

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

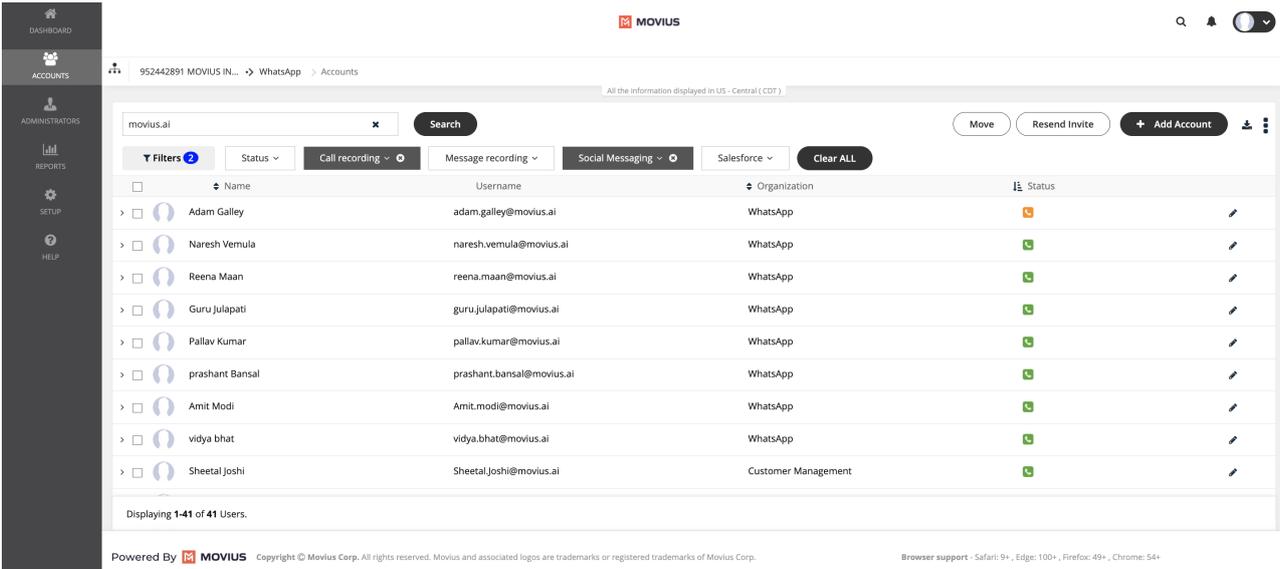
The Accounts tab tracks invitation status and some usage, which makes it a great place to start checking whether people are onboarding successfully.

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**.



The screenshot shows the MOVIUS Accounts tab interface. At the top, there's a search bar with 'movius.ai' entered and a 'Search' button. Below the search bar are several filter buttons: 'Status', 'Call recording', 'Message recording', 'Social Messaging', and 'Salesforce'. There are also 'Move', 'Resend Invite', and 'Add Account' buttons. The main area displays a table of users with columns for Name, Username, Organization, and Status. The status column shows icons representing the user's current status: a green checkmark for 'Active', a red X for 'Invitation failed', an orange envelope for 'Invited', and a grey envelope for 'Not invited'. The table lists 11 users, with the last one, Sheetal Joshi, having a 'Customer Management' organization. At the bottom, it says 'Displaying 1-11 of 41 Users.'

Name	Username	Organization	Status
Adam Galley	adam.galley@movius.ai	WhatsApp	Invitation failed
Naresh Vernula	naresh.vernula@movius.ai	WhatsApp	Active
Reena Maan	reena.maan@movius.ai	WhatsApp	Active
Guru Julapati	guru.julapati@movius.ai	WhatsApp	Active
Pallav Kumar	pallav.kumar@movius.ai	WhatsApp	Active
prashant Bansal	prashant.bansal@movius.ai	WhatsApp	Active
Amit Modi	Amit.modi@movius.ai	WhatsApp	Active
vidya bhat	vidya.bhat@movius.ai	WhatsApp	Active
Sheetal Joshi	Sheetal.Joshi@movius.ai	Customer Management	Active

1. Hover over the icons under **Status** to view their current status.

o 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

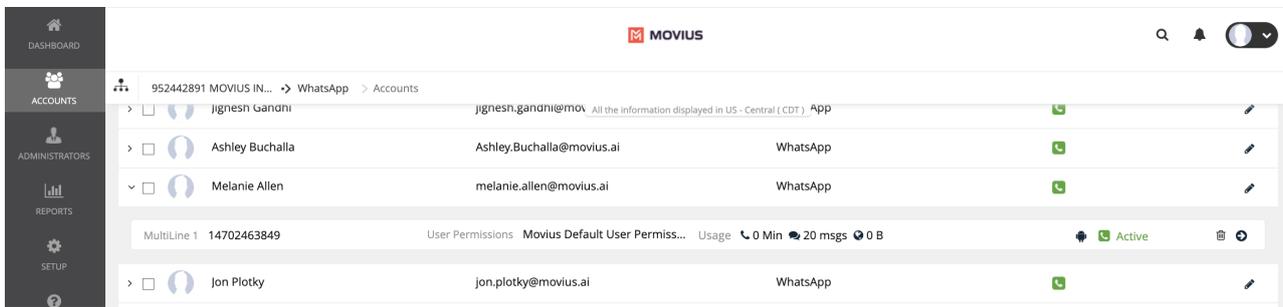
 Not invited

- 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.



MOVIUS		Search	Notifications	Profile
952442891 MOVIUS IN... > WhatsApp > Accounts				
>	Jignesh Gandhi	jignesh.gandhi@mov...	All the information displayed in US - Central (CDT) App	
>	Ashley Buchalla	Ashley.Buchalla@movius.ai	WhatsApp	Active
∨	Melanie Allen	melanie.allen@movius.ai	WhatsApp	Active
MultiLine 1 14702463849		User Permissions	Movius Default User Permiss...	Usage 0 Min 20 msgs 0 B
>	Jon Plotky	jon.plotky@movius.ai	WhatsApp	Active