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

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

🍖 Internet Properties						×	
General Security	Privacy	Content	Connections	Programs	Advan	ced	
Settings						- 1	
 Enable DOM Storage Enable Enhanced Protected Mode* Enable Integrated Windows Authentication* Enable native XMLHTTP support Enable Windows Defender SmartScreen Send Do Not Track requests to sites you visit in Internet E Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Use TLS 1.1 Use TLS 1.2 Warn about certificate address mismatch* Warn if changing between secure and not secure mode Warn if POST submittal is redirected to a zone that does n 							
*Takes effect after you restart your computer							
Restore advanced settings							
Reset Internet Explorer settings							
Resets Internet Explorer's settings to their default Reset							
You should only use this if your browser is in an unusable state.							
		Ok	(Ca	ancel	Арр	ly	

- Check the User TLS 1.2 checkbox.
 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 <u>https://login.salesforce.com/</u>
- 3. You can use salesforce user credentials and click 'Log In'.

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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'.

Login Salesforce X G how to	o enable tis 1.2 in chrome i 🗴 🔯 Settings	× 🥴 Sign In	× +	- u x
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			© 2016 Microsoft	

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



Salesforce Sandbox

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

Creating browser short-cut on desktop

- 1. In browser, click ⁱ 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.