

What Is This?

Find the WhatsApp settings you need to keep customer messages running. **Configurations** sits under **Settings**, but appears only when your business and login meet the conditions below.

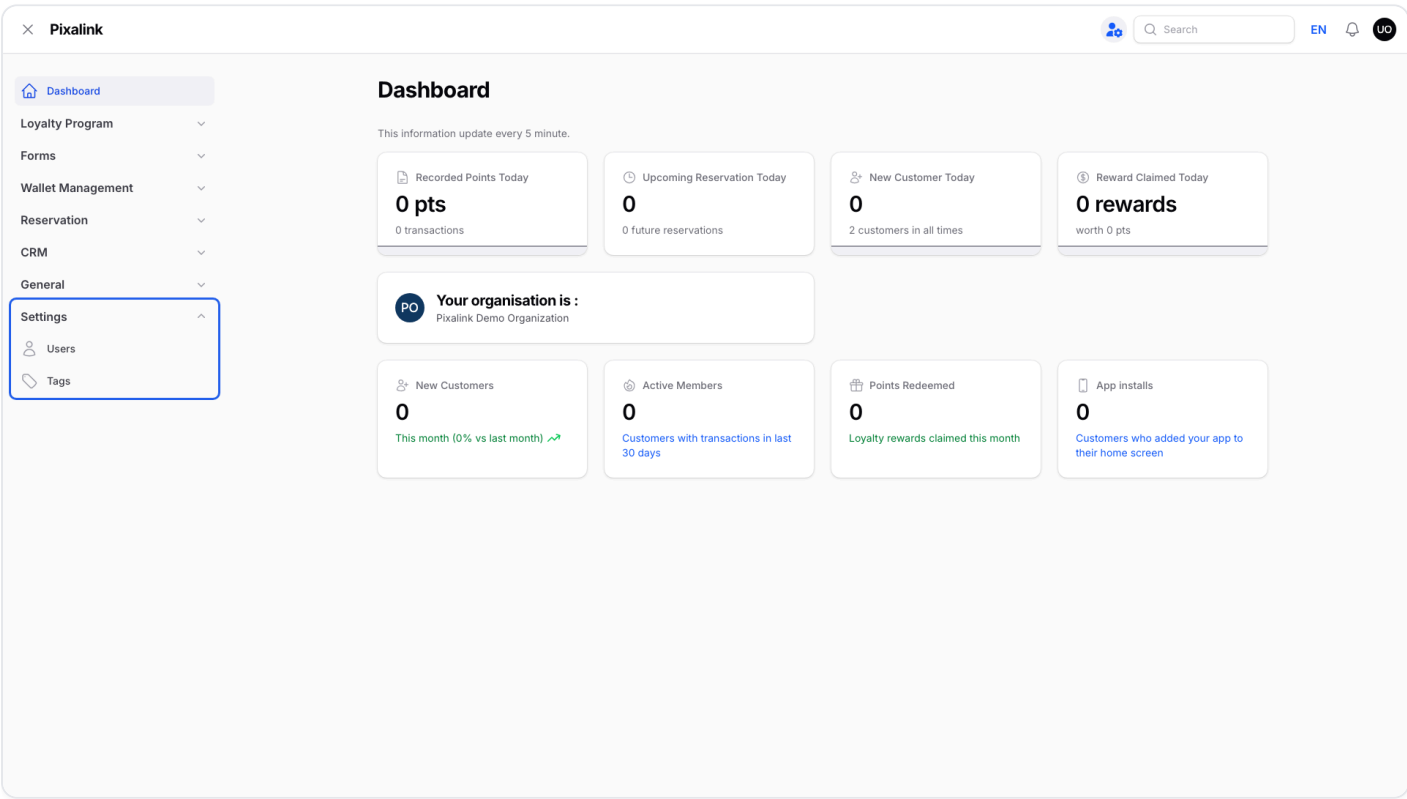
How It Works

The menu only shows when **both** of these are true:

Check	What it means
WhatsApp is ready	Your business has WhatsApp set up, or self -connection is enabled. If self -connection is enabled, Configurations can appear before you link a number.
Your login can open it	The main owner login always can. Other logins depend on the access you gave them.

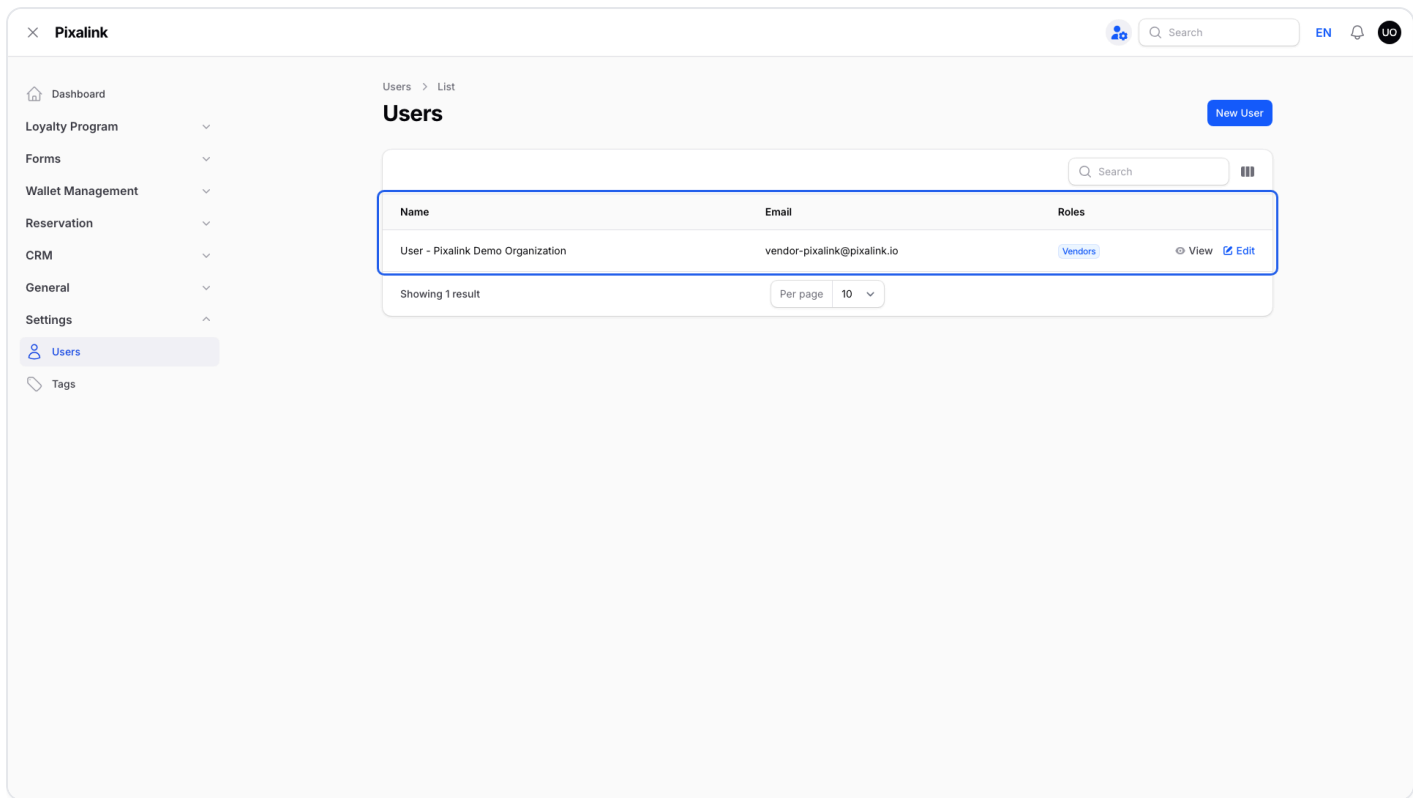
What a hidden menu looks like

In this example, **Settings** shows **Users** and **Tags** without **Configurations**. Your business may have other settings.



Check a team member's login

If another team member can see **Configurations** but you can't, the difference may be your login's access. The owner can see each login under **Settings** → **Users**.



The business owner can review team access using [How to invite your team and manage roles](https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2) (<https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2>).

HQ users and outlet users

Every login is one of two kinds. The **Limit Access to ...** field on the user's page decides which.

- **HQ user:** the field is left empty. The login sees every outlet. Owners and head-office staff are HQ users.
- **Outlet user:** one or more outlets are picked. The login sees only those outlets' data.

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Dashboard

Loyalty Program

Forms

Wallet Management

Reservation

CRM

General

Settings

Users

Tags

Users

Create

Create User

Name*

Email*

Limit Access to ...

Select an option

You are inviting a new user for **General Demo Prod Organization**.
They will receive an email with a link to set their password.

Roles

Select an option

Create

Create & create another

Cancel

Configurations is a business-wide page, so being an outlet user does not hide it by itself. What hides it is the login's role. Roles made for outlet staff, such as **Vendor - Branch Manager** and **Staff - Points Only**, don't include it. If an outlet user needs **Configurations**, give their login a role that includes it.

When both checks pass

Configurations appears under **Settings**.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

General

 Spaces

Settings

 Users

 **Configurations**

Real-Life Example

Wei Lin runs a sushi bar in Mont Kiara. She logs in and wants to change her points message, but **Settings** shows no **Configurations**.

Her shop does not have WhatsApp set up on Pixalink yet. She asks the Pixalink team to set up her WhatsApp line. The next day, **Configurations** shows up under **Settings**. Her cashier still can't see it, because his login only has access to give points at the counter. That's fine for his job.

Good to Know

- After WhatsApp setup, refresh the page. The menu appears if your login can open it.
- Some businesses can connect their own official WhatsApp number. For them, the menu appears even before a number is linked, so they can start the connection.
- Custom team access can also affect which settings each login sees.
- Hiding the menu does not stop any messages. It only hides the settings page from that login.

Tip

Not sure which check is failing? Log in as the owner. If the owner can't see **Configurations** either, WhatsApp is not set up yet.

Need Help?

If you are the owner and the menu is still missing, contact our support team and ask them to check your WhatsApp setup.

What's Next?

- [How to connect your WhatsApp Business account](https://kb.pixalink.io/articles/how-to-connect-your-whatsapp-business-account) (https://kb.pixalink.io/articles/how-to-connect-your-whatsapp-business-account)
- [How to invite your team and manage roles](https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2) (https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2)
- [How to turn off WhatsApp disconnected reminders](https://kb.pixalink.io/articles/how-to-turn-off-whatsapp-disconnected-reminders) (https://kb.pixalink.io/articles/how-to-turn-off-whatsapp-disconnected-reminders)