

How do I restrict incoming social messages for a user?

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It is possible to configure whether or not a user who has social messaging enabled can receive inbound social messages.

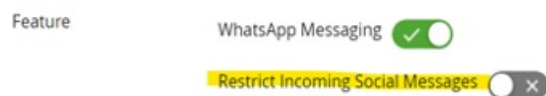
When restricted, the user must initiate all conversations on the social media platform, no one will be able to contact the user using our AI-enabled message routing service

(<https://help.moviuscorp.com/help/whatsapp-ai-enabled-incoming-message-routing>).

How to restrict incoming social messages (new user)

You can set the restriction of incoming social messages for a new user that you're inviting for the first time.

1. Go to **Accounts**.
2. Select **Add Account**.
3. Fill out all the required details for the user and assign the number. See *Add users and send MultiLine invitations* (<https://help.moviuscorp.com/help/send-multiline-invitations-add-users>).
4. Under **Feature**, select the **Restrict Incoming Social Messages** toggle.
 1. The green checkmark means incoming social messages will be restricted
 2. The grey x means incoming social messages will not be restricted.

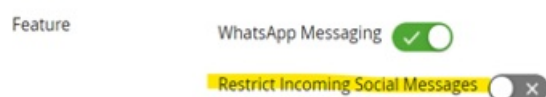


5. Invite the user as usual.

How to restrict incoming social messages (existing user)

You can edit an existing users account to restrict incoming social messages.

1. Go to **Accounts**.
2. Search for the user.
3. Select **Edit Account**.
4. Under Feature, select the **Restrict Incoming Social Messages** toggle.
 1. The **green checkmark** means incoming social messages will be restricted
 2. The **grey x** means incoming social messages will not be restricted.



5. Save your changes.

