

Navigation & Collaboration tools (Chatter, Gmail for Lightning)

- In Google Chrome, go to Settings.
- Click on the 3 lines icon on the top of Google Chrome page. Then click on "Settings".
- Click on "Show advanced settings"
- Click on "Language and input settings"
- Select your language and tick the box. After selecting your language, tick the "Use this language for spell checking" box and click on "Done"
- Switch off and restart your laptop

Please, just follow the different steps in the following document

[SSO LOGIN - SUPPRESSION DU COOKIE.docx](#)

Launch your webbrowser (Chrome) and enter this URL for Production: <https://solvay-CRM.my.salesforce.com>

Enter you Active Directory (AD) / Solvay Network username and password.

You reach your Salesforce CRM Home page.

If a new user or a change in access rights is needed, you should request your CRM champion or GBU Data Admin to open a request by following the 'Need Help' under 'Helpful Links' in their Home Page. This will automatically direct them to Freshdesk.

Please remind them to be careful to select the Process "Salesforce CRM (OtC)", so the SBS CRM Support Team will directly get your request and to not forget to attach the excel file with all the required information.

Launch your webbrowser (Chrome) and enter this URL for Production: <https://solvay-CRM.my.salesforce.com>

Enter you Active Directory (AD) / Solvay Network username and password.

You reach your Salesforce CRM Home page. You can then add the page to your bookmarks and navigate as usual in the CRM.

Currently, it is not yet possible to use Salesforce offline on your mobile device. We are working on this to make it possible. We will inform you as soon as the offline mode is available!

Yes, the number format depends on the locale you have selected in your setting. For example, if you select the locale 'English - UK', numbers will be displayed in Anglo-saxon format.

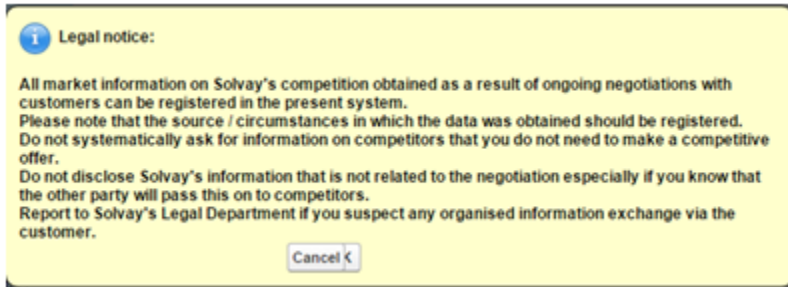
To change, go to 'My Settings' > 'Personal' > 'Language & Time Zone' > Select your locale and the number format will be automatically adapted.

If you want to type a long text, you could re-size any of the text box (eg summary or details...) by using the small slashed right corner at the bottom of the text box. This functionality is available only with Google Chrome.

You can use the right click function before click on **Edit** to open a page in another tab.

Hover your mouse on the tab/object you want to work on, do a right click and select **Open link in new tab**.

Sometimes, it's not possible to see all the buttons of the pop-ups windows. For example, here after the "OK" button" is hidden. We can see only the end of the "K".



This is due to Chrome windows size. If you enlarge the windows to the maximum, the buttons will appear and it will work fine.

Chatter is an application designed to enhance collaboration and is embedded within the tool. You can "follow" any object or record within the tool, such as people, accounts, opportunities, etc. The advantage is that once you are following a record, you are notified when changes are made. You can also post files to share information and get feedbacks from colleagues and make comments on objects and records. This is a very important feature to enhance collaboration and to help you be follow the activities, opportunities, accounts, etc. you are interested in.

On all pages, you can see "Show Feed / Hide Feed" link. Click on Show Feed, then to follow a record or a colleague, click on the green button "Follow".

You can unfollow by clicking on the cross next to "Following"

There is no possibility to stop people from following you.

Click on your name and select My Settings. In the Menu on the left, click on Chatter / Email Notifications. You can decide when to receive an email and define the frequency.

This is normal. The synchronization between Gmail and Salesforce takes about 5 minutes.

You can synchronize contacts directly from Gmail inbox or from your Contacts followed. Open the email or click on the contact and Lightning For Gmail will indicate whether the contact, through the email address, is already in Salesforce.

Lightning For Gmail will automatically fulfill the First Name, Last Name and the email address of the Contact.

The user can then fulfill the rest of the information such as:

- Account Name
- Language
- Phone numbers
- Function & Titles
- Address (Be sure to check that the Signature extraction is set to "Always Review Results" in Settings > Signature Extraction)

First try the following instructions:

1. Log into Gmail account that hasn't Lightning For Gmail disabled and follow the instructions above to reenale it (i.e. change the account to a green check mark)
2. If you do not have another Gmail account, follow the instructions below:

- a. Go to the Chrome customization menu
- b. Go down to **Tools**
- c. Select **Developer Tools** from the secondary menu
- d. Click on **Resources** from the menu at the top of the bottom panel
- e. Expand **Local Storage** on the left and then click on <https://mail.google.com>
- f. In the Key column click on **Is.gmailAccounts** to highlight that row
- g. **CAUTION:** make sure the correct row is highlighted before proceeding so that you do not delete the wrong data
Click the **X** at the bottom to delete the highlighted Is.gmailAccounts row
- h. Refresh your Gmail and the Lightning For Gmail panel should now return
- i. Sales force must be opened before Gmail or Gcalendar to make panel active.
- j. in case you loose panel connexion, you must close Gmail and re-open (Sales Force always opened first)

If this doesn't resolve it, please try reinstalling Lightning For Gmail AFTER completing steps above:

1. Click on the three horizontal lines button in the top right of your browser
2. Click on **More tools**
3. Click on **Extensions**
4. Click the trash can icon to the right of "Salesforce integration for Gmail"
5. Reinstall Lightning For Gmail Insight for Gmail from = Contact your support.

If you need support regarding Salesforce, you can open a request in Salesforce, by following the 'Need Help' under 'Helpful Links' in your Home Page.

You'll be automatically directed to Freshdesk. Fill in your question and the requested information and save.

Please be careful to select the Process "Salesforce CRM (OtC)", so the SBS CRM Support Team will directly get your request.

You will then receive an Email with all the needed information regarding your Ticket.

Do not forget that you can also contact your GBU Admin, your trainer or advanced users within your GBU.