# End User Guide: MultiLine SMS Messaging in Teams

Last Modified on 07/23/2024 3:44 pm EDT

Read on to learn about messaging using the MultiLine Messaging App in Microsoft Teams.

## Overview

When your organization uses the MultiLine Messaging App in Microsoft Teams, you can message from your MultiLine number in Microsoft Teams.

When you message someone from Teams using the MultiLine Messaging app, they'll see your MultiLine number. If someone texts your MultiLine number, the text will be sent to your MultiLine app and Teams.
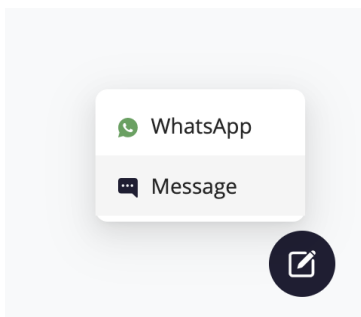
## Before you Start

- MultiLine Messaging for Microsoft Teams is not available by default; Movius and your IT admins must set up the application on the backend for this to work.
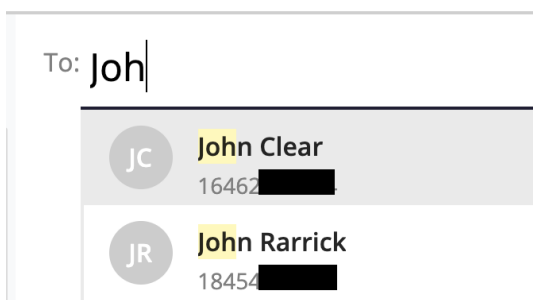
## Sending messages

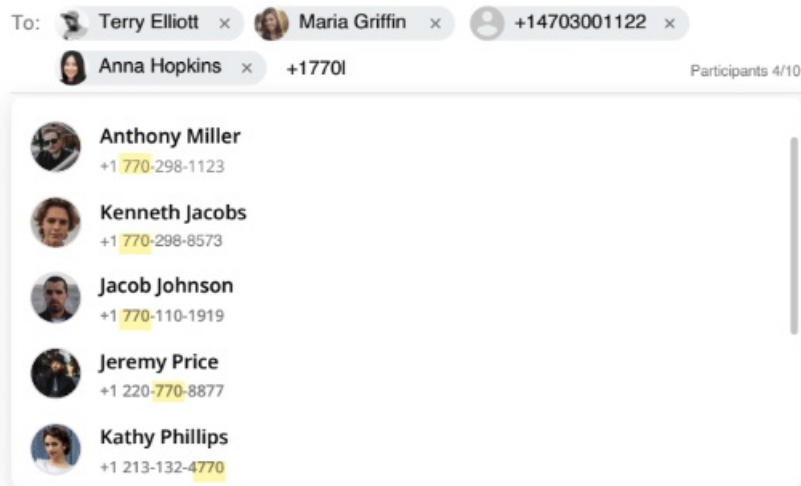The MultiLine Messaging tab is used for messaging.

1. Click the MultiLine messages icon  to access the app.

2. Click the  New Message icon.

3. If your organization is using WhatsApp messaging, click on the type of message you want to send.
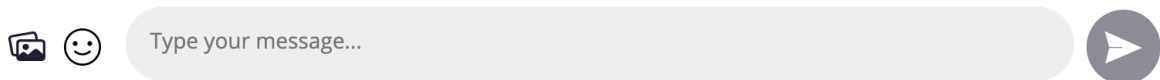


4. As you type the name or phone number, a list of matching contacts will appear. Select or add at least one participant.
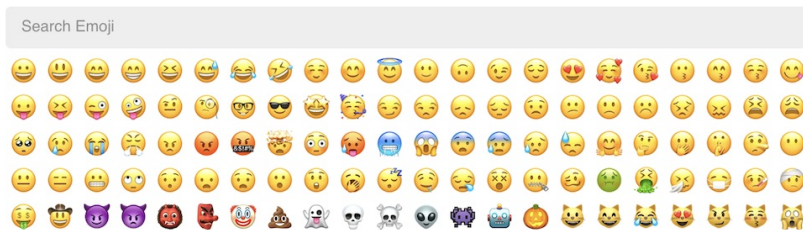
5. To create a group message, add multiple participants into the **To:** field.



6. Type your message in the bottom right
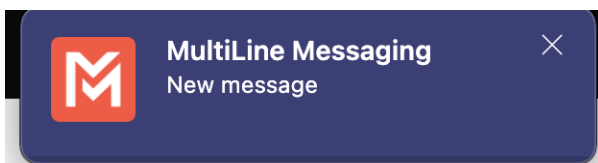


- Click 🙂 to select an emoticon



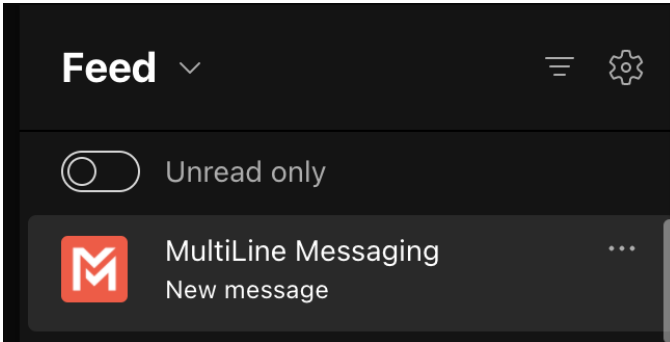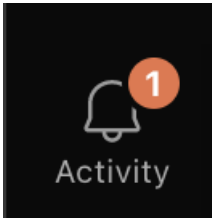- Click 🖼 to send an image file.

7. Click  or press 'enter' to send the message

## Receiving messages

When you have received a new message you will see a brief notification:



You will also see an **Activity** notification:

1. Either click on any of the notifications, or click the chat directly to open the message thread.

- Red dots represent new unread messages.