

Add and invite a user to MultiLine

Last Modified on 04/24/2024 2:38 pm EDT

Learn how to add a single user and send an invitation that they use to activate their MultiLine service.

Overview

A MultiLine administrator is responsible for adding users to the Management Portal and sending the users MultiLine invitations. MultiLine invitations give them the required information they need to activate MultiLine.

You can add users directly in the portal, or you can upload [multiple users at once using a CSV file](https://help.moviuscorp.com/help/add-and-invite-users-with-batch-upload) (<https://help.moviuscorp.com/help/add-and-invite-users-with-batch-upload>). You can also add users and invite them to MultiLine immediately or save the information to invite them at a later time. If you add users without inviting them, you'll need to use the [Resend Invite feature](https://help.moviuscorp.com/help/resend-a-multiline-invitation) (<https://help.moviuscorp.com/help/resend-a-multiline-invitation>) to send them invitations in the future.

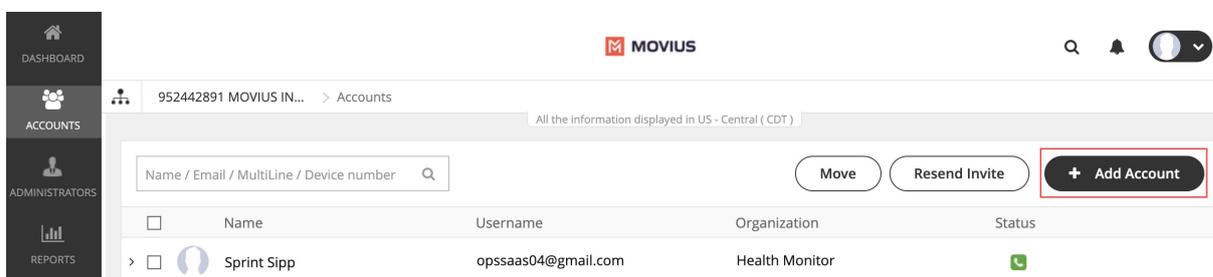
Before you Start

- An admin must have "Accounts" 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) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).
- If you would like to [customize the email invitation](https://help.moviuscorp.com/help/customize-email-invitations) (<https://help.moviuscorp.com/help/customize-email-invitations>), you should do this prior to this step.
- If your users need [custom permissions](https://help.moviuscorp.com/help/set-user-permissions) (<https://help.moviuscorp.com/help/set-user-permissions>), you should create those prior to this step.
- Sending an invitation requires there to be an Available or Reserved number to be assigned to the user account.

Send a Single User Invitation

You can add and invite users to MultiLine from the **Accounts** screen in the Management Portal.

1. Go to the **Accounts** tab, and then click **Add Account**.



2. Fill out the fields:

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 *	<input type="text" value="First name"/>	Application(s) *	<input type="text" value="Sprint MultiLine"/>
Last Name *	<input type="text" value="Last name"/>	Assign Number	Assign Number
Organization	952442891 MOVIUS INTERACTIVE CORP	User Permissions ⓘ	<input type="text" value="Movius Default User Permissions (Default)"/>
Account ID ⓘ	<input type="text" value="Account ID"/>	Forwarding Number	<input type="text" value="Enter number with country code"/>
		Feature	MS Teams Calling <input type="checkbox"/>

DISCLAIMER: By clicking on 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: Please ensure you use Email invites by specifying an Email address if your ingestion or reconciliation process requires the user's email address or if you intend to use MultiLine Desktop or MultiLine Messaging for MS Teams or MultiLine for Intune.

[Cancel](#) [Save](#) [Save & Invite](#)

1. Enter the **First Name** and **Last Name**.
2. Enter the **Email** or **Device #** that the invitation will be sent to.
3. Optional: Click the **Assign Number** link.

Note: If you do not assign a number, end-users will have the option of to select from a short list of available numbers during MultiLine activation.

4. Choose a number or tag from the drop-down menu. (Example above: "PORTED")
5. Select the **User Permissions** to which to assign this number. (Example above: "default cos for org 2000")
6. Select toggles for any **Features** to apply to this user account. *Note: You will only see toggles for features enabled for your organization.*
7. You can add the user and invite them to use MultiLine immediately, or add the user and send the invitation to use MultiLine at a later time.
 - Select **Save** to add the user without sending the user an invitation to use the application. *Note: You will use the "Resend Invitation" process when ready to invite the user to MultiLine.*
 - Select **Save & Invite** to add the user and send the user the invitation to begin using MultiLine.

DISCLAIMER: By clicking on 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

[Cancel](#)

[Save](#)

[Save & Invite](#)

Note that the available fields on this screen will vary based on your organization's setup.