Reconnecting Expired or Revoked Integrations

Integrations · https://coreel.ai/help/reconnecting-expired-or-revoked-integrations/

If an integration was working and suddenly stopped, the token was likely expired, revoked, or disconnected. Use this guide to restore service.

Signs You Need to Reconnect

- Send/track fails unexpectedly
- You’re redirected to setup before sending
- Extension or app warns no active integration
- Provider looks connected but behaves disconnected

Safe Reconnect Steps

1. Go to **Integrations** (/integration).
2. Click **Disconnect** on the affected provider.
3. Click the same provider under **Available Integrations**.
4. Complete provider authorization fully.
5. Return to app and confirm status under **Connected Integrations**.
6. Log out/in once to refresh session state.
7. Re-test sending/tracking.

Provider-Specific Tips

- **Google/Microsoft**: Ensure you selected the intended mailbox account.
- **Keap**: Confirm the correct Keap account and that token refresh is healthy on backend.

If Reconnect Doesn’t Fix It

- Try incognito session to rule out cached auth state
- Clear provider session and reconnect again
- Check backend logs for OAuth/token errors
- Confirm environment credentials and callback URLs are correct