Activate MultiLine

Last Modified on 02/12/2024 4:46 pm EST

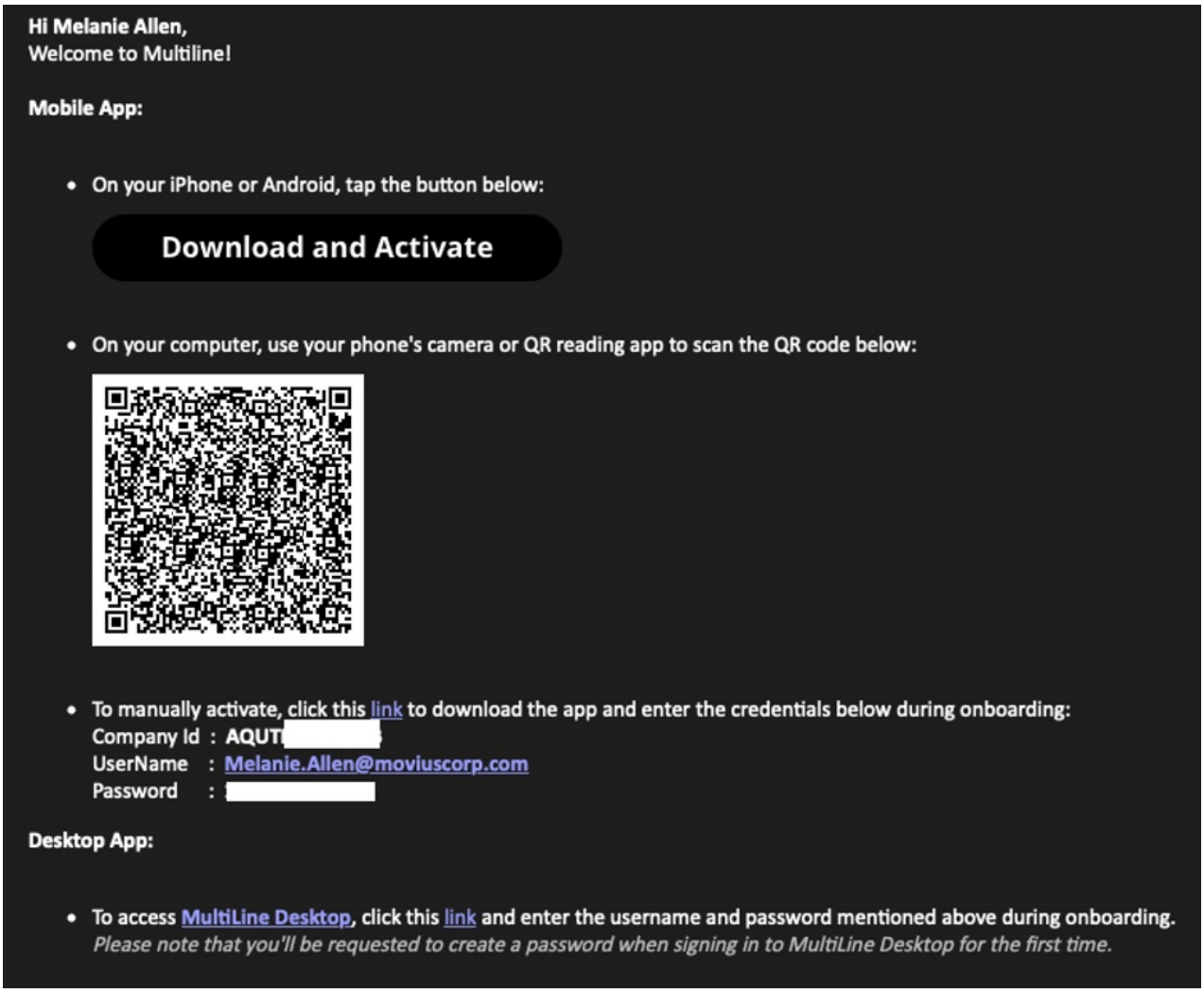
iOS

Everything you need to get started will be sent to you in a MultiLine invitation. You can use it to start the activation process.

Step 1: Get your invitation

- Expect an invitation to be sent to your work email. *Please don't reply to this email, as it is auto-generated.*
- Your invitation will contain a **Download and Activate** button, a **QR code**, and credentials for activating MultiLine manually.

Sample Email below:



If you ever need to delete and reinstall the mobile app, you'll need this Password from the

invitation to activate it. If you lose your invitation, request a new one from your IT administrator.

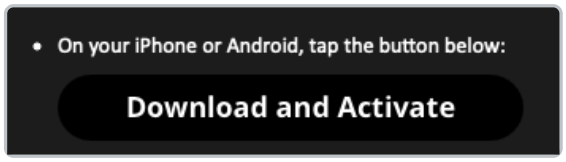
You receive MultiLine invitations from your IT organization, not Movius. Movius cannot send you invitations.

Some users may receive one of these alternative invitations:

- SMS invitation
- Legacy invitation (email will only contain credentials and not a QR code)

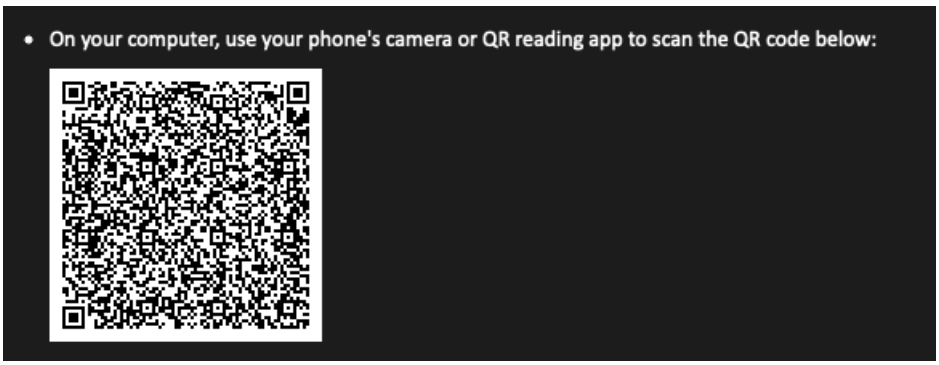
You have multiple options for activating MultiLine on your mobile device:

- **If you are opening your email on your phone** , tap the **Download and Activate** button.
  - It will check if the MultiLine app is installed on your phone and begin installation if not. The activation process will begin immediately.



Example Download and Activate button in invitation

- **If you are opening your email on your desktop or tablet** , take out your phone camera and tap the **QR code**. ***Note: Not available for MultiLine for Intune.***
  - It will check if the MultiLine app is installed on your phone and begin installation if not. The activation process will begin immediately.
  - If you've already downloaded MultiLine, you can also scan the QR code using MultiLine by opening the app and granting the Camera permission.

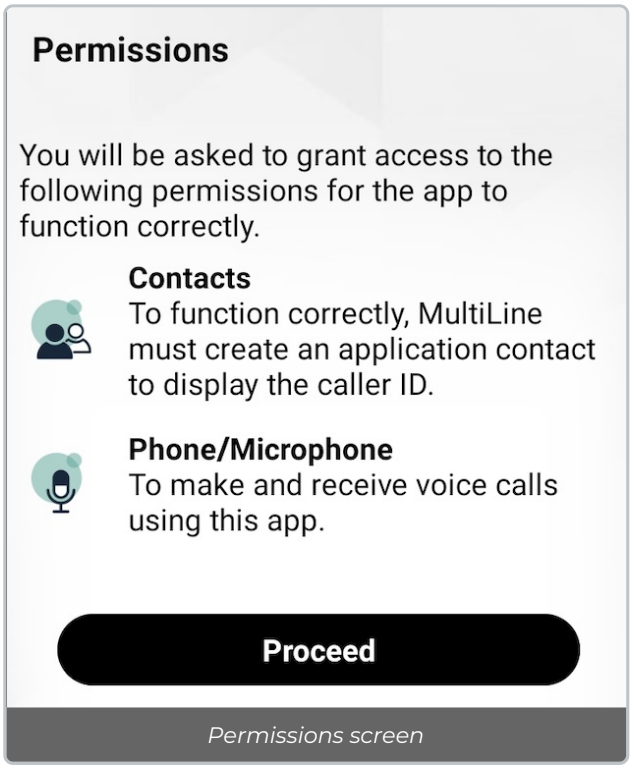


- If necessary, you can also activate manually by entering the details from your invitation. Click the **Activate Manually** link from the invitation or the first screen.

- To manually activate, click this link to download the app and enter the credentials below during onboarding:
  Company Id : AQUT[redacted]
  UserName : Melanie.Allen@moviuscorp.com
  Password : [redacted]

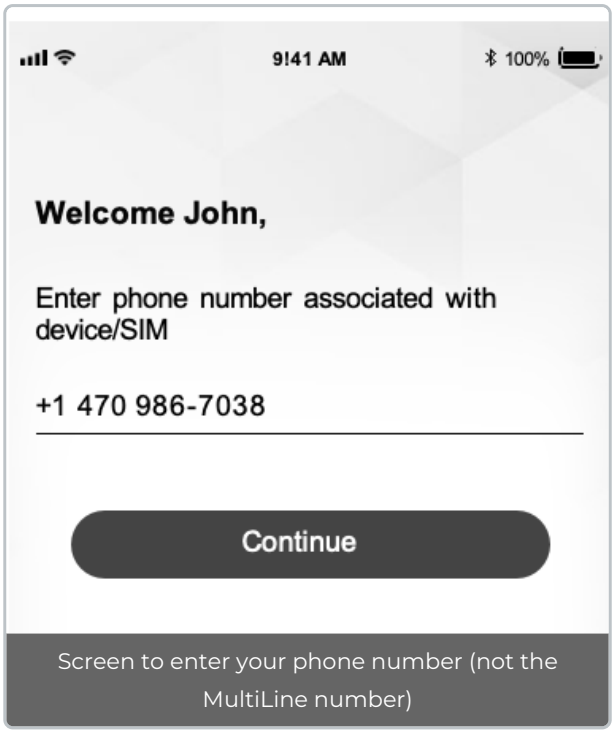
Step 2: Complete activation

1. Read about the permissions required for the app, then tap **Proceed**. *Note: MultiLine does not upload, store, transmit, or sell your Contacts information.*



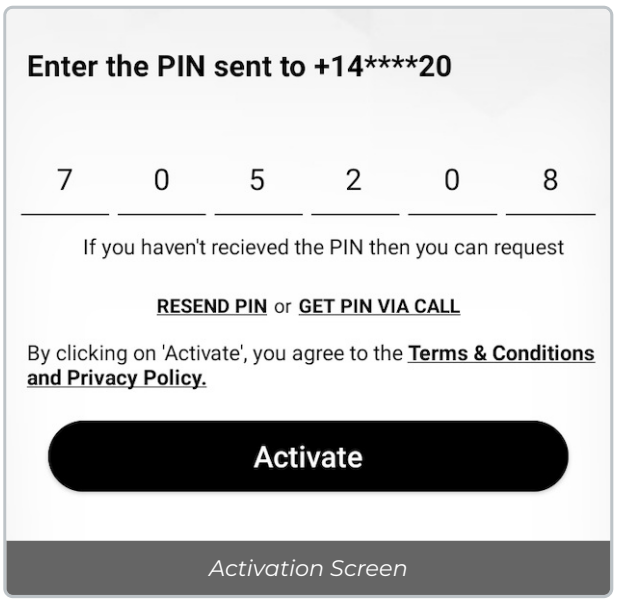
Permissions screen

2. Confirm in the next prompts (sent from your phone) that you will allow the permissions.
3. Some users will be prompted to have a one-time PIN will be sent to your mobile device. If so, enter the number of your personal SIM (your non-MultiLine number).



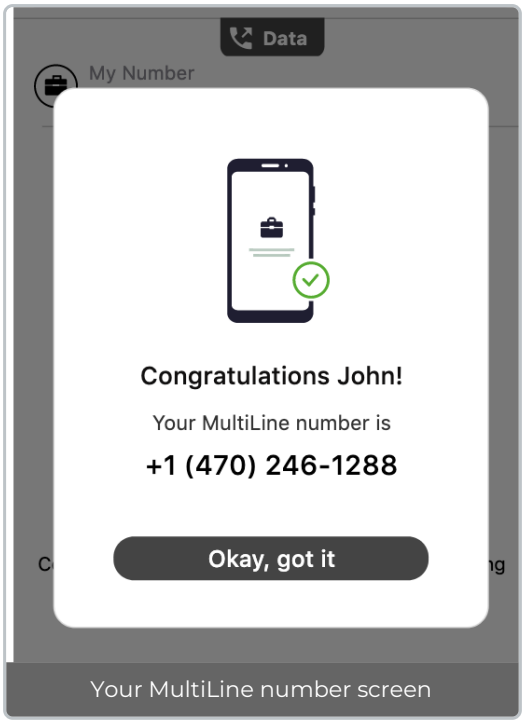
Screen to enter your phone number (not the MultiLine number)

4. Most of the time, this PIN will be auto-detected. Tap **Activate** to continue. *Note: in the rare case that the PIN is not detected, try RESEND PIN or GET PIN VIA CALL or GET PIN VIA EMAIL, if the options are available.*



Activation Screen

Your MultiLine number will display. Tap **Okay, got it** to continue.



Your MultiLine number screen

That's it!

You've completed activation and are ready to use MultiLine.

MultiLine apps work on iOS and Android smartphones and their interface differs accordingly. To learn how to call and message with MultiLine, please select your smartphone type:

iOS (https://help.moviuscorp.com/help/multiline-app-tour-ios)

Android (https://help.moviuscorp.com/help/app-tour-android)

Android

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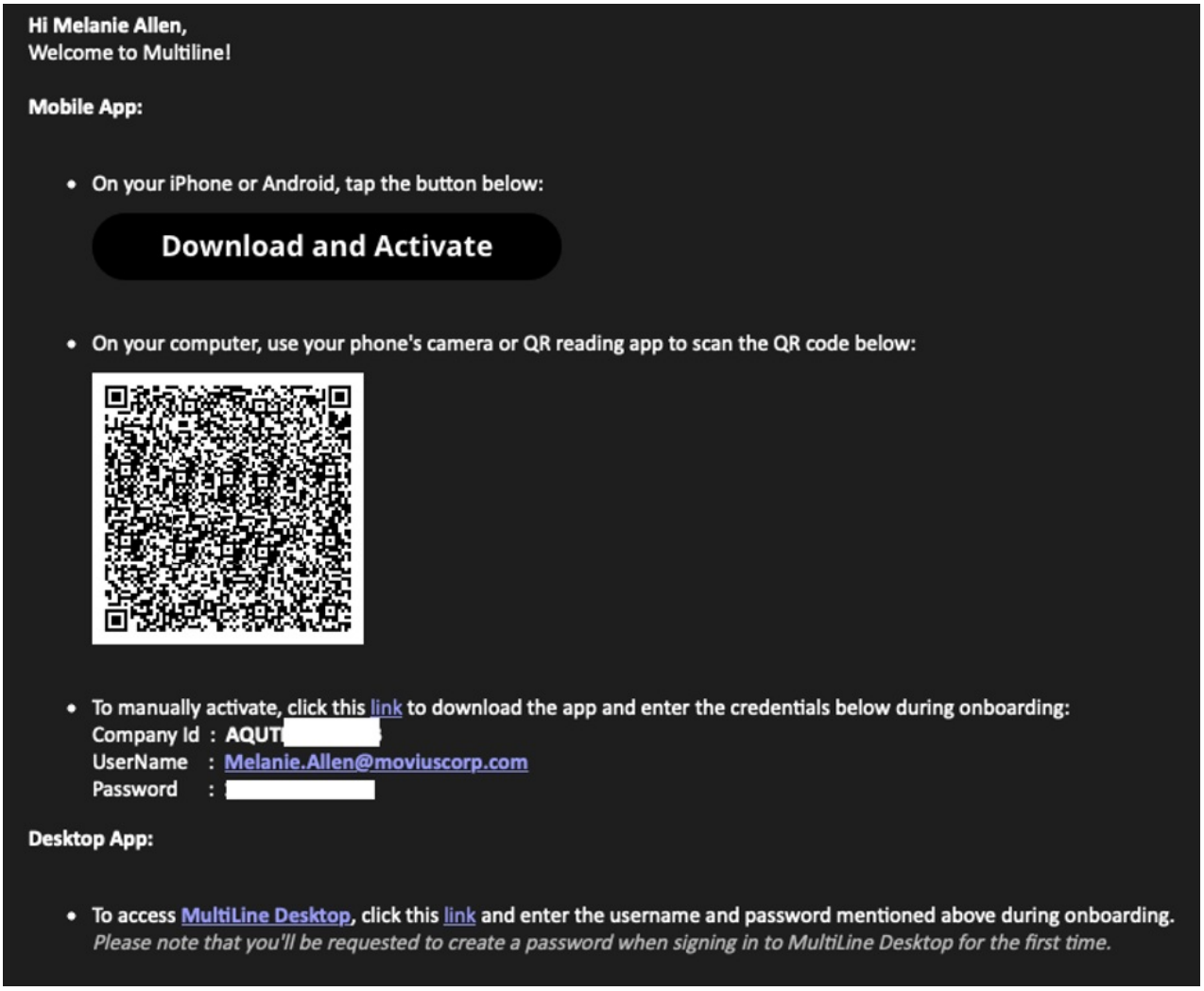

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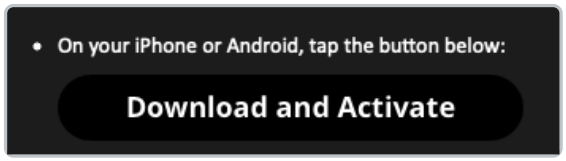

Example Download and Activate button in invitation

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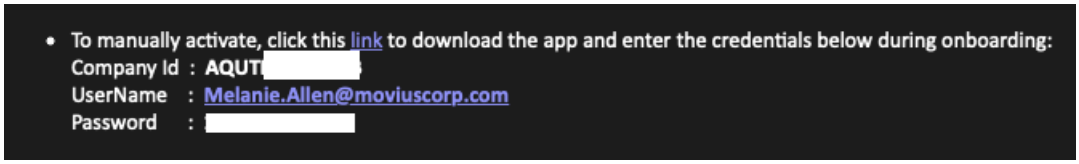

Step 2: Complete activation

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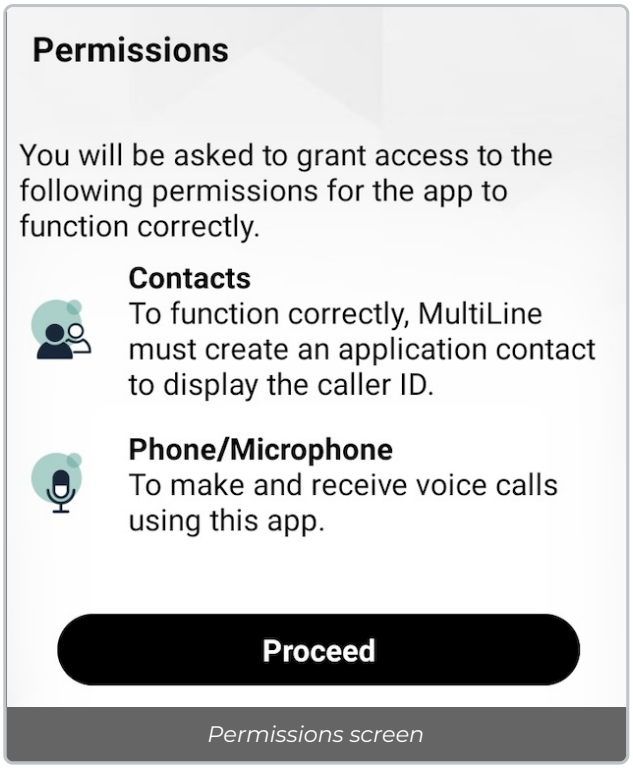

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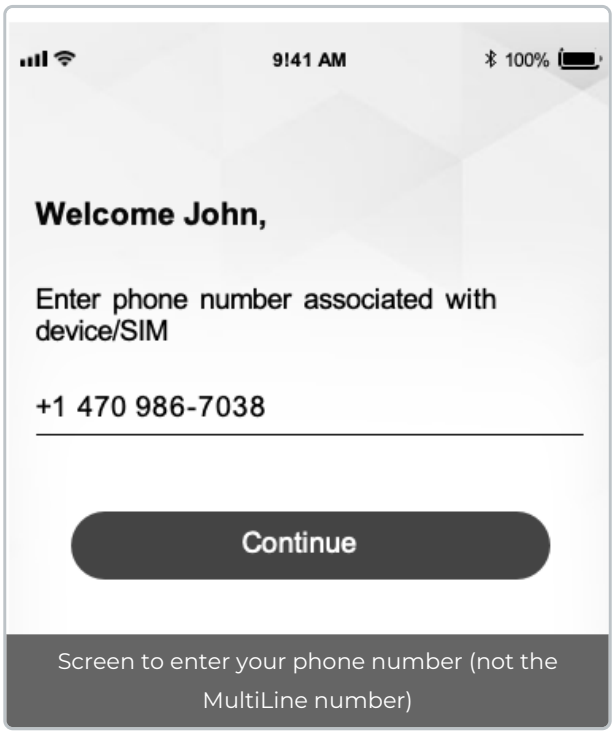

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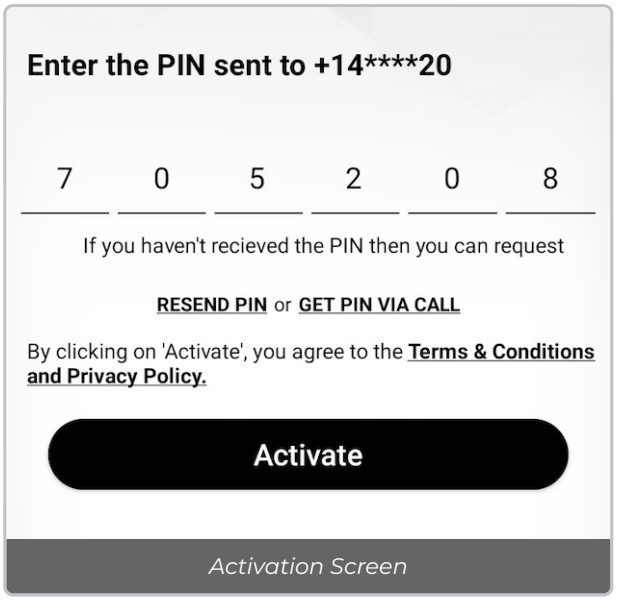

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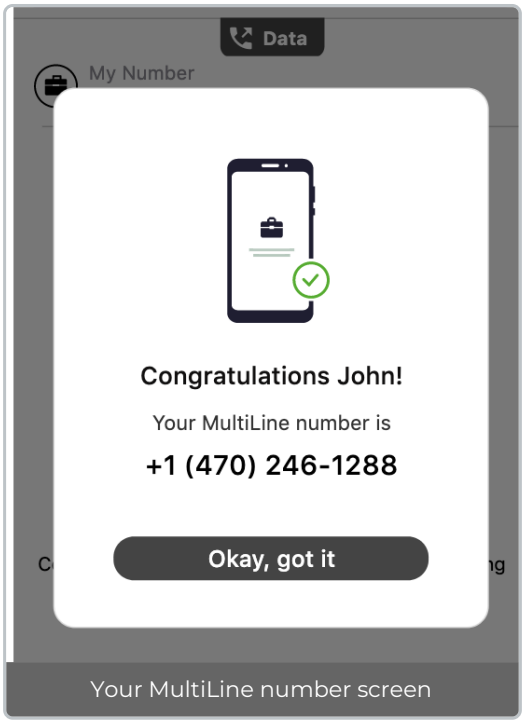

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iOS | Data Only

If you are using a tablet or iphone that does not have cellular connectivity, these instructions are for you.

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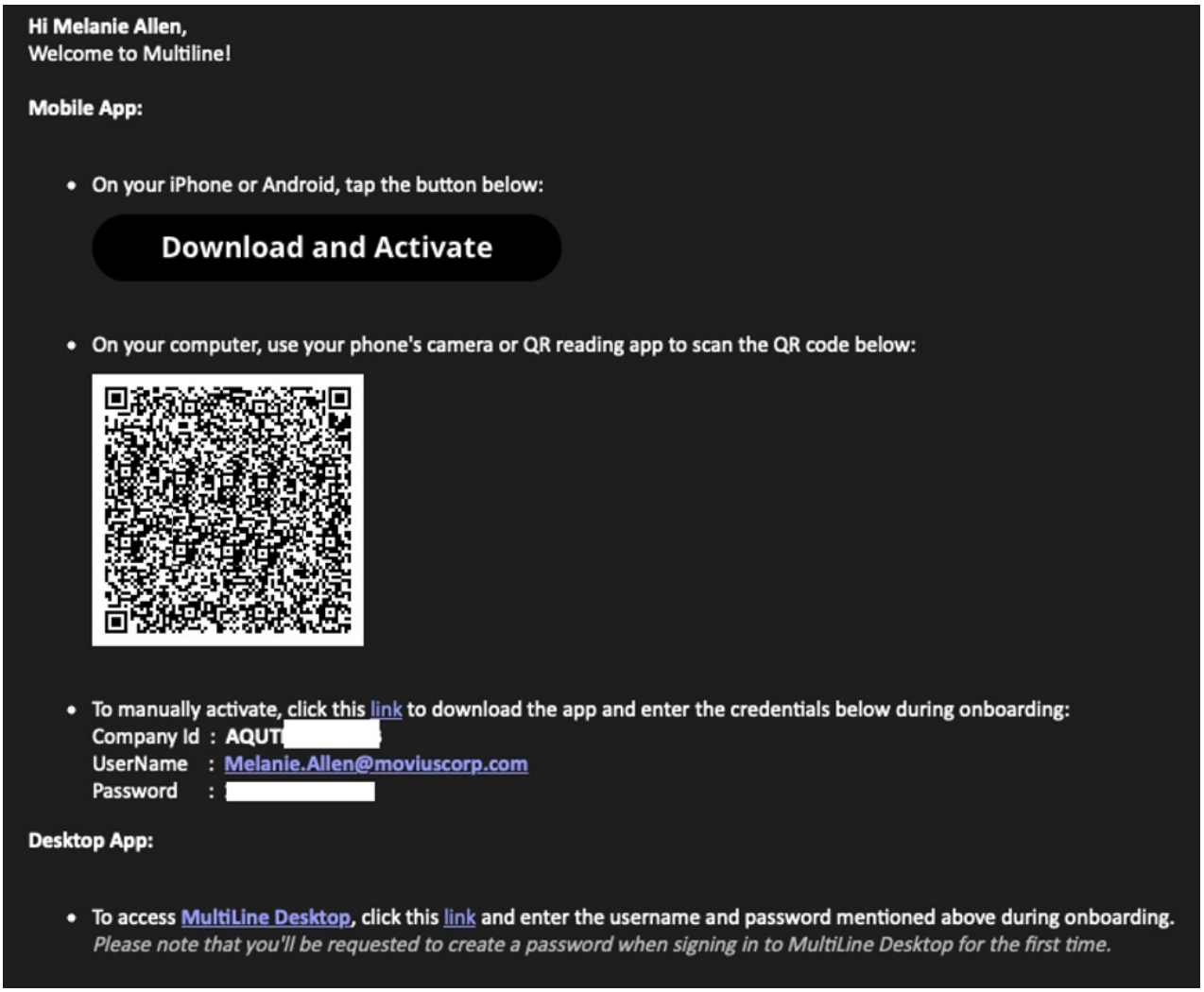

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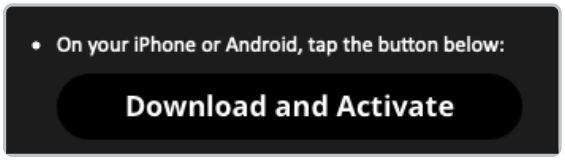

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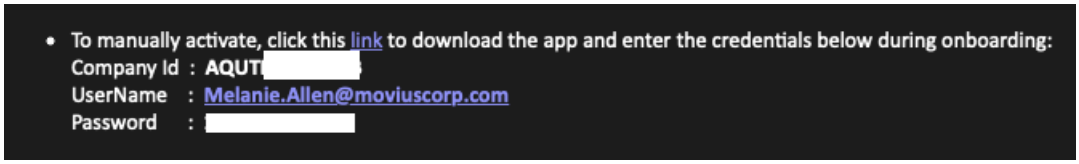

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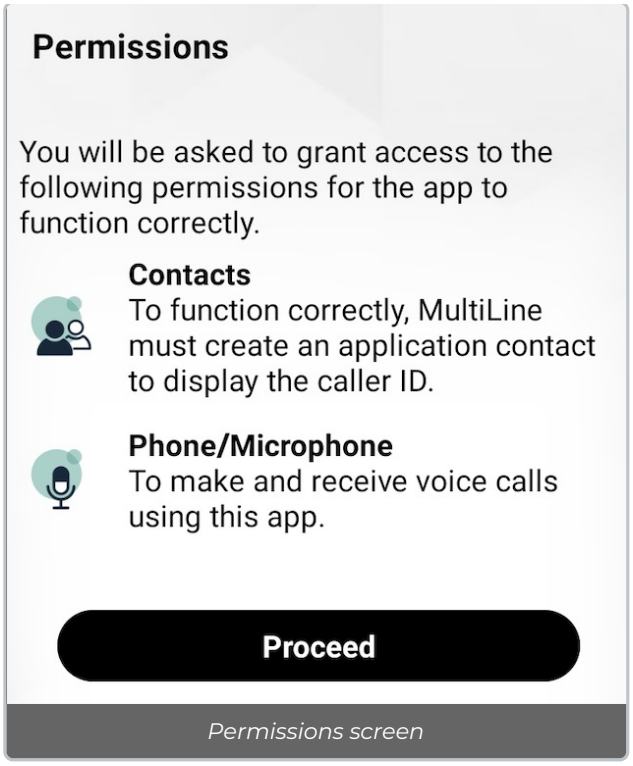

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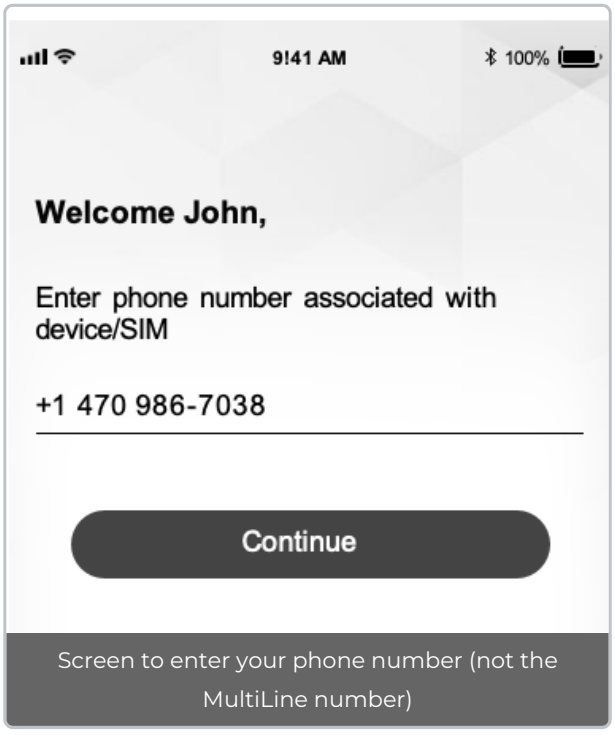

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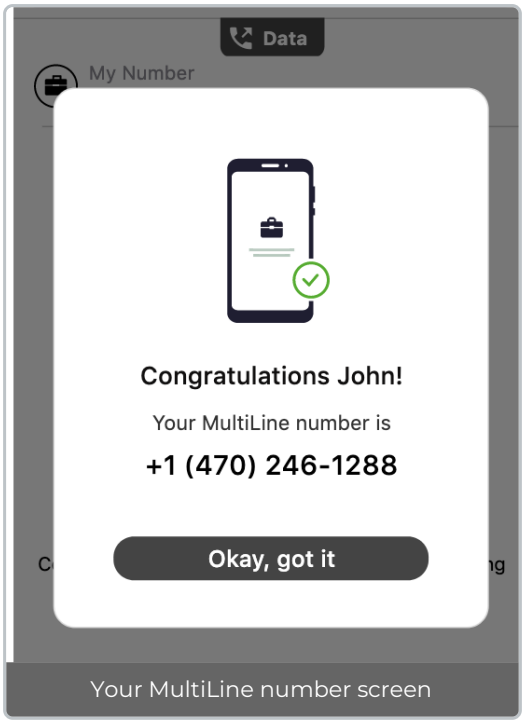

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Android | Data Only

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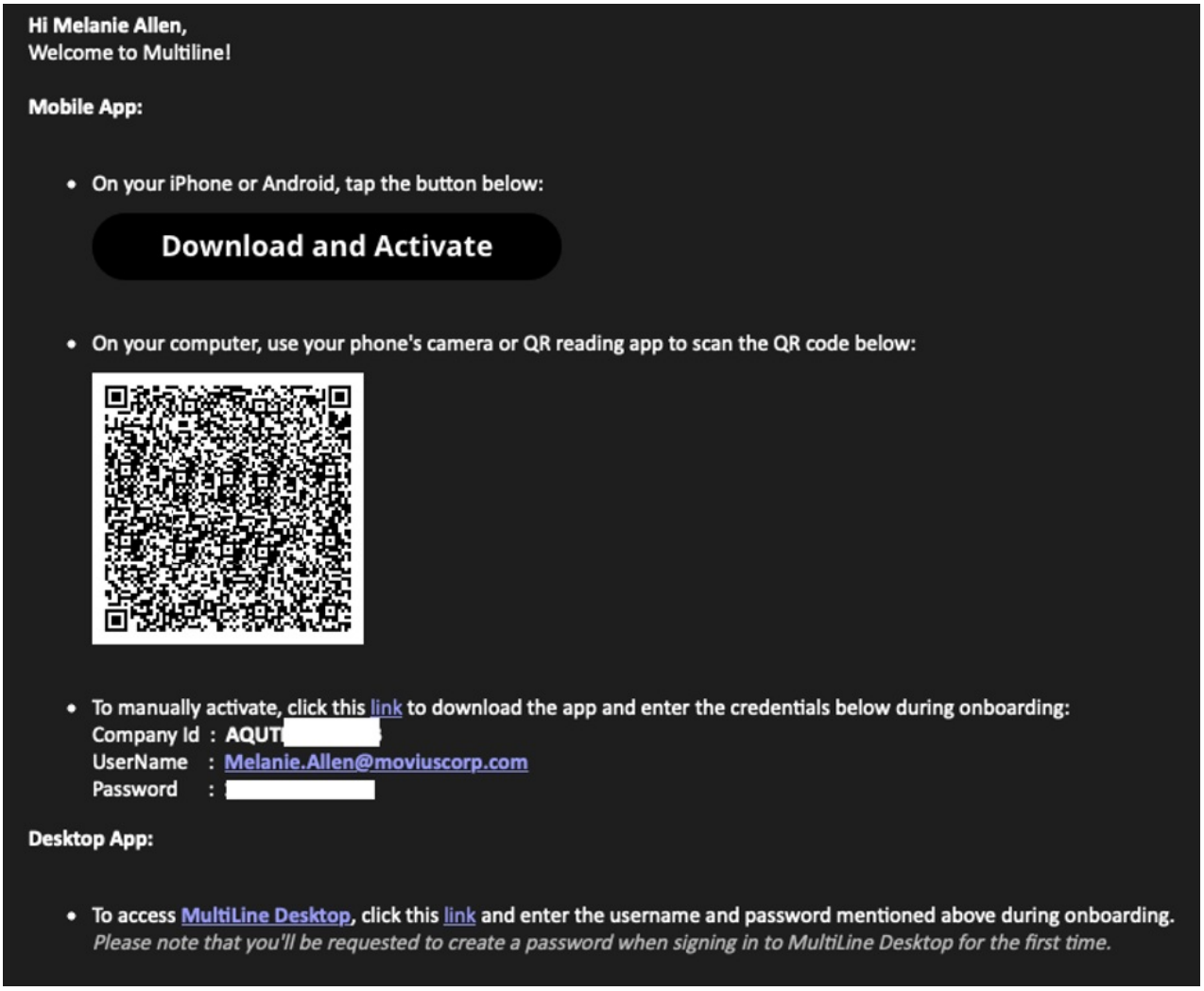

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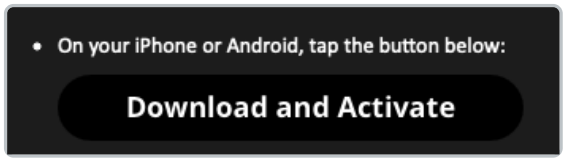

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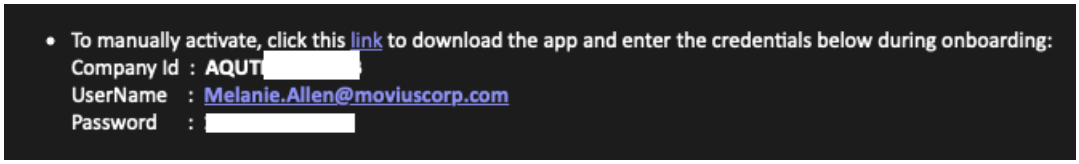

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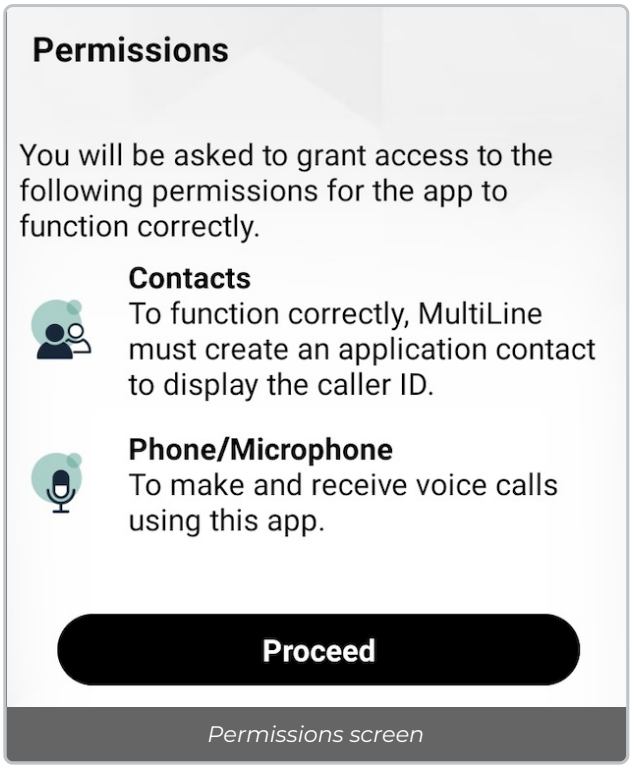

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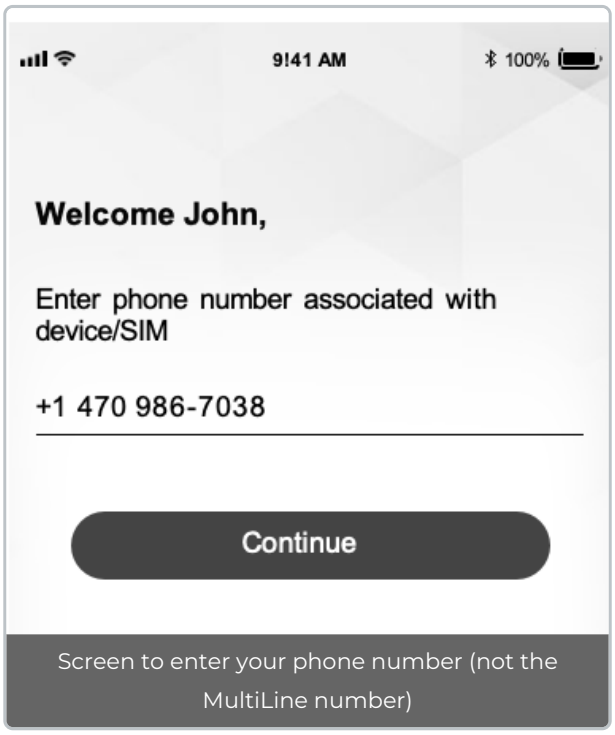

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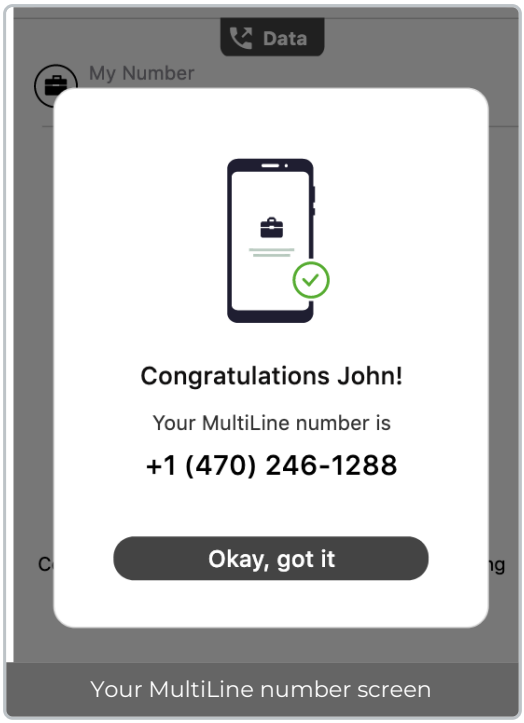

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