WhatsApp credits

Sending a WhatsApp message costs money, so some of the messages Labbaik sends for you use **credits**. One credit sends one WhatsApp message to one person.

100 free credits to start

Every organisation gets **100 free credits**. They're there so you can try WhatsApp messages out, for example by sending a test to your staff or a small announcement to one class. They never expire.

When they run out, you can buy more. Credits you buy never expire either.

What uses credits

1 credit for each person a message reaches:

- WhatsApp announcements you send. A message to 120 families uses 120 credits.
- **Low attendance alerts**
- **Reports ready**
- **Live class started**, when a teacher starts an online class
- **Class starting, for teachers**: the register link 10 minutes before each class
- **Admin task reminders**

Always free:

- Payment setup invites, fee reminders, failed payment messages and payment receipts
- Nikah payment requests, reminders and receipts
- Sign-in codes and welcome messages
- Replies from Labbaik's WhatsApp assistant when someone messages it

Turn off automatic messages you don't need

Any automatic message that uses credits can be switched off. Go to **Announcements → WhatsApp → Automatic**, or **Account → WhatsApp messages → Automatic messages**. Switching one off only stops its WhatsApp messages. Emails and the parent portal carry on.

See how many you have

- **The sidebar** (on a computer): the WhatsApp number at the bottom, next to **Stripe**, is how many credits you have left. Choose it to open **Account → WhatsApp messages**.
- **Account → WhatsApp messages:** your balance, what used credits in the last 30 days, and every top-up under **Added**. Your 100 free credits show there as **Free starter credits**.

- **The WhatsApp page** under **Announcements** shows your balance at the top.

Buy more credits

Admins can buy credits.

1. Go to **Account → WhatsApp messages**, or choose the WhatsApp number at the bottom of the sidebar.
2. Choose `Buy credits`. (It's also at the top of the WhatsApp page under **Announcements**.)
3. Choose an **Amount**. The price per message and what you save show underneath.
4. Choose `Buy credits` and pay by card on Stripe's secure payment page.
5. You're brought back to Labbaik with **Payment received**, and your credits show a moment later.

Credits	Price	Per message
100	£5	5p
500	£18	3.6p (save 28%)
1,000	£32	3.2p (save 36%)
2,500	£75	3p (save 40%)

It's a one-off payment, not a subscription, and credits don't expire. Buy a bigger pack if you send often: the credits wait until you use them.

Running low or running out

- **Running low:** the WhatsApp number in the sidebar turns red under 20 credits. The WhatsApp page also warns you when you don't have enough for another send like your last one.
- **Before a WhatsApp announcement:** the send window shows how many credits it will use. If you don't have enough, it says how many it needs, and **Send** stays off until you top up. Nothing is sent halfway.
- **Run out:** WhatsApp announcements and the automatic messages that use credits stop until you add more. Free messages, emails and the parent portal all carry on as normal.

How many will I need?

One credit for each person, each time. As a guide:

- Brothers and sisters who share a parent's number get one message between them, so you usually need fewer credits than you have students.
- A closure sent to every family uses about one credit per family with a WhatsApp number.

- **Class starting, for teachers** uses one credit per teacher for every class, every week. Switch it off under **Automatic** if your teachers don't need it.

The **Used in the last 30 days** list on **Account → WhatsApp messages** shows where your credits go, so you can see what a normal month costs.

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Need a hand?
WhatsApp us at wa.me/labbaik or email support@uselabbaik.com. The latest version of this guide is always at docs.uselabbaik.com.

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