

Set Forwarding Number for Messaging Only MultiLine

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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

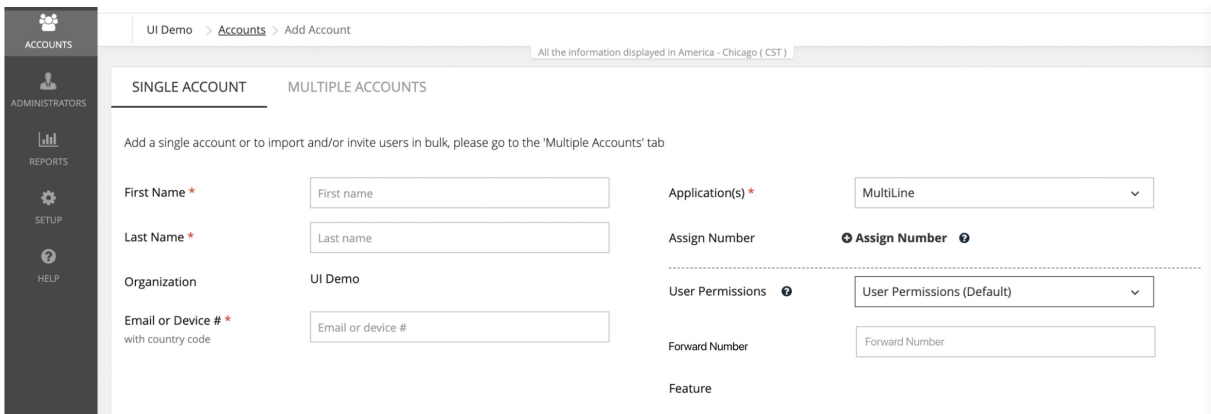
- Messaging Only MultiLine Service is only available on a limited basis and not yet generally available.
- An admin must have "Accounts" Role in the organization to do these instructions. See *What Admin Roles are in the Management Portal* (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

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**



The screenshot shows the 'Add Account' page in the Movius management portal. The breadcrumb trail is 'UI Demo > Accounts > Add Account'. The page title is 'All the information displayed in America - Chicago (CST)'. There are two tabs: 'SINGLE ACCOUNT' (selected) and 'MULTIPLE ACCOUNTS'. Below the tabs, there is a message: 'Add a single account or to import and/or invite users in bulk, please go to the 'Multiple Accounts' tab'. The form contains the following fields:

- First Name ***: Text input with placeholder 'First name'
- Last Name ***: Text input with placeholder 'Last name'
- Organization**: Text input with value 'UI Demo'
- Email or Device # ***: Text input with placeholder 'Email or device #' and a note 'with country code'
- Application(s) ***: Dropdown menu with 'MultiLine' selected
- Assign Number**: Section header with a plus icon and a help icon
- User Permissions**: Dropdown menu with 'User Permissions (Default)' selected
- Forward Number**: Text input with placeholder 'Forward Number'
- Feature**: Text input (empty)

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

Forward Number

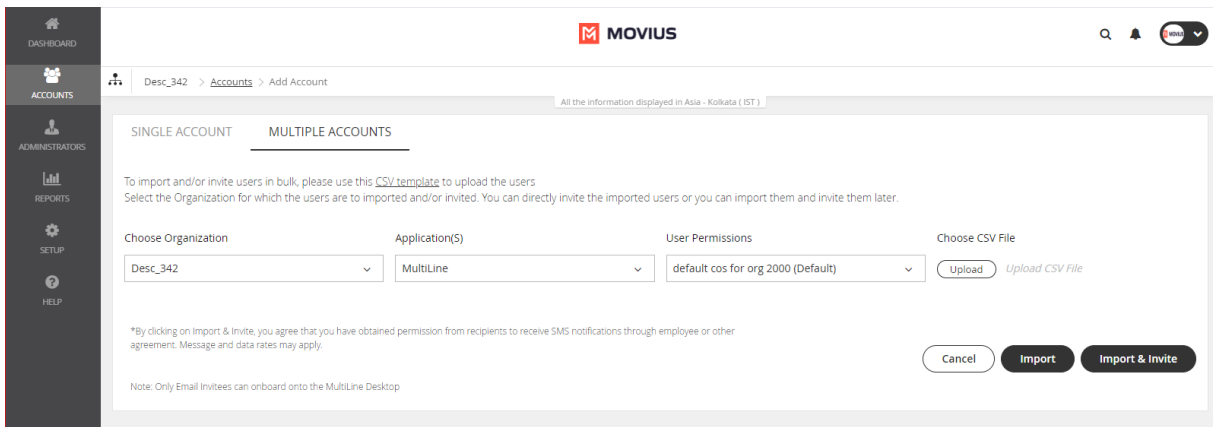
Forward Number

- 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:

- Go to **Accounts > Multiple Accounts**



- Download the **CSV template**.

To import and/or invite users in bulk, please use this [CSV template](#) to upload the users
Select the Organization for which the users are to imported and/or invited. You can directly invit

- 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									

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

Choose CSV File

Upload CSV File

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

