

Bulletin: 73-21

TO: Greenheck Representatives
FROM: Tim Schotz, IT Manager
DATE: December 22, 2021
SUBJECT: CAPS® Login Issue



We made some significant changes to how we store, secure, and manage our customer information this past weekend. As part of that change, your customers using our engineering version of CAPS® were migrated to a new system and their account information will be used directly by their CAPS installation and greenheck.com.

Earlier this week, we discovered that some users received an error in CAPS, like “User Not Found,” that prevented them from using the application. We have most of those issues resolved; however, we are still working through a few problem cases. If your customers report such an issue, please have them contact the Greenheck Helpdesk at 715-355-2241 or Helpdesk@greenheck.com to address their situation most efficiently.