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Verification code statuses: pending, verified, expired, failed and cancelled

WhatsApp & APIs

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Verification code statuses: pending, verified, expired, failed and cancelled

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The short answer: every code has a status, returned in the `status` field of every response: `pending` (waiting), `verified` (confirmed), `expired` (out of time), `failed` (no attempts left) or `cancelled` (cancelled or replaced). Only a `pending` code can still give `valid: true`. The status also tells your system what to offer next.

The five statuses

Status	Means	What to do next
`pending`	The code went out and is still valid	Wait for the customer to type it; you can resend or cancel
`verified`	The customer typed the right code	Carry on. The same code will not work a second time
`expired`	The `expires_in` time has passed	Resend with `/resend` or request a new code
`failed`	No attempts left	Request a new code with `POST /v1/sms/otp`
`cancelled`	A newer code went to the same number, or it was cancelled	Use the most recent code, or request a new one

What each operation accepts

Operation	Works with	In other statuses
`/verify`	Any status; only `pending` can give `valid: true`	Always answers `valid: false`

Operation	Works with	In other statuses
`/resend`	`pending` and `expired`	The API refuses: request a new code
`/cancel`	`pending`	There is nothing to cancel
`GET /v1/sms/otp/{id}`	Any status	Shows the status, never the code

The fields that come with the status

1. **`attempts` and `attempts_left`**: wrong attempts used and attempts remaining. Show `attempts_left` to the customer after each mistake.
2. **`expires_at`**: when the code stops working, with the time zone. Use it for the countdown on screen.
3. **`verified_at`**: when it was confirmed, or empty. Keep it as a record.
4. **`resends`**: how many times the code was resent.
5. **`mode`**: whether the code was created in the Sandbox or in Production.

`valid: false` is not an API error.
The check answers `200` even when the code is wrong; the `valid` field is what decides. A code that was already verified, has expired or has failed always answers `valid: false`, even if the customer types the right digits. HTTP errors (`409`, `422`, `429`) are covered in **reading the verification API's answers**.

To find out why it failed, read `status` together with `valid`.
`Valid: false` with `pending` is a typo (attempts remain); with `expired` it is too late; with `failed` the attempts ran out; with `cancelled` the customer typed an old code.

RECOMMENDED

Want to follow each code from sending to confirmation? See Verification SMS.

See Verification SMS →

SEE ALSO

- Reading the verification API's answers: valid false, 409, 422 and 429
- Resending, cancelling and replacing a verification code: what happens to the old one
- Code length, validity and attempts: choosing length, expires_in and max_attempts
- The code entry screen: the field, a countdown, attempts left and clear messages
- SMS verification API: we generate, send and check the code, and your system keeps only the id
- SMS API errors and message statuses: what each one means and what to do

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