

MultiLine Desktop Login with Single Sign On

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Read on to learn about accessing MultiLine Desktop when Single Sign On (SSO) is enabled.

Overview

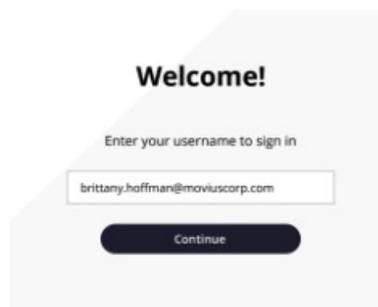
Many users are familiar with Single Sign On as the way they access all their corporate data and applications. When Single Sign On is implemented by your organization, you're able to access MultiLine Desktop when you've already signed in to your corporate identity using your corporate user name and password.

Before you Start

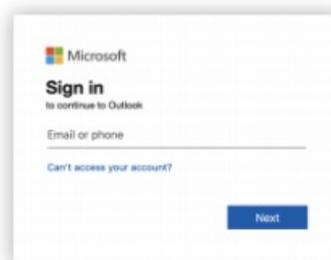
- Single Sign On is currently only available for users of Microsoft Exchange.
- It's up to your organization to implement Single Sign On. If your organization is not using it, [view this article for your Sign In flow](https://moviuscorp.knowledgeowl.com/help/multiline-desktop-login-no-sso) (<https://moviuscorp.knowledgeowl.com/help/multiline-desktop-login-no-sso>).

First Login Flow (activation)

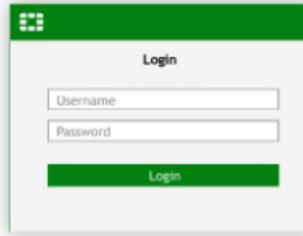
1. When you access the URL for MultiLine Desktop, you'll see the landing page where you can enter your corporate email username.



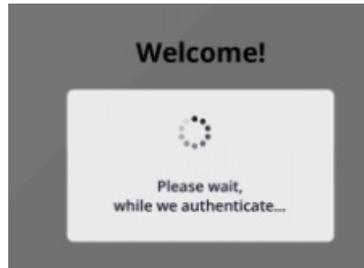
2. Entering your email brings you to the Sign in page (unless you're logged in already).



3. If you're using two-factor authentication, such as Fortinet, you'll enter your details and accept the Token Code on your phone.

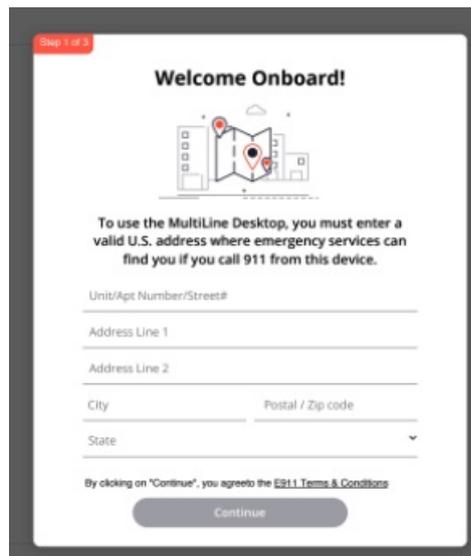
A login form with a green header containing a grid icon. Below the header, the word "Login" is centered. There are two input fields: "Username" and "Password". A green "Login" button is positioned below the password field.

4. If the authentication takes time you'll see the waiting screen.

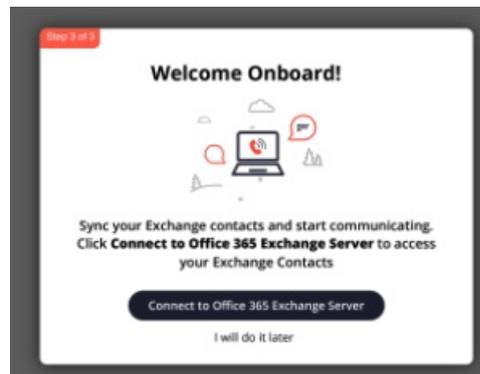


Note: if your login session expires, you'll be redirected to the landing page to try again.

5. You're logged in! For users in the United States, the first time you log in, you'll be directed to fill out important E911 information, as required by law, to make sure if you dial 911 emergency services can reach you.

A "Welcome Onboard!" screen labeled "Step 1 of 3". It features an illustration of a map with location pins. The text reads: "To use the MultiLine Desktop, you must enter a valid U.S. address where emergency services can find you if you call 911 from this device." Below this are several input fields: "Unit/Apt Number/Street#", "Address Line 1", "Address Line 2", "City", "Postal / Zip code", and "State" (with a dropdown arrow). At the bottom, there is a link for "E911 Terms & Conditions" and a "Continue" button.

6. Next, you can choose to automatically sync with your Exchange contacts.

A "Welcome Onboard!" screen labeled "Step 2 of 3". It features an illustration of a laptop with a speech bubble and a person icon. The text reads: "Sync your Exchange contacts and start communicating. Click **Connect to Office 365 Exchange Server** to access your Exchange Contacts". Below this are two buttons: "Connect to Office 365 Exchange Server" and "I will do it later".

Note: if something goes wrong, you may see an "Establishing Connection Failed" message.

You can try again, and if that doesn't work, click I will do it later and let your IT admin know so they can assist you.

7. Once you've successfully onboarded, click continue to access your MultiLine Desktop!

