

# Keap Business Line: Port a Smartline number

This article applies to:

[Install Keap Mobile](#) to your iOS or Android device

If you already have a phone number for your business with Smartline, Keap can port your number to our partner Twilio so that you can use your existing number with Keap Business Line. When you have collected the required information, you can [submit your request in your Keap mobile app](#).

**Warning:** We do not recommend porting over a number you use for personal calls. **Porting the number of the device you use for personal calls will disable your phone from receiving or making outbound calls.**

## Request an unlock

To begin the phone porting process with Keap, you have to reach out to GoDaddy and request a number unlock which will allow you to port your Smartline number to Keap.

To request this unlock, send an email to [numberunlock@GoDaddy.com](mailto:numberunlock@GoDaddy.com) from the email address that is associated with your GoDaddy account.

Once this request has been submitted, you'll receive a confirmation email of the request. Within 1-2 business days you'll receive an email with the information needed to proceed with the phone port request in Keap.

## Information you'll receive from GoDaddy

GoDaddy will provide you with the following information:

- Account number
- PIN number
- Billing address
- Phone number

## Required information for your port request

### Account number

- Provided by GoDaddy

#### **PIN**

- Provided by GoDaddy

#### **Billing address**

- Provided by GoDaddy

#### **Image of your billing statement**

- Take a screenshot of your subscription settings in the Smartline app and submit this information with your phone port request in your Keap app
  - To view your subscription settings, navigate to the **Settings** portion of the Smartline app and select **Manage subscription**
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