

# Troubleshooting Activation

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Solve user issues and errors while activating MultiLine.

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## What is my Organization ID? What is my username and password?

MultiLine applications are available by invitation only to prevent unauthorized users. Your IT organization will send you an SMS or email containing your credentials. If you can't find your invitation, ask your IT administrator to send you a new one.

### If you're seeing “Invalid Company/ Org ID. Please try again”

Due to security reasons, we can't be more specific about what went wrong with your credentials. If you've typed in your credentials exactly as included in your invitation there are a few reasons you may see this error:

- You received a more recent invitation that has replaced your older invitation
- You used MultiLine with another organization previously, and they did not delete your user account (you can only have one MultiLine account)
- You are supposed to port in the number on your device to MultiLine and get a new number for your personal, but you haven't swapped your SIM card with a new one before onboarding

### Also try...

1. Make sure to type the Company / Org ID from your invitation slowly and carefully with no typos.
  - ***If for any reason you've received multiple invitations, use the most recent credentials.***
2. Temporarily turn off the WiFi connection for your phone when typing in the credentials.
  - Try turning off WiFi
    - Why? Your Wi-Fi security settings may be blocking the transmission of the credentials.
3. When prompted for your phone number to send the PIN, make sure you're entering your active personal phone number of the device (**not** the MultiLine number, nor a number that is being ported into MultiLine service).
  - A PIN will be sent via text message immediately to this personal phone number.
  - The MultiLine app will automatically recognize the received PIN; you don't need to exit the app and go to your messages.
4. If you continue to get the Invalid Company / Org ID error, uninstall the MultiLine application from your phone, reinstall the MultiLine application, and re-try using the Credential information included on your invitation.
5. If additional guidance or a complete new set of credentials is needed, please contact your company administrator using the information in the invitation.

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## How do I reonboard MultiLine after deleting the app?

Sometimes you need to delete the app, whether you're changing phones or something else. Whenever you install or reinstall MultiLine you must reactivate.

Note: Activation pairs your native phone with your assigned MultiLine number. You can only use an invitation on one phone at a time.

To prevent unauthorized use, all MultiLine apps require an invitation to complete activation. Most users receive this by email, but some will receive by SMS.

If you still have your MultiLine invitation, you can frequently use that one to log in again. If you have multiple invitations, use the latest one you were sent. However, some organizations restrict invitations to one-time use.

***Movius does not and can not send or manage invitations for your organization.*** If you can't find your invitation, or your invitations don't work, you'll need to contact your IT department to have a new invitation sent.

Once you have your new invitation, [the activation process \(https://help.moviuscorp.com/help/get-started-with-movius-for-blackberry-ios\)](https://help.moviuscorp.com/help/get-started-with-movius-for-blackberry-ios) is short and sweet- you'll be up and running in no time.

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