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Resending, cancelling and replacing a verification code: what happens to the old one

WhatsApp & APIs

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Resending, cancelling and replacing a verification code: what happens to the old one

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The short answer: to send the customer another code, use `POST /v1/sms/otp/{id}/resend`: a **new code** goes out under the same `id` and the validity starts again. To make a code stop working, use `POST /v1/sms/otp/{id}/cancel`. And remember that a new code for the same number, requested with `POST /v1/sms/otp`, always cancels the previous one.

Resend, cancel or request another

Operation	What it does	When to use it
`/resend`	Sends a new code under the same `id`; validity restarts; attempts already used stay used	The customer says it did not arrive, or the code expired
`/cancel`	A pending code stops working; the SMS already sent is not refunded	The customer gave up, changed number or the transaction was called off
`POST /v1/sms/otp`	Creates a new code, with a new `id` and fresh attempts; the previous one for that number becomes `cancelled`	The code failed on attempts, or you want different rules (length, validity)

What happens to the old code

Only the hash of the old code was ever kept, so there is no way to “send it again”. Each resend creates different digits, and the previous code stops working. If the customer gets two SMS in a row (say, one that was delayed and the resent one), only the latest works. Say so on screen: “Use the code from the latest SMS.”

The “Resend code” button on your screen

1. **Do not show it straight away.** Give the first SMS time to arrive before allowing another. If you set a wait between resends in your account rules, the API enforces it.

2. **Show it as a countdown**: “You can request another code in 45 seconds.” The customer knows there is no point pressing again.

3. **Call `/resend` only for `pending` or `expired` codes.** With a verified, failed or cancelled code, the API refuses: request a new code.

4. **Update the countdown** with the `expires_at` the resend response returns, and the attempts with `attempts_left`.

By default there is no limit on resends.
Each resend is a new SMS and uses credits. Without a wait, an impatient customer or a bot can press “Resend” dozens of times. Set the wait and the maximum per number per hour: see **limits against abuse**.

With a Sandbox key, the resend response includes the code too
, just like the send response. You can test the “didn't get it, resend, check” flow without using credits.

RECOMMENDED

Want to resend and cancel codes without losing control? See Verification SMS.

See Verification SMS →

SEE ALSO

- **Verification code statuses: pending, verified, expired, failed and cancelled** →
- **Limits against abuse: codes per number per hour and the wait between resends** →
- **The code entry screen: the field, a countdown, attempts left and clear messages** →
- **The SMS verification code did not arrive: what to check, on your side and the customer's** →
- **Code length, validity and attempts: choosing length, expires_in and max_attempts** →
- **SMS verification API: we generate, send and check the code, and your system keeps only the id** →

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