Set Forwarding Number for Messaging Only MultiLine

Last Modified on 07/21/2023 11:37 am EDT

Read on to learn about setting a forwarding number during the invitation process for Messaging Only MultiLine users.

Overview

Messaging Only MultiLine is a version of MultiLine that does not include Voice features such as calling and voicemail. These organizations may want to set up number forwarding so that if someone calls their MultiLine users, the call can be picked up by another team member or call center.

You can set a forwarding number while sending a single invite, or while using the bulk invitation feature.

Before you start

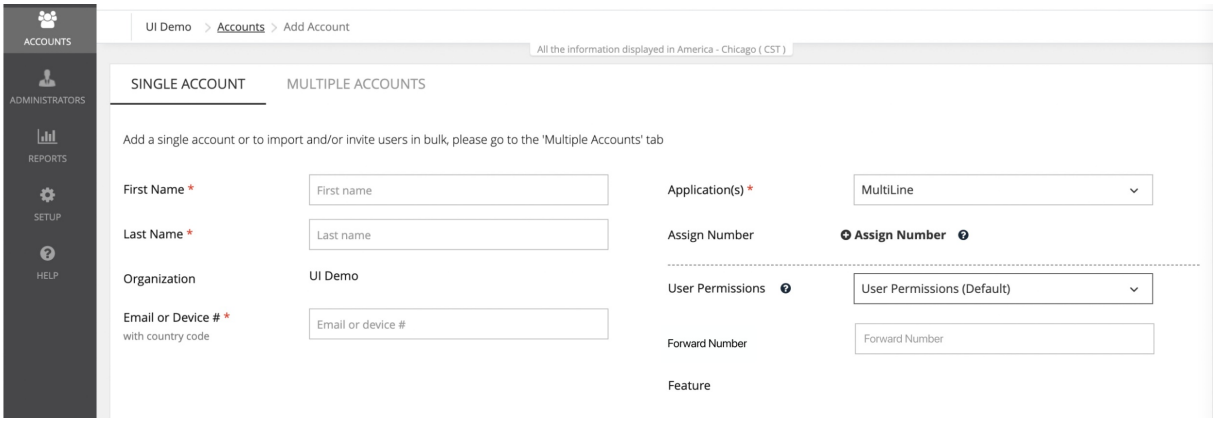
- Messaging Only MultiLine Service is only available on a limited basis and not yet generally available.
- An admin must have "Accounts" Role in the organization to do these instructions. *See What Admin Roles are in the Management Portal* (https://help.moviuscorp.com/help/what-admin-roles-mmp).

Setting the forwarding number for a single invite

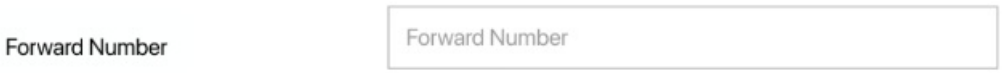
Known Issue: When setting the forwarding number for a Single Account, don't include a '+' in the **Forward Number** field. There is currently a bug that causes the forwarding to not work.

You can set the forwarding number while sending an invite to the user by using the following steps:

1. Go to **Accounts > Single Account**



2. Use the Forward Number field to set the number. **Warning: Don't include '+'.**

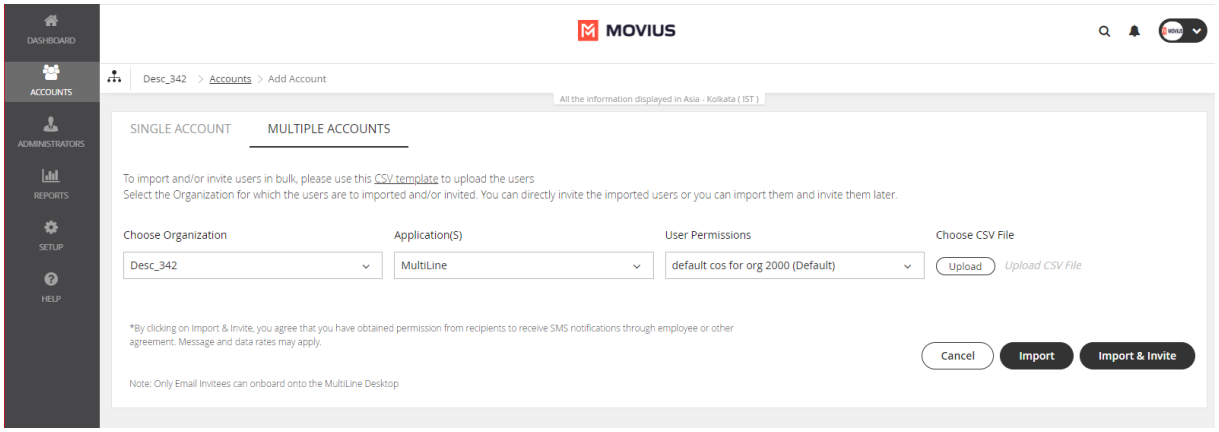


3. Click **Save** to invite the user later, or **Save and Invite** to invite the user.

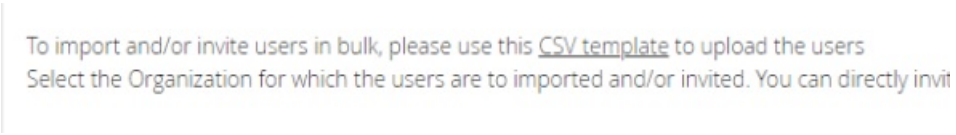
Setting the forwarding number for a bulk invite

You can set the forwarding number while using the bulk invitation feature by using the following steps:

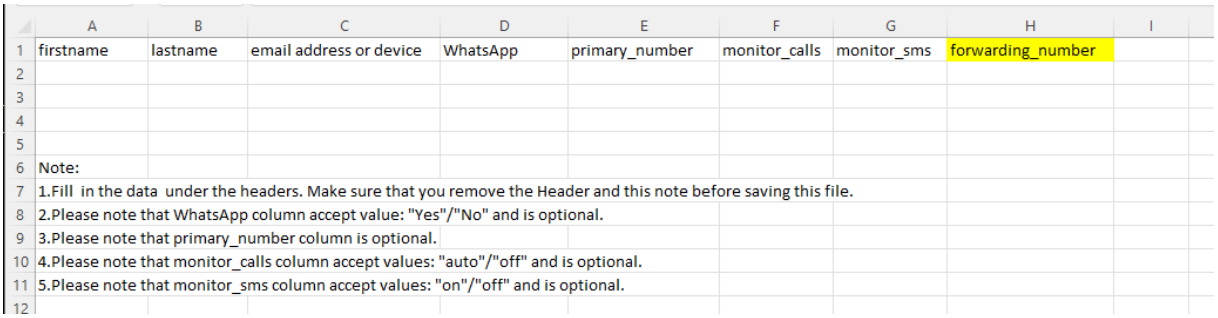
1. Go to **Accounts > Multiple Accounts**



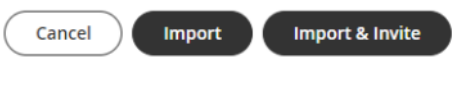
2. Download the **CSV template**.



3. The column header "**forwarding_number**" sets up the column for use in setting the forwarding number for the user.



	A	B	C	D	E	F	G	H	I
1	firstname	lastname	email address or device	WhatsApp	primary_number	monitor_calls	monitor_sms	forwarding_number	
2									
3									
4									
5									
6	Note:								
7	1.Fill in the data under the headers. Make sure that you remove the Header and this note before saving this file.								
8	2.Please note that WhatsApp column accept value: "Yes"/"No" and is optional.								
9	3.Please note that primary_number column is optional.								
10	4.Please note that monitor_calls column accept values: "auto"/"off" and is optional.								
11	5.Please note that monitor_sms column accept values: "on"/"off" and is optional.								
12									

4. Click **Upload** to find and upload the CSV file.

5. Click **Import** to invite the user later or **Import and Invite** to invite the user.