# Connecting, testing and removing an integration

Filling in a connection, what Save and Test tells you, enabling and disabling one, running an action by hand, and what happens when you remove it.

Every integration is set up the same way, whatever the system on the other end. Select Connect on its card and a dialog opens with the settings that particular system needs.

## Filling it in

What is asked for varies. Most systems want a key or a set of credentials issued from their own account screens, which means somebody with access to that system has to produce them first. Some also ask which enquiry form or which contact category incoming records should use, so that what arrives is filed sensibly rather than landing in a heap.

Two values are shown to you rather than asked for: the **Gorilla Dash Connection Key**, and your Organisation ID or Tribe ID. These are what the other system needs in order to reach Gorilla Dash, so they get pasted into its settings rather than into ours. Some integrations also generate a URL for the other system to send to, and that appears only after you have saved — the dialog says so.

Use **Save and Test** rather than Save wherever it is offered. It saves the settings and then tries the connection immediately, so you find out while you are still sitting there rather than the following week when the figures are wrong.

A Toast restaurant can be linked to one tribe only. If the **Restaurant GUID** you enter is already saved on another tribe in your organisation, the dialog names that tribe and does not save, because every tribe holding the same GUID would receive each of that restaurant's orders and guests. Check that you copied the GUID of this tribe's own restaurant. If the restaurant really has moved to this tribe, remove the Toast connection from the other tribe first.

## Enabled and Disabled

A saved integration can be Enabled or Disabled. Disabling stops it working without throwing the settings away, which is what you want while somebody sorts out a problem at the other end, or while a tribe is closed. Re-enabling picks up where it left off.

## Running an action by hand

Some integrations offer **Actions** — a job you can trigger yourself rather than waiting for the schedule, such as re-reading a set of records. Selecting Run asks you to confirm, then queues it; the work happens in the background and finishes without telling you.

Because there is no progress to watch, check the thing the action was meant to affect rather than the button. If nothing has changed after a reasonable wait, that is worth raising rather than running it again.

## Removing a connection

**Remove Connection** disconnects the system and discards the credentials. Data that has already arrived in Gorilla Dash stays exactly where it is — removing a point of sale connection does not remove the sales it brought in.

> **RECONNECTING MEANS GETTING FRESH CREDENTIALS**
> The credentials are not kept after a removal, so reconnecting is not a matter of ticking a box — somebody has to produce a new key from the other system again. Where the person who originally set it up has left, that can take days. Disable a connection you might want back rather than removing it.