

## Emergency Procedures for

### Intuit Field Service Management

*Powered by Corrigo*

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#### **What to do if nobody can log in/AppCenter is down:**

1. Call Corrigo Support @ 800-517-2871
2. Describe your login problem and ask if there is a known issue or outage
3. If the scenario is that Corrigo's servers are UP but you cannot get in through the Intuit AppCenter, ask for an email or fax of your pending work orders. If you need time cards for payroll make sure to tell the agent.
4. Corrigo may also be able to open a "back-door" to your data on our server despite an AppCenter issue.

#### **Other support information for your reference:**

Technical questions specific to Intuit Field Service Management: This is for cases where you can login but are still having trouble

- Self-deployment manuals and videos at [www.FieldServiceSuccess.com](http://www.FieldServiceSuccess.com) – click "Getting Started" at the top
- Call Corrigo @ 800-517-2871 or email [Support@Corrigo.com](mailto:Support@Corrigo.com) to open a case/trouble ticket

Unable to log into AppCenter or the Field Service Management app went away:

- Call Intuit Connected Services 877-651-3319, Option 4, Option 1

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