

Get Started with Movius Capture for WhatsApp Business

Last Modified on 01/28/2025 1:49 pm EST

Overview

With Movius Capture for WhatsApp Business, users connect their Work number to the WhatsApp Business app. This ensures all messages sent in the WhatsApp Business app are securely recorded and compliant with your business needs.

Before you start

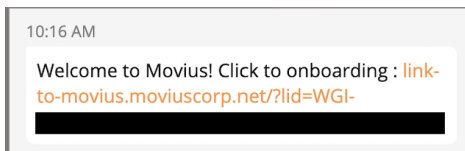
Before you can start sending secure and compliant messages through the WhatsApp Business app you must:

- Receive an invitation to onboard your Work number
- Register for a WhatsApp Business account with the Work number
- Use a code we provide you to connect it as a Linked Device. View the video below or have a look at the step by step instructions.

Step 1: Receive invitation

To start your onboarding, you will receive an invitation message from Movius.

1. Select the link received by email or SMS.



2. The link will open the Movius Capture Onboarding screen. Select **Let's Start Setup**.



Thank you for choosing MultiLine native capture

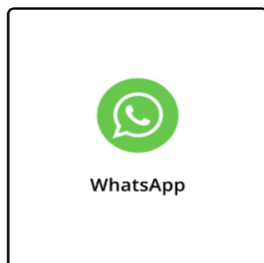
Note: You can complete Social Messaging onboarding only if you have an active MultiLine number or work phone number. Please finish the MultiLine number onboarding before starting the Social Messaging setup.

Let's Start Setup

3. Select WhatsApp, scroll down, and select Next.

Select the Social Messenger you'd like to set up

Please select one Messenger per time



Coming soon



Next

Instructions on registering for WhatsApp will appear. Don't close this screen- you will leave this screen to set up WhatsApp, and return after completing the steps.

Step 2: Set up WhatsApp Business Profile

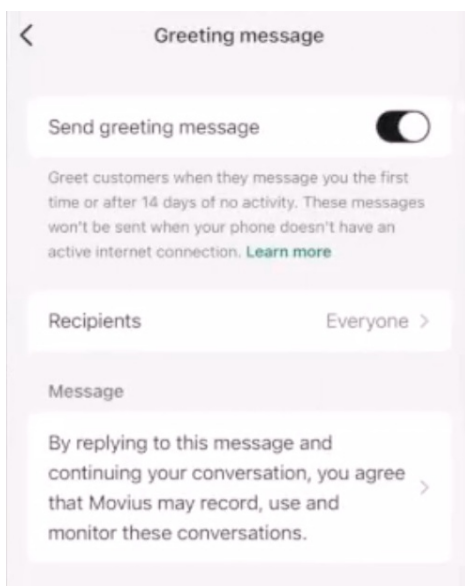
1. Download, install, and open WhatsApp Business.


For more information on downloading and installing WhatsApp Business, see <https://faq.whatsapp.com/665643701880397> 

2. Register an account using your Work number (the number where you received the invitation).

For more information on registering your account, see <https://faq.whatsapp.com/1344487902959714> 

3. Go to Business tools and set your Greeting Message.

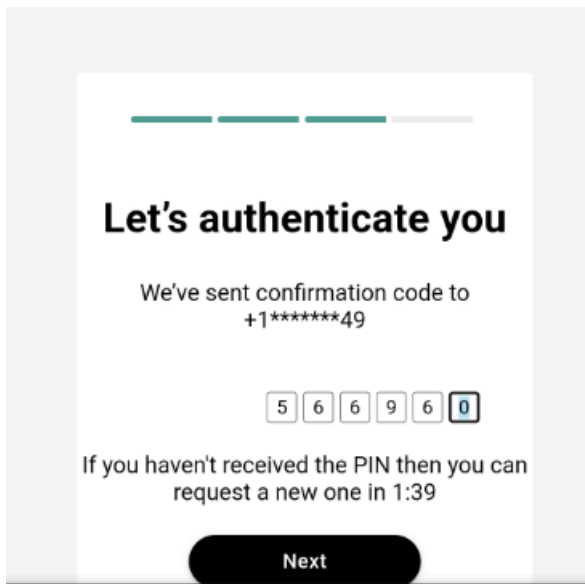


For more information on setting a Greeting Message see <https://faq.whatsapp.com/501866148528310/>  (https://faq.whatsapp.com/501866148528310/?cms_platform=android) 

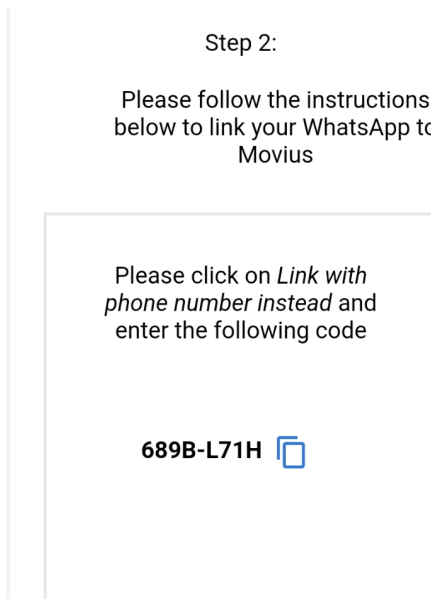
Step 3: Authenticate Number

For the following steps, return to the Movius Capture Onboarding screen from Step 1.

1. Select **Next** and complete authentication using a **PIN** received by SMS to the Work number.



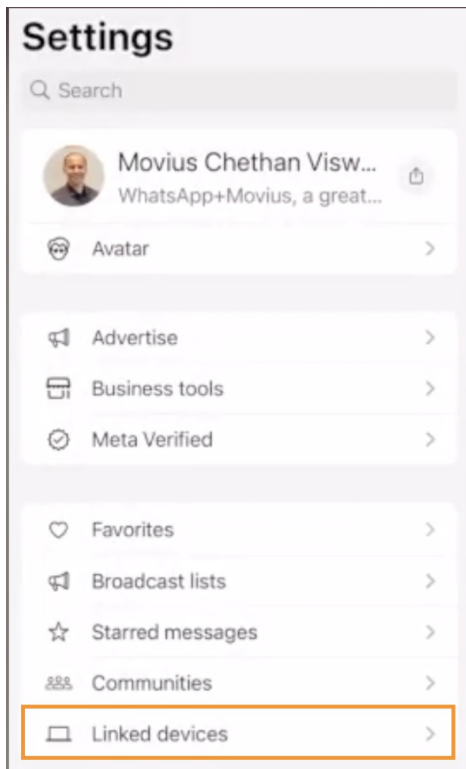
2. Copy the code to link Movius to WhatsApp Business under Step 2 of the Movius Capture Onboarding screen.



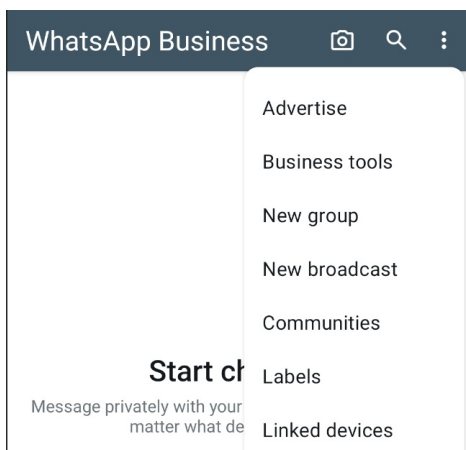
Step 4: Link Movius and WhatsApp Business

For the following steps, return to the WhatsApp Business application to add the code you copied to Linked Devices.

1. Go to **Settings, Linked Devices.**
iOS



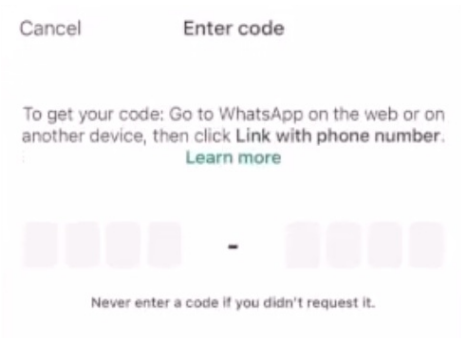
Android



2. Select **Link a Device**.



3. Enter or paste the code.



4. Give the linked device a name such as "Movius Connect".

Device name

Movius Connect 36

This helps you assign and manage devices.
Customers won't see it. You can always change it.

You're Done!

The link is completed. Now your messages from the WhatsApp Business app will be captured.

← Linked devices



1 of 4 device linked.

Link a device

Linked devices

Tap a device to edit or remove it



Movius Connect

Last active today at 12:26