Troubleshooting “No Active Integrations” Alerts

Integrations · https://coreel.ai/help/troubleshooting-no-active-integrations-alerts/

If users see alerts that no integrations are active, follow this checklist.

What the Alert Means

No currently valid provider connection is available for sending/tracking.

Fast Fix

1. Go to **Integrations** (/integration).
2. Connect at least one provider.
3. Return to send/record workflow and retry.

If Integrations Look Connected But Alert Persists

1. Disconnect and reconnect affected provider.
2. Log out/in to refresh account state.
3. Reload extension if using extension flow.
4. Retry send workflow.

Role/Account Checks

- Confirm user has permission for required actions
- Confirm account is active (not inactive/trial-expired)
- Confirm org-level extension access isn’t disabled

Admin Validation

- Check backend provider status records
- Confirm token refresh success timestamps
- Validate provider/account mapping for current user/org