

Go Integrator: Operations Resources

Tier 1 Troubleshooting checklist:

1. Verify Service is assigned to Group and User Level **Reference:** [OSSmosis: CRM Integrations Guide](#)
2. If end-user has authentication issues, reset the APP Password in OSSmosis 5
3. If end-user reports issues with Authenticating to their preferred CRM or local APP, direct them here: [GO Integrator Version 3.1](#)
4. All Tier 2 and Tier 3 Troubleshooting is managed by the vendor - Go Integrator. Please submit a ticket to the vendor. Details noted below.
5. If there is a major OUTAGE and/or reported problem with the Go Integrator executables and documentation published, please email proddev@evoiveip.net

If the following steps above DO NOT resolve the client issue, please open a ticket on behalf of the client with the vendor here:

- Tier 1 Login Credentials: ***see support***