FAQ: Common New User Questions

General · https://coreel.ai/help/faq-common-new-user-questions/

Do I need a connected integration to send?

Yes. At least one active integration is required for send/track workflows.

Why am I being asked to allow camera/mic?

Recording requires browser permission to camera and microphone.

I installed the extension, now what?

Log in, grant camera/mic permissions, verify integrations, record a test video, then send a test email.

Why can’t I access certain settings?

Your role may not include that permission (Owner/Manager/User controls).

What happens when trial ends?

If no active paid subscription exists, account access is restricted until reactivated/upgraded.

Why does integration show connected but sending fails?

Connection state can be stale. Disconnect/reconnect provider and refresh session.

Can I delete a user without deleting their CRM contact?

Yes. Deleting in coReel removes app access only, not CRM contact data.

I never received an invite/confirmation email. What should I do?

Check spam/junk, confirm address spelling, then request resend.

How do I improve response rates quickly?

Keep videos short, personalize opening line, and use one clear CTA.

Where should I start if something breaks?

Use the troubleshooting articles for integrations, sending, recording, and extension injection first.