Customize the mobile app

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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.
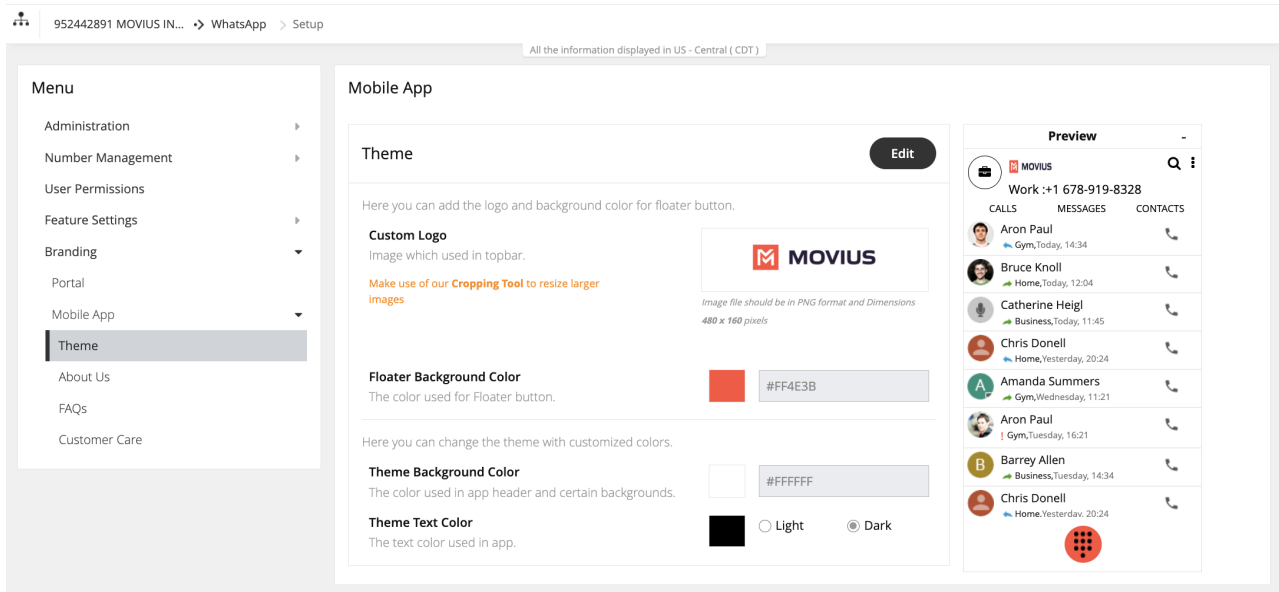
Customize About Us screen

To customize your **About Us Page**, edit the parameters of the **About Us** tab under **Branding**.
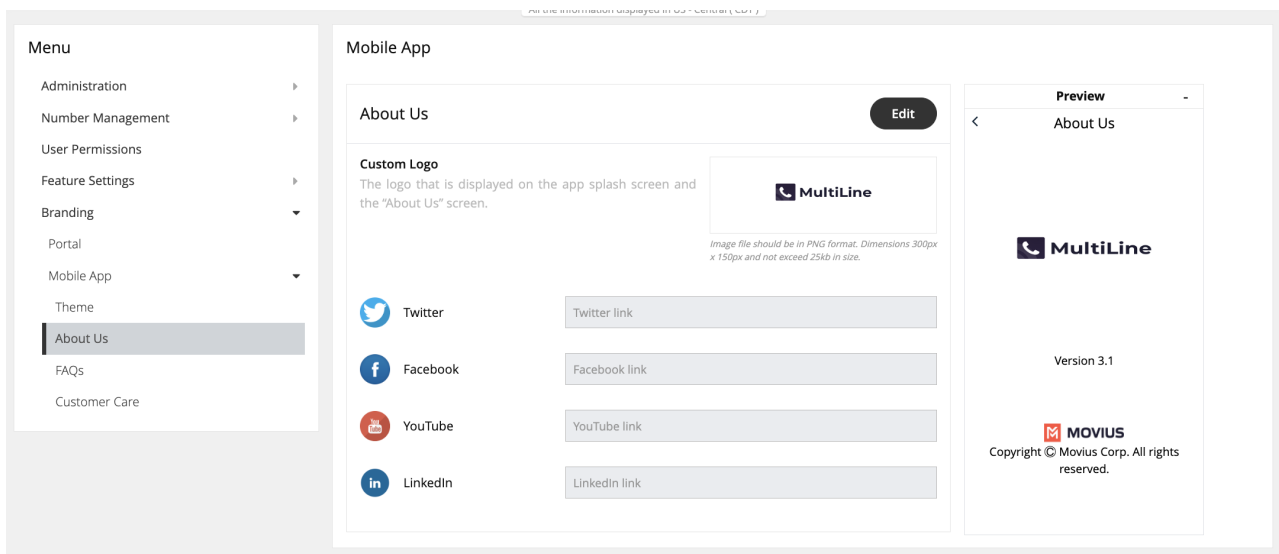
- Logo must be **300 x 150 pixels**.
- If your logo is larger than **300 x 150 pixels**, you will be prompted to use the in-app image cropper to fit the logo to size.
- If you logo is below **300 x 150 pixels**, you will be prompted to select a larger image.
- File cannot be larger than **25kb**.

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)
(Comma seperated)

+91968637652

Customer Care Email Address

moviusticket@moviuscorp.com

Call Progress Brand Text

Movius

Preview   -

<   Customer Care

+91968637652

moviusticket@moviuscorp.com