

SALESFORCE WORK FROM HOME (WFH)

COMPUTERS: Official OR Own computers, Please follow steps:

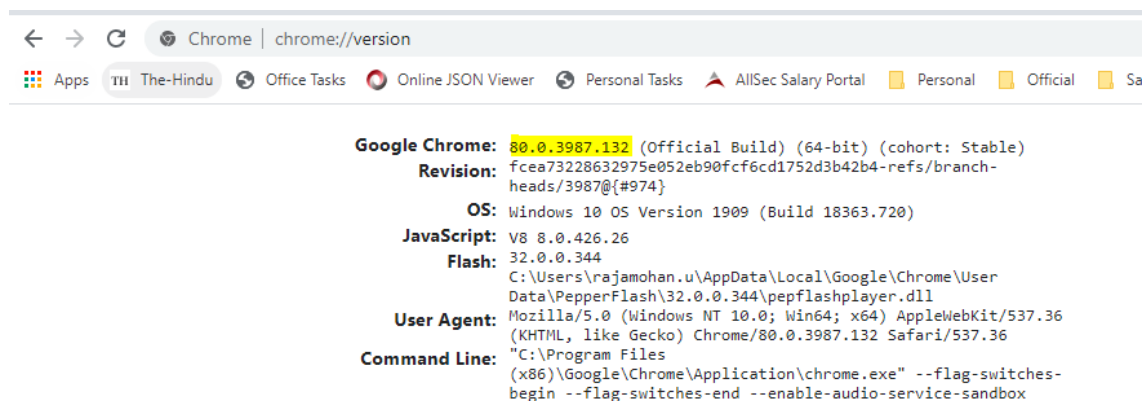
Pre-requisites:

Hardware:

Laptop/Desktop with Internet Connection

Software:

1. **Internet Browser- TLS 1.2:** Salesforce enforce TLS 1.2 and above should be enabled in browser settings.
 - a. **Microsoft Edge or Internet Explorer:** refer process below as explained to enable TLS 1.2
 - b. **Chrome/Firefox Browser:** TLS 1.2 will be applied as a common settings to other browsers like Chrome/Firefox. (no need to re-do TLS 1.2 configuration in other browsers once done in Microsoft Edge or Internet Explorer browser)
 - c. If already exists [configured], ignore above settings.
2. **TLS 1.2 enabled by default in Chrome browser version 29 & above,**
 - a. To verify the browser version, type **chrome://version** in URL and enter. The browser version will be shown as highlighted below.

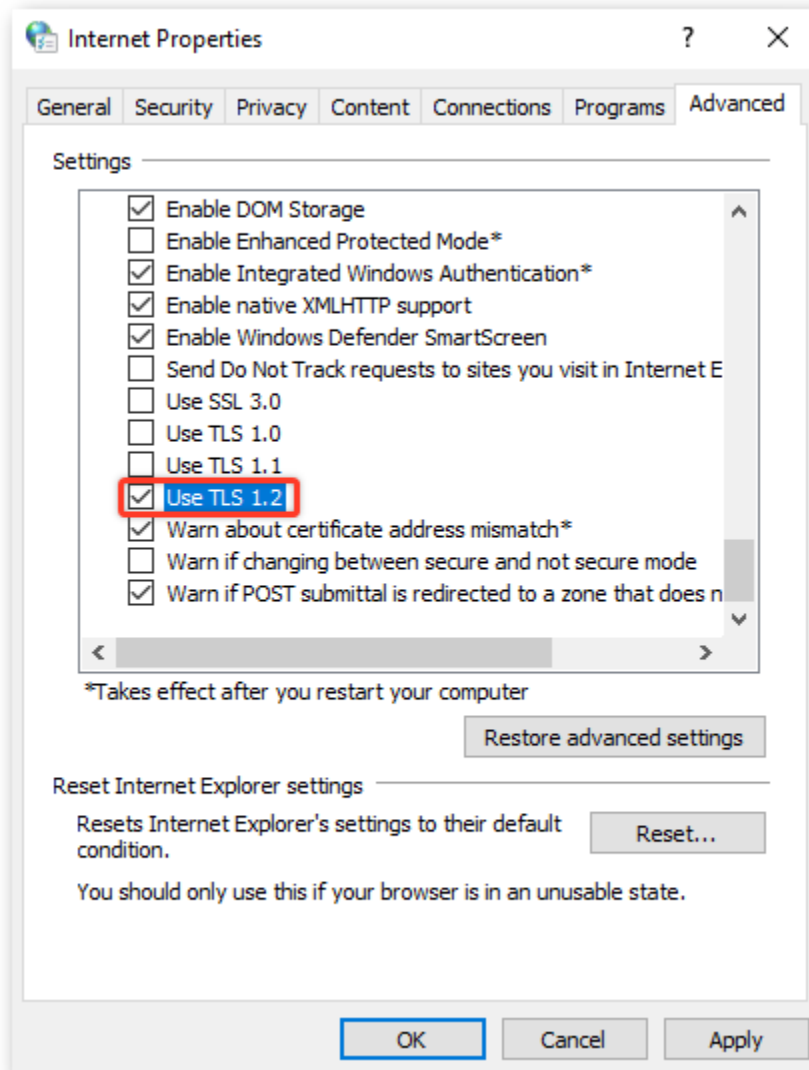


How to configure TLS 1.2 in internet browser:

Refer steps below on how to enable/confirm TLS 1.2 in settings of a browser.

Microsoft Internet Explorer

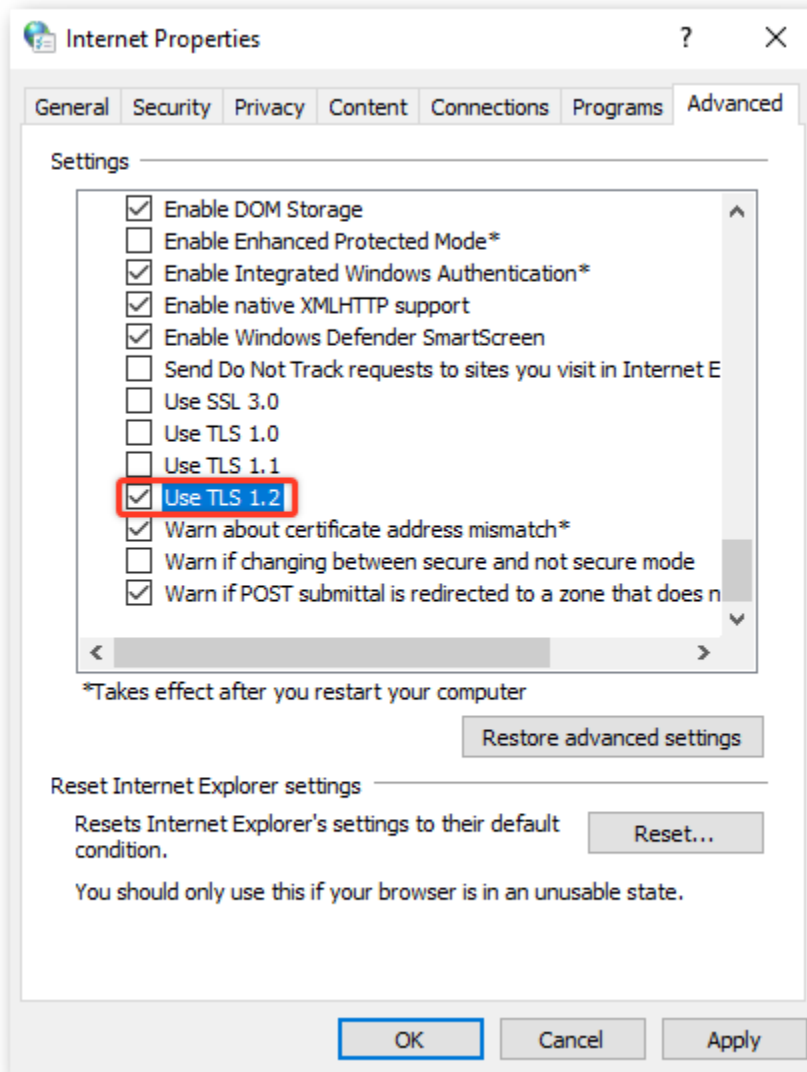
1. Open **Internet Explorer**
2. From the menu bar, click **Tools > Internet Options > Advanced** tab
3. Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**



4. Click **OK**
5. Close your browser and restart Internet Explorer

Microsoft Edge

1. In the Windows menu search box, type *Internet options*.
2. Under **Best match**, click **Internet Options**.
3. In the **Internet Properties** window, on the **Advanced** tab, scroll down to the **Security** section.

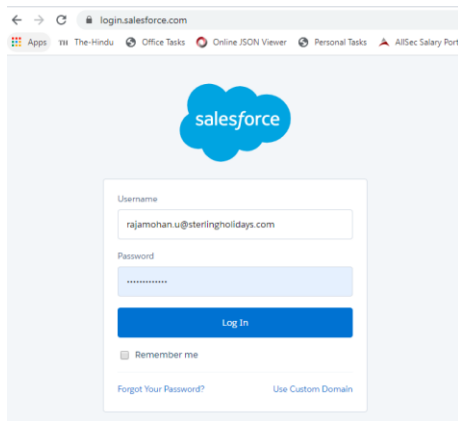


4. Check the **User TLS 1.2** checkbox.
5. Click **OK**.
6. Close your browser and restart Microsoft Edge browser.

Accessing Salesforce

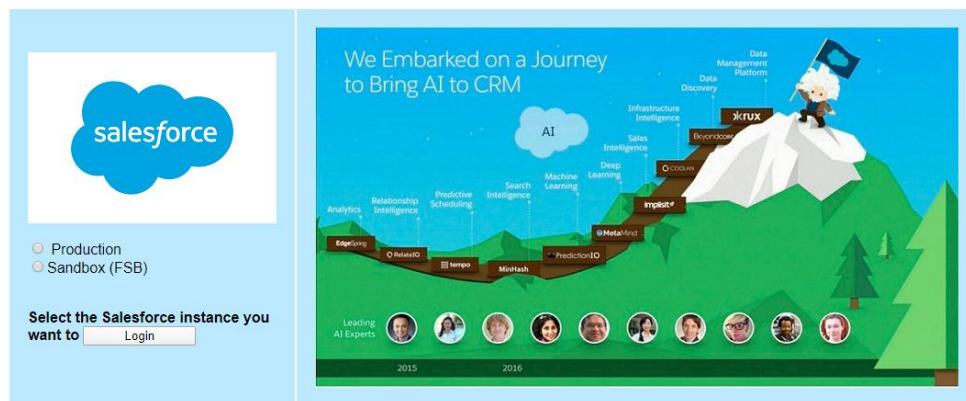
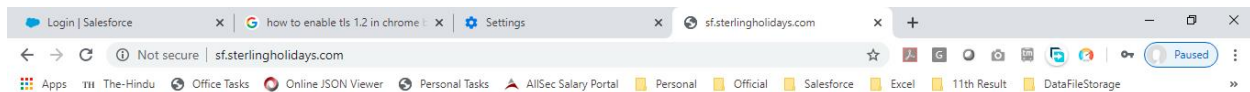
Production (without SSO login)

1. Open chrome browser
2. Type the URL <https://login.salesforce.com/>
3. You can use salesforce user credentials and click 'Log In'.

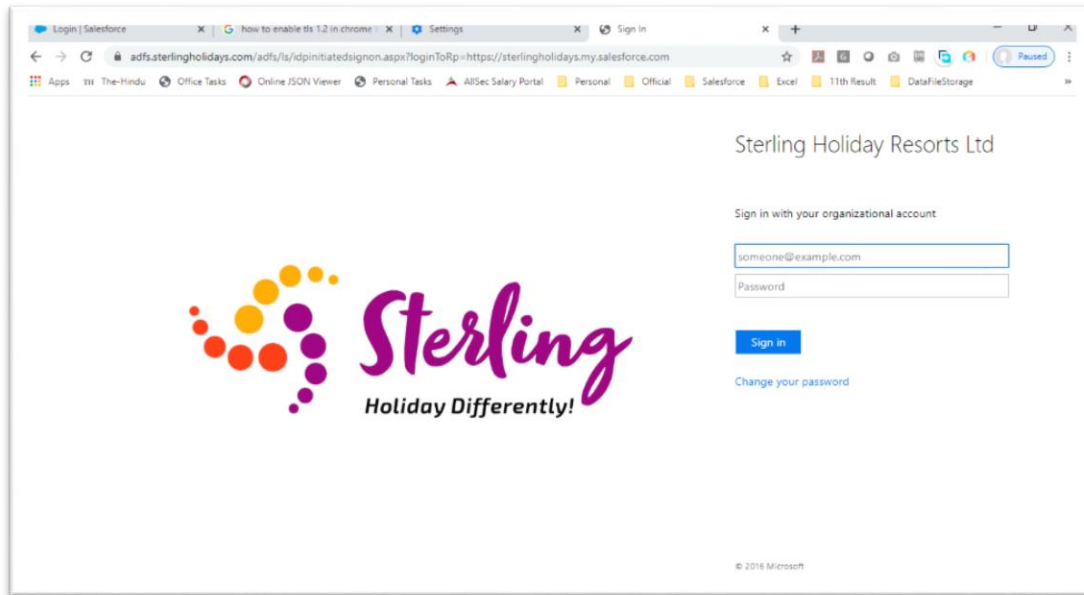


Production (with SSO login)

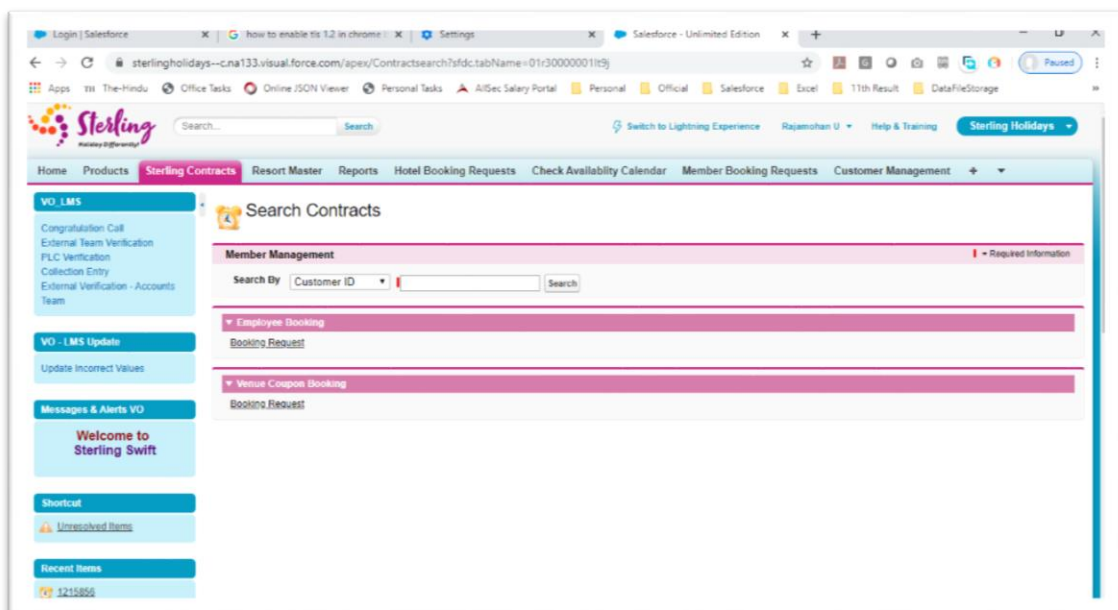
1. Open chrome browser
2. Type the URL <http://sf.sterlingholidays.com/>
3. Select Production (radio button) and click 'LogIn'



4. Enter windows/HRMS user credentials and click 'Sign In'.



5. Now user will be Logged into Salesforce and continue his usual work.

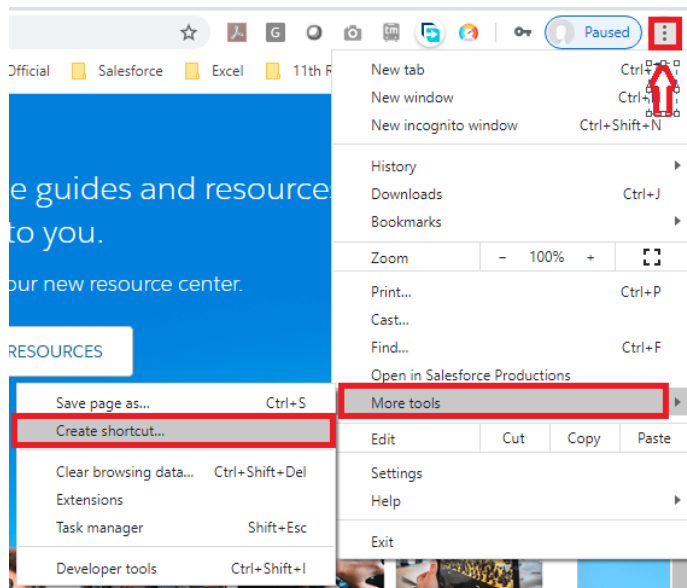


Salesforce Sandbox

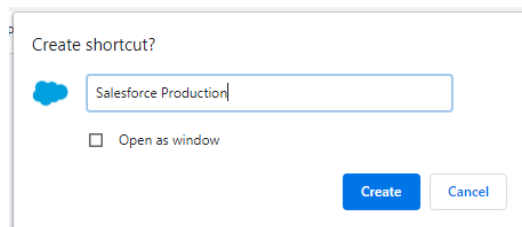
1. Open chrome browser
2. Type the URL <https://test.salesforce.com/>
3. You can use salesforce user credentials and click 'Log In'.

Creating browser short-cut on desktop

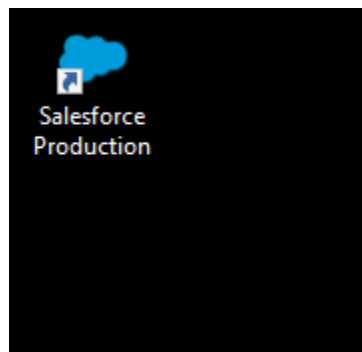
1. In browser, click  button. (Highlighted in the below image).
2. Navigate to **More tools** and **Create shortcut** as shown in below picture.



3. A popup appears to provide a text for the page loaded in the browser.



4. Click create button to create short cut in Desktop.



5. Double click the icon to open Salesforce production URL in browser.