

Branding Removal

Troubleshooting Steps For Technician:

Answer the following questions:

1. Are they receiving an error message when they attempt to delete it themselves?
 - a. If so, what error is it?
2. Do they have permissions to modify branding?
3. Do they still have issues with this on beta.efilecabinet.net ?
4. Are there any other users on the account that can attempt to remove the branding?
 - a. If so, are they unsuccessful as well?
5. Does attempting to just edit the branding also cause the same issue?
6. Are you able to replicate the issue in your own account?

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Provide answers to all of the above questions.
2. Please provide the admin email and the account ID (pulled from the Utopia Instances section of their account in the Hub).
3. Please provide email communication (or other validated form of identity and request) to confirm that they authorize the removal to take place on their behalf.

Revision #2

Created 19 July 2022 13:45:43 by Bryce Holloway

Updated 19 July 2022 13:45:59 by Bryce Holloway