

**From:** Brad Gishen - Mobivate brad.gishen@mobivate.com  
**Subject:** Re: Mobivate down  
**Date:** 28 February 2023 at 10:23 AM  
**To:** Asaf Shamir asaf@rawmobility.com



Thanks for sorting this out Asaf.

Please just make sure you reply to users on the Mobivate email address before there is a new issue with data security.

On Mon, 27 Feb 2023 at 22:54, Asaf Shamir <[asaf@rawmobility.com](mailto:asaf@rawmobility.com)> wrote:  
Good morning Alice,

Glad to hear it's working now.  
FYI - We have implemented a fix which would prevent the issue that caused this failure from recurring.

Regards,  
Asaf

On 28 Feb 2023, at 9:30 am, Alice Gordon <[aliceg@acaciaconnection.com](mailto:aliceg@acaciaconnection.com)> wrote:

Thanks Asaf, all is working. 😊

Kind regards,  
Alice

**Alice Gordon (she/her)**  
**Client Experience Manager**  
<image001.png>

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**From:** Asaf Shamir <[asaf@rawmobility.com](mailto:asaf@rawmobility.com)>  
**Sent:** Monday, February 27, 2023 3:51 PM  
**To:** Alice Gordon <[aliceg@acaciaconnection.com](mailto:aliceg@acaciaconnection.com)>  
**Cc:** Brad Gishen <[brad.gishen@mobivate.com](mailto:brad.gishen@mobivate.com)>; Asaf Shamir <[asaf.shamir@mobivate.com](mailto:asaf.shamir@mobivate.com)>  
**Subject:** Re: Mobivate down

Alice,

The issue should be resolved now, can you please check?

On 27 Feb 2023, at 4:29 pm, Alice Gordon <[aliceg@acaciaconnection.com](mailto:aliceg@acaciaconnection.com)> wrote:

Hi Asaf,

Thanks for your quick response.

When trying to log into the below page it doesn't let us log in and a blue line across the top just keeps loading.

<image001.png>

Kind regards,  
Alice