

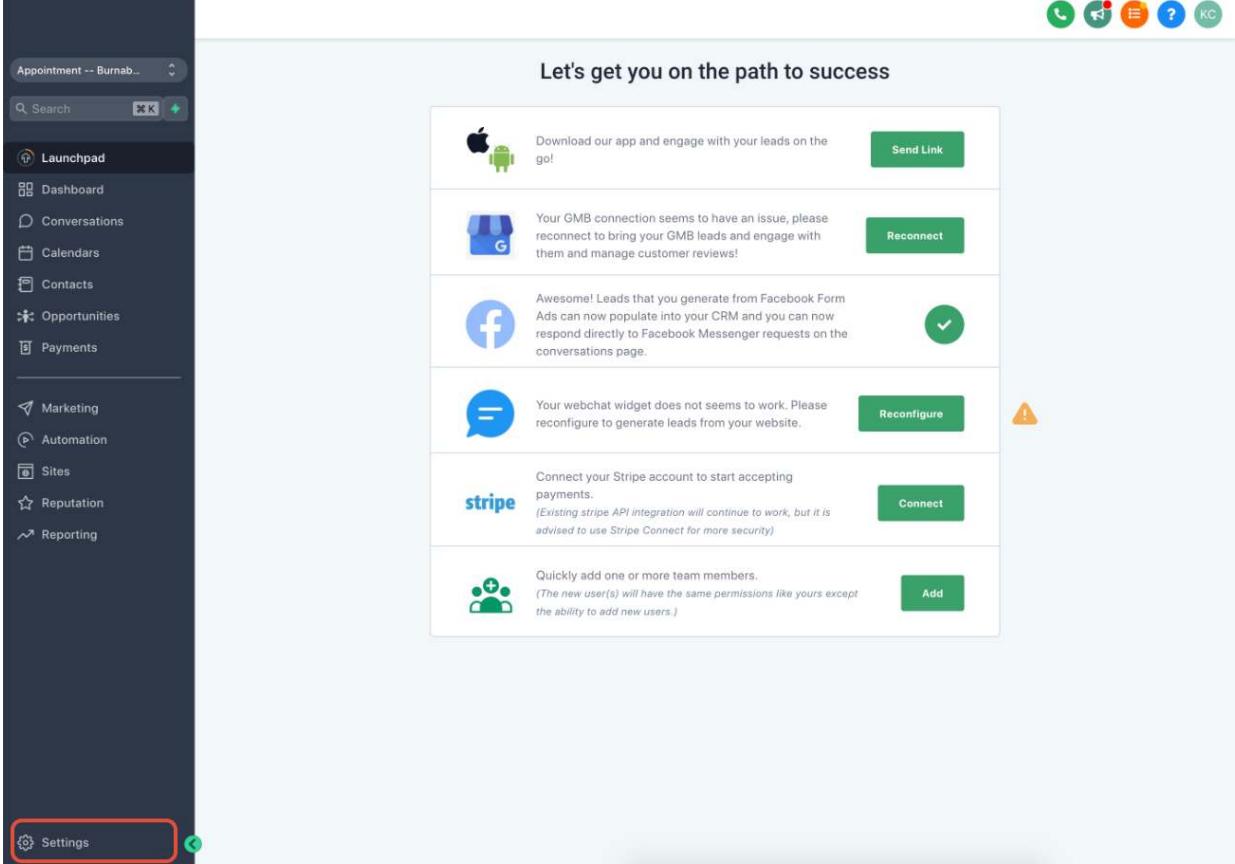
CTTK

Resetting a Twilio Number



Deleting / Resetting a Twilio Number Print

Once you are in the subaccount, click on Settings (bottom left)



The screenshot shows the subaccount dashboard with a sidebar on the left containing various navigation options. The 'Settings' button is highlighted with a red box. The main content area is titled 'Let's get you on the path to success' and contains several cards with integration status and action buttons:

- App & Lead Gen**: Download our app and engage with your leads on the go! [Send Link](#)
- GMB**: Your GMB connection seems to have an issue, please reconnect to bring your GMB leads and engage with them and manage customer reviews! [Reconnect](#)
- Facebook Form Ads**: Awesome! Leads that you generate from Facebook Form Ads can now populate into your CRM and you can now respond directly to Facebook Messenger requests on the conversations page. [✓](#)
- Webchat Widget**: Your webchat widget does not seem to work. Please reconfigure to generate leads from your website. [Reconfigure](#) ⚠
- Stripe**: Connect your Stripe account to start accepting payments. (Existing stripe API integration will continue to work, but it is advised to use Stripe Connect for more security) [Connect](#)
- Team Members**: Quickly add one or more team members. (The new user(s) will have the same permissions like yours except the ability to add new users.) [Add](#)

Click on Phone Numbers

Resetting a Twilio Number : CITK

Business Info

My Staff

Pipelines

Profile

BUSINESS SERVICES

Calendars

Phone Numbers

Reputation Management

OTHER SETTINGS

Custom Fields

Custom Values

Domains

Media



Change

Company Name

Appointment

Company Email

deletecontacttest@gmail.com

Company Phone

Company Phone

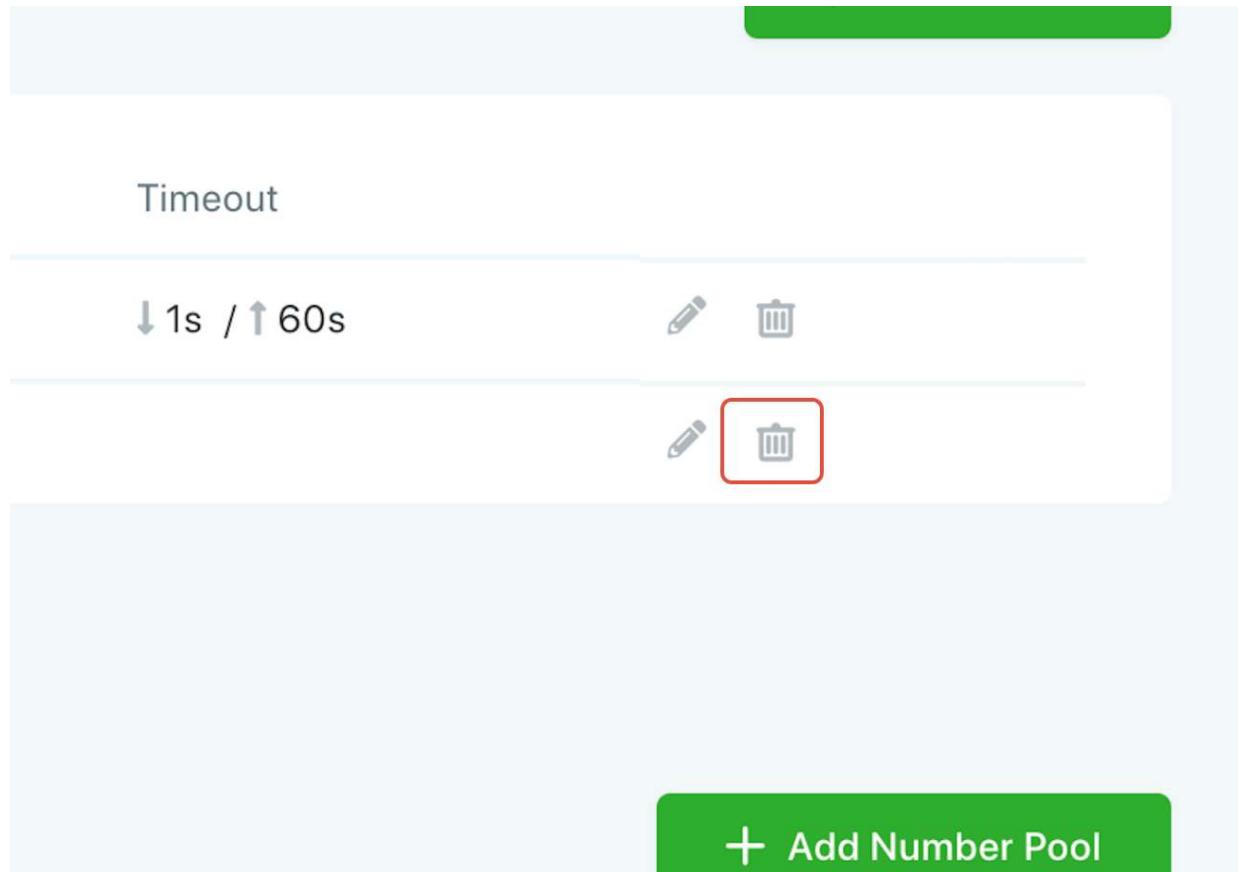
Company Website

Company Website

Company Niche

Click on the trash icon to remove the number

Resetting a Twilio Number : CITK



Once you confirm by typing **Delete** below, Click on **Confirm Delete**

Resetting a Twilio Number : CITK

Are you sure you want to delete +447360544489 from this account?

Confirm by typing **Delete** below.

Delete

Confirm Delete

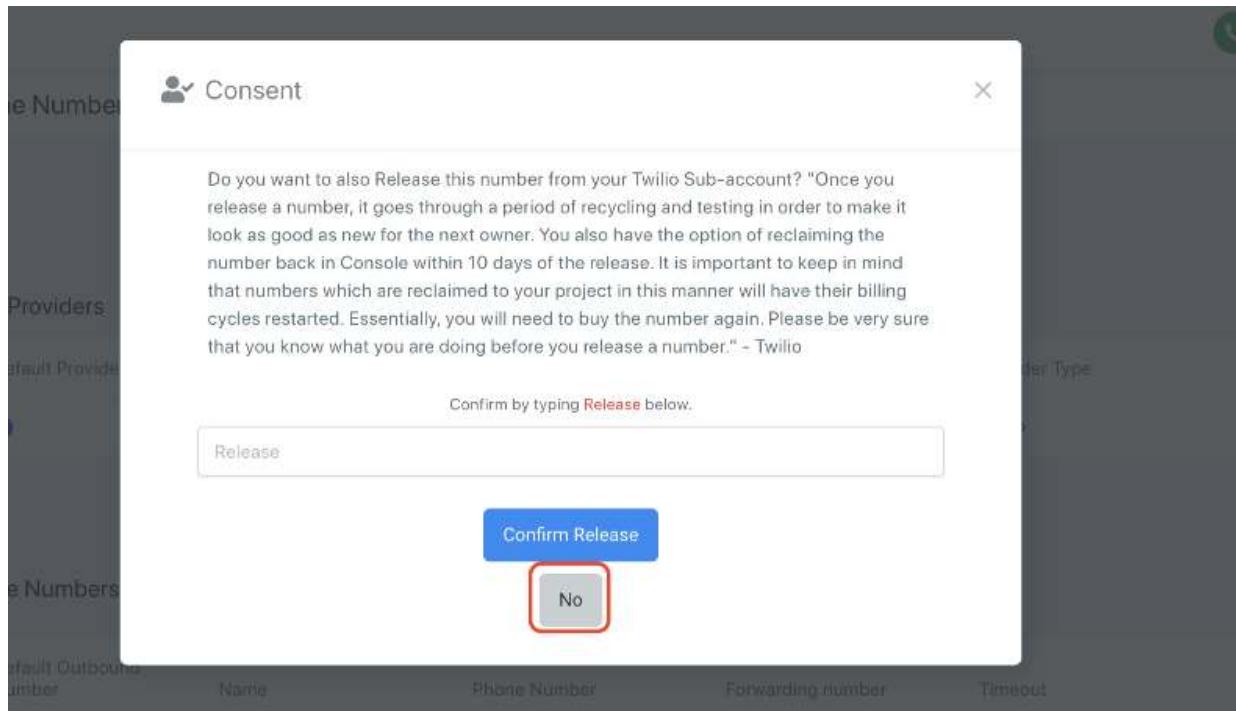
Cancel



If you want to keep/reset the twilio number webhooks, click on **NO** here so the number will still exist in your Twilio sub-account.

Otherwise, confirm by typing **Release** below and click on **Confirm Release**.

Resetting a Twilio Number : CITK



Once you click on NO,

Click on **Add** to add back the Twilio number to the account, this helps to reset the Twilio number's webhook

Phone Numbers 2 accounts					+ Add Number
Default Outbound Number	Name	Phone Number	Forwarding number	Timeout	
<input checked="" type="radio"/>	(778) 907-0712	(778) 907-0712	07888888888	↓ 1s / ↑ 60s	
<input type="radio"/>	447360544489	+44 7360 544489			Add

Learn more about [Restoring a previously released phone number](#)

Did you find it helpful? Yes No

[Send feedback](#)

Sorry we couldn't be helpful. Help us improve this article with your feedback.