Customize App and Portal Branding

Last Modified on 06/27/2024 3:24 pm EDT

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 and help information 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 *What Admin Privileges are in Management Portal?* 🔗 *(https://help.moviuscorp.com/help/what-admin-roles-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.

Customize About Us screen

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

- 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.
2. 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.

Customize Customer Care screen

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

This information will show in the Help section of the Mobile and Desktop applications. See How do I contact support? (https://help.moviuscorp.com/help/how-do-i-contact-support) .

Mobile App

Customer Care   [Edit]

Customer Care Phone Number(s)   +91968637652
(Comma seperated)

Customer Care Email Address   moviusticket@moviuscorp.com

Call Progress Brand Text   Movius

Preview   -
< Customer Care

📞
+91968637652

✉
moviusticket@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 *What Admin Privileges are in Management Portal?* 🔗 *(https://help.moviuscorp.com/help/what-admin-roles-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.

MOVIUS

All the information displayed in US - Central (CDT)

Menu

Administration ▸

Number Management ▸

User Permissions

Feature Settings ▸

Branding ▾

Portal

Mobile App ▾

Theme

About Us

FAQs

Customer Care

Portal

Logo   Edit

Default Logo ○   MOVIUS

Custom Logo ◉   MOVIUS

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.

Choose Image