

Connect MultiLine to an external application via API user

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You can connect MultiLine to an external application (example: Salesforce) by adding an API user.

Overview

When the API user is created, the user can select an External Application using his account credentials.

Before you Start

- You need the "API User" Role to do this instruction. See [What Admin Roles are in Management Portal?](#)

Create an API user

1. Click Administrators.
2. Click Add API User.

The screenshot shows the 'Add API User' form in the MultiLine interface. The form is titled 'Add API User' and is part of the 'Main Org > Administrators' section. It contains a 'Personal Details' section with fields for 'First Name', 'Last Name', and 'Email'. There is also a table with columns for 'Organization' and 'Role'. The 'External Applications' field is a dropdown menu with options: 'None', 'SalesForce', 'Webclient', and 'Otherapps'. The 'SalesForce' option is currently selected. At the bottom right, there are 'Close' and 'Save' buttons.

3. Enter the Personal Details.
4. Select **External Applications** for which the API user will be accessing the organization data.
5. Click Save.

Editing an External Application

An API user has the privilege to edit the selected External Application. To edit an External Application, follow the steps below:

1. Click Administrators.
2. Click Edit Administrators.
3. Edit the Email Address.
4. Select **External Applications** for which the API user will be accessing the organization data.
5. Click Save.