

RENOLIT Salesforce Chatter

Start using on the private Android smartphone

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1. Welcome



Dear Chatter user,

We are delighted to welcome you as a **RENOLIT** Salesforce Chatter user!

This guide shows you the initial steps for using Salesforce Chatter on your private Android Smartphone.

From now on, keeping in touch with your **RENOLIT** colleagues is quick and easy via your company iPhone, as is access to all the latest company information, whenever and wherever you may be.

Launched as one of the leading ideas from the 2018 Innovation Contest, the concept of a chat tool for **RENOLIT** employees has since been advanced via the Future Factory. After evaluating several providers of chat tool technology, we opted for Salesforce Chatter, which was then piloted in a number of departments in Worms towards the end of 2019. The platform and its smartphone app are intended to enhance internal communication and interaction between employees and departments.

If you have any questions, please contact your local Salesforce Chatter representative, who will be happy to assist you.

*We hope you enjoy using **RENOLIT** Salesforce Chatter.*

Your Chatter Project Team

Please note that using „Salesforce Chatter“ on a private smartphone is **only** allowed with a private e-mail address.

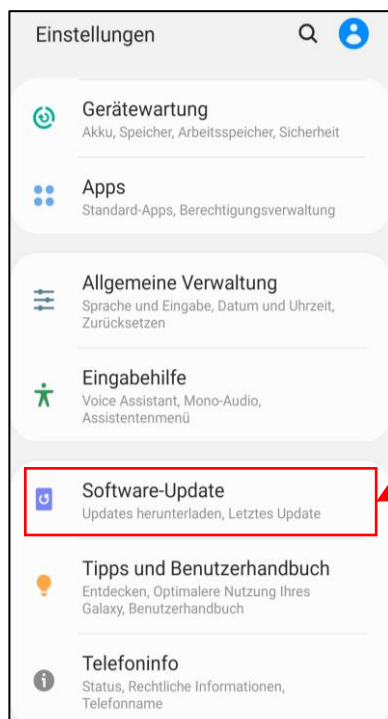
If you have not yet requested „Salesforce Chatter“ user status with your private e-mail address, please contact your local "Salesforce Chatter" contact person.

The use of Salesforce Chatter with a **RENOLIT** e-mail address on private smartphones is prohibited for data protection reasons!

Many thanks for your understanding!

2. Initial login to RENOLIT Salesforce Chatter on the private smartphone

2.1. Check Android version and update if necessary

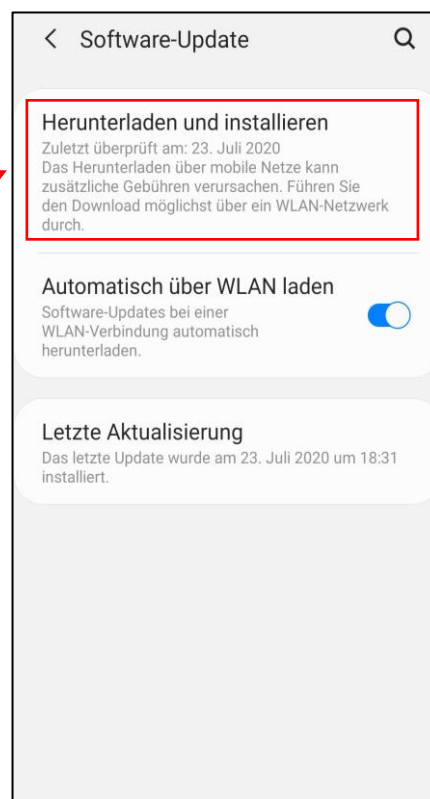


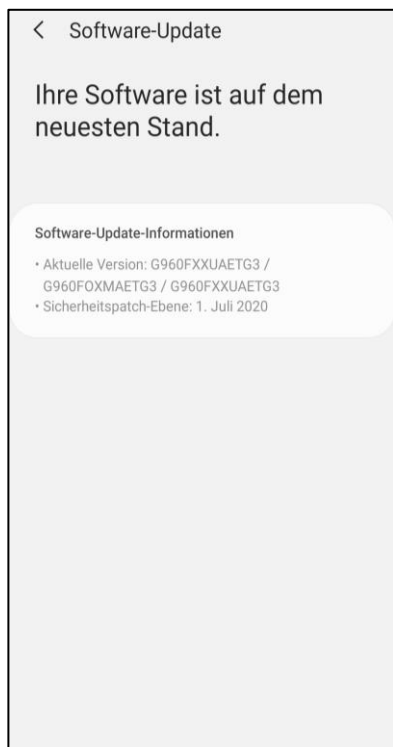
To use the Salesforce Mobile App, you **need Android version 7.0.** or later.

To update your operating system version, open the **Settings** on your smartphone and choose **Software-Update**.

Your Smartphone will now **automatically** search for a new version. If an update is available, click on **Download and Install**.

Please ensure that you have a WiFi connection for this, otherwise the update may not be completed and/or may involve high mobile phone costs.

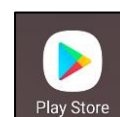




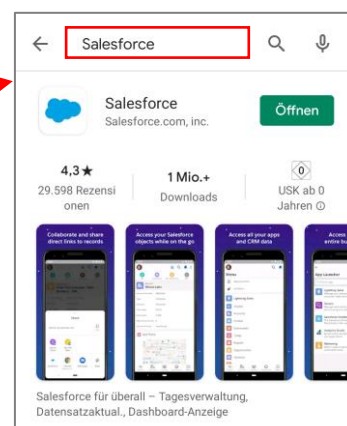
The operating system of your smartphone is now up to date.

2.2. Install Salesforce Mobile App

Please open the **Google Play Store**.



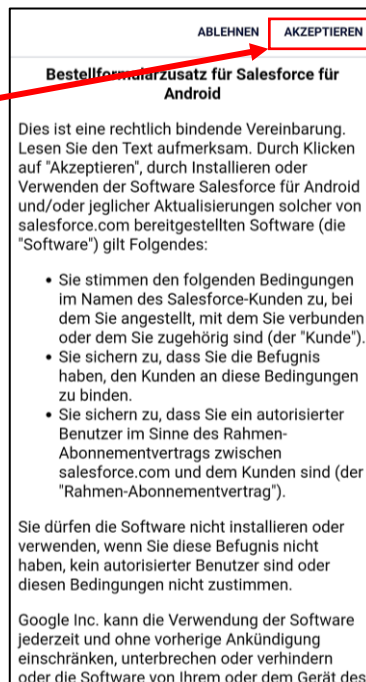
In the search box, type **Salesforce**.
Select the Salesforce App with the **cloud icon** and click **Install / Open**.



2.3. First Start of the Salesforce App

Start the **Salesforce** app, which is now installed on your smartphone.

Terms & Conditions will now be displayed. Click on **Accept**.



ABLEHNEN AKZEPTIEREN

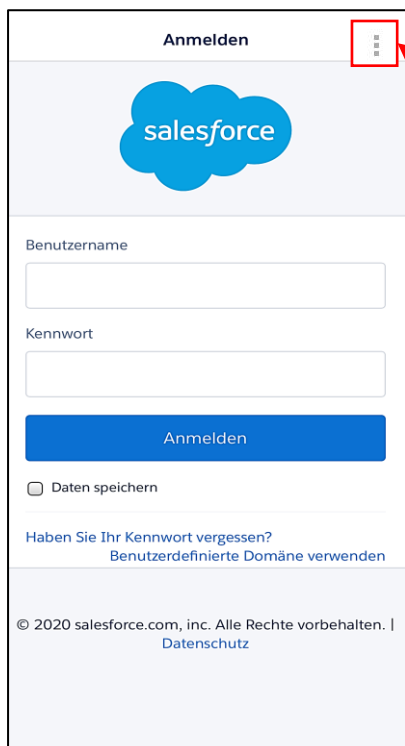
Bestellformularzusatz für Salesforce für Android

Dies ist eine rechtlich bindende Vereinbarung. Lesen Sie den Text aufmerksam. Durch Klicken auf "Akzeptieren", durch Installieren oder Verwenden der Software Salesforce für Android und/oder jeglicher Aktualisierungen solcher von salesforce.com bereitgestellten Software (die "Software") gilt Folgendes:


- Sie stimmen den folgenden Bedingungen im Namen des Salesforce-Kunden zu, bei dem Sie angestellt, mit dem Sie verbunden oder dem Sie zugehörig sind (der "Kunde").
- Sie sichern zu, dass Sie die Befugnis haben, den Kunden an diese Bedingungen zu binden.
- Sie sichern zu, dass Sie ein autorisierter Benutzer im Sinne des Rahmen-Abonnementvertrags zwischen salesforce.com und dem Kunden sind (der "Rahmen-Abonnementvertrag").

Sie dürfen die Software nicht installieren oder verwenden, wenn Sie diese Befugnis nicht haben, kein autorisierter Benutzer sind oder diesen Bedingungen nicht zustimmen.

Google Inc. kann die Verwendung der Software jederzeit und ohne vorherige Ankündigung einschränken, unterbrechen oder verhindern oder die Software von Ihrem oder dem Gerät des



Anmelden



Benutzername

Kennwort

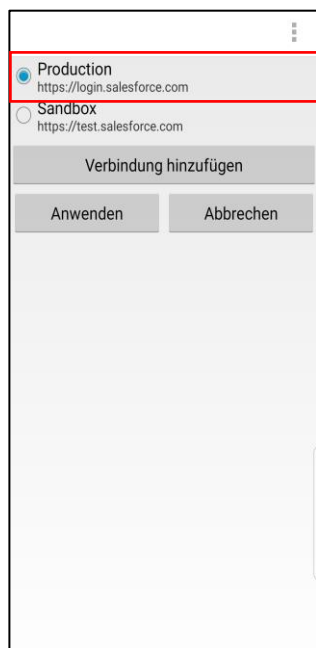
Anmelden

☐ Daten speichern

[Haben Sie Ihr Kennwort vergessen?](#)
Benutzerdefinierte Domäne verwenden

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You will now be directed to the Salesforce **login** page.
Do not enter any information just yet, however first click on the **three points** in the upper right corner of the screen.



The screenshot shows a mobile interface for selecting a Salesforce environment. At the top, there are two radio button options: 'Production' (selected) with the URL 'https://login.salesforce.com' and 'Sandbox' with the URL 'https://test.salesforce.com'. Below these options is a button labeled 'Verbindung hinzufügen'. At the bottom, there are two buttons: 'Anwenden' and 'Abbrechen'.

Make sure that **Production** is selected.

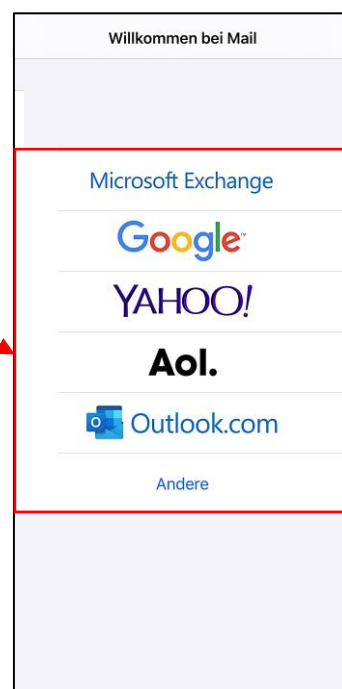
Click **Use**.

2.4. Setting password and security question for RENOLIT Salesforce Chatter

After your **request** for Salesforce user status using a private e-mail address, you will receive a **registration e-mail**.

Open the **e-mail app** on your smartphone.

If you have not received an e-mail, please wait for a moment and also check your **SPAM folder**.

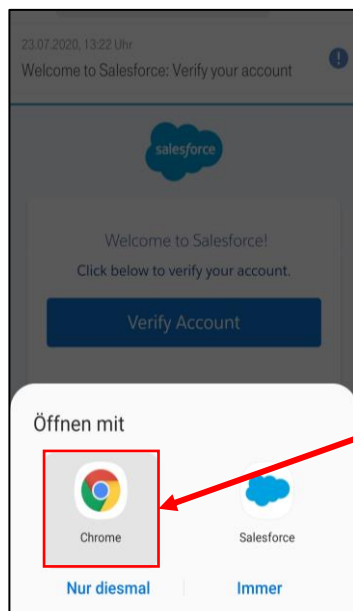
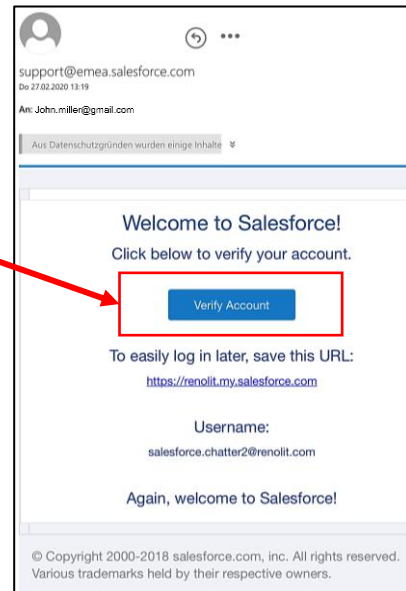


The screenshot shows a mobile email app interface. At the top, it says 'Willkommen bei Mail'. Below this, there is a list of email providers: 'Microsoft Exchange', 'Google', 'YAHOO!', 'Aol.', and 'Outlook.com'. At the bottom of the list is the option 'Andere'. The list is enclosed in a red border.

You will now receive an **e-mail** in your inbox.

Open the e-mail (**support@emea.salesforce.com**) and click on the blue **Verify Account** button.

Please note that the link is only valid and usable for 24 hours.

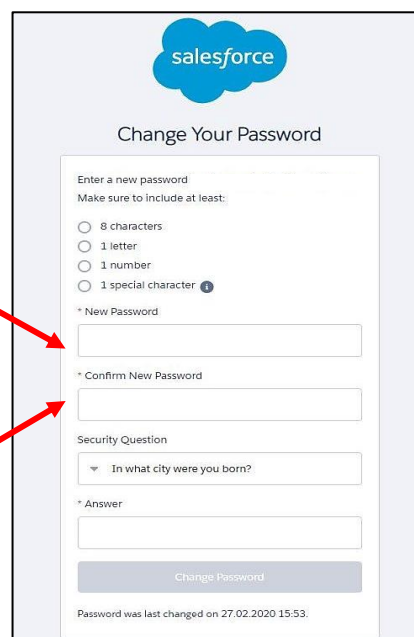


Choose **Google Chrome** in the **Open with** screen.

The **Change your Password** screen is now displayed.

Create your personal and secure **password** according to the requirements above.

Re-enter your password in the field below.



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Change Your Password

Enter a new password
Make sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number
- ☐ 1 special character ⓘ

* New Password

* Confirm New Password

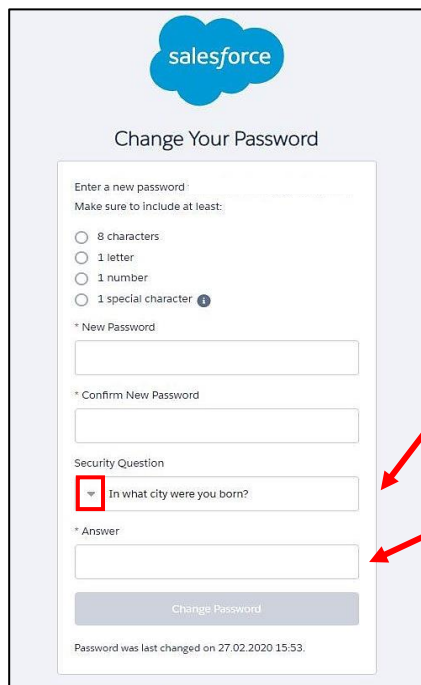
Security Question

▼ In what city were you born?

* Answer

Change Password

Password was last changed on 27.02.2020 15:53.



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Change Your Password

Enter a new password
Make sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number
- ☐ 1 special character ⓘ

* New Password

* Confirm New Password

Security Question

▼ In what city were you born?

* Answer

Change Password

Password was last changed on 27.02.2020 15:53.

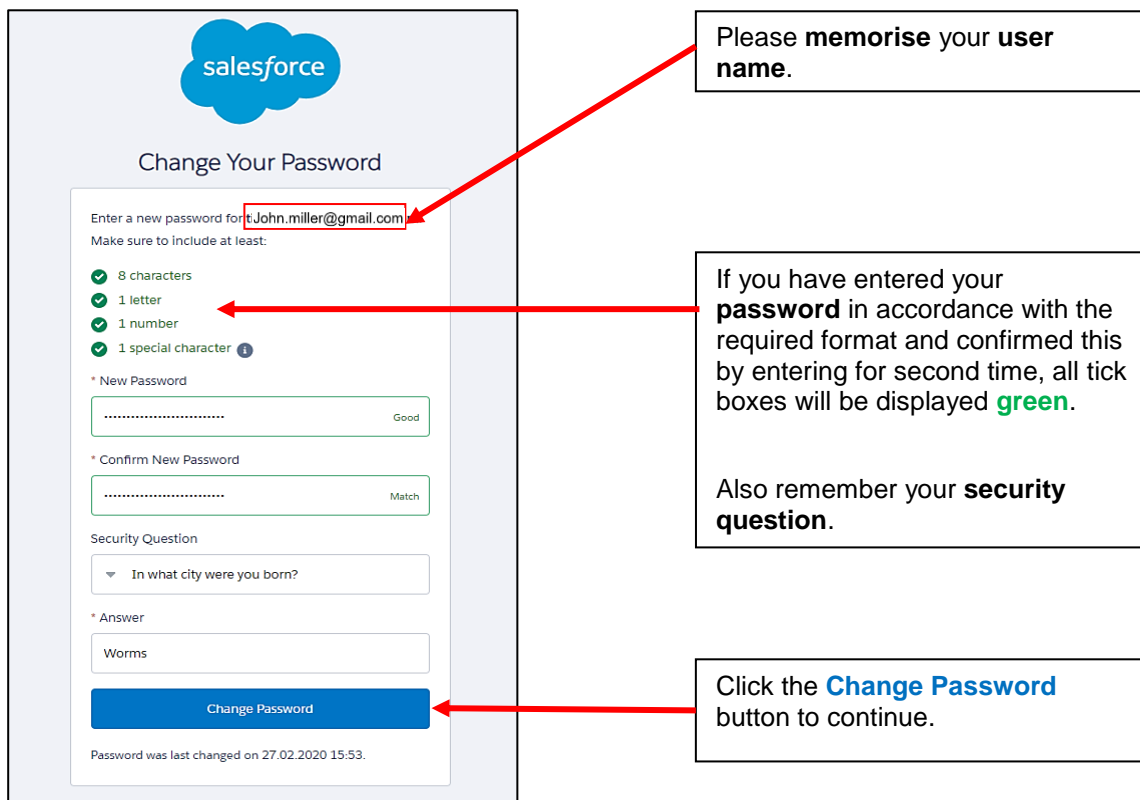
Salesforce also saves a **security question** to secure access.

Use the **drop-down menu** to select an appropriate option.

Enter and memorise the answer.

Your answer will not be visible to anyone, not even the system administrators.

You will require this answer if you need to reset your password.

Rely on it.


The screenshot shows the 'Change Your Password' page in the Salesforce app. A red box highlights the email address 'john.miller@gmail.com' in the 'Enter a new password for' field. A red arrow points from this box to a text box that says 'Please memorise your user name.' Another red arrow points from the password requirements list (8 characters, 1 letter, 1 number, 1 special character) to a text box that says 'If you have entered your password in accordance with the required format and confirmed this by entering for second time, all tick boxes will be displayed green.' A third red arrow points from the 'Change Password' button to a text box that says 'Click the Change Password button to continue.' The interface also includes a 'Confirm New Password' field, a 'Security Question' dropdown (set to 'In what city were you born?'), and an 'Answer' field (set to 'Worms'). At the bottom, it states 'Password was last changed on 27.02.2020 15:53.'

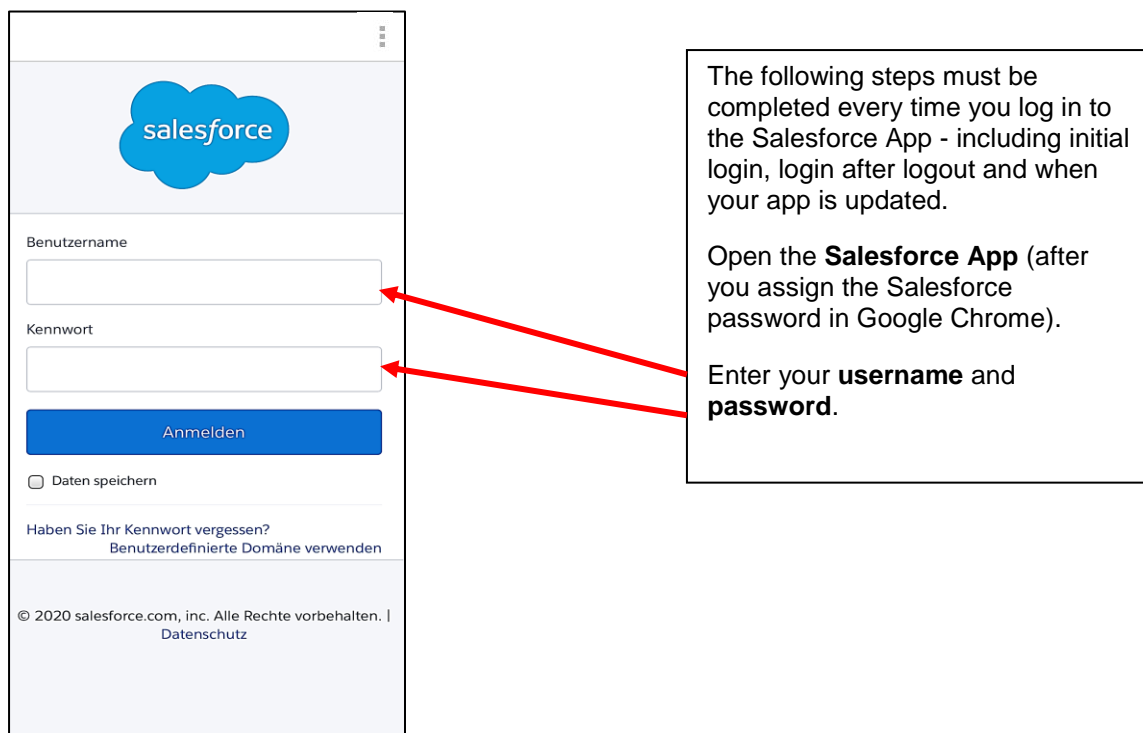
Please memorise your user name.

If you have entered your password in accordance with the required format and confirmed this by entering for second time, all tick boxes will be displayed green.

Also remember your security question.

Click the **Change Password** button to continue.

2.5. Login via the Salesforce App



The screenshot shows the login screen of the Salesforce app. It features the Salesforce logo at the top, followed by input fields for 'Benutzername' (Username) and 'Kennwort' (Password). A blue 'Anmelden' (Login) button is below these fields. There is a checkbox for 'Daten speichern' (Save data) and a link for 'Haben Sie Ihr Kennwort vergessen?' (Forgot your password?). At the bottom, it says 'Benutzerdefinierte Domäne verwenden' (Use custom domain) and '© 2020 salesforce.com, inc. Alle Rechte vorbehalten. | Datenschutz' (All rights reserved. | Data protection). Red arrows point from the username and password fields to a text box that says 'Enter your username and password.' Another red arrow points from the 'Anmelden' button to a text box that says 'Open the Salesforce App (after you assign the Salesforce password in Google Chrome). The following steps must be completed every time you log in to the Salesforce App - including initial login, login after logout and when your app is updated.'

The following steps must be completed every time you log in to the Salesforce App - including initial login, login after logout and when your app is updated.

Open the **Salesforce App** (after you assign the Salesforce password in Google Chrome).

Enter your **username** and **password**.

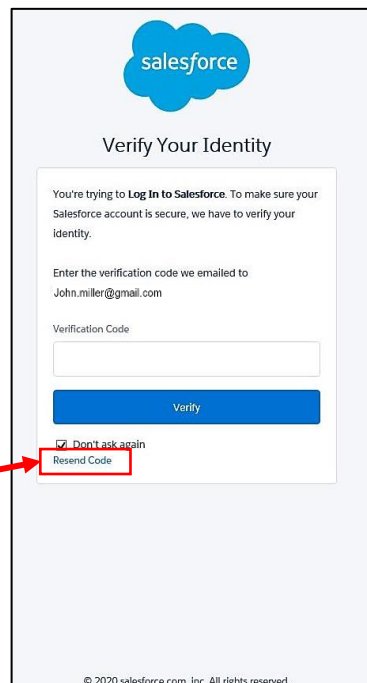
The **verification window** appears.

Do not enter the code yet, please proceed as described in the next step.

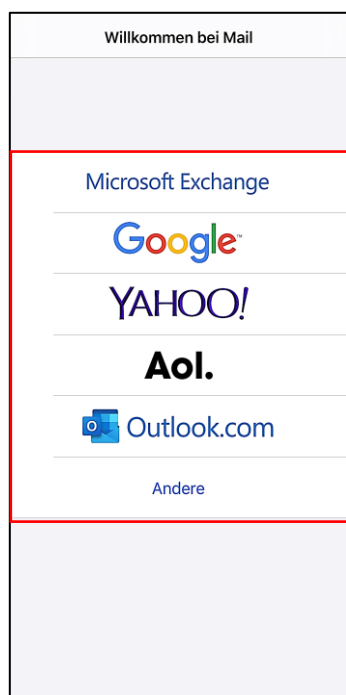
A **5-digit verification code** is required to ensure secure access.

Salesforce automatically sends a verification code via e-mail to the user's e-mail address.

Please click **Resend Code** if you have not received an email within a few minutes - this will generate a new code to be sent to your e-mail address.

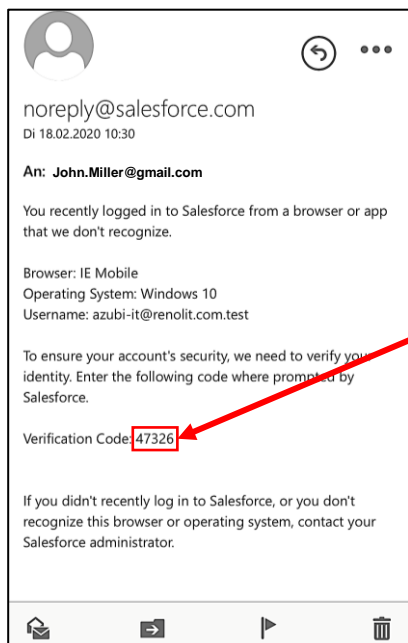


The screenshot shows the Salesforce 'Verify Your Identity' page. At the top is the Salesforce logo. Below it, the title 'Verify Your Identity' is displayed. The main content area contains the following text: 'You're trying to **Log In to Salesforce**. To make sure your Salesforce account is secure, we have to verify your identity.' Below this, it says 'Enter the verification code we emailed to John.miller@gmail.com'. There is a text input field labeled 'Verification Code'. Below the field is a blue button labeled 'Verify'. At the bottom of the form, there is a link that says 'Don't ask again' with a small icon, and below that, a link labeled 'Resend Code' which is highlighted with a red box. A red arrow points from the 'Resend Code' link in the text box to this link in the screenshot. At the very bottom of the page, there is a small copyright notice: '© 2020 salesforce.com, Inc. All rights reserved.'



Open your **e-mail app** on your smartphone.

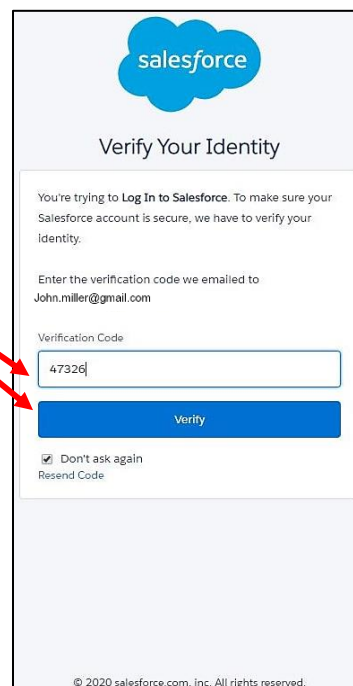
If you have not received an e-mail, please wait a moment and also check your **SPAM folder**.



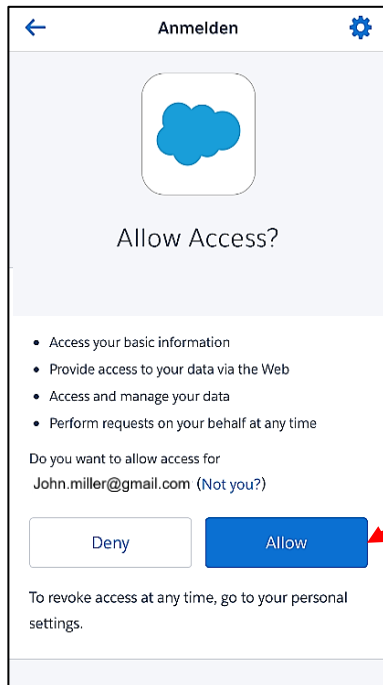
The e-mail
(**noreply@salesforce.com**) contains
a randomly generated **5-digit
numerical code**.

Please **remember** this code for input,
as you **cannot copy and paste** it.

Enter the code in the field provided and
click on the **Verify** button.



The screenshot shows the Salesforce login verification page. At the top is the Salesforce logo and the heading 'Verify Your Identity'. The text reads: 'You're trying to Log In to Salesforce. To make sure your Salesforce account is secure, we have to verify your identity.' Below this, it says 'Enter the verification code we emailed to John.miller@gmail.com'. There is a text input field labeled 'Verification Code' containing '47326'. Below the field is a blue 'Verify' button. At the bottom, there is a checkbox labeled 'Don't ask again' with 'Resend Code' below it. A red arrow points from the 'Verify' button back to the email screenshot in the previous image. The footer contains the copyright notice: '© 2020 salesforce.com, Inc. All rights reserved.'



Now the window regarding **access** appears.

Click on the button **Allow**.

3. Additional information



Congratulations!

You have successfully completed all the settings for using **RENOLIT Salesforce Chatter** on your private iPhone.

See **RENOLIT Salesforce Chatter User Guide** for details on operation.

Please note that you will remain permanently logged in, even if the Salesforce App is closed!

To prevent data theft:
Always lock your smartphone when not using it!