Enable Group Messaging (US Only)

Read on to learn how to enable Group Messaging in the Management Portal.

Overview

MultiLine users will be able to send/receive group messages, if an Enterprise Administrator enables the **Enable Group Messaging** option for the organization in the MMP.

The Enable Group Messaging feature is an inheritable property for the child organizations.

Before you start

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. *See* *[What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp)* *(https://help.moviuscorp.com/help/what-admin-roles-mmp)*.
- **Group Messages are not supported outside the USA**
- Group Messages cannot be enabled if the SMS Opt-In is turned ON for the organization.

Enable Group Messaging

You will be able to enable or disable the **Group Message** feature from the **Setup** menu in the Management Portal.

1. Go to **Setup → Feature Settings → Multimedia Messages → Multimedia Messages → Enable Group Message**.
2. Select the checkbox for **Enable Group Message**.

The **Multimedia Messaging Setup** screen appears as below:
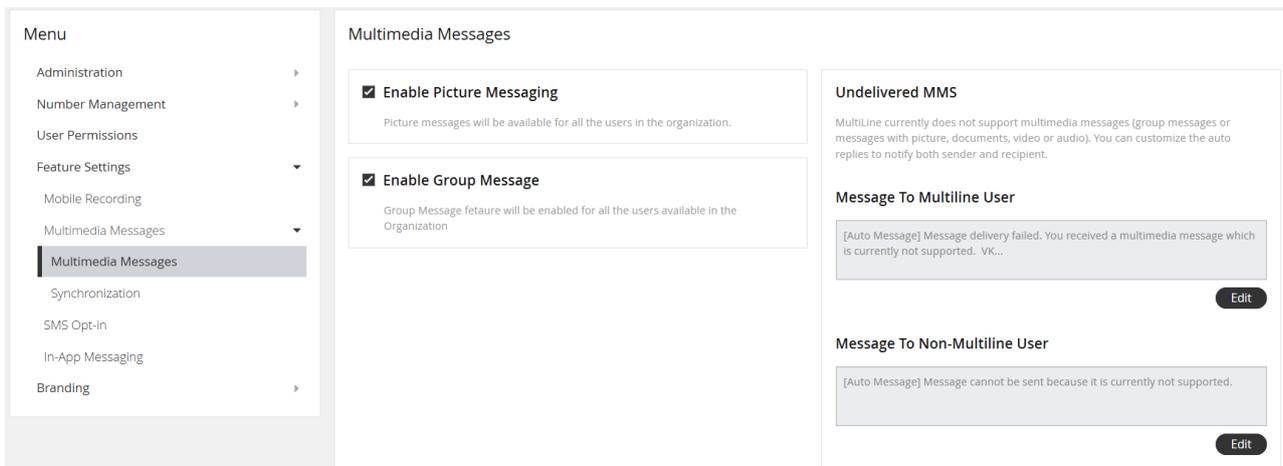
About Group Messaging

- **Enable Group Message** – By selecting the checkbox, this feature will be enabled for all users in the organization.
  - If **Group Message** is not turned on for the organization, users will not receive messages

shared in the group.

- The user will receive an automated message: [**Auto Message**] *Message delivery failed. You received a multimedia message which is currently not supported.*
- The sender will receive an automated message: **[Auto Message]** *Message cannot be sent because it is currently not supported.*

- You can customize this automated message: **Setup → Feature Settings → Multimedia Messages → Multimedia Messages → Undelivered MMS**. See [Edit message to users for undelivered multimedia message](https://help.moviuscorp.com/help/edit-undelivered-picture-message)

- If the [SMS Recording](https://help.moviuscorp.com/help/manage-mobile-recording-settings) feature is turned on for an organization, all the group messages sent to within the organization will recorded and available in the **Reports** tool.

- If the [Redaction](https://help.moviuscorp.com/help/manage-redaction-and-lexicon-policies) feature is turned on for your organization, any messages flagged by the policy will be redacted or blocked in the group messages as they are for 1:1 SMS.

Group Message Reports

- [Message activity reports](https://help.moviuscorp.com/help/managing-reports-on-multiline-usage-by-activity-voice-messaging-data) for group messages will show the **Group ID** in the **To** column.

- You can search for Group Message records by
    - Go to **Reports > Activities > Messages**
    - Enter the **Group ID** in the **Keyword** section

- Hover your cursor over **Group ID**, to display the number of group participants.

- You can see the list of participants in the CSV downloadable message report.
    - All the participants are separated by a pipe separated **|** in the downloadable CSV message report.