Asking your team to check their contact details

The daily emails Gorilla Dash sends on your behalf, sending one yourself, and what happens to the answers — including when somebody gives an address that is already a Gorilla Dash login.

Enquiry alerts, internal messages and text notifications are sent to the mobile number held on each person's record. On most networks a great many of those records have no mobile number at all, which means the alerts quietly go nowhere. Rather than leaving you to chase people one at a time, Gorilla Dash emails each person a private link to a short form where they confirm their own name, mobile number and telephone number.

Nothing anybody submits through that form can change their password, their roles or their access. It only ever updates contact details. If a colleague asks what the email is or gets stuck on it, send them The email asking you to check your contact details, which explains the form from their side.

What Gorilla Dash sends on your behalf

This runs every day without you doing anything. Organisation administrators and tribe administrators are asked first, and everybody else in your team directory afterwards, so nobody is asked twice in the same round. A **tribe** is one location, branch or business unit inside your organisation.

- Each person receives at most **two** emails, sent two days apart.
- As soon as somebody completes the form, they are not asked again.
- Each link works for 30 days, and for 24 hours after it is submitted so a typo can be corrected.

> **TWO EMAILS, THEN IT STOPS**
> Because the automatic reminders stop after the second one, the button described below is what you use later — when somebody asks for a fresh link, when their old one has expired, or when a new starter joins after the round has been and gone.

Sending one yourself

1. Open the person — either from your organisation's user directory, or from the team member page for their tribe.
2. Choose **Request contact details**.
3. Read the confirmation. It names the person and reminds you that an email cannot be recalled once it has gone.
4. Choose **Send**. The button changes to **Request sent** and you are told which address it reached.

If you cannot see the button, either you do not have permission to edit that person, or there is no address to send to — no email on their record and no Gorilla Dash login behind it. Add an address first and the button appears.

Which address it goes to

Somebody who signs in to Gorilla Dash is always emailed at the address they sign in with, even when your directory shows a different one. That is deliberate: a pending email change does not replace the login until the new mailbox confirms it. An administrator cannot replace the login of a shared account or a Gorilla Dash administrator. Everybody else is emailed at the address on their team member record.

Shared mailboxes

Several team member records at the same tribe often share one address — the tribe's general mailbox. Each of those records is sent its **own** link, so the people behind the mailbox can each confirm their own details and each replace the shared address with their own. This is why pressing the button once can report that more than one request was sent.

What comes back

- The name and mobile number go onto every record Gorilla Dash holds for that person, in every organisation their account belongs to.
- The telephone number and job title are treated as belonging to one tribe, so they go back only to the record they were read from.
- If the person has a login, their account is corrected too — but never their password or login email through this contact-details form. Login changes use **My Account** or the separate Change email action.

When somebody gives an address that is already a login

This happens often, because the people behind a shared mailbox usually have a Gorilla Dash login of their own. Gorilla Dash saves their name and phone numbers, but does not put that address onto the team member record straight away. Instead it asks the account to confirm, in the same way an invitation does.

The person signs in, opens their notifications and accepts the request that says your organisation has added them as a team member. The record is then linked to their account. Until they do, the record keeps the address it had.

> **YOU MAY SEE AN INVITATION NOBODY SENT**
> A team member invitation raised this way was not sent by an administrator — it was raised by the person themselves through the form. It grants no access on its own; accepting it only links their record to their account. An invitation you had already raised on that record is never overwritten.

If somebody cannot sign in to that account, you can finish the job for them: invite the team member record to the address they gave you, or ask them to use **Forgot password** first.

When an address is already used by somebody else

An address can only sit on one team member record, so if a colleague already holds the one they entered, the form keeps the record as it was and tells them to speak to you. Their name and phone numbers are still saved. Look for two records for the same person, or an address typed onto the wrong record, and correct whichever is wrong from the team member list.