

RENOLIT Salesforce Chatter

Start using on company PC

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1. Welcome



Dear Chatter user,

Welcome to **RENOLIT** Salesforce Chatter! We are pleased to welcome you as a user.

This guide shows you the first steps to use Salesforce Chatter on your company PC.

From now on, you can easily and quickly stay in touch with your **RENOLIT** colleagues and access the latest information about your company on your company PC.

From now on, you can easily and quickly stay in touch with your **RENOLIT** colleagues and access the latest information about your company anytime, anywhere on your company iPhone.

Launched as one of the top ideas in the Innovation Contest 2018, the idea of a chat tool for **RENOLIT** employees has matured in the Future Factory. After reviewing several chat tool providers, the choice fell on Salesforce Chatter. The platform was already tested in a pilot project in various departments at the Worms site at the end of 2019. The platform and its smartphone app are intended to improve internal communication and collaboration between employees and departments.

If you have any questions, you can always contact your local Salesforce Chatter representative. They will be happy to assist you.

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

Your Chatter project team

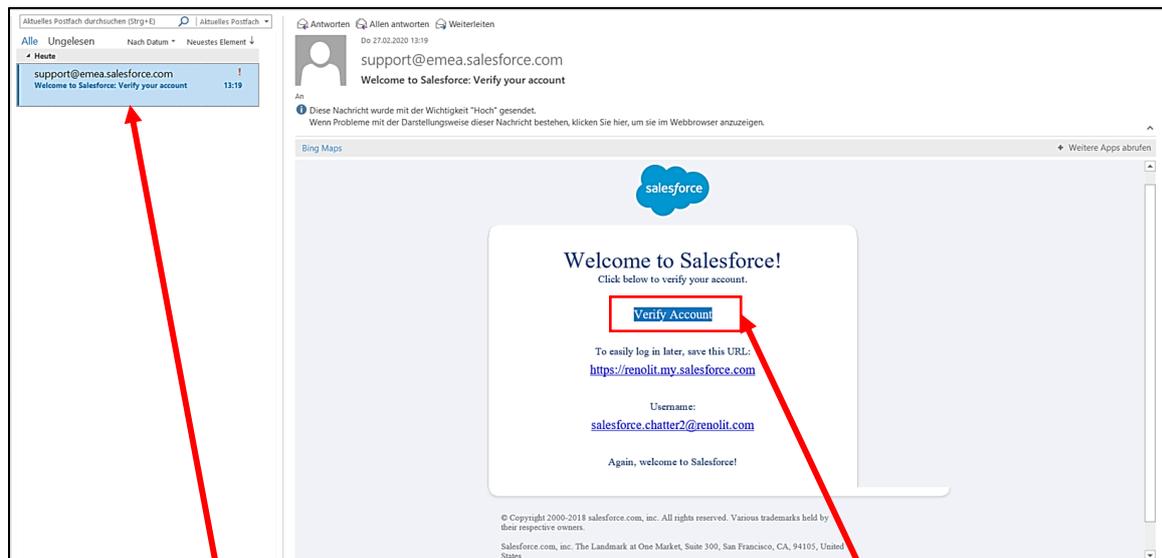
2. Initial login to RENOLIT Salesforce Chatter

2.1. Open Salesforce e-mail and start Salesforce „Verify Account“



After you have submitted your **request** for a „Chatter“ user you will receive an **e-mail** for registration.

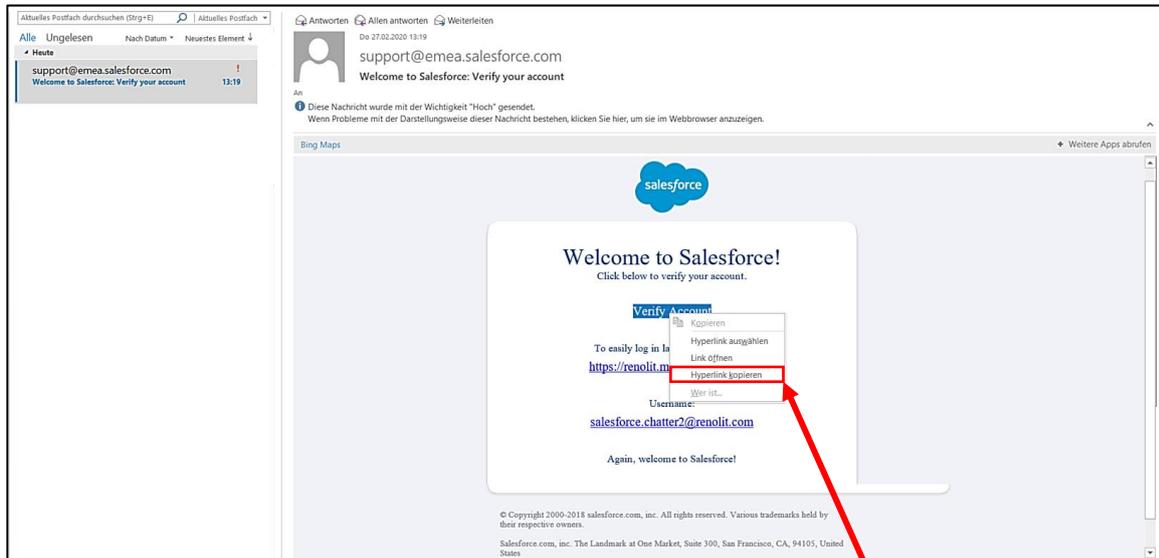
Open Outlook or webmail:
<https://webmail.renolit.com/>.



In your inbox you should have received an e-mail from the sender **support@emea.salesforce.com**.

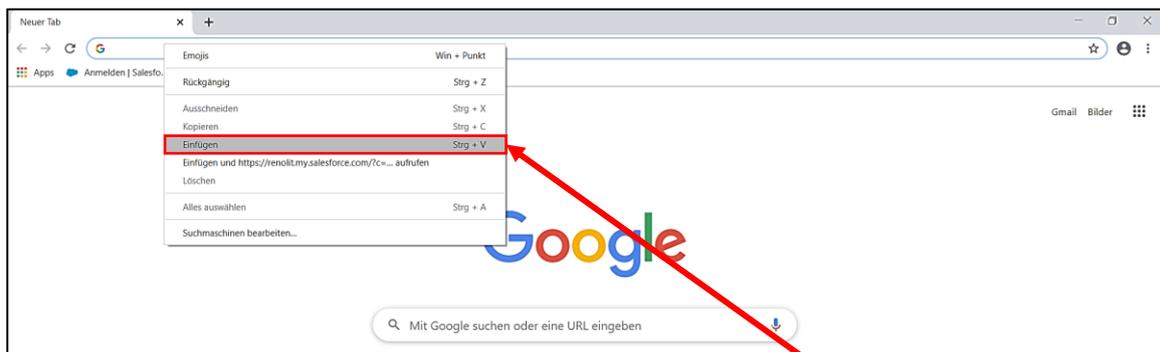
Open the e-mail and then click on the blue button **Verify Account**.
 You will then be redirected to the **Google Chrom browser** for registration.

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



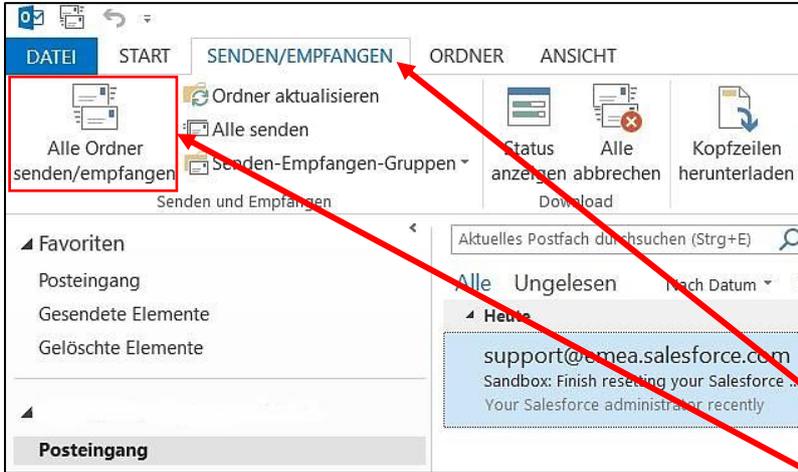
If the link does not automatically open a window in Google Chrome, you **must** manually insert the link in the address bar of the browser, otherwise you will **not** be able to sign in.

If necessary, **right-click** on **Verify Account** and select **Copy Hyperlink** in the window that opens.



Then open the **Google Chrome** browser and **right-click** in the address bar.

Select **Insert** and confirm your entry with the **Enter** key.



If you haven't received an e-mail yet, **wait** a moment and check your **SPAM** folder.

You can also **update** your Outlook mailbox manually.

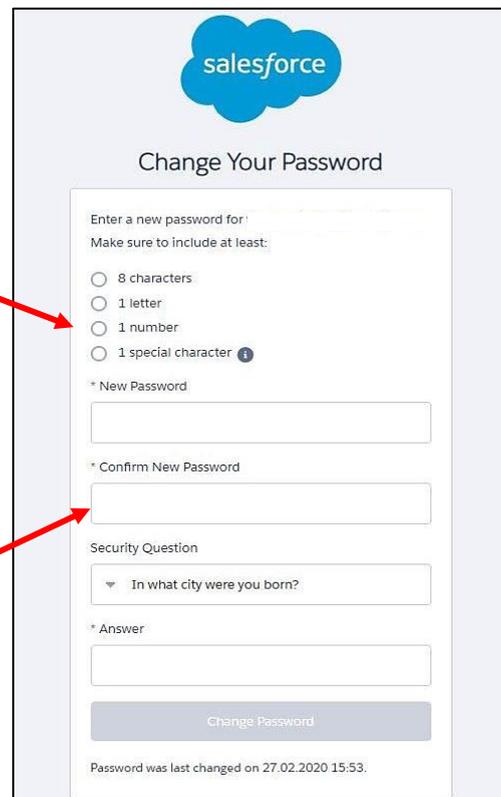
Click on the tab **SEND/RECEIVE** and on the **button** framed in red in the screen.

2.2. Setting password and security question for RENOLIT Salesforce Chatter

After you have clicked on **Verify Account**, the **password** input window is displayed.

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

Enter your password **again** for confirmation in the field below.



Rely on it.

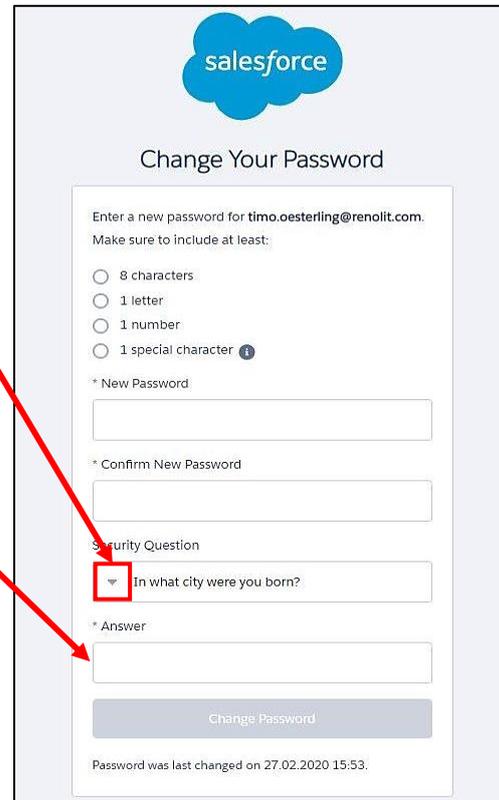
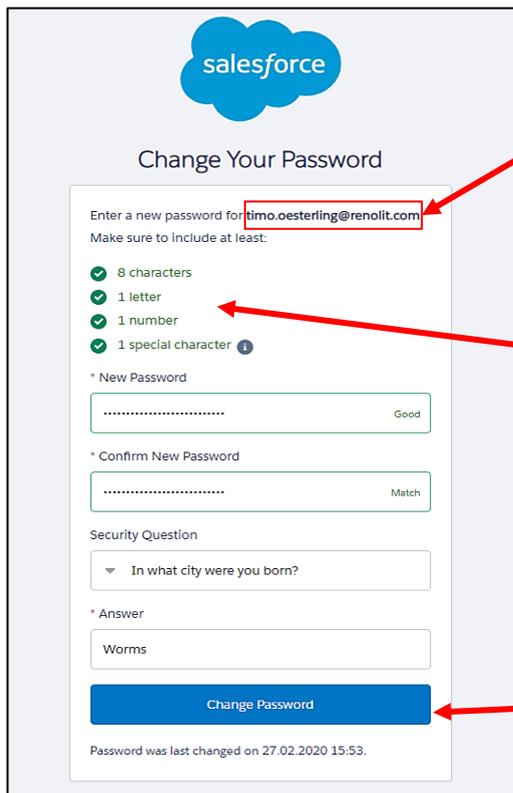
Salesforce also stores a **security question** to secure access.

Use the **triangle icon** to select a question that fits your needs.

Enter the answer and memorize the answer.

The answer is not visible to anyone, not even the administrators.

In case of a password reset, you will need this answer.

Please **memorize your username** (User name).

Once you have entered your **password** according to the required specifications and confirmed by entering it a second time, all dots and fields will light up **green**.

Remember the **security question**.

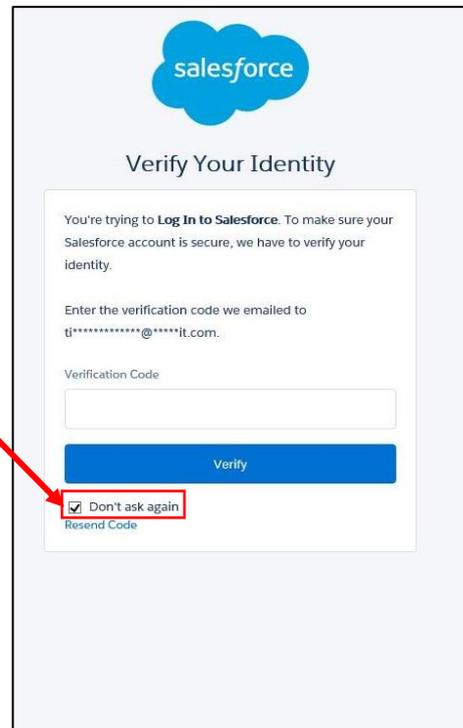
Click the **Change Password** button to continue.

2.3. Storing the Verification Code

After clicking the blue button the **one-time verification window** appears.

Check the box **Don't ask again**.

Do not enter a code yet, but proceed as described in the next



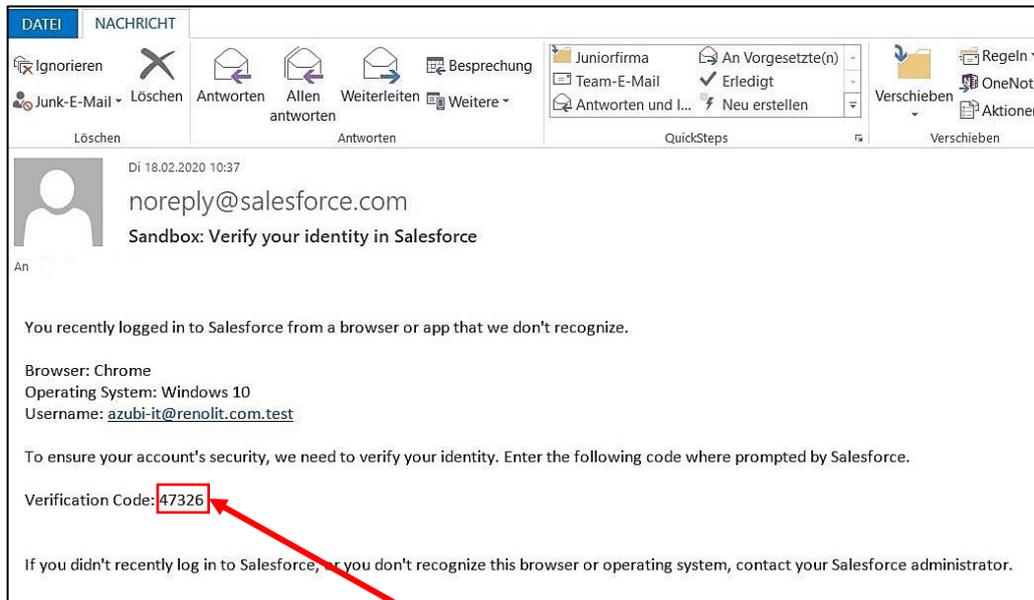
The image shows a screenshot of the Salesforce 'Verify Your Identity' page. At the top is the Salesforce logo. Below it, the text reads 'Verify Your Identity'. A message states: 'You're trying to Log In to Salesforce. To make sure your Salesforce account is secure, we have to verify your identity.' Below this, it says 'Enter the verification code we emailed to tj*****@*****it.com.' There is a text input field for the 'Verification Code'. A blue 'Verify' button is positioned below the input field. At the bottom of the form, there is a checkbox labeled 'Don't ask again' which is checked, and a 'Resend Code' link below it. A red arrow points from the 'Don't ask again' checkbox to the text box on the left.



To secure access, the **5-digit verification code** is requested once.

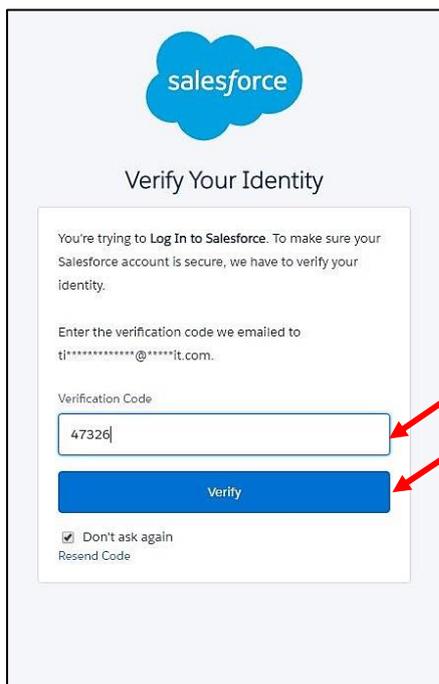
Go to your **Outlook** mailbox or Webmail account to **open the Salesforce email** that contains the code.

If you didn't receive the email, wait a moment and manually **update** your mailbox. Also check your **SPAM** folder.



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

Copy or memorize this code for entry in the following window.

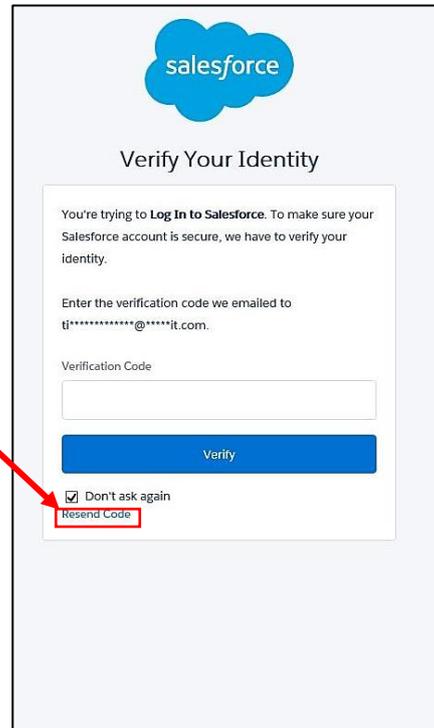


Insert the code in the field provided and click the **Verify** button.

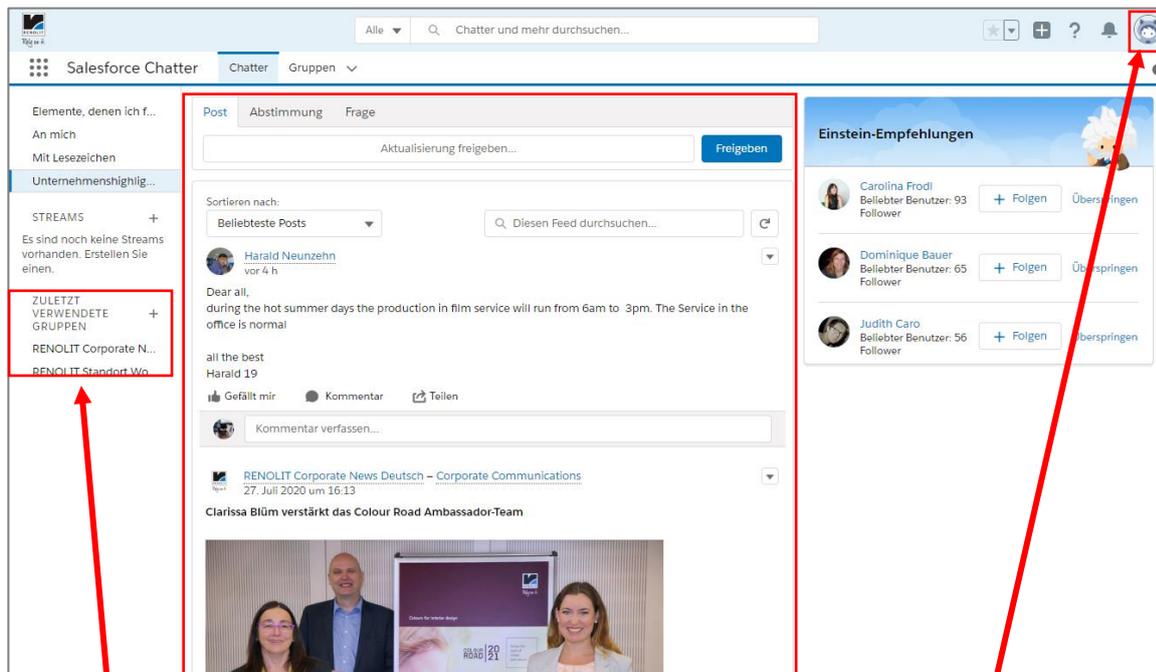
This **completes** the one-time verification.

If you do not receive an email even after a long time, click **Resend Code**

This will generate a new code for you and you will receive an e-mail.



2.4. RENOLIT Salesforce Chatter start screen



You can find the **groups** here.

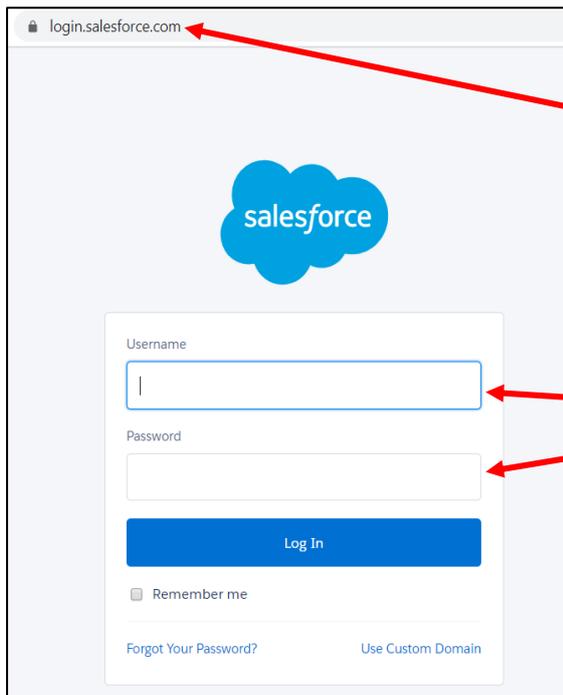
Here you can see the latest **news**.

Here you can **adjust your profile** and **log out**.

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

3. Second and subsequent logins to RENOLIT Salesforce Chatter

3.1. Login procedure

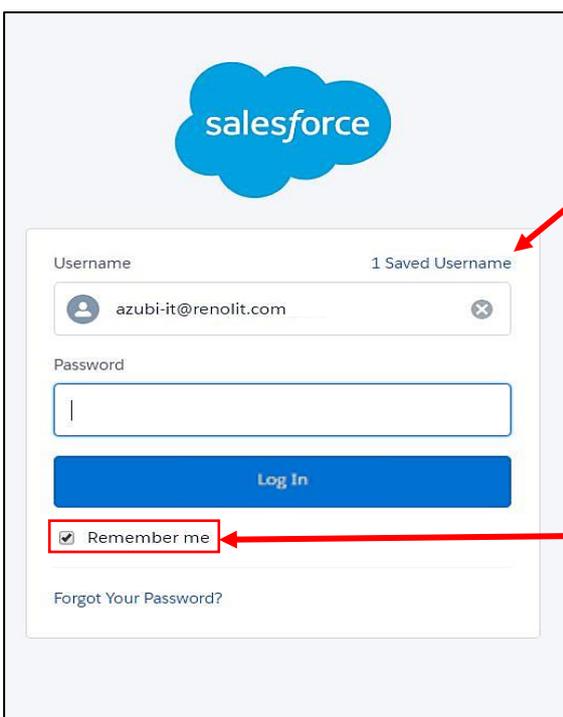


The screenshot shows the Salesforce login page. At the top, the address bar displays 'login.salesforce.com'. Below the Salesforce logo, there are two input fields: 'Username' and 'Password'. A blue 'Log In' button is positioned below the password field. At the bottom of the form, there is a 'Remember me' checkbox, a link for 'Forgot Your Password?', and a link for 'Use Custom Domain'.

From the **2nd login** on, open Google Chrome and type in the address bar at the top:
login.salesforce.com
(no https://)

Enter your **username** and **password** and click on the button **Log In**.

3.2. Anmeldedaten speichern

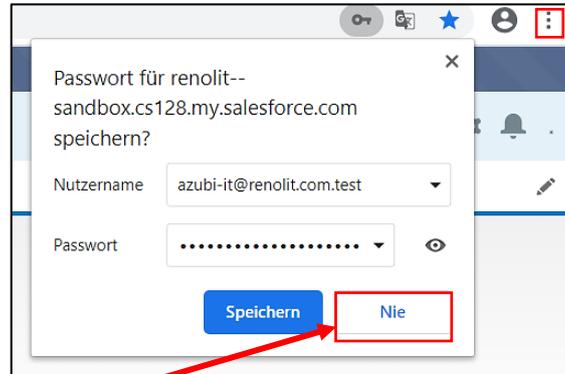


The screenshot shows the Salesforce login page with the 'Remember me' checkbox checked. The 'Username' field now displays '1 Saved Username' and the email address 'azubi-it@renolit.com'. The 'Password' field is empty. The 'Log In' button and 'Forgot Your Password?' link are also visible.

Salesforce offers the possibility to save your login data so you do not have to re-enter it every time you log in.

Please note: If someone has access to your company PC, **logging in to Salesforce with your user is then easy.**

If you want to use this option, simply **tick** the box **Remember me**.



Chrome will show you this window at the top right corner of your screen.

DO NOT use the Google **Chrome browser option to store the data.**

This window is usually displayed the first time you sign in. In general, click **Never**.

4. Additional information



Congratulations!

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

To prevent data theft:

Lock your PC when leaving your workplace!