

Enable WhatsApp Messaging for users

Last Modified on 06/09/2022 2:12 pm EDT

Read on to learn how an Admin can enable WhatsApp Messaging for users.

Overview

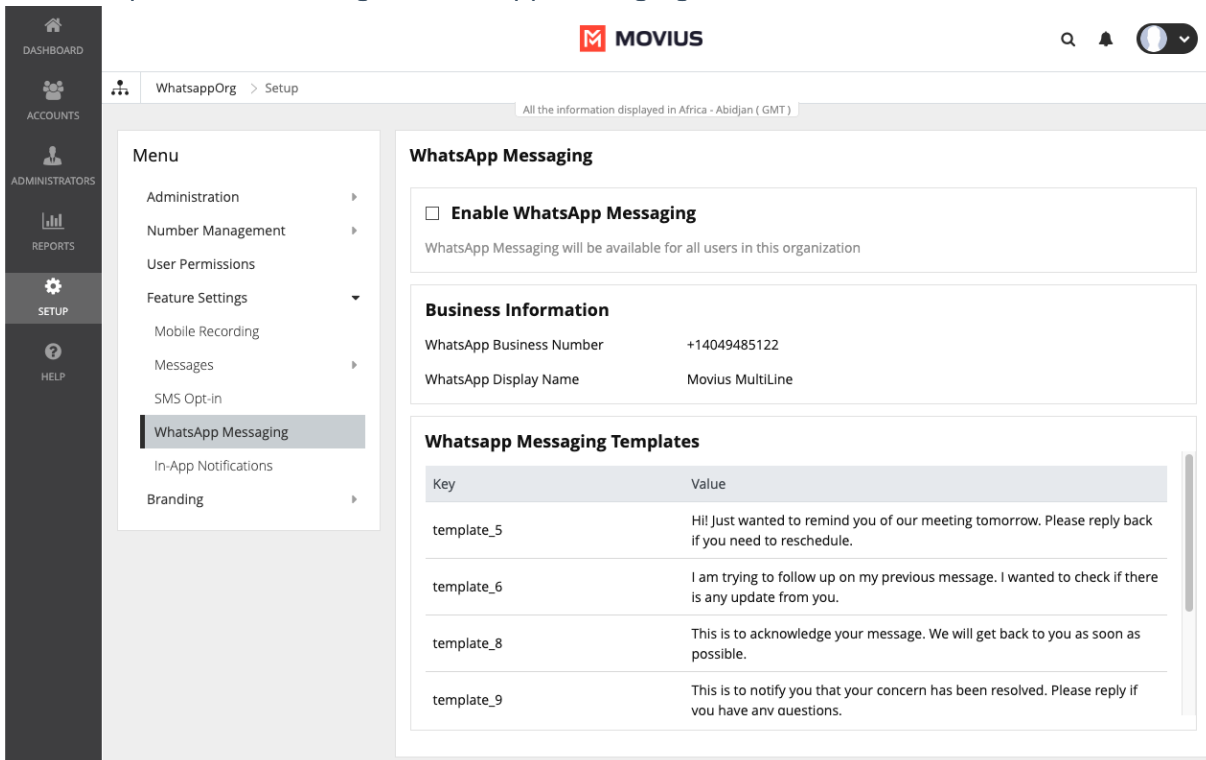
You can enable WhatsApp Messaging by Organization or by User Account.

Before you start

- An admin must have "Setup" Role in the organization to do these instructions. See *What Admin Roles are in the Management Portal* (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

Enable WhatsApp messaging for an Organization

1. Log into the MMP.
2. Navigate to the WhatsApp sub-organization.
3. Go to Setup > Feature Settings > WhatsApp Messaging.



Key	Value
template_5	Hi! Just wanted to remind you of our meeting tomorrow. Please reply back if you need to reschedule.
template_6	I am trying to follow up on my previous message. I wanted to check if there is any update from you.
template_8	This is to acknowledge your message. We will get back to you as soon as possible.
template_9	This is to notify you that your concern has been resolved. Please reply if you have any questions.

4. Review the details and then check the box to Enable WhatsApp Messaging.

WhatsApp Messaging

Enable WhatsApp Messaging

WhatsApp Messaging will be available for all users in this organization

Inherited Flag

If you see a yellow Inherited label, that means you are in a sub-organization of an organization which has WhatsApp Messaging enabled, and therefore WhatsApp Messaging was enabled its sub-organizations.

You can uncheck Enable WhatsApp Messaging to disable it for the sub-organization. This will disable its sub-organizations as well. Admins of those sub-organizations will then be able to enable it if needed.

WhatsApp Messaging

Enable WhatsApp Messaging INHERITED

WhatsApp Messaging will be available for all users in this organization

Business Information INHERITED

WhatsApp Business Number +14049485122

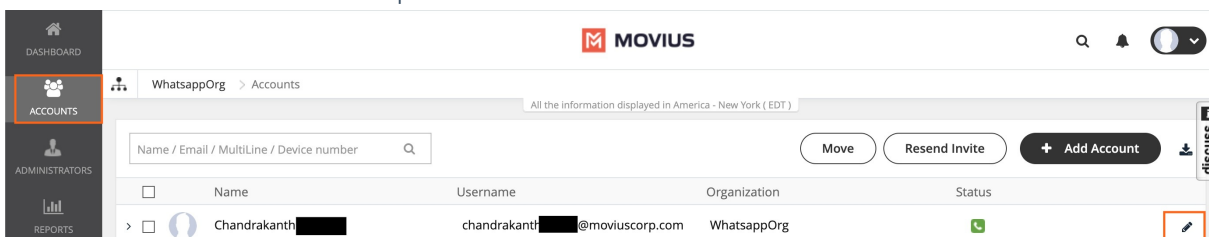
WhatsApp Display Name Movius MultiLine

Onboarding users in the enabled organization will automatically have the WhatsApp messaging feature when they complete their onboarding.

Existing users will see a pop-up in-app letting them know the WhatsApp messaging feature is available for use.

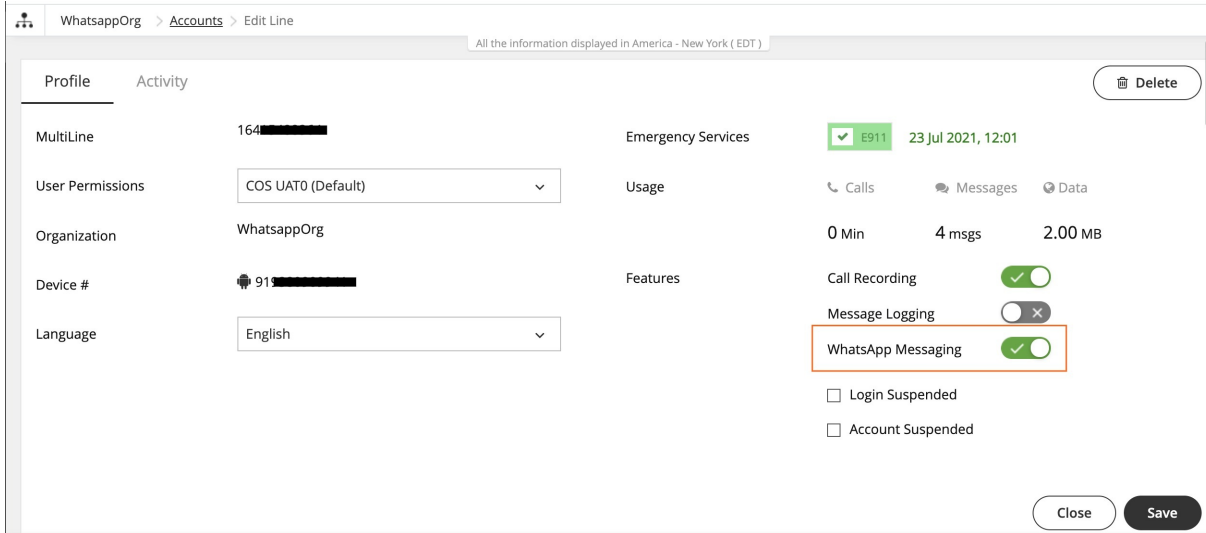
Enable or disable WhatsApp messaging for individual user

1. Log into MMP.
2. Go to **Accounts**.
3. Find the user and click the edit pencil.



Name	Username	Organization	Status
Chandrakanth [REDACTED]	chandrakanth[REDACTED]@moviuscorp.com	WhatsappOrg	✔

4. To enable WhatsApp Messaging switch the **WhatsApp Messaging** toggle to on (green checkmark). To disable, switch the toggle to off (grey 'x' mark).



The screenshot shows the 'Edit Line' configuration page for a WhatsAppOrg account. The page is divided into two main sections: 'Profile' and 'Features'. The 'Profile' section includes fields for MultiLine (164...), User Permissions (COS UAT0 (Default)), Organization (WhatsappOrg), Device # (91...), and Language (English). The 'Features' section includes Emergency Services (E911, 23 Jul 2021, 12:01), Usage (Calls, Messages, Data), and WhatsApp Messaging (0 Min, 4 msgs, 2.00 MB). The 'WhatsApp Messaging' toggle is highlighted with a red box and is currently turned on (green checkmark). Other features like Call Recording, Message Logging, Login Suspended, and Account Suspended are also visible.

5. Click **Save**.