# WhatsApp Notifications are not Working.

If you do not receive any notifications via WhatsApp, this may be because WhatsApp has not authorised your telephone number to communicate with business accounts. Unfortunately, we can't automatically check the WhatsApp messages reaching you.

In case you are not sure if your phone number is activated, please follow one of the two approaches:

### Option 1: Confirmation of the policies via WhatsApp

**Click here** image.png
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**OR**

1. Create a new contact called "Raindancer Support" on your mobile phone. The service telephone number is:

   +49 30 89 00 61 70.
2. Open WhatsApp and search for the contact you created, "Raindancer Support".
3. Send a message with the text: "WhatsApp confirmation" to this contact.
4. A new WhatsApp window will appear asking whether you like to approve communication with business accounts. Please confirm this message.
5. You are welcome to test the correctness with the test send function in the user settings

### Option 2: Switch to Text Message or e-mail

1. Select the desired communication channel (SMS or e-mail).
2. If you choose SMS, please remember to confirm the costs and tick the appropriate box.
3. Send yourself a test message to make sure that there are no transposed numbers in the telephone number or spelling mistakes in the e-mail address.

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