Search users and view invitation status

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Read this to learn how to use the **Accounts** tab to check whether users have activated MultiLine.
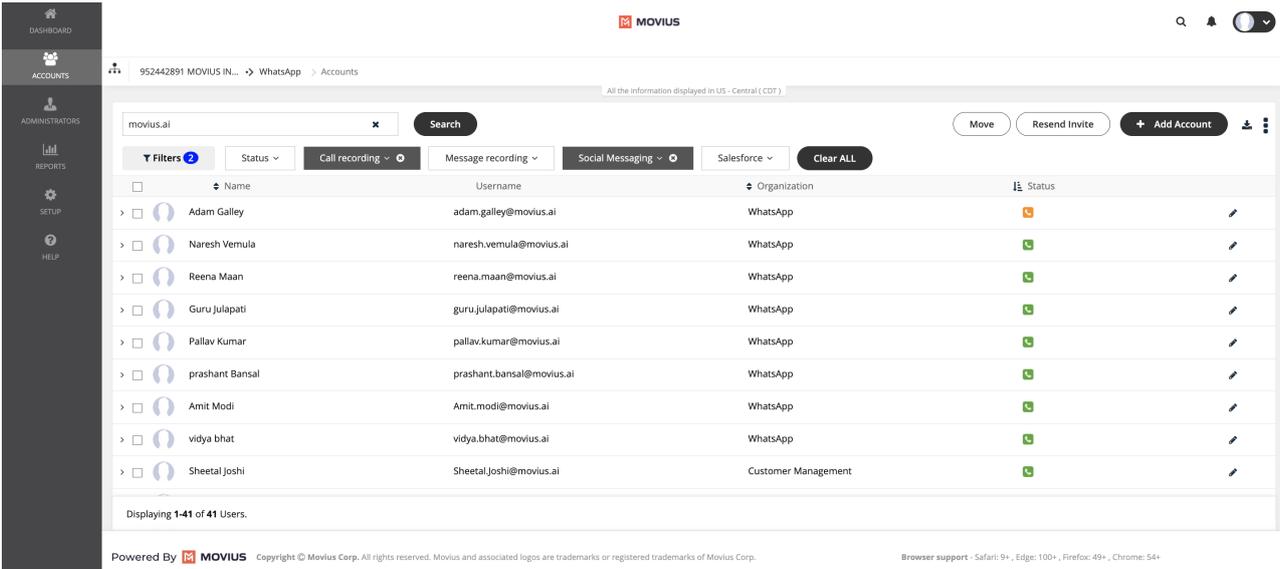
Overview

The Accounts tab tracks invitation status and some usage, which makes it a great place to start checking whether people are onboarding successfully.

Before you Start

- An admin must have "Accounts" 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).

Check invitation status and usage

All existing user accounts are visible with the current status of the account on the Accounts tab. You can search for accounts by **Name**, **Email ID**, **MultiLine Number** or **Device Number**.

1. Hover over the icons under **Status** to view their current status.
   - Invite Status meanings:
     - Green: Successfully activated
     - Amber: Invitation sent, but user hasn't activated
     - Red: Suspended or Blocked
     - Grey: Opted Out

     🟢 Active

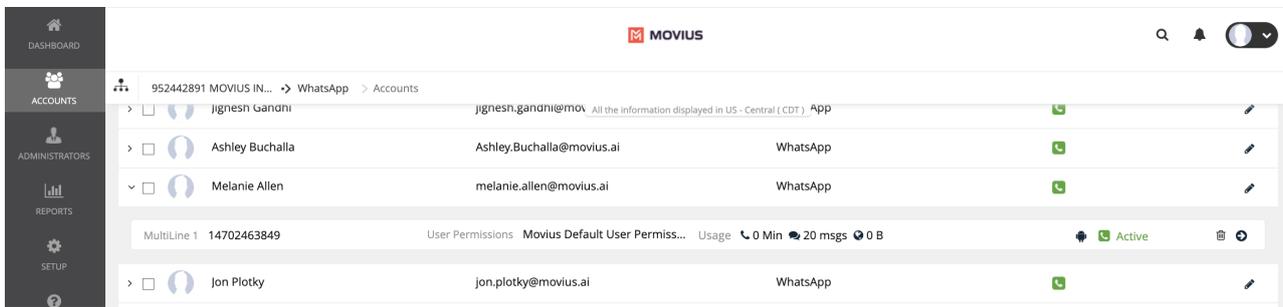   🔴 Invitation failed

     🟠 Invited

     ⬜ Not invited

- If you sort by Status, the order will be ⇟ Status **Active** > **Invitation failed** > **Invited** > **Not invited,** or for descending ⇞ Status the reverse **Not invited** > **Invited** > **Invitation failed** > **Active**.

2. For **Active** accounts, you can click the side arrow for more information, including

   1. The assigned number
   2. Assigned user permissions *See* *Create user permissions* *(https://help.moviuscorp.com/help/set-user-permissions).*
   3. Whether the user has started calling and messaging
   4. The type of device, Android or iOS
   5. Invite status
   6. Delete and Edit actions.