

End User Guide: Add MultiLine Messaging App to Teams

Last Modified on 07/23/2024 3:43 pm EDT

Read on to learn how to add the MultiLine Messaging App to Teams.

Overview

The MultiLine Messaging app for Teams allows you to send SMS and social messages directly from Microsoft Teams.

Before you start

- Your enterprise must enable MultiLine Messaging for you for it to be available for you to use in Microsoft Teams.
- Social Messaging is an optional add-on. If social messaging is available for you, you will see the options, otherwise they will be hidden.
- Some enterprises install the MultiLine Messaging app to your Microsoft Teams automatically. If so you will see the app available for use, otherwise you will need to use instructions below to add it.

How to add MultiLine Messaging App to Teams

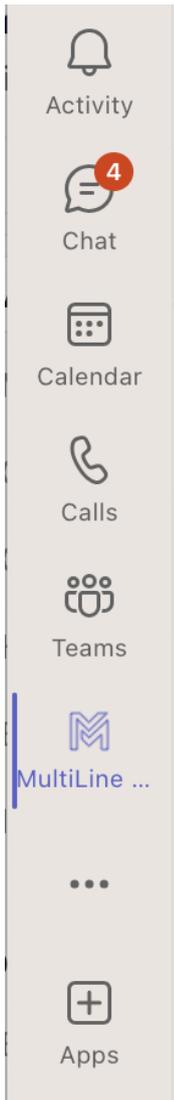
If your company didn't automatically add the app for you, you can add the MultiLine Messaging app to teams the same way you would other apps in Microsoft Teams. See [Add an app to Microsoft Teams](https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-8e96-c413afd02f77) [↗](https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-8e96-c413afd02f77) (<https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-8e96-c413afd02f77>) [↗](https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-8e96-c413afd02f77) and search for "**MultiLine**".

Once you've added the app, when using Desktop Teams, we recommend you **pin** the app for easy access. See [Pin an app for easy access in Microsoft Teams](https://support.microsoft.com/en-us/office/pin-an-app-for-easy-access-in-microsoft-teams-3045fd44-6604-4ba7-8ecc-1c0d525e89ec) [↗](https://support.microsoft.com/en-us/office/pin-an-app-for-easy-access-in-microsoft-teams-3045fd44-6604-4ba7-8ecc-1c0d525e89ec) (<https://support.microsoft.com/en-us/office/pin-an-app-for-easy-access-in-microsoft-teams-3045fd44-6604-4ba7-8ecc-1c0d525e89ec>) [↗](https://support.microsoft.com/en-us/office/pin-an-app-for-easy-access-in-microsoft-teams-3045fd44-6604-4ba7-8ecc-1c0d525e89ec).

Get Started with MultiLine Messaging App

Whether using on desktop or mobile, the MultiLine Messaging App appears in the menu bar of the Teams interface.

Desktop



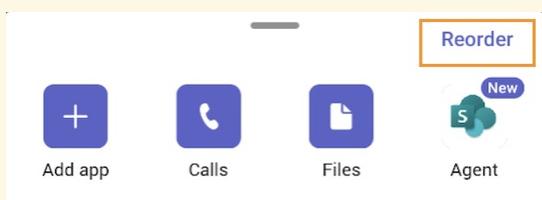
Mobile



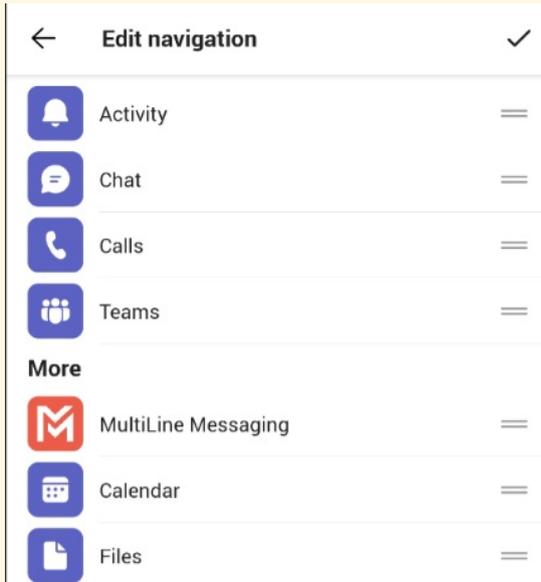
In some instances the Messaging app may not fit on the menu bar, especially in the Mobile view. If this happens select the "**... More**" icon.

You can select Reorder to move MultiLine Messaging where you can always see it:

1. Select **Reorder**.



2. Drag MultiLine Messaging above **More**.

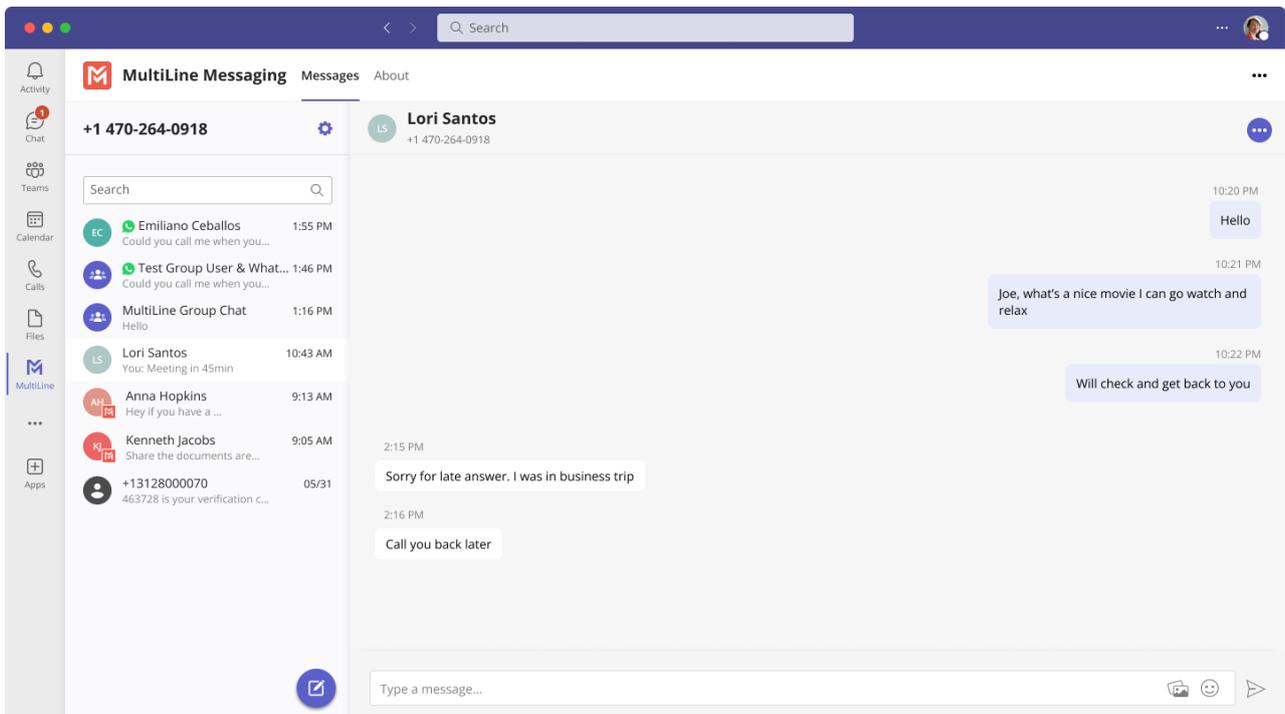


About the MultiLine Messaging Interface

When you select the app, your contacts will sync and any existing messaging history will load directly in your Teams window. When you're done using the MultiLine Messaging app, you only need to switch to another app in Teams.

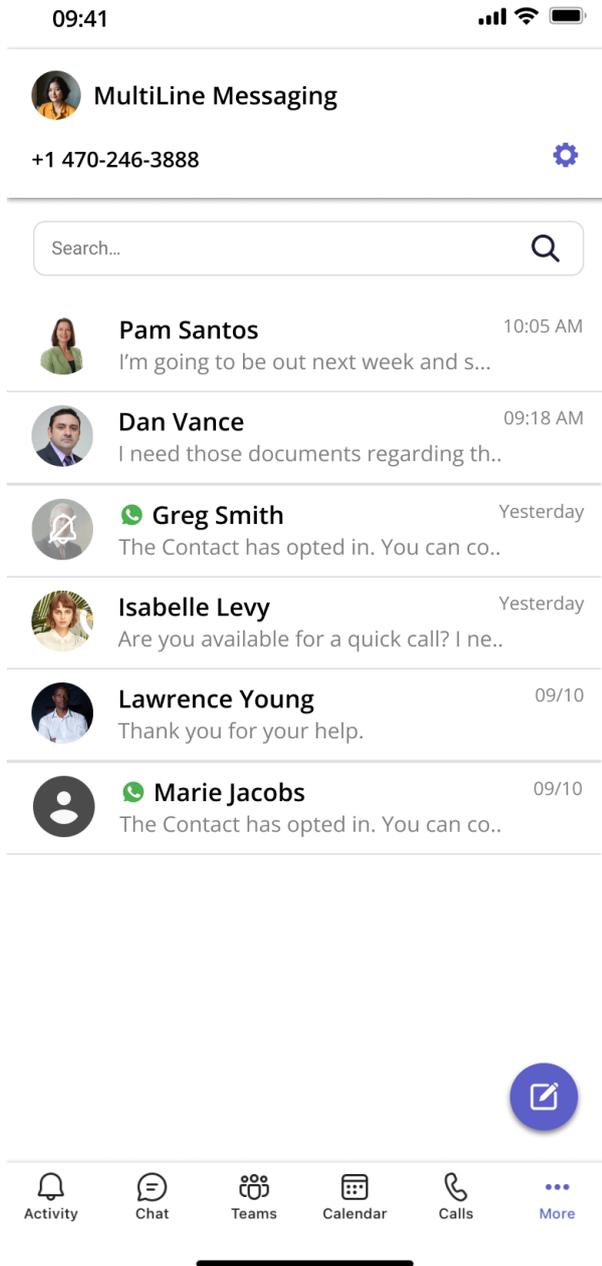
Desktop

In the Desktop app, conversations and a selected conversation appear.



Mobile

In the mobile view, conversations appear.



To view a conversation, select it.

09:41



MultiLine Messaging

**Pam Santos**

+1 234-987-2934



Today 9:45 AM

I'm going to be out next week and scheduled a meeting with you and Ms. Jacobs for 3pm on Wednesday. I already informed her about the meeting.

Ok. Thanks for letting me know.

No problem, let me know if you have any questions.

Type a message...



Activity

Chat

Teams

Calendar

Calls

More

Troubleshooting

Error: "The username or password you entered do not match. Please contact your Administrator."



**The username or password you entered do not match
Please contact your Administrator.**

Resolution: MultiLine Messages app requires authentication using the username and password associated with your Exchange account.

If you entered your credentials manually, double-check that you have used your Exchange account credentials and entered everything correctly. If you didn't see a screen to enter your credentials, please contact your IT administrator (not Movius support). There may be an error in the configuration.

Error: "Error logging in. Please contact your Administrator."



**Error logging in.
Please contact your Administrator.**

Resolution: Contact your IT administrator (not Movius support). There may be an error in the configuration.
