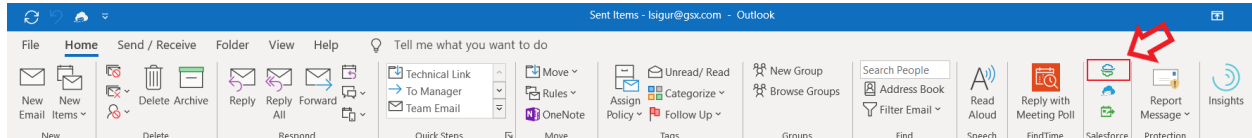


Renew synchronisation Salesforce with Microsoft Outlook

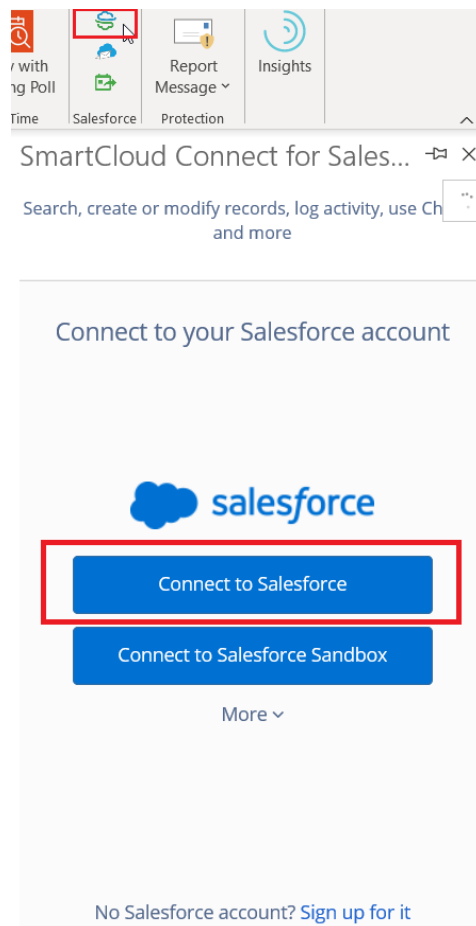
Issue : Salesforce do not syncing mails in Outlook.

In Outlook software, you have a “SalesForce” plugin to sync automatically your emails.

1/ Open the “SmartCloud Connect for Salesforce”  (Upper toolbar in Outlook)

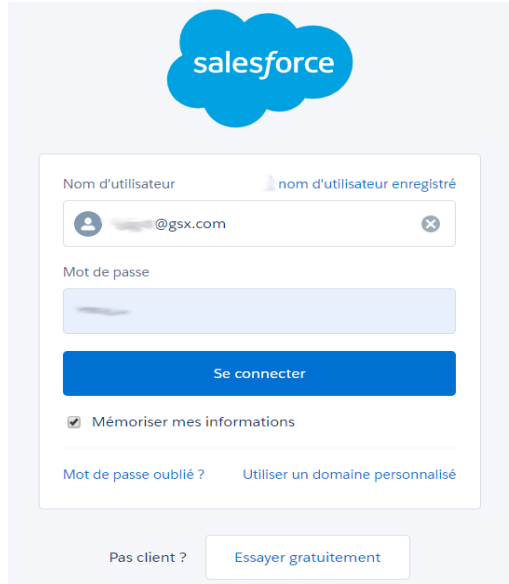


2/ In the right panel, Salesforce is disconnected. Click on “Connect to SalesForces” (Not Sandbox)



3/ Your web browser will open and ask your SalesForces account.

- Enter your Salesforce account and select “Remember Me”. Click “Connect”.
- If pages require specific accesses, accept it.

The image shows the Salesforce login interface. At the top is the Salesforce logo. Below it is a login form with two input fields: "Nom d'utilisateur" (Username) and "Mot de passe" (Password). The username field contains a placeholder email address "@gsx.com". Below the password field is a blue "Se connecter" (Log in) button. Underneath the button is a checkbox labeled "Mémoriser mes informations" (Remember my information) which is checked. At the bottom of the form are two links: "Mot de passe oublié ?" (Forgot password?) and "Utiliser un domaine personnalisé" (Use a custom domain). Below the form are two buttons: "Pas client ?" (Not a client?) and "Essayer gratuitement" (Try for free).

4/ If it's done, you will see

Login successfully completed!

After a few seconds, the Outlook plugin displayed your Salesforce data.
A new synchronization will begin after few minutes and old and new mails.

