

Settings - Teams

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E911 MultiLine Messaging (US Only)

Read on to learn about E911 in MultiLine desktop apps, which is required by law in the US to make sure that people are able to get help from emergency services.

Overview

E911, or enhanced 911, automatically displays the user's phone number and physical location. This feature enables emergency services to locate the user for emergency assistance.

This feature is only for residents living in the U.S., Puerto Rico, and the U. S. Virgin Islands.

When you set E911 in MultiLine mobile apps before activating MultiLine desktop apps, the address will be automatically ported into MultiLine desktop apps. Otherwise, you'll be prompted to set your details during onboarding.

Set E911

If you haven't set your E911 details in the mobile app, you'll be prompted to set your E911 details during onboarding.

1. Enter your address details on the **E911** screen.
Please note to only enter the street number in the first address field.

E911

[×](#)

This address is given to dispatchers when you call 911 using Wi-Fi. It's necessary to help first responders find you if you're unable to tell them where you are.

Please note that location should be enabled while dialing or messaging 911.

First Name	Last Name
Jane	Doe
Unit/Apt Number/Street Number (Do not include street name)	
555	
Address Line 1	
Happy Street	
Address Line 2 (optional)	
City	
Alpharetta	
State	Zip / Postal Code
Georgia (GA) ▼	30009

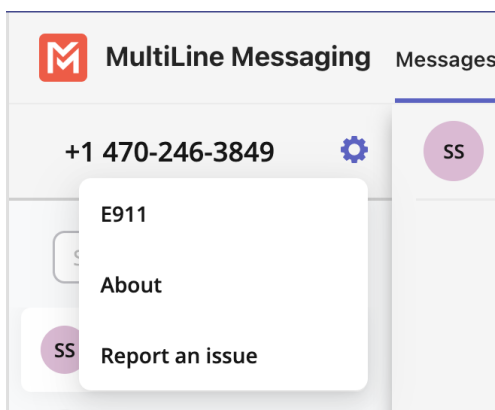
CancelContinue

4. Select **Continue**.

Update E911

You may need to update your E911 details if you move location. It's important to keep your details up to date so that you can receive emergency help if needed.

1. Select the **Settings gear icon**.
2. Select **E911**.



3. Select **Update address**.

E911

This address is given to dispatchers when you call 911 using Wi-Fi. It's necessary to help first responders find you if you're unable to tell them where you are.

Please note that location should be enabled while dialing or messaging 911.

Address you entered:

4450 RIVER GREEN PKWY Duluth GA 30096 US

Do you want to update or change the address?

Update address

To review the E911 Terms & Conditions [Click here](#)

4. Complete your details and select **Continue**.
