

FAQs: I'm an Administrator

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I've deactivated a user in Veelo, but their Veelo account keeps being reactivated.

If you're an Enterprise or Premium user with Salesforce user provisioning turned on, this is because you have not deactivated the user's Veelo license in Salesforce. For detailed instructions, please see this article: [Deactivating and Reactivating Users](#)

If you're a Basic customer, or if you don't have Salesforce user provisioning turned on, please contact support@veeloinc.com for assistance.

Why are certain user accounts automatically deactivated every day, even after they've been reactivated?

If you're an Enterprise or Premium user with Salesforce user provisioning turned on, this is because you have not reactivated the user's Veelo license in Salesforce. For detailed instructions, please see this article: [Deactivating and Reactivating Users](#)

If you're a Basic customer, or if you don't have Salesforce user provisioning turned on, please contact support@veeloinc.com for assistance.

I'm trying to add a new user, but I get an error telling me their account already exists. How do I create their account?

You're seeing this error because you're trying to create an account for a user who has a deactivated account. What you need to do is reactivate their account. Please see [Deactivating and Reactivating Users](#) for detailed instructions based on your subscription type.

How can I order more licenses or upgrade my account?

We're thrilled you're increasing your Veelo usage! Please contact success@veeloinc.com with any license increase or plan upgrade requests, and we'll make sure your request is routed properly.

How can I prevent new user invites from going into the spam

folder?

Ensuring that new user invites don't end up in the Spam folder is unfortunately something we don't have direct control over. Some steps that can help, however, include:

Asking your users check their spam folders and marking e-mails from Veelo as Not Spam.

Asking your users to add noreply@veeloinc.com to their safe senders list.

Having your IT department whitelist veeloinc.com for emails.

Where can I find my login credentials?

Your login is your e-mail address. If you've forgotten your password, simply click on the **Forgot Password?** link on your sign-in page. You'll receive an e-mail with instructions on how to reset your password.

If the password reset doesn't work, please e-mail support@veeloinc.com.
