

# **Admin Instructions: Set Forwarding** Number for Messaging Only MultiLine

Read on to learn about setting a forwarding number during the invitation process for Messaging Only MultiLine users.

#### **Overview**

Messaging Only MultiLine is a version of MultiLine that does not include Voice features such as calling and voicemail. These organizations may want to set up number forwarding so that if someone calls their MultiLine users, the call can be picked up by another team member or call center.

You can set a forwarding number while sending a single invite, or while using the bulk invitation feature

### Before you start

- Messaging Only MultiLine Service is only available on a limited basis and not yet generally available.
- An admin must have "Accounts" Role in the organization to do these instructions. See What Admin Roles are in the Management Portal (https://help.moviuscorp.com/help/what-admin-roles-mmp).

## Setting the forwarding number for a single invite

Known Issue: When setting the forwarding number for a Single Account, don't include a +' in the Forward Number field. There is currently a bug that causes the forwarding to not work.

You can set the forwarding number while sending an invite to the user by using the following steps:

- 2 UI Demo > Accounts > Add Account All the information displayed in America - Chicago ( CST ) \* SINGLE ACCOUNT MULTIPLE ACCOUNTS Add a single account or to import and/or invite users in bulk, please go to the 'Multiple Accounts' tab First Name \* MultiLine ~ First name Application(s) \* Last Name \* Last name O Assign Number O Assign Number UI Demo Organization User Permissions 🔞 User Permissions (Default) ~ Email or Device # \* Email or device # Forward Number Feature
- 1. Go to Accounts > Single Account

2. Use the Forward Number field to set the number. Warning: Don't include '+'.



Forward Number

Forward Number

3. Click **Save** to invite the user later, or **Save and Invite** to invite the user.

## Setting the forwarding number for a bulk invite

You can set the forwarding number while using the bulk invitation feature by using the following steps:

1. Go to Accounts > Multiple Accounts

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	Desc_342 > Accounts > Add A	ccount	All the information displayed in Asia - Kolkata ( IST )				
	SINGLE ACCOUNT MUL	TIPLE ACCOUNTS					
LIII REPORTS	To import and/or invite users in bulk Select the Organization for which the	; please use this <u>CSV template</u> to upload the use e users are to imported and/or invited. You can	ers directly invite the imported users or you can import	t them and invite them later.			
<b>C</b> SETUP	Choose Organization	Application(S)	User Permissions		Choose CSV File		
0	Desc_342	~ MultiLine	→ default cos for org	2000 (Default) ~	Upload Upload CSV File		
HELP	*By clicking on Import & Invite, you agree that you have obtained permission from recipients to receive SMS notifications through employee or other agreement. Message and data rates may apply.   Note: Only Email Invitees can onboard onto the MultiLine Desktop					Import &	Invite

2. Download the **CSV template**.

To import and/or invite users in bulk, please use this <u>CSV template</u> to upload the users Select the Organization for which the users are to imported and/or invited. You can directly invit

3. The column header "**forwarding\_number**" sets up the column for use in setting the forwarding number for the user.

	А	В	С	D	E	F	G	Н	1
1	firstname	lastname	email address or device	WhatsApp	primary_number	monitor_calls	monitor_sms	forwarding_number	
2									
3									
4									
5									
6	Note:								
7	7 1.Fill in the data under the headers. Make sure that you remove the Header and this note before saving this file.								
8	2.Please note that WhatsApp column accept value: "Yes"/"No" and is optional.								
9	9 3.Please note that primary_number column is optional.								
10	10 4.Please note that monitor_calls column accept values: "auto"/"off" and is optional.								
11	1 5.Please note that monitor_sms column accept values: "on"/"off" and is optional.								
12									

4. Click Upload to find and upload the CSV file.

	Choose	CSV	File
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5. Click Import to invite the user later or Import and Invite to invite the user.

Cancel Import	Import & Invite
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