

Activate MultiLine

Last Modified on 05/13/2024 4:36 pm EDT

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:


Hi Melanie Allen,
Welcome to Multiline!

Mobile App:

- On your iPhone or Android, tap the button below:

Download and Activate

- On your computer, use your phone's camera or QR reading app to scan the QR code below:



- 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]

Desktop App:

- To access [MultiLine Desktop](#), click this [link](#) and enter the username and password mentioned above during onboarding.
Please note that you'll be requested to create a password when signing in to MultiLine Desktop for the first time.

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.

- On your iPhone or Android, tap the button below:

Download and Activate

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.

- On your computer, use your phone's camera or QR reading app to scan the QR code below:

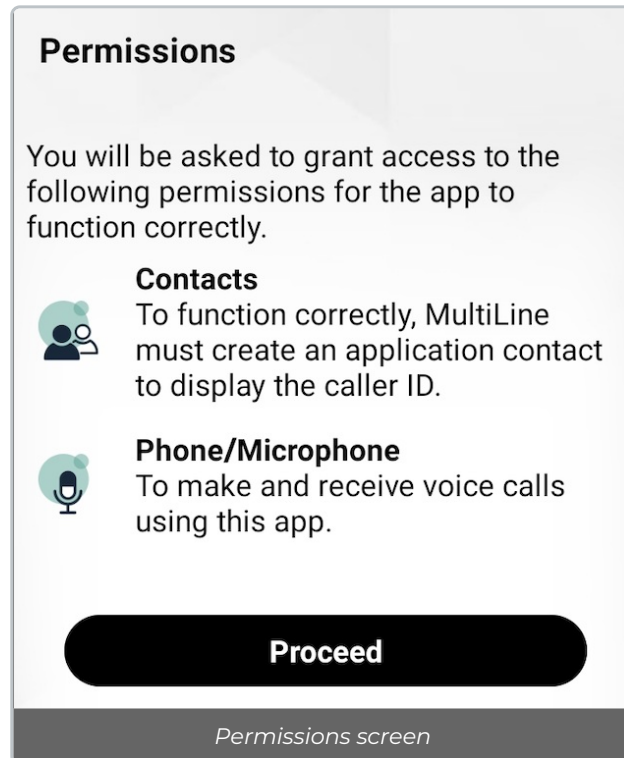


- If necessary, you can also activate manually by entering the details from your invitation. Click the **Activate Manually** link from the invitation or the first screen.

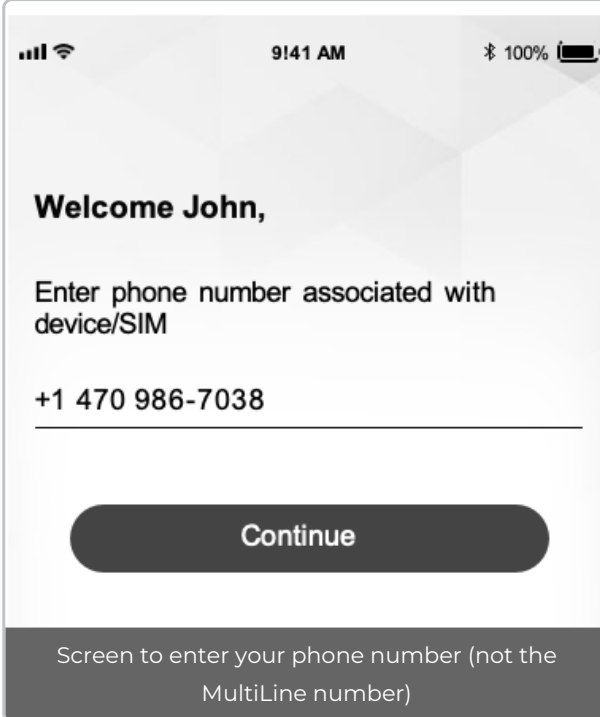
- To manually activate, click this [link](#) to download the app and enter the credentials below during onboarding:
Company Id : **AQUT**
UserName : Melanie.Allen@moviuscorp.com
Password :

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.*

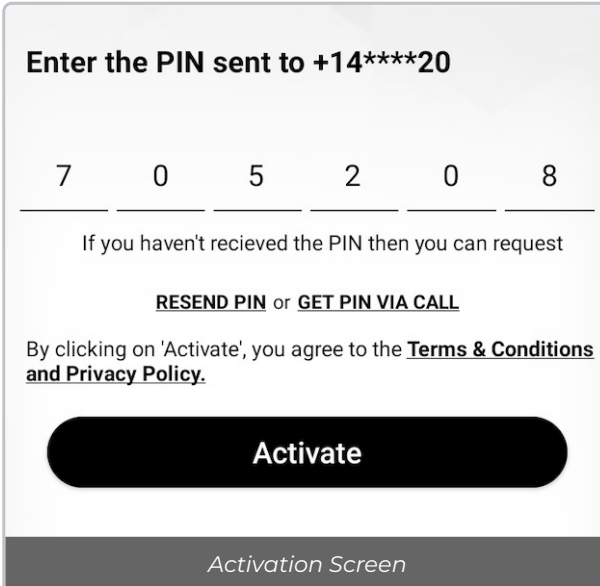


2. Confirm in the next prompts (sent from your phone) that you will allow the permissions.
3. Some users will be prompted to have a one-time PIN will be sent to your mobile device. If so, enter the number of your personal SIM (your non-MultiLine number).



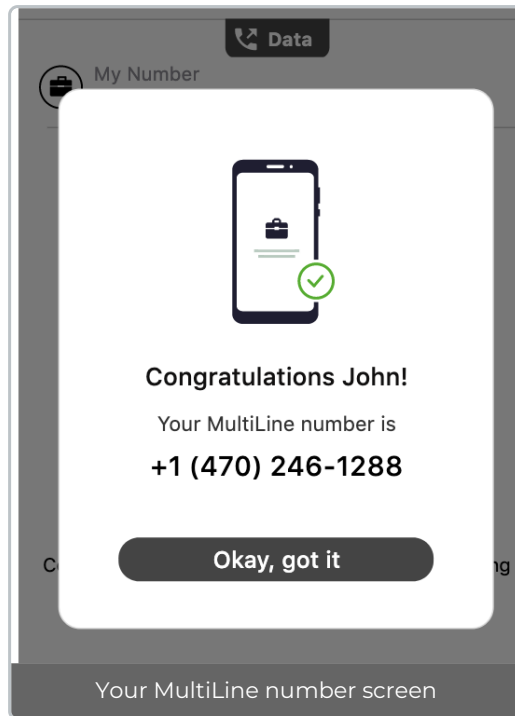
Mobile app screen showing phone number entry. The status bar at the top shows signal strength, Wi-Fi, 9:41 AM, and 100% battery. The screen displays "Welcome John," followed by "Enter phone number associated with device/SIM". The number "+1 470 986-7038" is entered in a text field. A "Continue" button is below the field. A footer bar contains the text "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.*



Mobile app screen showing PIN entry and activation. The screen displays "Enter the PIN sent to +14***20". Below this, the PIN "7 0 5 2 0 8" is entered in a sequence of six boxes. Below the PIN boxes, it says "If you haven't recieved the PIN then you can request" followed by "[RESEND PIN](#) or [GET PIN VIA CALL](#)". Below that, it says "By clicking on 'Activate', you agree to the [Terms & Conditions and Privacy Policy](#)." A large "Activate" button is at the bottom. A footer bar contains the text "Activation Screen".

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



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

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Android

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Desktop App:

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• On your iPhone or Android, tap the button below:

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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**.
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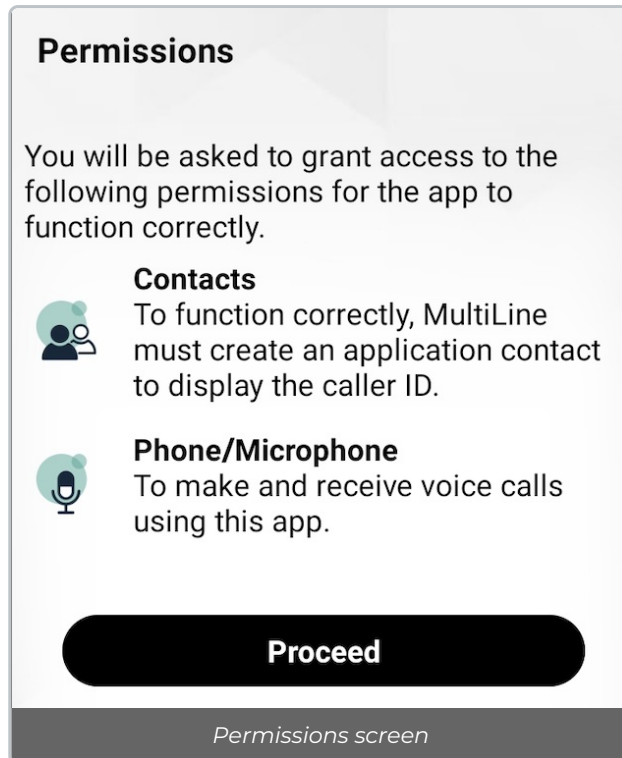
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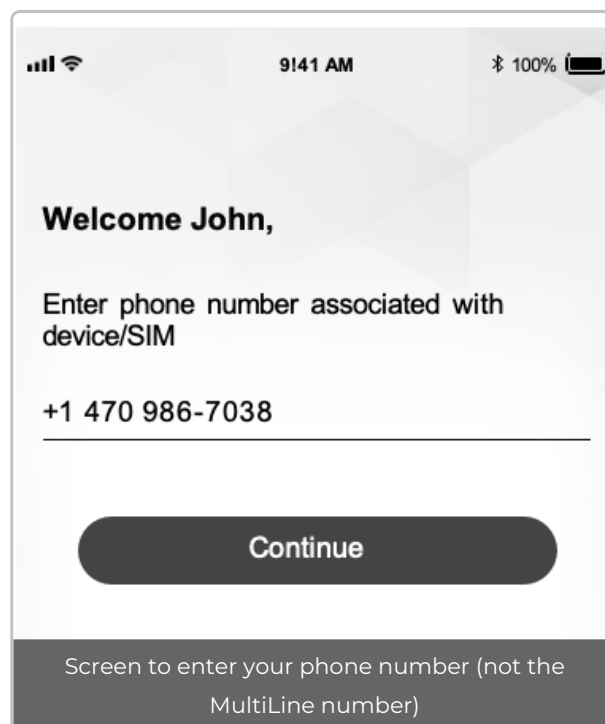
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Step 2: Complete activation

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



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).



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Enter the PIN sent to +14*20**

705208

If you haven't recieved the PIN then you can request
RESEND PIN or **GET PIN VIA CALL**


By clicking on 'Activate', you agree to the **Terms & Conditions and Privacy Policy**.

Activate

Activation Screen

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

My Number



Congratulations John!

Your MultiLine number is
+1 (470) 246-1288

Okay, got it

Your MultiLine number screen

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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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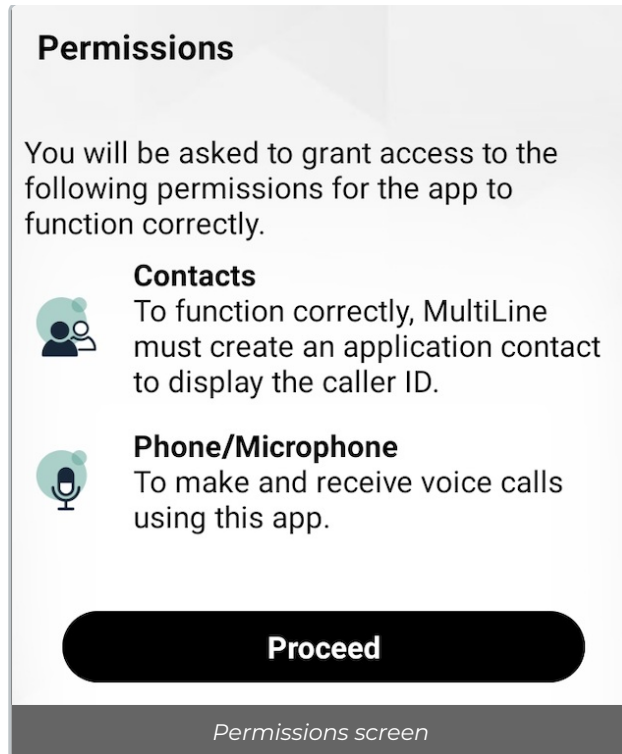


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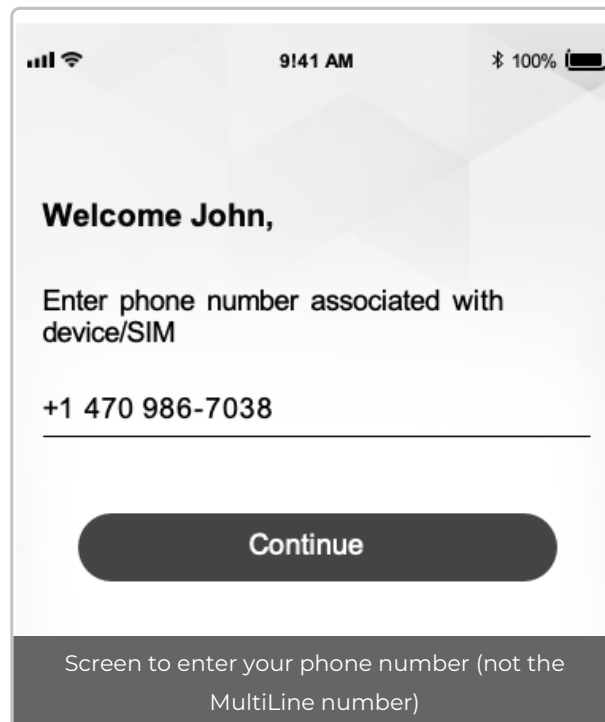
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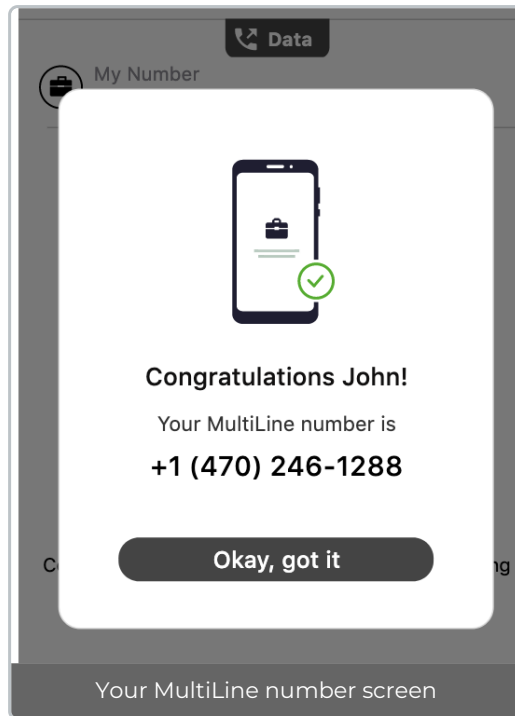
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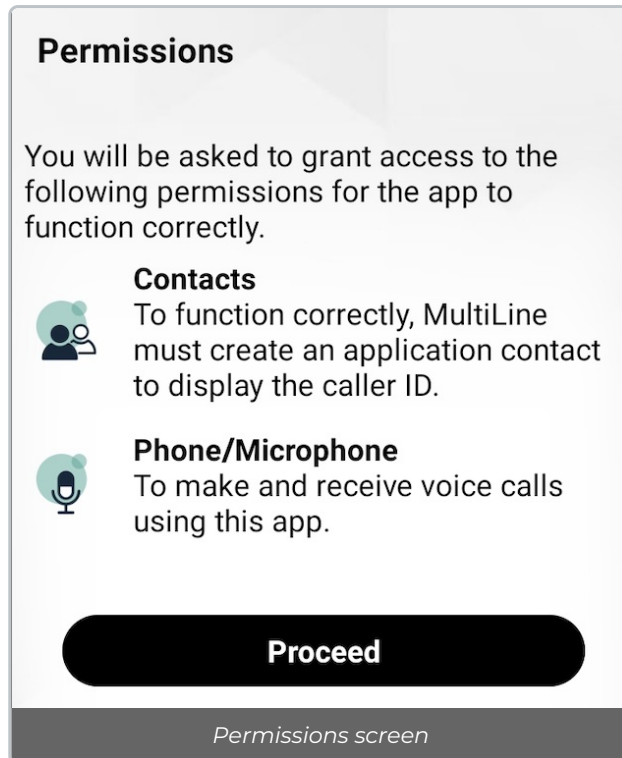
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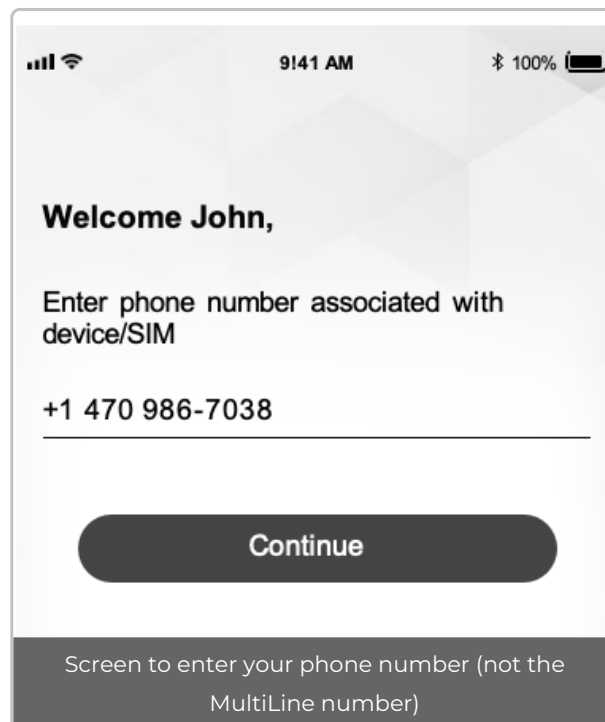
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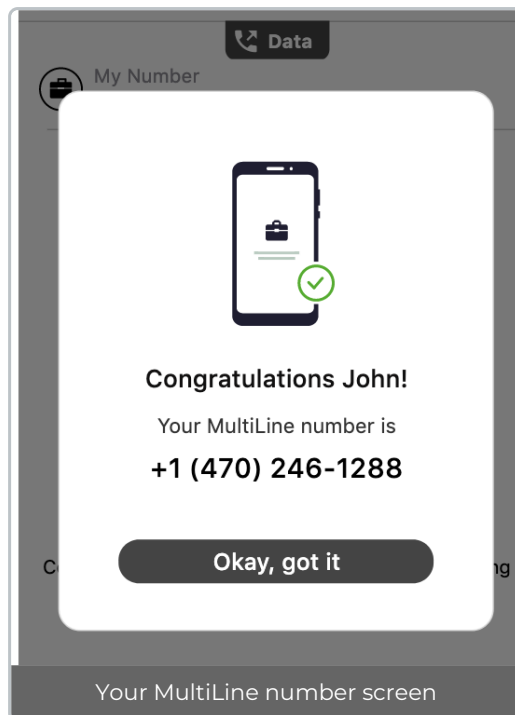
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