

# 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.

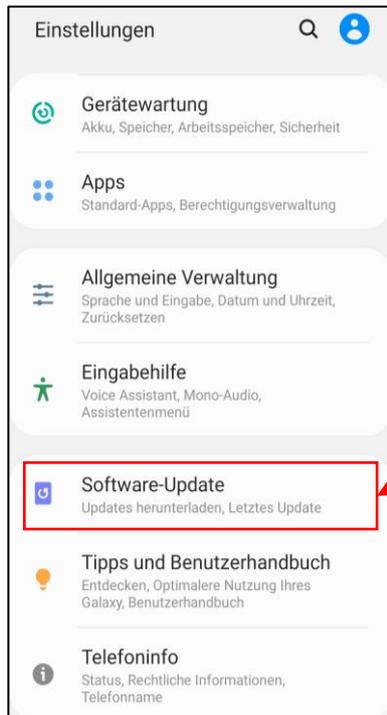
If you have not yet requested „Salesforce Chatter“ user status with your private e-mail address, please contact your local "Salesforce Chatter" contact person.

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

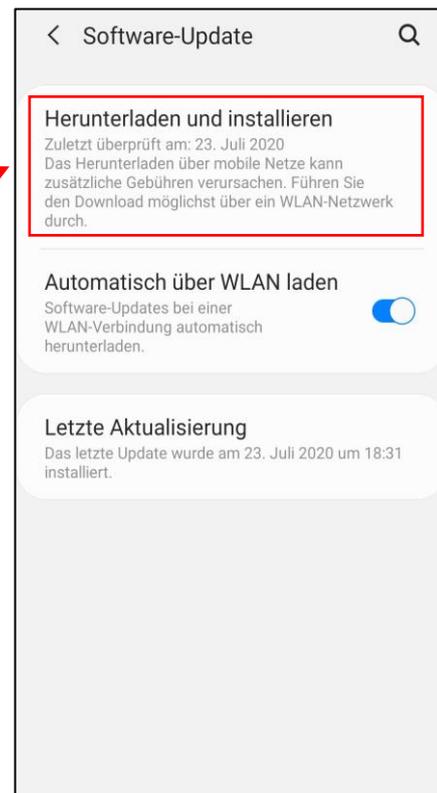


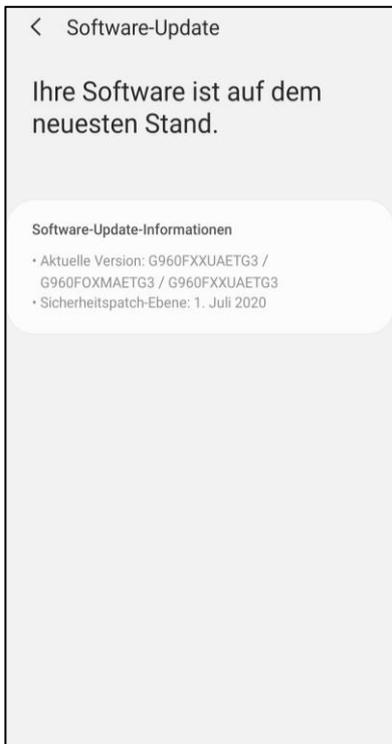
To use the Salesforce Mobile App, you **need Android version 7.0.** or later.

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.**

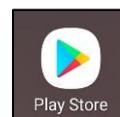




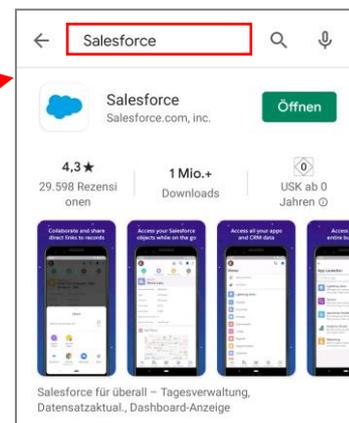
The operating system of your smartphone is now up to date.

## 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.

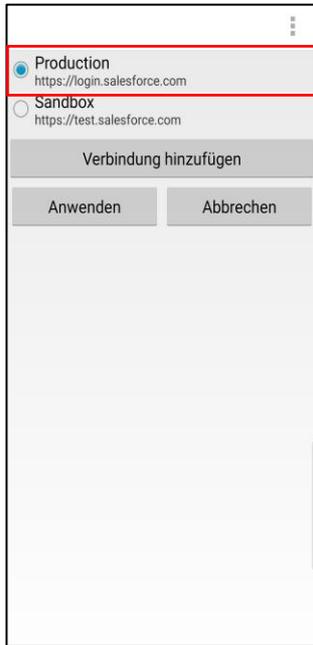
**Terms & Conditions** will now be displayed. Click on **Accept**.

ABLEHNEN	AKZEPTIEREN
<b>Bestellformularzusatz für Salesforce für Android</b>	
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:	
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Anmelden

Benutzername <input type="text"/>
Kennwort <input type="password"/>
<b>Anmelden</b>
<input type="checkbox"/> Daten speichern
<a href="#">Haben Sie Ihr Kennwort vergessen?</a> Benutzerdefinierte Domäne verwenden
© 2020 salesforce.com, inc. Alle Rechte vorbehalten.   <a href="#">Datenschutz</a>

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.



Production  
https://login.salesforce.com

Sandbox  
https://test.salesforce.com

Verbindung hinzufügen

Anwenden Abbrechen

Make sure that **Production** is selected.

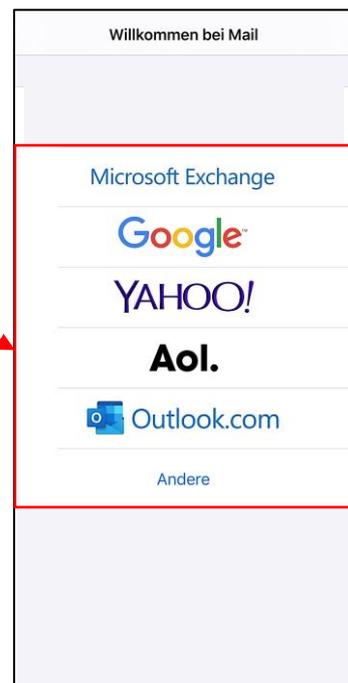
Click **Use**.

## 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**.



Willkommen bei Mail

Microsoft Exchange

Google

YAHOO!

Aol.

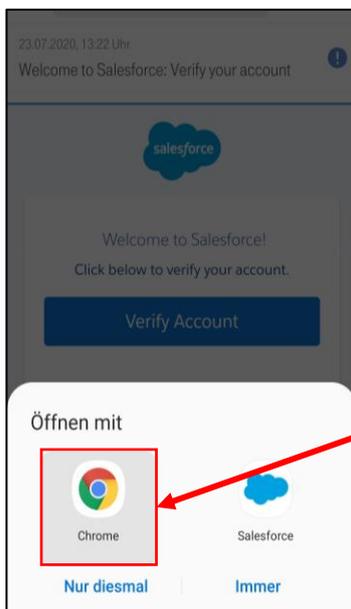
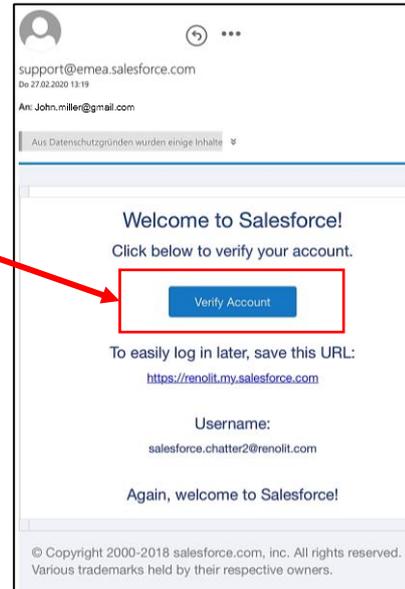
Outlook.com

Andere

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.**

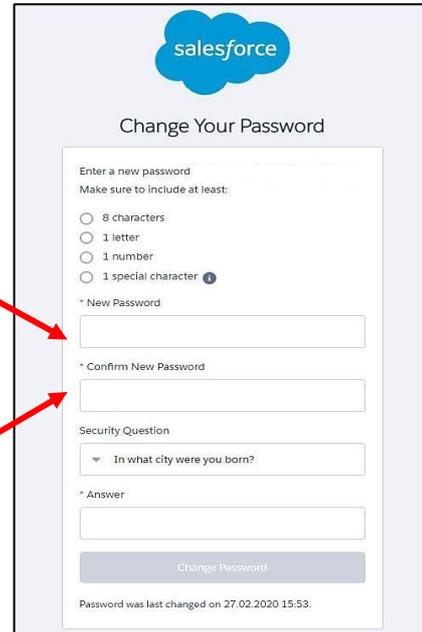
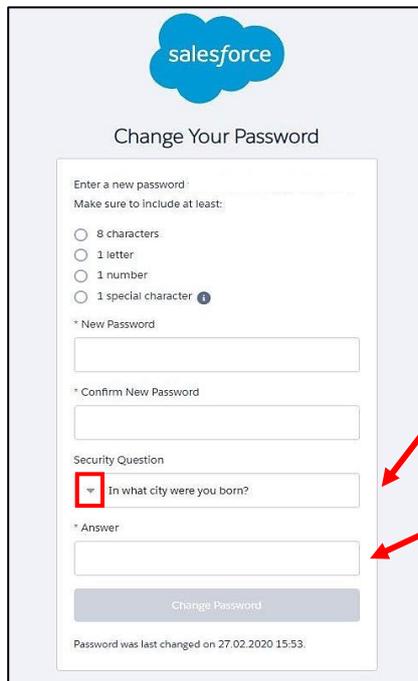


Choose **Google Chrome** in the **Open with** screen.

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.

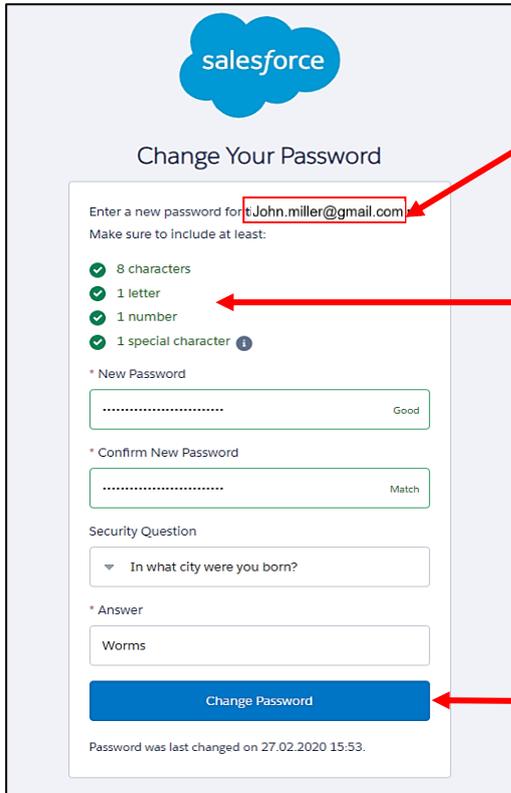
Salesforce also saves a **security question** to secure access.

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

**Enter and memorise the answer.**

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

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

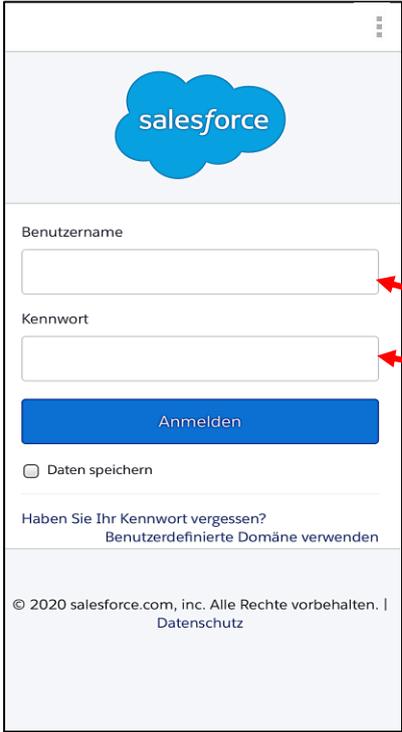


Please **memorise** your **user name**.

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 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**.

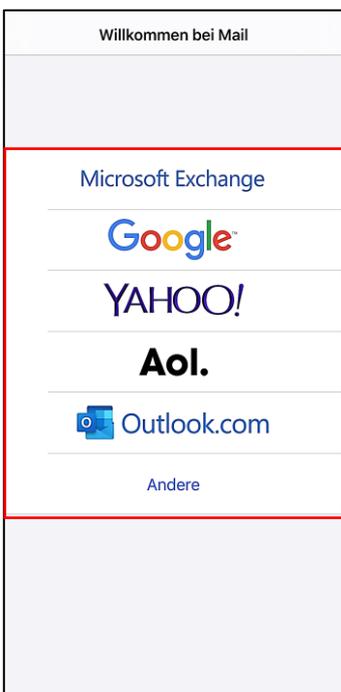
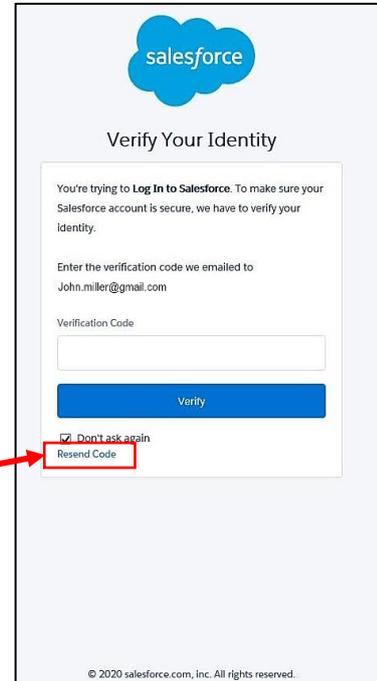
The **verification window** appears.

**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.

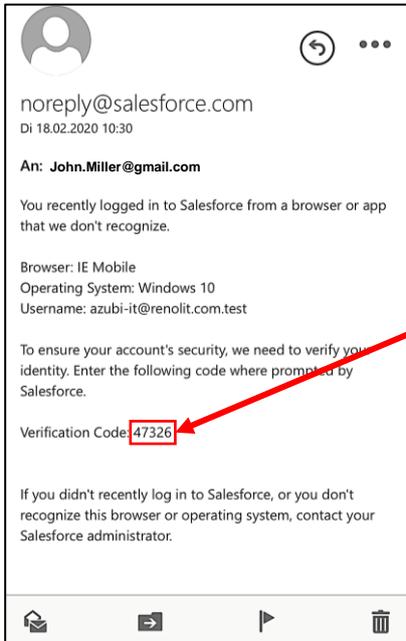
Salesforce automatically sends a verification code via e-mail to the user's e-mail address.

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.



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

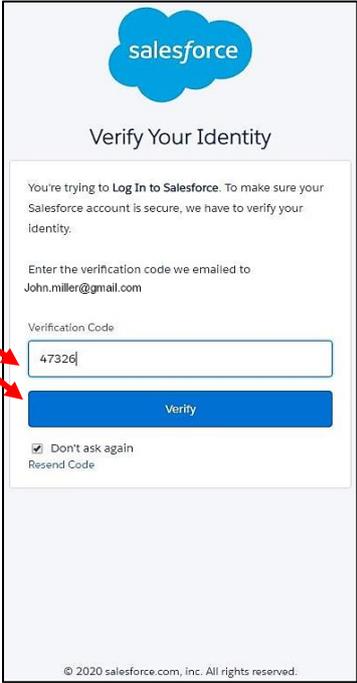
If you have not received an e-mail, please wait a moment and also check your **SPAM folder**.

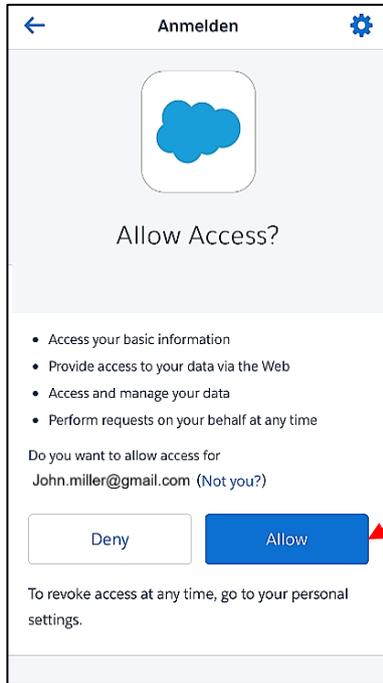


The e-mail (noreply@salesforce.com) contains a randomly generated **5-digit numerical code**.

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.





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!**