



## SOLUTIONS FOR YOUR CLOUD SERVICE

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# Connecteeva SSO Update

## US Brand Update

## Introduction

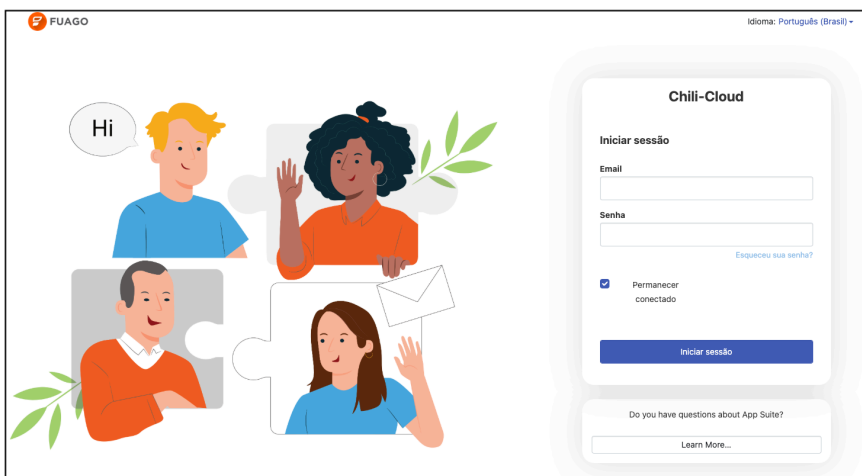
This document explains what is/has happened to the platform on 11 June 2026 and what to do if any issues arise.

## Connecteeva Update

The Connecteeva platform is scheduled to be updated on 11 June. This explains what will change and what to do if a user cannot log in.

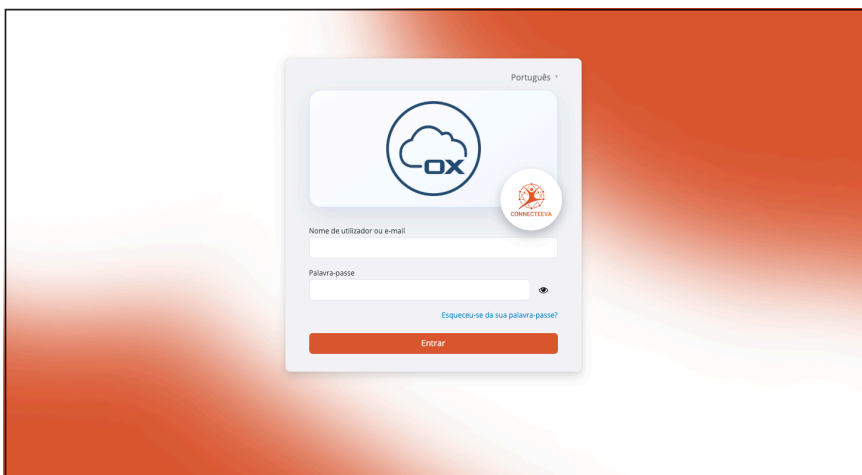
### WHAT WILL CHANGE?

Today, when your users log in to OX Cloud, they see this login screen:



[Original OX Cloud login screen]

After the update, users will see the Connecteeva login screen instead:



[New Connecteeva login screen]

Users will log in on this screen. After login, they will go straight to OX Cloud as normal. No data, features, mailboxes, or settings will change. Only the login screen will look different.

## WHAT COULD GO WRONG?

There are two possible issues to know about.

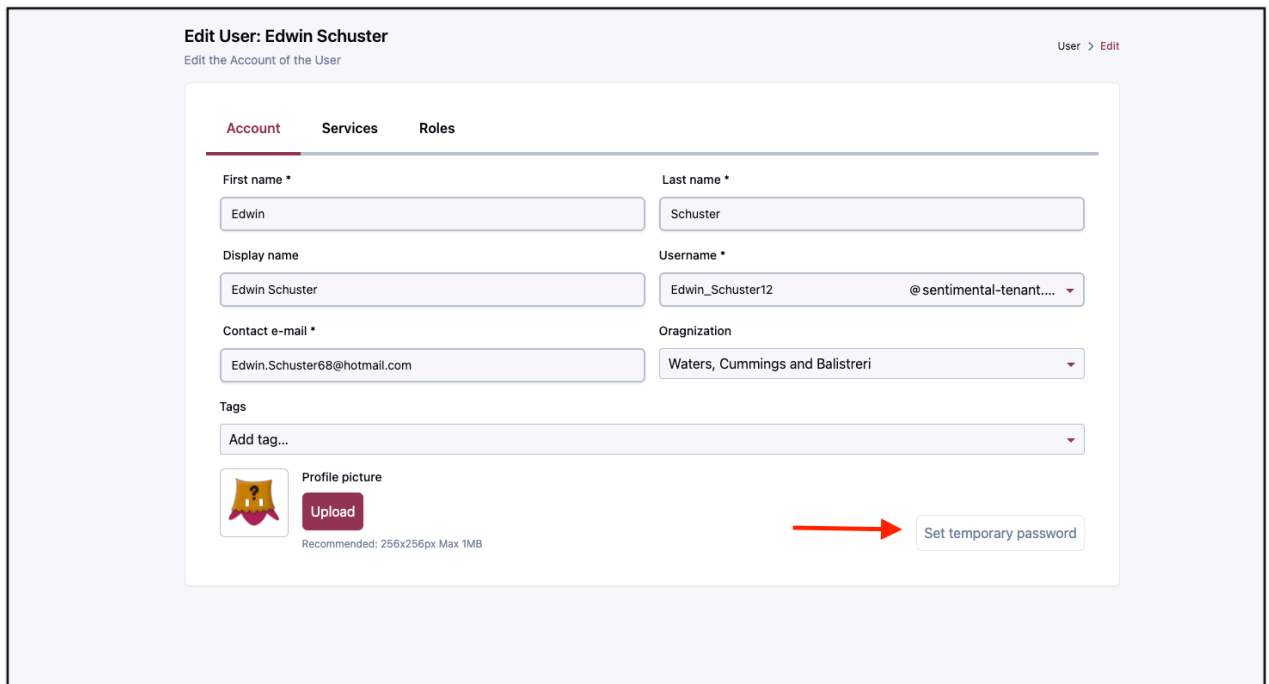
### Possible Issue 1 - Some users may not be able to log in after the update.

This could happen if a user changed their OX Cloud password directly in OX Cloud, instead of changing it through Connecteeva. If this happened, the old password may not work after the update.

If a user cannot log in after the update, you can fix it in Connecteeva with the new Set temporary password button.

Follow these steps if a user cannot log in:

- A. The user contacts you.
- B. Find the user in Connecteeva and click Edit.
- C. At the bottom right of the edit window, click Set temporary password.



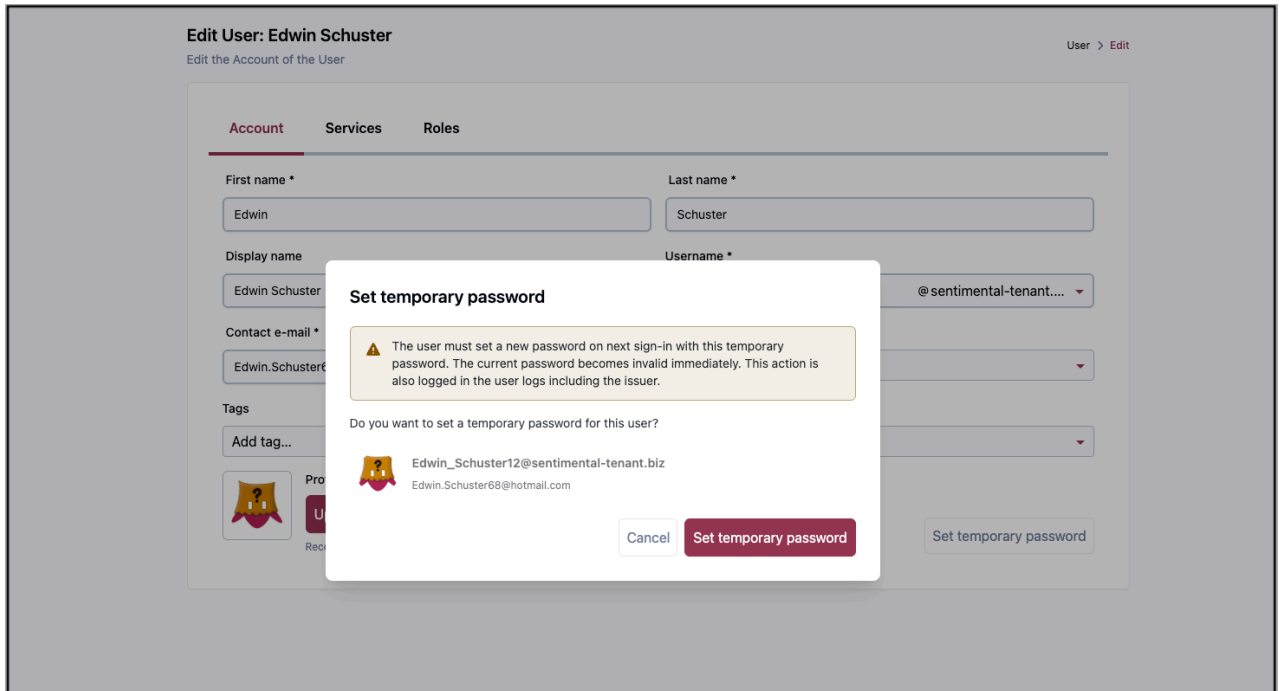
The screenshot shows the 'Edit User: Edwin Schuster' interface. The user is currently on the 'Account' tab. The form contains the following fields and values:

- First name: Edwin
- Last name: Schuster
- Display name: Edwin Schuster
- Username: Edwin\_Schuster12
- Contact e-mail: Edwin.Schuster68@hotmail.com
- Organization: Waters, Cummings and Balistreri

At the bottom right of the form, there is a 'Set temporary password' button, which is highlighted with a red arrow.

[Set temporary password button]

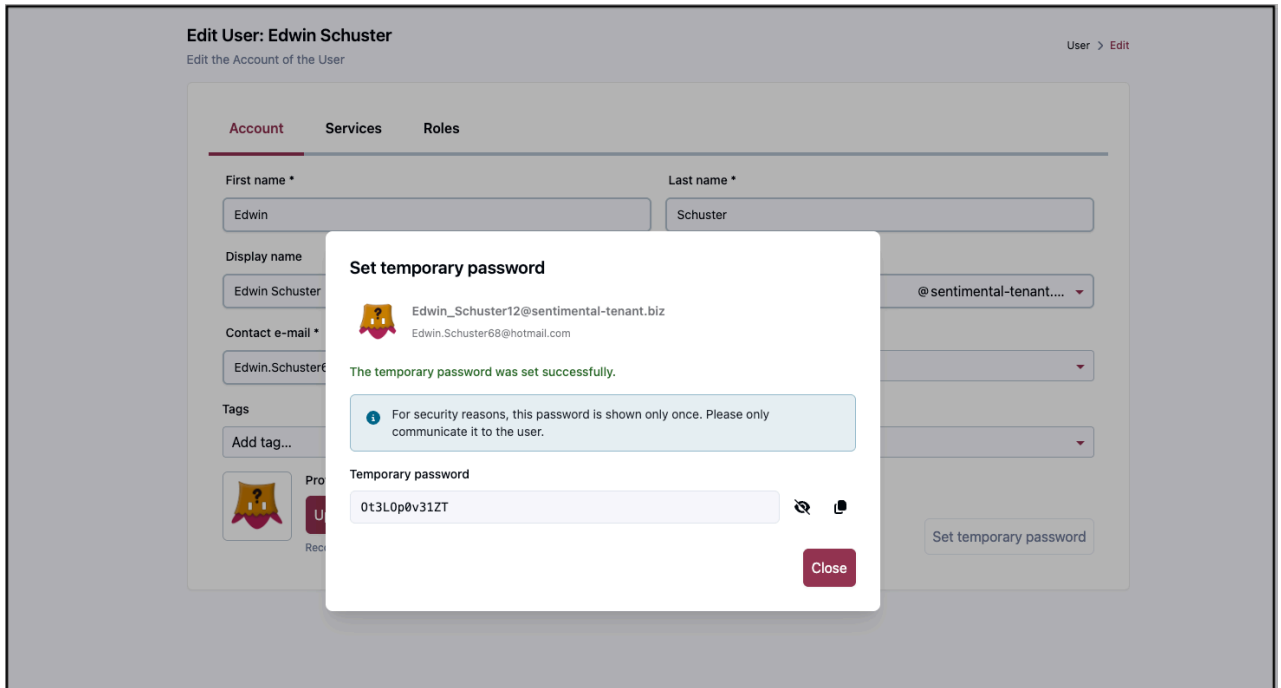
D. A confirmation popup will open.



[Confirmation popup]

E. Read the confirmation message. If everything is correct, click Set temporary password.

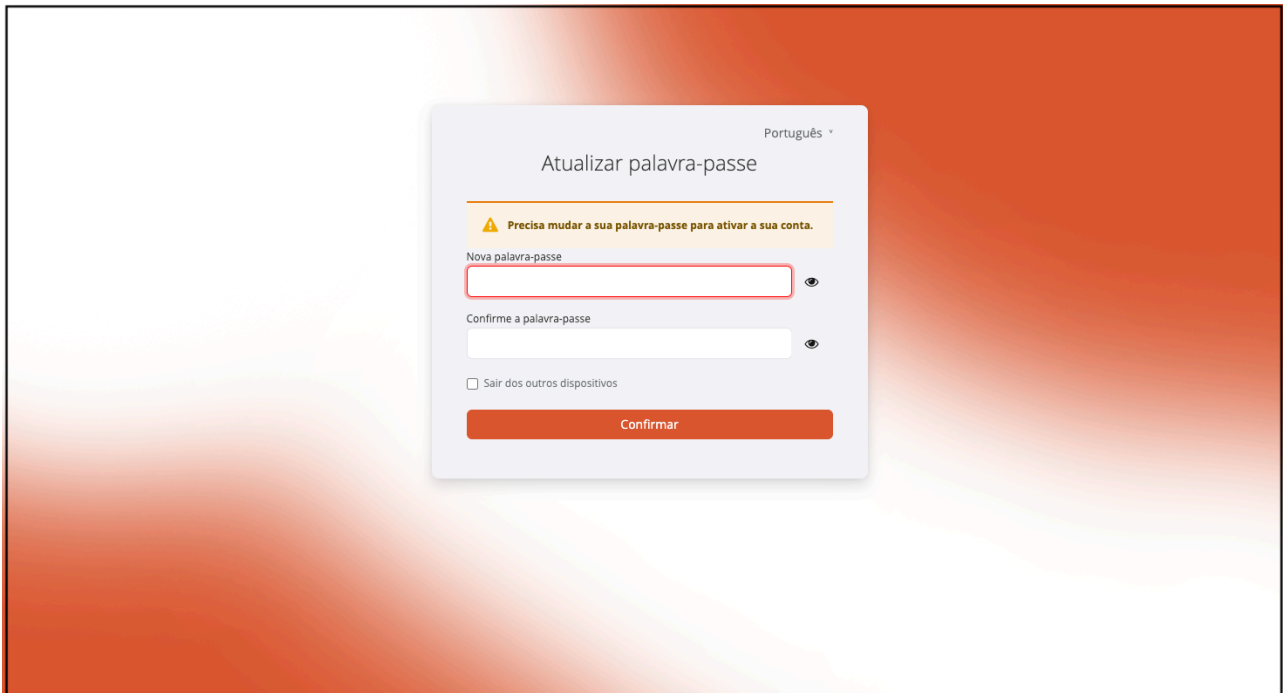
F. The temporary password will now be created.



[Temporary password popup]

G. Copy the temporary password and send it to the user. Important: the password is shown only once, so copy it before you close the popup.

- H. After the user logs in with the temporary password, they must create a new password. This is a security requirement.



[User create new password screen]

### **Possible Issue 2 - The update itself could fail.**

This is very unlikely. If the update fails, the system will automatically roll back to the current version. Nothing will change and your users will not be affected. We will contact you when Open-Xchange gives us a new update date.

If you have any questions before 3 June, please contact your FUAGO representative.