

How do I reonboard MultiLine after deleting the app?

Last Modified on 11/17/2022 11:36 am EST

Sometimes you need to delete the app, whether you're changing phones or something else. Whenever you install or reinstall MultiLine you must reactivate.

Note: Activation pairs your native phone with your assigned MultiLine number. You can only use an invitation on one phone at a time.

To prevent unauthorized use, all MultiLine apps require an **invitation** to complete activation. Most users receive this by email, but some will receive by SMS.

If you still have your MultiLine invitation, you can frequently use that one to log in again. If you have multiple invitations, use the latest one you were sent. However, some organizations restrict invitations to one-time use.

Movius does not and can not send or manage invitations for your organization. If you can't find your invitation, or your invitations don't work, you'll need to contact your IT department to have a new invitation sent.

Once you have your new invitation, **the activation process** (<https://moviuscorp.knowledgeowl.com/help/get-started-with-movius-for-blackberry-find-and-use-your-invitation>) is short and sweet- you'll be up and running in no time.
