



[Knowledgebase](#) > [Integration Troubleshooting](#) > [ColdFeed: After attaching an account number in Novari, the documents don't go to the HIS](#)

## **ColdFeed: After attaching an account number in Novari, the documents don't go to the HIS**

Antonia Mo - 2023-03-27 - [Integration Troubleshooting](#)

If an account number has been assigned to the case in Novari but the attached documents did not go to the HIS.

Please check the following:

- Confirm that an account number is attached
- Confirm that the document type is mapped in ATC and the HIS
- Try unassigning the account number, click save and reassign the account number, this will retrigger the send documents

Please confirm with your IT lead:

- That the file received on the server

If the document was not received on the server, please send an email to Novari support with the Novari ID/list code.