

To use Qwil Messenger you need to perform two steps

Step 1: Create your Qwil Messenger account

1.1 Accept your invitation

Qwil Messenger is an invitation only platform. Invitations are created by your organisation's Qwil Administrator.

Once invited, you will receive an email from Qwil inviting you to join your organisation that includes an **Accept Invitation** link.

To accept on mobile, simply follow the link using your mobile browser.

On web, open this link using either a Chrome, Firefox, Opera or Safari browser. This link will not work with Internet Explorer. If this is your default browser, please right click the **Accept Invitation** button and manually copy and paste the link into a supported browser.

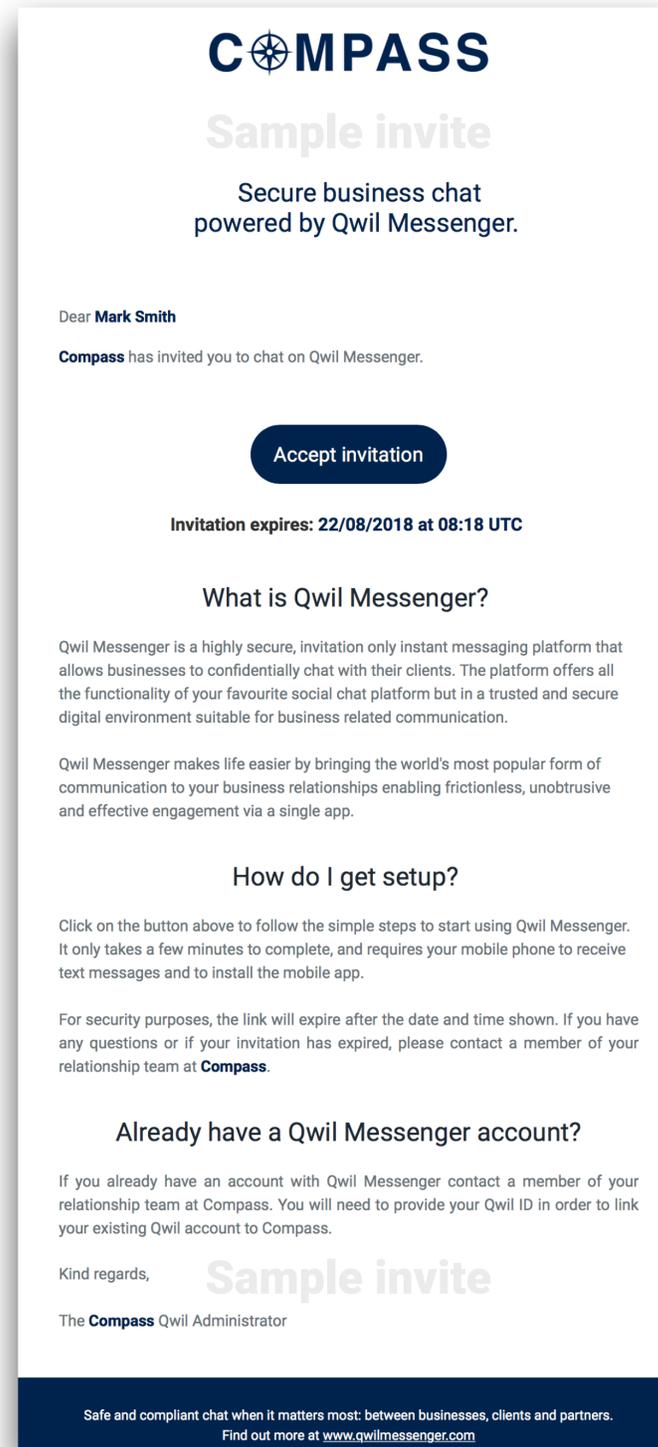
For security purposes, invitations are only valid for 48 hours. If you have been sent multiple invitations, only the most recent, non-expired invitation will work.

If you have been invited but cannot locate the email in your inbox, please check your junk or spam email folders.

1.2. Accept the Terms of Use

Once you have followed the link you will need to review and accept the terms of use for the platform.

There are two sets of terms to review and accept: one for Qwil Messenger and another for your inviting organisation.



1.3 Verify your identity

Before creating your account, we need to verify your identity using your registered phone number. To do this, you need to enter a one-time passcode sent to your registered phone number.

This number is specified by the administrator when they create your invitation. If the number is incorrect you need to contact your administrator.

If you do not receive a message for any reason, you can request another code using the link provided.

Codes can be sent to both mobile and landline numbers. In case of the latter, the code will be read out to you by your phone operator.

If you request multiple codes, only the latest code will be valid.

1.4 Create a password

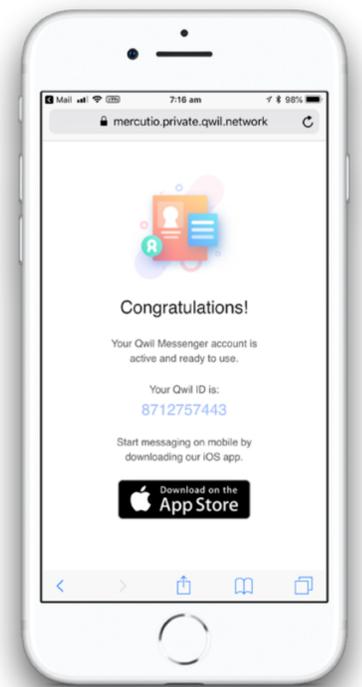
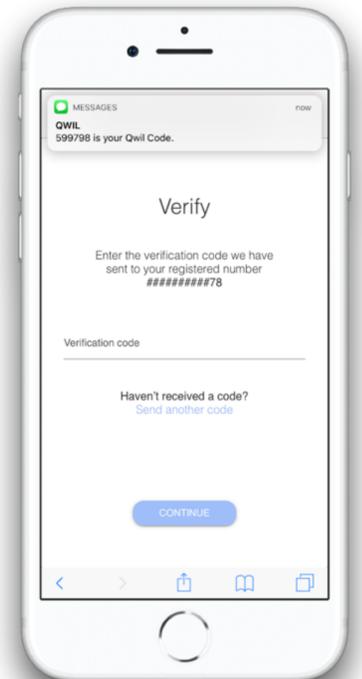
Once verified, you need to create a password for your account. This must:

- be **8 characters** in length
- include at least one **UPPERCASE** character
- include at least one **lowercase** character
- include at least one **special character** (e.g. @£\$!^%)

1.5 Confirm your account details

Once your account is created, you are provided your Qwil ID onscreen. We also email this to you for future reference. **We recommend you copy your Qwil ID at this stage as you will need it to perform the next step.**

Now that you have a Qwil Messenger Account, you need to use these credentials (Qwil ID, password and registered phone) each time you activate your profile on one or more devices.



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Step 2: Activate your profile on one or more device(s)

2.1 Setup Mobile App

Once you have created your Qwil Messenger account, you can chat using our mobile apps by activating your profile on your device.

Simply download our mobile app from the relevant App Store and follow the steps to setup your device.

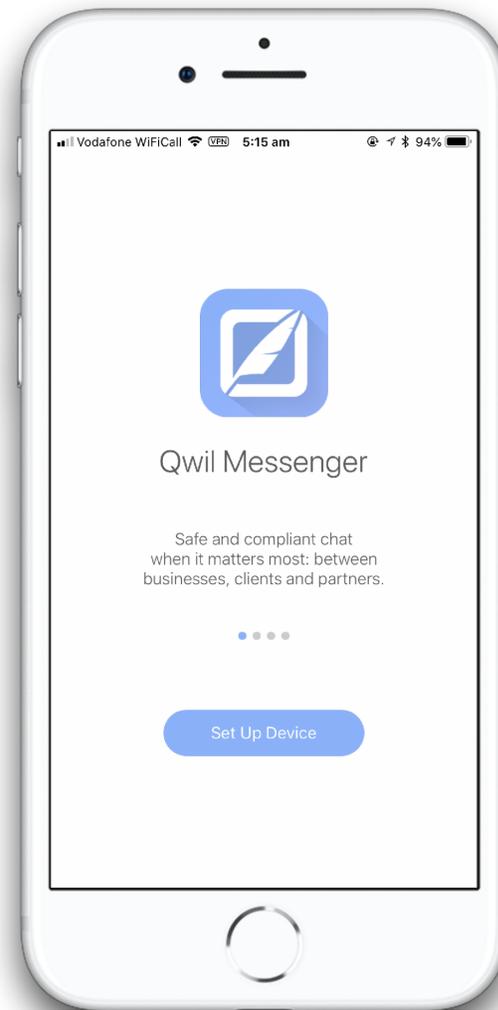


To complete this process, you will need your Qwil ID, password and registered phone to receive one-time SMS verification codes.

Once we have verified your credentials you will need to create a 6 digit passcode for ongoing access on your device.

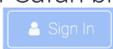
If available, you can enable biometric access as an alternative login method.

You can repeat this process on multiple devices using your single Qwil account credentials.



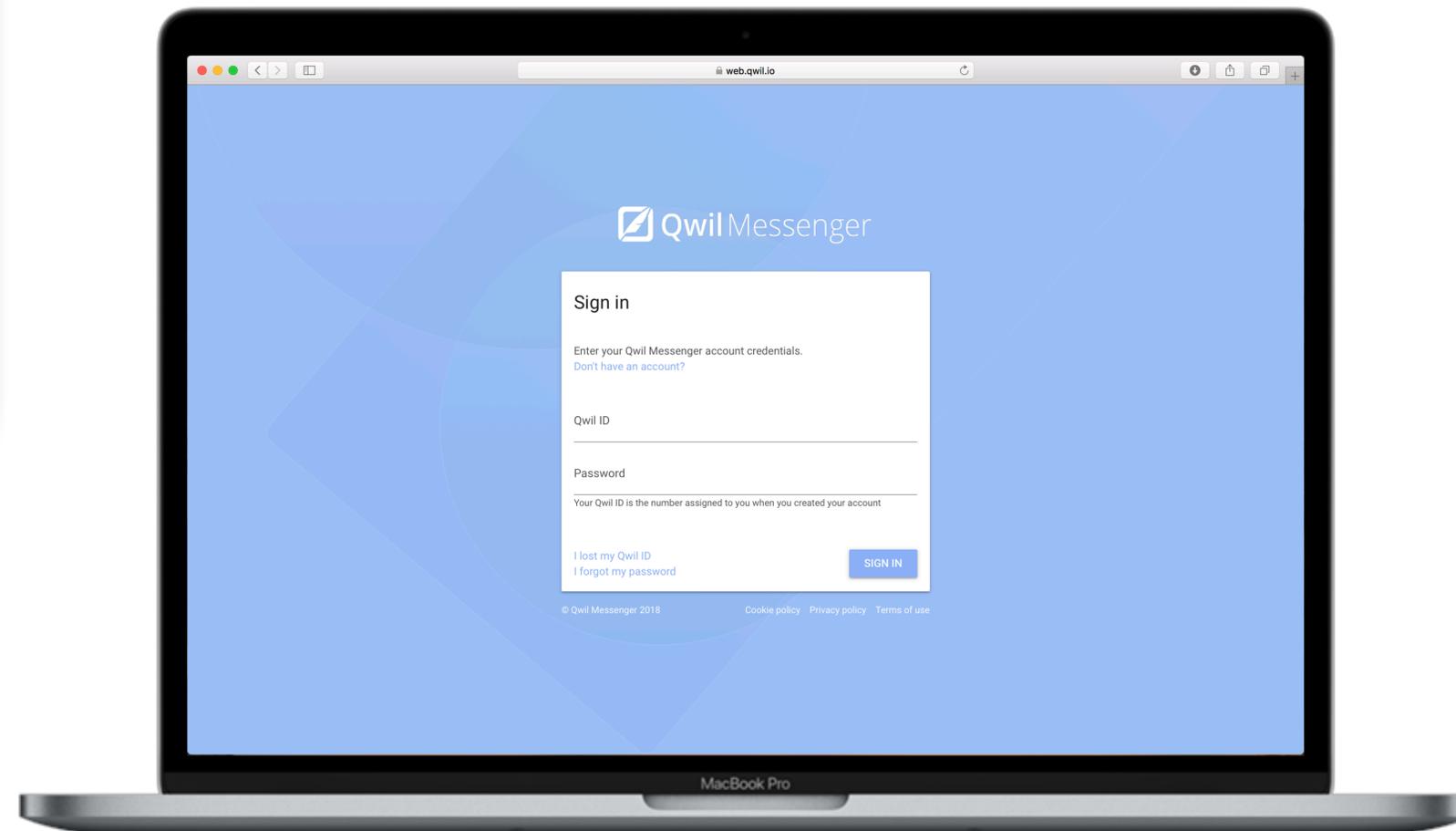
2.2 Setup Web App

Once you have created your Qwil Messenger account, you can chat using our web app by activating your profile on your computer's supported browser. **Please note, Internet Explorer is not supported nor is access on any mobile browser on phones or tablets.**

Simply go to our [web app](#) using either a Chrome, Firefox, Opera or Safari browser on a computer. You can also access the app by going to [qwilmessenger.com](#) and selecting the  button on the top menu.

To sign in, you will need your Qwil ID, password and registered phone to receive a one-time SMS verification code.

The first time you sign-in to the web app on using your computer's browser, you can avoid having to enter your credentials the next time. Simply check the **remember this device** checkbox when entering your SMS code.



Troubleshooting

If you are having problems using Qwil Messenger, you can often find the answers on the [frequently asked questions section](#) of our website. If you are still experiencing problems please contact the Qwil Administrator at your organisation or your company representative.