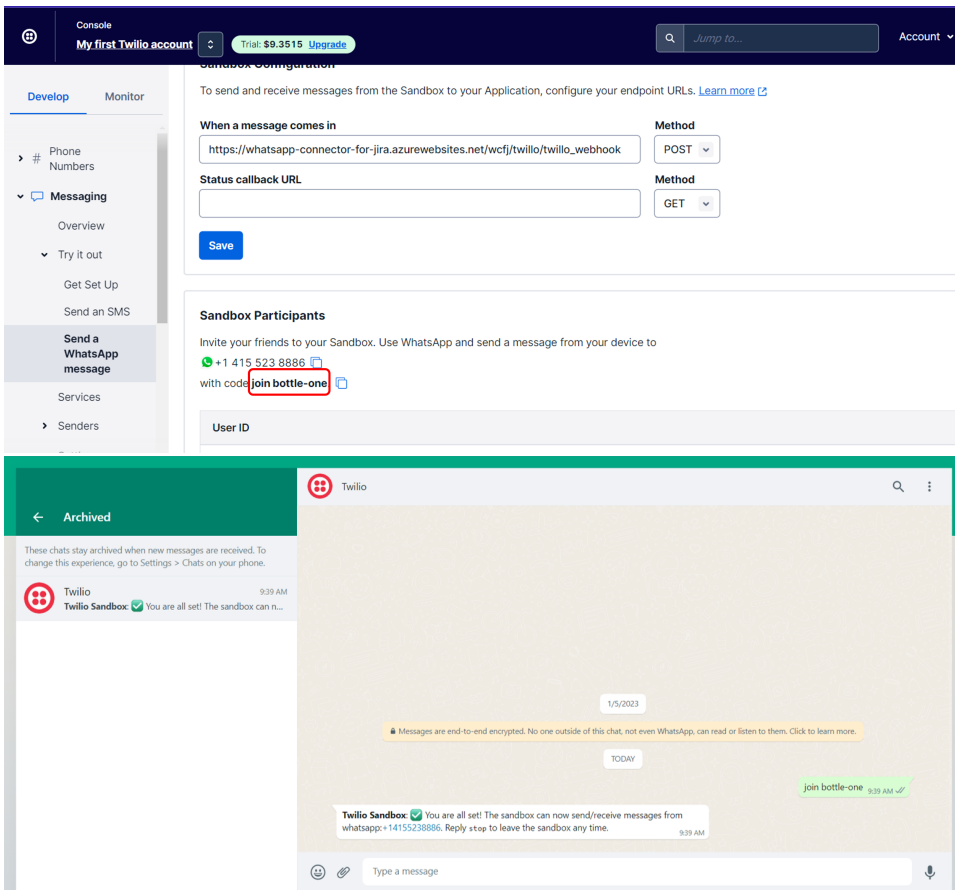
Use these templates to send messages in your Sandbox outside of the 24-hour window. [Learn more about Templates](#)

MESSAGE

Your {{1}} code is {{2}}



- If you're using the test Sandbox WhatsApp number provided by Twilio, you need to send this message from the WhatsApp number that is acting as customer as per the below image (you need to get this command from Twilio Sandbox)



To learn how to unlink your Twilio account, you can click on this link [here](#).

Related articles

- [How to Unlink Your Twilio Account from WhatsApp Connector for Jira](#)
- [How to Link Your Twilio Account in WhatsApp Connector for Jira](#)
- [How to buy a Twilio phone number](#)
- [How to Install WhatsApp Connector for Jira](#)