

Error: Invalid Company/Org ID. Please try again

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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.
 - [Turn off WiFi for iOS or Android \[External Link\]](#)
 - We recommend using an active cellular Data connection if you face issues because some device's security settings may block transmission of the credentials over a WiFi connection.
 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, or a number that is being ported into MultiLine service).
 - A PIN will be sent via text message immediately to this personal phone number.
 - Enter the received PIN into the MultiLine application when asked.
 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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