

MultiLine Desktop Login without Single Sign On (SSO)

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Read on to learn about accessing MultiLine Desktop when Single Sign On (SSO) is not enabled.

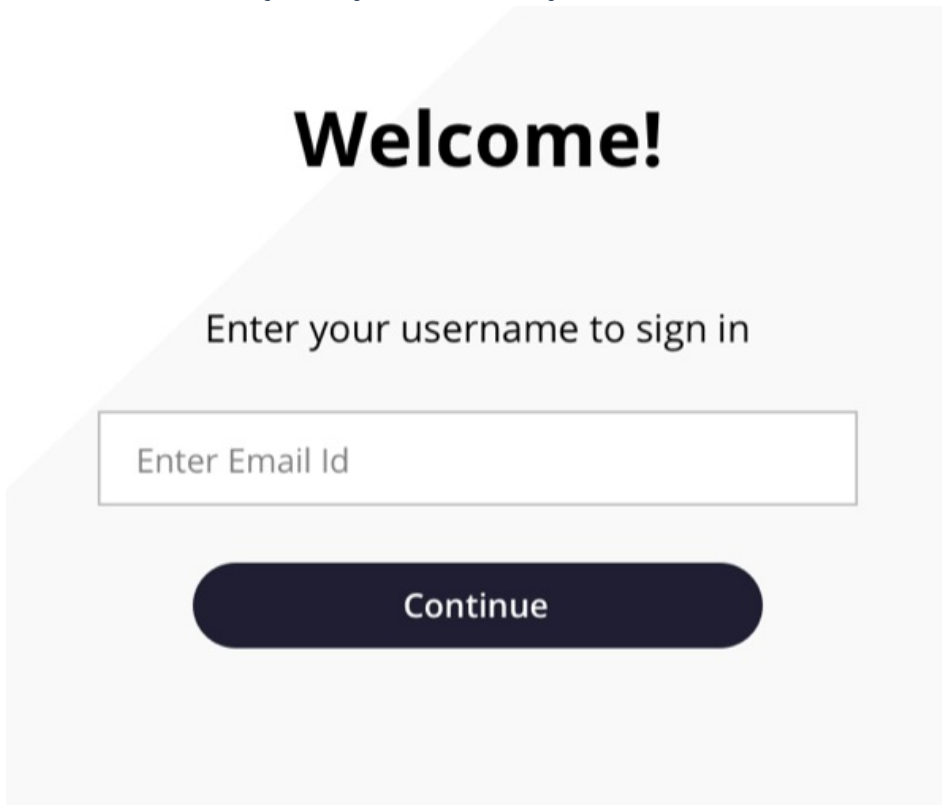
Before you Start

- 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 using SSO, [view this article for your Sign In flow](https://moviuscorp.knowledgeowl.com/help/multiline-desktop-single-sign-on) (https://moviuscorp.knowledgeowl.com/help/multiline-desktop-single-sign-on).
- If your organization has not implemented SSO, there are still changes to the Log In Flow noted below.

Login Flow

This is the typical log in flow. For first log in (activation), see next section.

1. Enter the email ID from your invitation on the log in screen.
 - If you're set up with two factor authentication, SSO, or other security measures, these will activate automatically once you've entered your email ID.



Welcome!

Enter your username to sign in

Continue

2. Enter your password from the invitation, then check your registered email for a PIN. *Note: If you can't find your invitation, click [Forgot Password](#) to set a new one. After completing the Password Reset steps, you'll skip to step 5, syncing your Exchange Contacts.*

Welcome!

Enter your password to sign in

brinttany.hoffman@moviuscorp.com

Enter Password



Sign in

Back

[Forgot Password?](#)

That's it! You're logged in.

You'll remain logged to MultiLine Desktop as long as you have the site open in the browser even if you are using other tabs or browser windows. We will display a notification and play a sound for incoming calls.

First Login (Activation)

1. Enter the email ID from your invitation on the log in screen.
 - If you're set up with two factor authentication, SSO, or other security measures, these will activate automatically once you've entered your email ID.

Welcome!

Enter your username to sign in

Continue

2. Enter your password from the invitation, then check your registered email for a PIN. *Note: If you can't find your invitation, click [Forgot Password](#) to set a new one. After completing the Password Reset steps, you'll skip to step 5, syncing your Exchange Contacts.*

Welcome!

Enter your password to sign in

brinttany.hoffman@moviuscorp.com

Enter Password



Sign in

Back

[Forgot Password?](#)

3. Enter the PIN you received at your email on the screen. *Note: You must type it in rather than copy-paste.*

Enter PIN

A PIN has been sent to your registered email if
your account was found

Next

By clicking on "Next", you agree to the
[Terms and Privacy Policy](#)


Resend PIN

This page will timeout automatically after **4:59 min**


4. You'll be prompted to set a new password.
 - Password Requirements:
 - minimum of 8 characters
 - contain at least one special character, at least one uppercase and one lowercase character
 - contain at least one number


Set New Password

The MultiLine number **+1 (470) 246 3889** has been assigned to you. Please set a new password:

Set new password 

WEAK STRONG

Confirm new password 


-  Your password must contain atleast,
- o **minimum 8 characters**
 - o **one special character (eg: \$, #, @, !, %, ^, &, *, (,), etc.)**
 - o **one Uppercase, Lowercase**
 - o **one Number**

Save

5. If you're a user in the USA, and haven't entered your E911 information into the mobile app, you'll see the E911 screen. Use the address where you'll be using MultiLine Desktop, this address will be used by emergency dispatchers if you contact 911.

Example below for emergency address "11370 Lakefield Drive Johns Creek Duluth, GA 30067":

First Name	Last Name
Unit/Apt Number/Street#	
Address Line 1	
Address Line 1	
City	Postal / Zip code
State	
By clicking on "Continue", you agree to the E911 Terms & Conditions	



John	Green
11370	
LAKEFIELD DR	
JOHNS CREEK	
DULUTH	30067
GA	
By clicking on "Continue", you agree to the E911 Terms & Conditions	

6. You'll be prompted to sync your contacts. We can identify your Office 365 Exchange account using the email you signed in with, so it will only take a few seconds.

Step 3 of 3

Welcome Onboard!



Sync your Exchange contacts and start communicating. Click **Connect to Office 365 Exchange Server** to access your Exchange Contacts

[Connect to Office 365 Exchange Server](#)

[I will do it later](#)

or create a [local contact](#)

That's it! Your MultiLine number will display and the activation process for the web application is complete.

You'll remain logged to MultiLine Desktop as long as you have the site open in the browser even if you are using other tabs or browser windows. We will display a notification and play a sound for incoming calls.