

Incident: 9/16/26 Global Salesforce Outage

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Note: Not all FormAssembly accounts were affected by the recent outage. Impacted accounts have received an email from FormAssembly support.

What happened

During the recent Salesforce disruption, some Salesforce Connector authorizations in FormAssembly were invalidated. The affected authorization may belong to you or another user within your FormAssembly instance.

Salesforce has since resolved the incident. You can view Salesforce's incident details here: <https://status.salesforce.com/incidents/20004433>

Please follow the steps below to check your authorization status, and share them with any other users in your FormAssembly instance who own or use Salesforce connections.

Step 1: Check your authorization status

1. In FormAssembly, hover over your username in the upper-right and select External Authorizations.
2. Check the status of your Salesforce authorization.
3. If it's still valid, no further action is needed.

Step 2: If your authorization is invalid

1. Log in to the Salesforce account associated with that authorization and go to Settings > My Personal Information > Connections. Salesforce limits each user to five active OAuth tokens, so if you're near the limit, revoke the authorization with the lowest use count before reauthorizing.
2. Return to External Authorizations in FormAssembly and reauthorize the invalid connection from that page. Reconnecting individual connectors separately may consume additional OAuth tokens.

Review submissions from September 16

We also recommend reviewing form responses and workflow steps submitted during the disruption:

- Reprocess form responses: <https://help.formassembly.com/help/responses#reprocess-a-response>
- Replay workflow connector steps: <https://help.formassembly.com/help/replay#replaying-a-connector-step>

Note: Replaying a workflow connector step will also re-execute all subsequent steps in that workflow.

We're sorry for the disruption this caused. If you run into any issues while checking or reauthorizing your connection, please reach out to Support@formassembly.com
