

CITK

Import Existing Twilio Numbers into
CITK



Import Existing Twilio Numbers into CITK

1. Is the number you want to import a Twilio number?

Yes - go to 2.

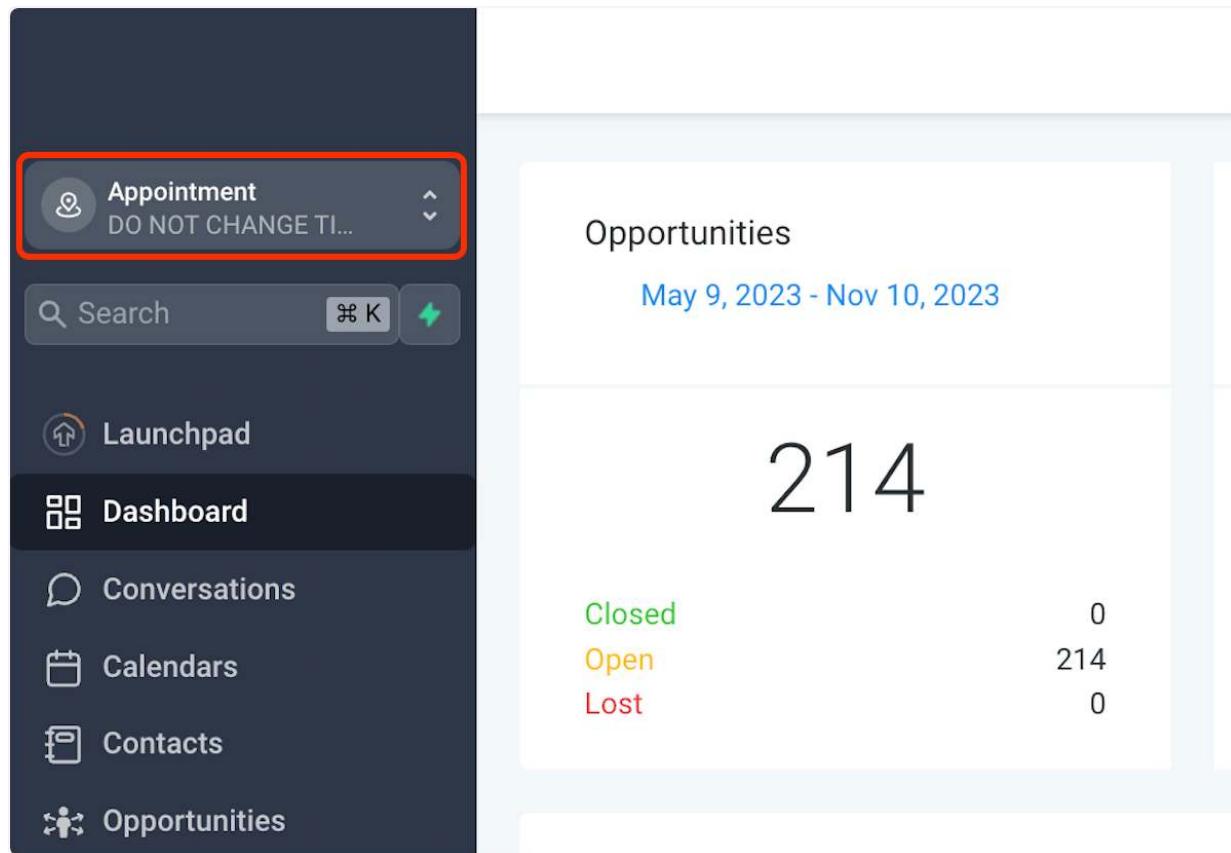
No - Check out [how to port a Phone Number to Twilio here](#)

2. Once it's ported as a Twilio number, How to import an existing Twilio phone number into a HighLevel client account?

[how to move Twilio numbers from your client's Twilio account to your own Twilio account here.](#)

How to locate the gaining SID for the account:

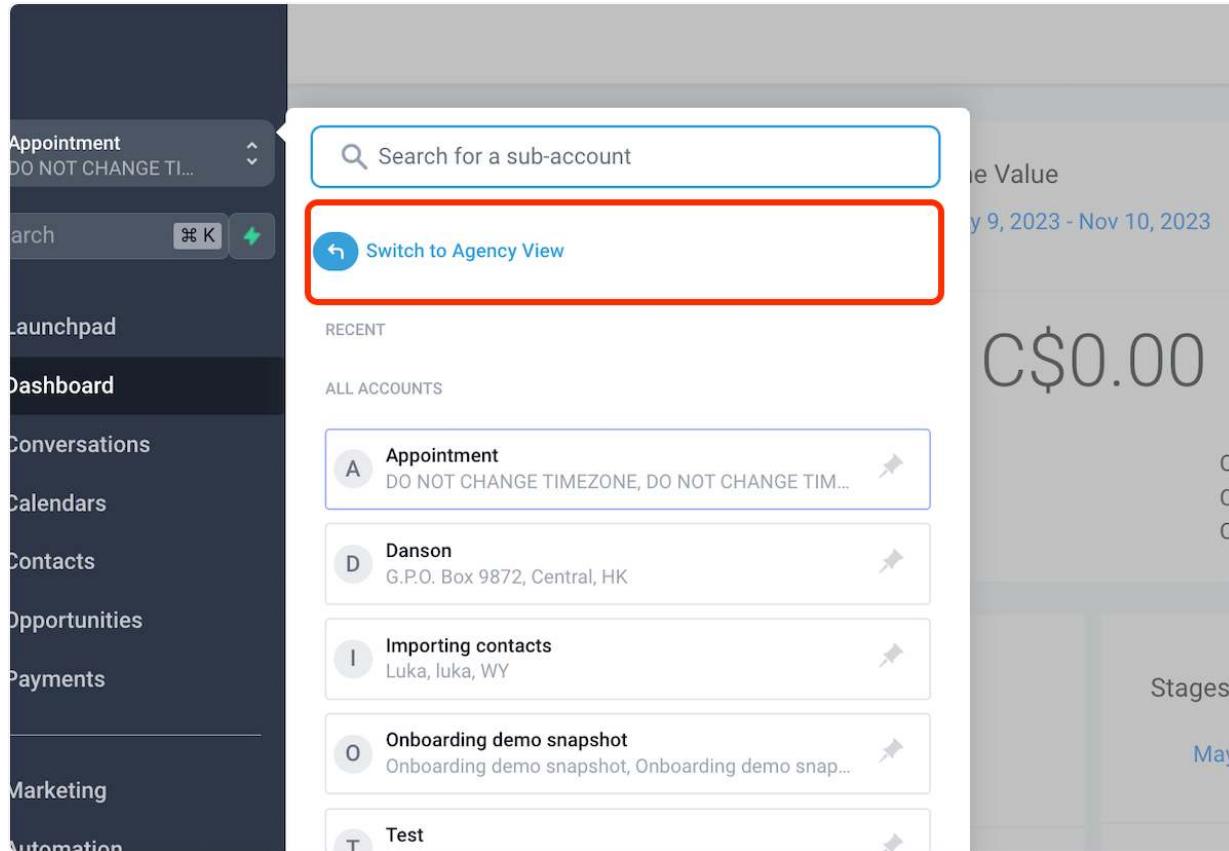
1. Click on sub-account name on the top left



The screenshot shows the HighLevel client interface. On the left, a dark sidebar lists various modules: Appointment (highlighted with a red box), Launchpad, Dashboard, Conversations, Calendars, Contacts, and Opportunities. The 'Appointment' module is currently selected. On the right, the main dashboard displays the 'Opportunities' section, which includes a date range from 'May 9, 2023 - Nov 10, 2023' and a large number '214'. Below this, a table shows the status distribution of opportunities: 'Closed' (0), 'Open' (214), and 'Lost' (0).

Status	Count
Closed	0
Open	214
Lost	0

2. Click on Switch to Agency View



3. Click on Settings

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The screenshot shows the CITK application interface. On the left, a dark sidebar titled 'Template Library' contains the following items with icons:

- Partners
- University
- SaaS Education
- SaaS FastTrack
- Ideas
- Mobile App
- App Marketplace

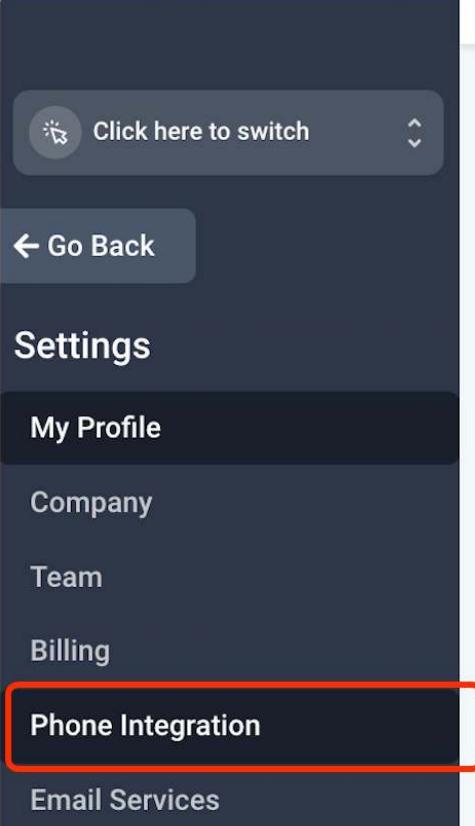
At the bottom of the sidebar, the 'Settings' option is highlighted with a red box and a green circular arrow icon to its right.

The main area displays a contact card for 'Danson' with the status 'Closed (Won)'. The card includes the following information:

- Address: G.P.O. Box 9872, Central, HK
V6y0e8
- Phone: +17788898267

On the right side of the card, there are buttons for 'Activ' (with a value of 1), 'Num' (with a value of 0), and a person icon.

4. Click on Phone Integration



The screenshot shows the CITK settings interface. On the left, a sidebar lists 'Settings' (selected), 'My Profile' (highlighted with a dark bar), 'Company', 'Team', 'Billing', 'Phone Integration' (highlighted with a red box), and 'Email Services'. The main content area is titled 'Personal data' and shows a placeholder for a 'Personal Logo' with a '+'. Below it are fields for 'First Name' (Kate) and 'Last Name' (C). A 'Change' button is next to the logo placeholder, and a 'Remove' button is in a separate box.

Personal data

Personal Logo

The proposed size is 512*512px
no bigger than 2.5MB

Change

Remove

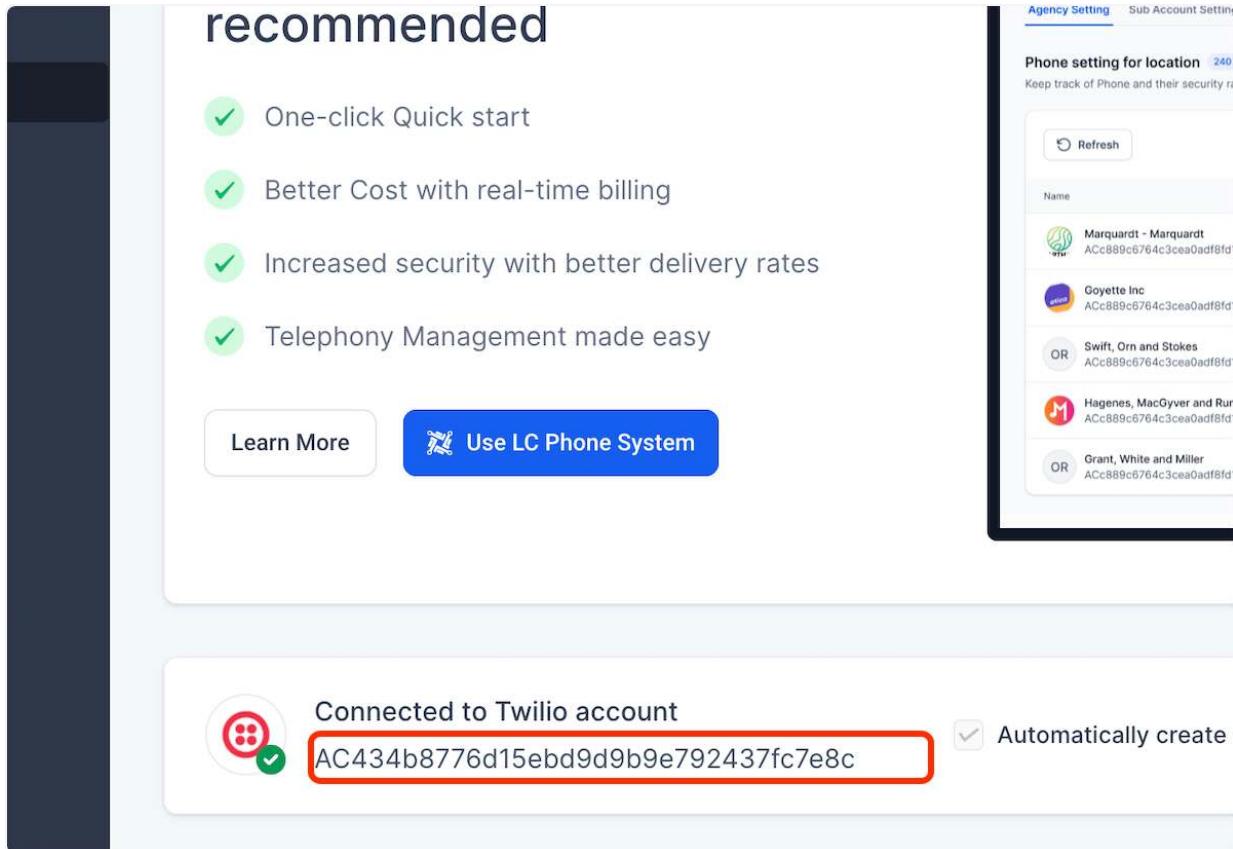
First Name

Kate

Last Name

C

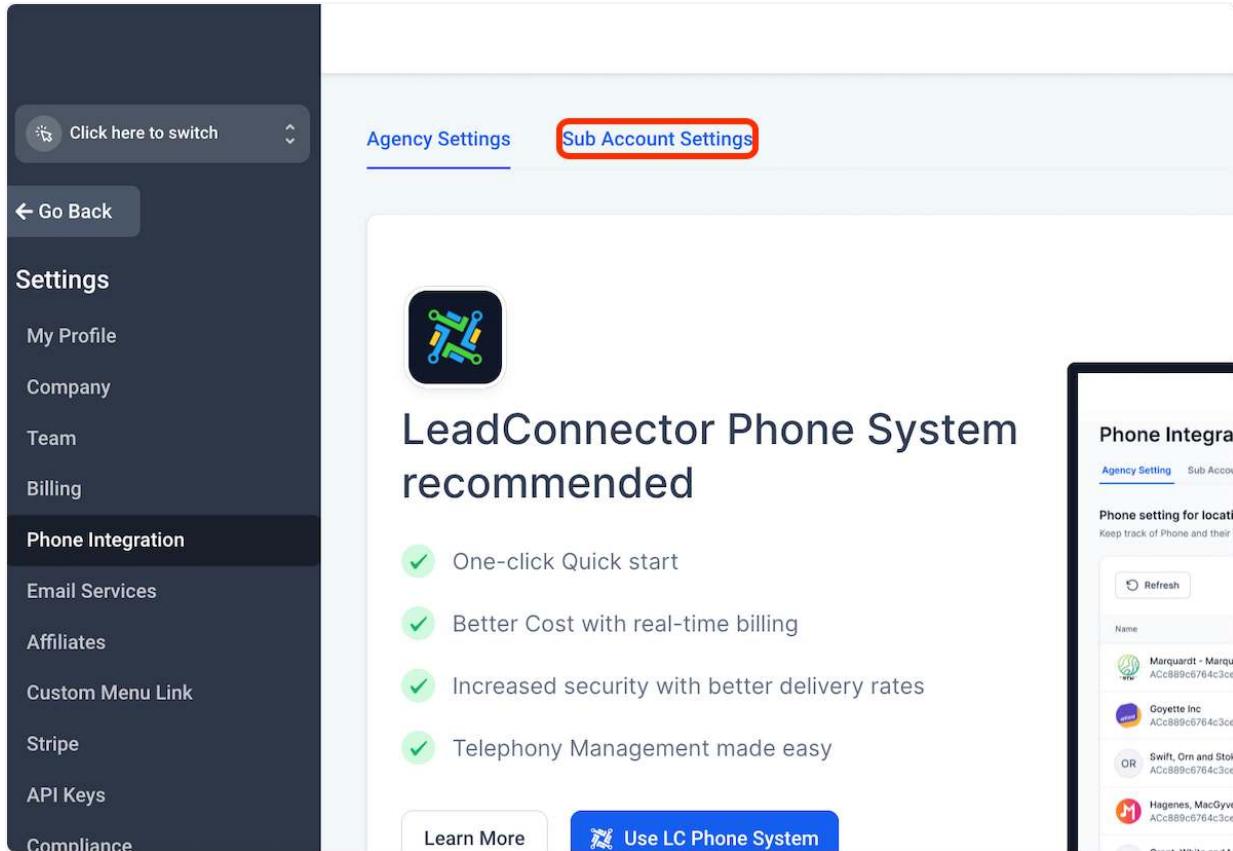
5. That's the master Twilio account SID recommended



The screenshot shows the CITK interface with a sidebar on the left and a main content area. The sidebar has a dark blue header and a light blue body. The main content area has a light blue header with the text 'Phone setting for location 240' and 'Keep track of Phone and their security ra'. Below this is a 'Refresh' button and a table of phone settings. The table has columns for 'Name', 'Icon', and 'Details'. The rows list five locations: 'Marquardt - Marquardt' (ACC889c6764c3cea0adf8fd1), 'Goyette Inc' (ACC889c6764c3cea0adf8fd1), 'Swift, Orn and Stokes' (ACC889c6764c3cea0adf8fd1), 'Hagenes, MacGyver and Run' (ACC889c6764c3cea0adf8fd1), and 'Grant, White and Miller' (ACC889c6764c3cea0adf8fd1). The table ends with a black horizontal bar. Below the table is a light blue footer with a 'Learn More' button and a 'Use LC Phone System' button. The main content area also contains a message box with a green circular icon, the text 'Connected to Twilio account', and a red box around the account SID 'AC434b8776d15ebd9d9b9e792437fc7e8c'. To the right of this message is a checked checkbox for 'Automatically create'.

Name	Icon	Details
Marquardt - Marquardt		ACC889c6764c3cea0adf8fd1
Goyette Inc		ACC889c6764c3cea0adf8fd1
Swift, Orn and Stokes		ACC889c6764c3cea0adf8fd1
Hagenes, MacGyver and Run		ACC889c6764c3cea0adf8fd1
Grant, White and Miller		ACC889c6764c3cea0adf8fd1

6. Click on Sub Account Settings



Click here to switch

← Go Back

Settings

- My Profile
- Company
- Team
- Billing
- Phone Integration**
- Email Services
- Affiliates
- Custom Menu Link
- Stripe
- API Keys
- Compliance

Agency Settings **Sub Account Settings**

 LeadConnector Phone System recommended

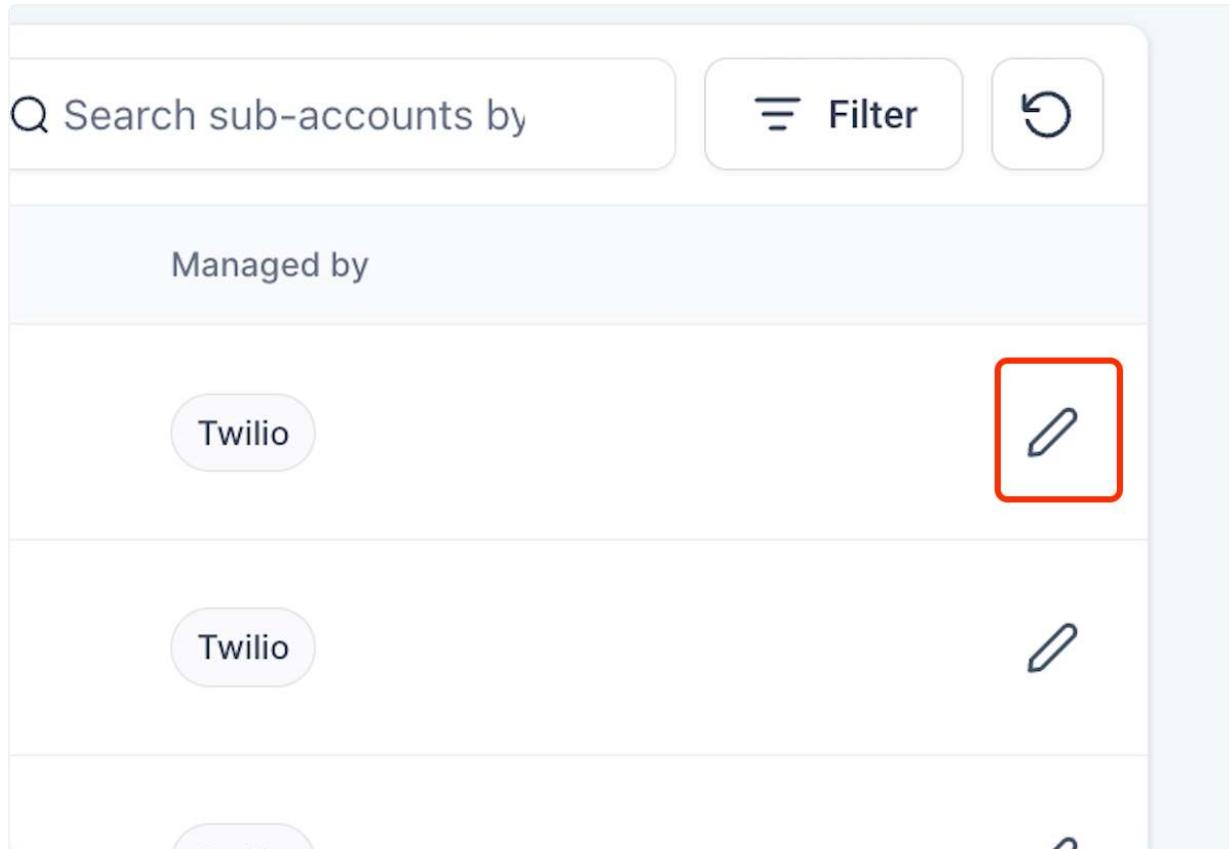
- ✓ One-click Quick start
- ✓ Better Cost with real-time billing
- ✓ Increased security with better delivery rates
- ✓ Telephony Management made easy

Learn More  Use LC Phone System

Phone Integrations

Name	Actions
Marquardt - Marquardt	ACc889c6764c3ce
Goyette Inc	ACc889c6764c3ce
Swift, Orn and Stok	ACc889c6764c3ce
Hagines, MacGyver	ACc889c6764c3ce

7. Click on the pencil icon on the right for the sub-account you want to move the number to



8. That'd be the gaining Account SID for the sub-account you want to move the number to

Click on **Update Credential** to update the Twilio Account SID and auth token for the sub-account

Configure /
Managed by Twilio

Account SID AC2eddc9*****bb17f372 

 **Update Credential**

Message Add Ons

 **Account SID copied to clipboard**

Use right-click or Ctrl+V to paste the text