Activate MultiLine Desktop

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Read on to learn about activating MultiLine Desktop and signing in for the first time.

Overview

MultiLine Desktop brings the mobile business calling and messaging features critical to your frontline client communications to the browser.

For regulated users, these calls and messages will be captured for compliance teams in the Management Portal just as they are in the mobile apps. You can sync with your Office 365 Exchange Contacts, or build a local contact list. 1:1 messaging and calling is supported. Manage Availability and Call Handling settings can only be set in the mobile app, but will apply for the desktop.

Before you start

- You can use the MultiLine Desktop application with the following browsers:
    - Chrome 90.0.4430 or above
    - Safari 14 or above
    - MS Edge 90.0.818.39 or above
- Your organization may or may not be using Single Sign On

Activation and first log in

Accept your invitation

To prevent unauthorized users, both mobile and desktop MultiLine applications don't allow self-registration and are invitation-only.

For current users of the mobile app, expect an email from your organization providing you the link to your organization's MultiLine Desktop web site. Use the username and password from your most recent invitation to the mobile app. If you can't find it, you can reset your password using Forgot Password.

For new users to mobile and desktop, The link to MultiLine Desktop and credentials for activating your mobile app and your first log in to the web portal are included in the MultiLine invitation.

- Your username will be an email address.
- The password in your invitation is a one-time use password that will only be used for your first log-in. After you sign in, you will be asked to set a new password.
- If you lose your invitation, contact your IT team to have a new one sent.
- If you receive multiple invitations for any reason, use the details in the most recent invitation.
- Continue to use the password from your most recent invitation whenever you need to activate or reactivate your mobile application, not the new password you set for Desktop.

Hi Melanie Allen,
Welcome to Multiline!

Mobile App:

- On your iPhone or Android, tap the button below:

  Download and Activate

- On your computer, use your phone's camera or QR reading app to scan the QR code below:

- To manually activate, click this link to download the app and enter the credentials below during onboarding:
  Company Id : **AQUT**▮▮▮▮▮▮▮
  UserName   : **Melanie.Allen@moviuscorp.com**
  Password   : ▮▮▮▮▮▮▮

Desktop App:

- To access **MultiLine Desktop**, click this link and enter the username and password mentioned above during onboarding.
  Please note that you'll be requested to create a password when signing in to MultiLine Desktop for the first time.