Salesforce OAuth Token Limit

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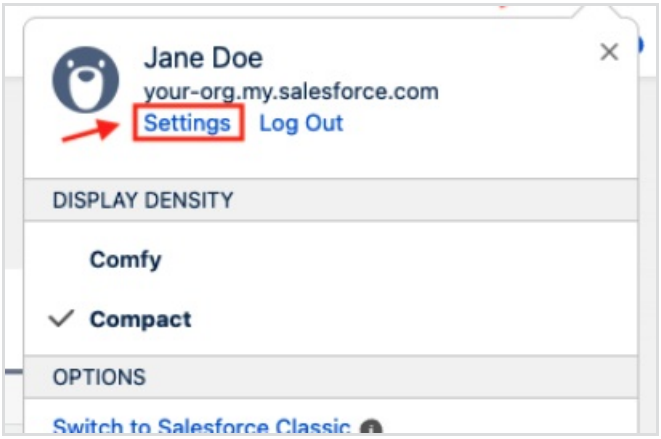
Overview

Salesforce allows only 5 active OAuth tokens for a given Salesforce user/service combination. A new token is generated each time you select "**Connect to Salesforce**" or "**Reauthorize**" on the External Authorizations page and log into Salesforce.

Use the instructions provided here if you have reached your token limit.

Check for OAuth Token Availability

1. Access your Salesforce Org
2. Hover your mouse over your profile and click it
3. Click **Settings**



4. Search for "**Connections**" in the quick search bar
5. Check for connections made to FormAssembly
6. If there are already 5 connections to FormAssembly, this means there are no free OAuth tokens available.

Revoke the Least Utilized OAuth Token(s)

1. Within the Connections list in Salesforce, **revoke** the connections to FormAssembly with the lowest "**Use Count**". Once you have **3 or fewer FormAssembly connections**, continue.
    - Please make sure not to revoke connections with a high "Use Count" value.
2. In FormAssembly, choose one of two options:

- (Recommended) On the External Authorizations page, click "**Reauthorize**" for your Salesforce service marked as "invalid". If the status is listed as "valid", no further action is needed.
  - When you reauthorize through this page, the update applies to all connectors and dynamic picklists that used the authorization.
- Click "**Connect to Salesforce**" in the Salesforce connector to create a new connection
  - With this method, you may need to reauthenticate other connectors on your account through the External Authorizations page.

> **Note**: **Do not click on the "Connect to Salesforce" button again**. Instead, select the Salesforce user from the "**connect using:**" list.

What Consumes OAuth Tokens?

Each time a FormAssembly user clicks "Connect to Salesforce" and completes the OAuth flow consumes one of the 5 available Salesforce OAuth Tokens. This is true for **each instance** of connecting a...

- Dynamic Picklist
- form-level Salesforce Connector
- Salesforce Workflow Connector

If there are multiple FormAssembly users connecting to a single shared Salesforce Integration user, **each connection consumes a token for that connected app**.
