Get Started with Movius Capture for WhatsApp Business

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Overview

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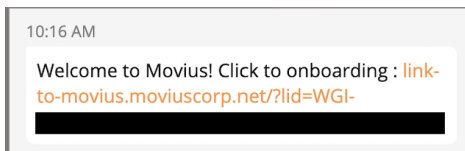
2. The link will open the Movius Capture Onboarding screen. Select **Let's Start Setup**.

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

WhatsApp

Coming soon

MOVIUS
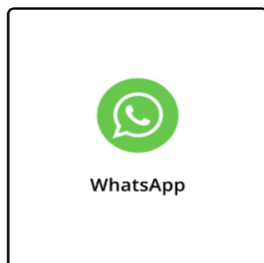
Next

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 for Business Profile

1. Download, install, and open WhatsApp for Business.

   For more information on downloading and installing WhatsApp for 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.
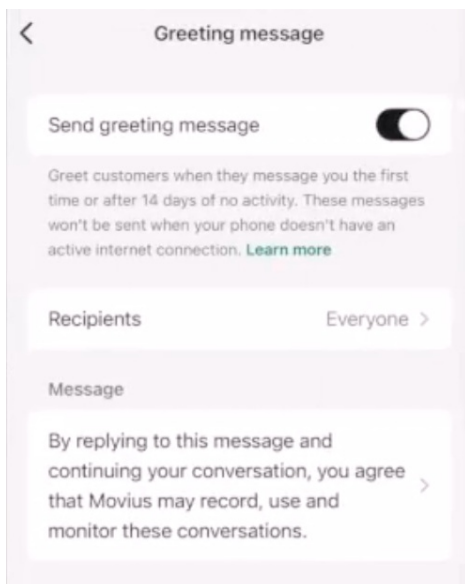
For more information on setting a Greeting Message see https://faq.whatsapp.com/501866148528310/ (https://faq.whatsapp.com/501866148528310/? cms_platform=android)
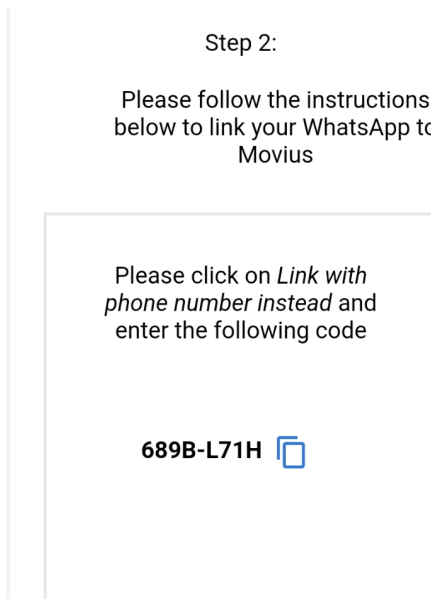
Step 3: Authenticate Number

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.
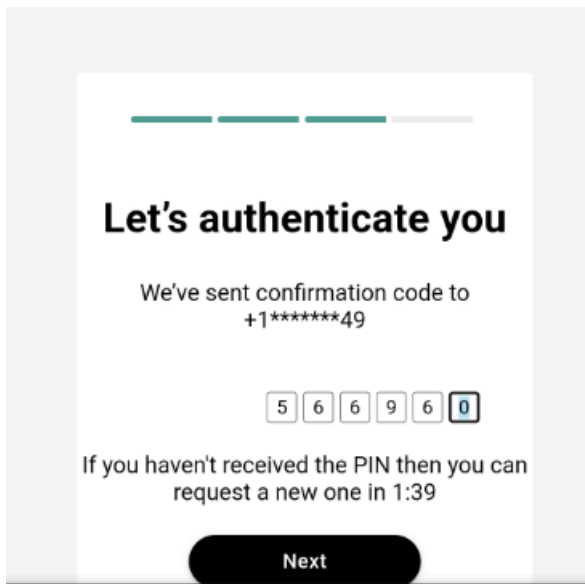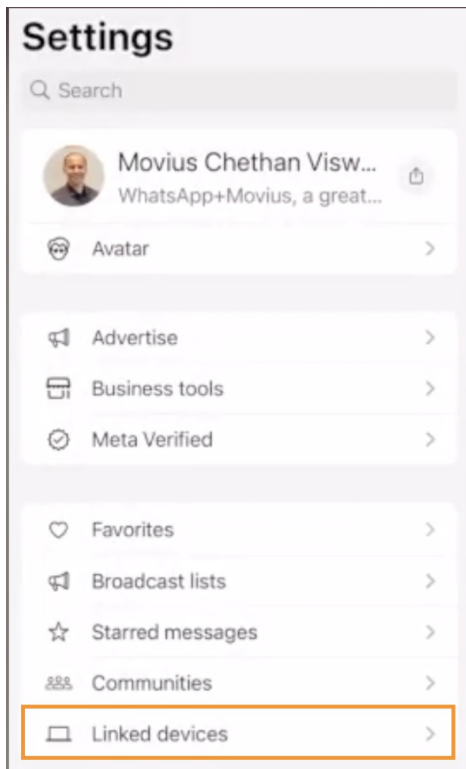
2. Copy the code to link Movius to WhatsApp under Step 2 of the Movius Capture Onboarding screen.
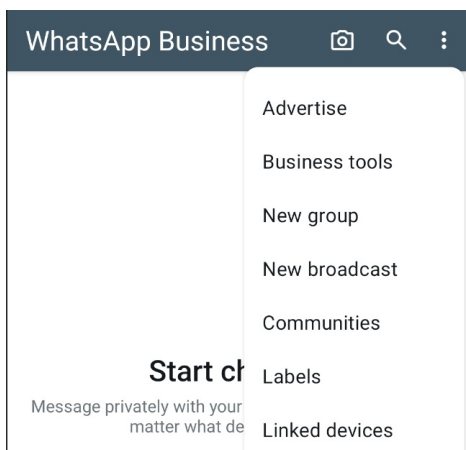
Step 4: Link Movius and WhatsApp

For the following steps, return to the WhatsApp for Business application to add the code you copied to Linked Devices.
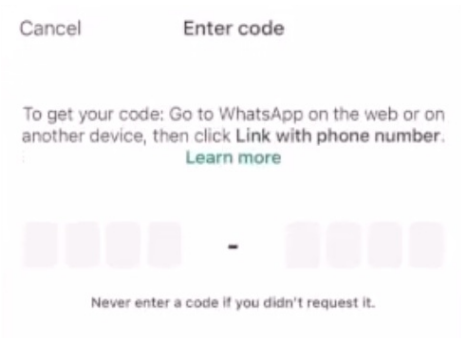
1. Go to **Settings**, **Linked Devices**.
    iOS

Android

2. Select **Link a Device**.

3. Enter or paste the code.

Cancel   Enter code

To get your code: Go to WhatsApp on the web or on
another device, then click **Link with phone number**.
Learn more

Never enter a code if you didn't request it.

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