

# **Customize App and Portal Branding**

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Set MultiLine to have your company logo, colors, and contact information.

## Customize the mobile app

Read on to learn how to add your Enterprise branding to the MultiLine app.

### **Overview**

You can edit your Enterprise's Mobile App look and feel under **Branding** in the **Setup** tab. You can customize:

- App Theme: Add logo and branding colors
- About Us screen: Add logo and social accounts
- FAQ screen: Add your own questions and answers with information your MultiLine users may need
- Customer Care screen: Add your IT team's phone number and email address so that user's can get help from you

### Before you start

• An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See <u>What Admin Privileges are in Management Portal?</u> (https://help.moviuscorp.com/help/what-adminroles-mmp).

### **Customize theme**

To edit your Mobile App Theme, customize the parameters of the following settings:

- Theme Background Color
  - Customizes the background color of the app screens
- Floater Background Color
  - Customizes the background color of the dialpad floater
- Theme Text Color
  - Customizes the color of the text/dialpad floater's 'digits'
- Custom Logo
  - Must be 480 x 160 pixels. If your logo is larger than 480 x 160 pixels, you will be prompted to use the in-app image cropper to fit the logo to size. If you logo is below 480 x 160 pixels, you will be prompted to select a larger image.



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enu		Мовле Арр						
Administration	×.					Preview	-	
Number Management	•	Theme						
User Permissions				Work :+1 678-919-8328				
Feature Settings	•	Here you can add the logo and background color for floater button.				CALLS MESSAGES	CONTACTS	
Branding	-	Custom Logo			<b>(</b>	Aron Paul Gym,Today, 14:34	ور	
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About Us		Floater Background Color		#FF4E3B	A	Amanda Summers	ور	
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Customer Care		Here you can change the theme with customized colors.			٢	Aron Paul Gym,Tuesday, 16:21	ور	
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		The text color used in app.		0-8				

### **Customize About Us screen**

To customize your About Us Page, edit the parameters of the About Us tab under Branding.

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Venu		Mobile App			
Administration	÷.				Preview -
Number Management	•	About Us	< About Us		
User Permissions		Custom Logo			
Feature Settings	•	The logo that is displayed	on the app splash screen and	<b>S</b> MultiLine	
Branding	•	the "About Us" screen.			
Portal				Image file should be in PNG format. Dimensions 300px x 150px and not exceed 25kb in size.	<b>MultiLine</b>
Mobile App	•			x isopx and not exceed 25kb in size.	
Theme		Twitter	Twitter link		
About Us					
FAQs		Facebook	Facebook link		Version 3.1
Customer Care					
		🔠 YouTube	YouTube link		MOVIUS
					Copyright © Movius Corp. All rights reserved.
		in LinkedIn	LinkedIn link		

- Logo must be **300 x 150 pixels**.
- If your logo is larger than **300 x 150 pixels**, you will be prompted to use the in-app image cropper to fit the logo to size.
- If you logo is below **300 x 150 pixels**, you will be prompted to select a larger image.
- File cannot be larger than **25kb**.

### **Customize FAQ screen**

#### Edit questions or answers

- 1. Edit the default 'fill-ins' for both the Question, and the Answer fields of the questions you would like to change under the **FAQs** page under **Branding**.
- 2. Click the + icon next to a question to view its respective answer.



#### Add questions

- 1. Click the ovular ADD button on the top right.
- Toggle the Language and Device OS to identify the fields you want to edit.
   You can see a Preview of the screen on the right of the MMP.

_		Preview
\Qs		Add < FAQs
lect Language : vice :	English	<ul> <li>♦ What is my Movius number?</li> <li>You can see the Movius Number on the main page of the application settings. If you have more than one number allocated, all numbers will be listed there.</li> </ul>
		Will my call drop if I move outside my Wi-Fi hotspot?
1. What is my Movius nu	mber?	Can I force all calls I make to always use minutes?
2. Will my call drop if I m	ove outside my Wi-Fi hotspot?	Can I force all calls I make to always use data?
3. Can I force all calls I m	ake to always use minutes?	Can I force all calls I receive to always use minutes?
4. Can I force all calls I m	ake to always use data?	Can I force all calls I receive to always use data?
		What does the red dot on the top left-hand corner mean?
5. Can I force all calls I re	ceive to always use minutes?	How do I check my voicemail?

## **Customize Customer Care screen**

To customize your **Customer Care Page**, edit the contact information in the **Customer Care** tab under **Branding**.



#### Mobile App

				Preview	-
Customer Care	Edit	•	<	Customer Care	
Customer Care Phone Number(s) (Comma seperated)	+91968637652				
Customer Care Email Address	moviusticket@moviuscorp.com			C.	
Call Progress Brand Text	Movius			+91968637652	
			m	oviusticket@moviuscorp.com	

## **Customize the Portal**

Read on to learn about customizing the Management Portal.

## **Overview**

We allow you to set your company logo in the Management Portal.

## **Before you start**

• An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See <u>What Admin Privileges are in Management Portal?</u> (https://help.moviuscorp.com/help/what-adminroles-mmp).

# **Personalizing the Portal**

To personalize the Portal branding:

- 1. Go to Setup, then Branding, then Portal.
- 2. Tap **Edit**.
- 3. Switch selection from **Default Logo** to **Custom Logo**.
- 4. Tap Choose Image.
- 5. Upload your PNG or JPG logo file with resolution of 130 x 40 px and less than 10 MB.



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	♣ 952442891 MOVIUS IN → Wha	tsApp > Setup						
*			All the information displayed in US - Central ( CDT	)				
ADMINISTRATORS	Menu		Portal					
<u> .1.1</u>	Administration	÷						
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	Feature Settings	•	Default Logo	0	MOVIUS			
Ø	Branding	•	Custom Logo Select the image and upload your own PNG, or JPG with a resolution of 130 x 40 pixels, no larger than 10 KB. This appears in the top navigation bar on every page.					
HELP	Portal Mobile App			۲				
	Theme				Choose Image			
	About Us							
	FAQs							
	Customer Care							