

The name of my company changed and my items temporarily disappeared

Last Modified on 12/10/2020 10:00 am EST

Overview:

I logged in and noticed my company name on my file had changed and my items disappeared. I logged out and back in and saw the items had reappeared but noticed the company name is still changed.

Ex: CompanyName had changed to CompanyName2

Cause:

In your accounting integration the check box for "Update Company Information" is checked.

Solution:

Go into your accounting integration and "uncheck" the box for "Update Company Information".

To change your company name back you will simply open the admin and select company info. There you will be able to edit the name. Make sure to press save!