

Downloading Accounts

Last Modified on 02/04/2025 4:04 pm EST

Read on to learn about download information about accounts from the Management Portal.

Overview

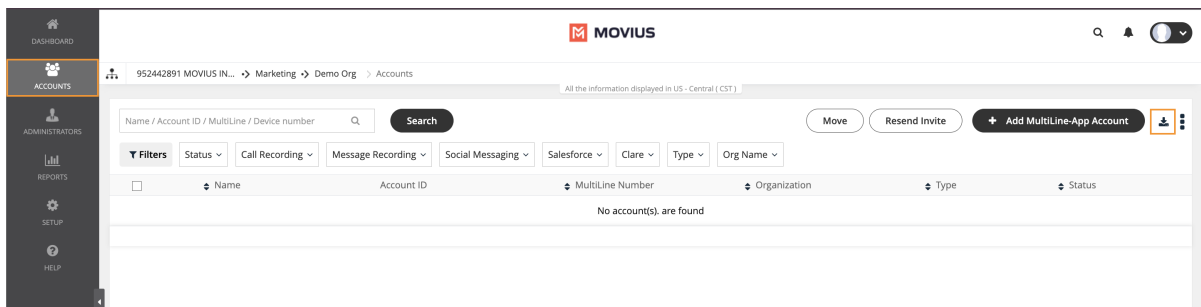
You can download account information from Accounts as a .csv file in the Management Portal. The download will include all the account information for the organization.

Before you start

- An admin must have "Accounts" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp/)
- Downloading Accounts information will generate an [Admin Activity Report](https://help.moviuscorp.com/help/multiline-admin-activity-reports-cl/)

How to download account information

1. Go to the organization you want to download account information for. See [Navigate Organizations](https://help.moviuscorp.com/help/navigate-organizations/)
2. Go to **Accounts** and select the **Download** button.



About account information

At the top of the report will be the following information:

- Report name
- Date/Time
- Organization
- Timezone

Then the list of accounts include the following fields:

Field	Description
Name	Name of user
Account ID	Account ID of user
Invitation sent	Date and time MultiLine invitation was sent
Organization	Organization user belongs to
MultiLine	MultiLine number in use (blank for non-active users)

Field	Description
Device #	Device number of user
MultiLine status	Status - Active, Invitation Failed, Invited, Not Invited
Assigned Number	MultiLine number assigned (blank for active users)
Type	MultiLine (ML)
Last Sign In	
Monitor Calls	Calls recorded? Optional: On
Monitor Messages	Messages recorded? Optional: On
Date Registered	Date and time MultiLine was activated by user
Applications Activity History	Name of applications used (iOS, Android) (MultiLine, MultiLine for Intune) with date and time stamps
Last Application Accessed	Last used application
Last Application Accessed on	Date and time application used
User Permissions	User Permissions assigned to user
Social Messaging	User has Social Messaging? off for no, on for yes
Compliance Group	In a compliance group? Optional: name of compliance group user belongs to
Notification Address	Optional: email address used for notfications
Enable Clare	Optional: Clare enabled for user
Language	Language used for MultiLine app
Forwarding Number	Optional: forwarding number if set
Notes	Any notes added by MultiLine admin on User Accounts page

Example .csv

[Accounts-Demo-Org-2025-02-04_14_11_17_-0500.csv](#) 

(<https://dyzz9obi78pm5.cloudfront.net/app/image/id/67a267429740ecb52400043f/n/accounts-demo-org-2025-02-04-14-11-17-0500.csv>) 