



salesforce

User Guide

# Creating New Records

---

Learn how to create:

*Accounts*

*Contacts*

*Cases*

*Chatter Posts*

---



## Table of Contents

1	QUICK START .....	3
2	HOW TO CREATE AN ACCOUNT .....	5
3	HOW TO CREATE A CONTACT .....	7
4	HOW TO CREATE A CASE.....	9
5	HOW TO CREATE A CHATTER POST .....	11

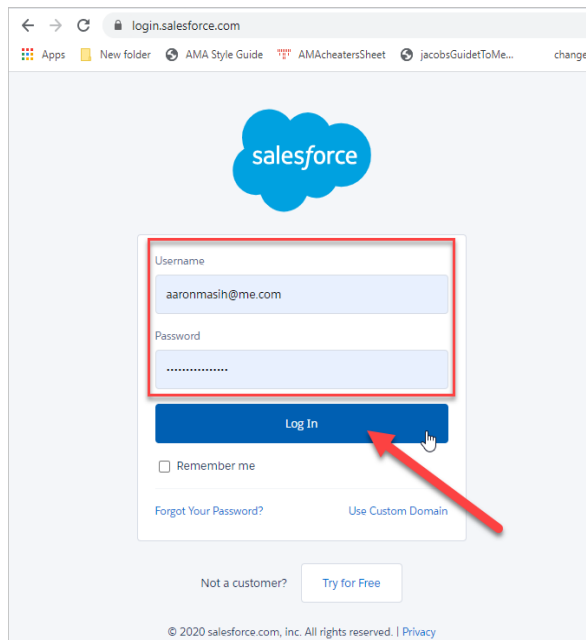
---

# 1 Quick Start

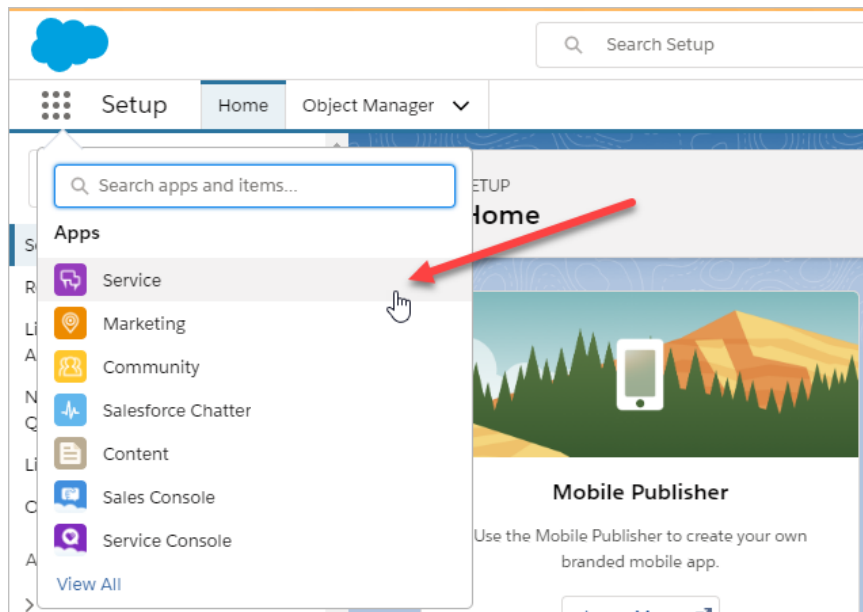
This is a quick start guide to access Accounts, Contacts, Case and Chatter features.

1) Go to **login.salesforce.com**.

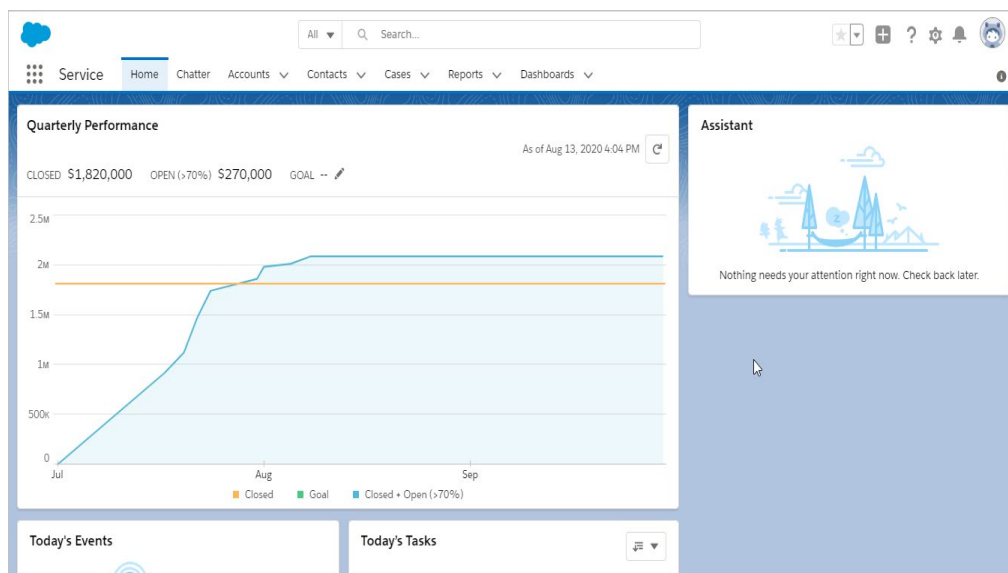
2) Enter the required **Username** and **Password**. Proceed to **Log In**:



3) Select **Service** from the App Launcher:



4) You are now at the **Service** section and able to access Accounts, Contacts, Case and Chatter functionalities:

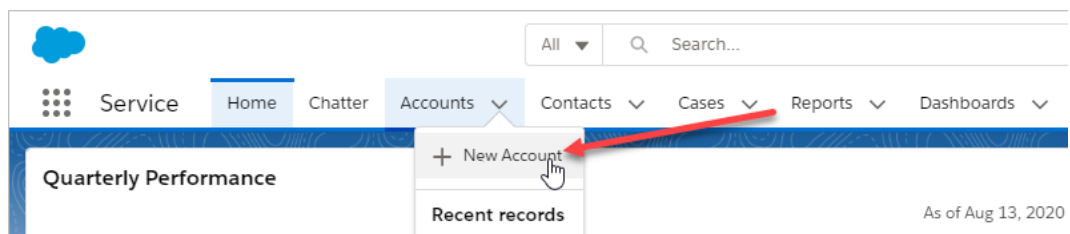


---

## 2 How to Create an Account

Accounts store data relating to businesses or individuals you choose to work with.

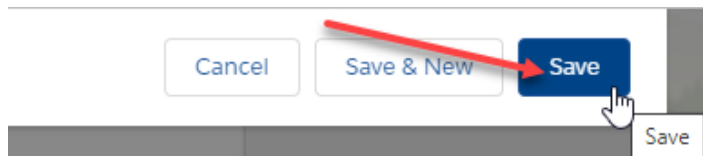
- 1) Select **New Account** from the top navigation bar:



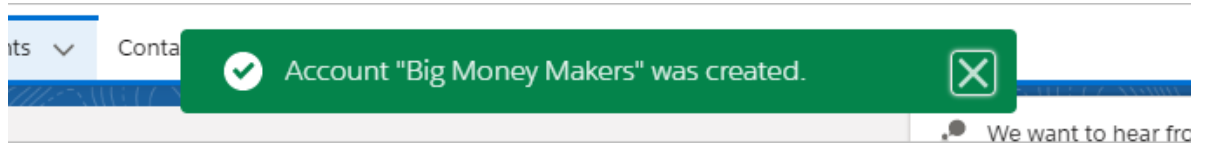
- 2) In the **New Account** window, enter information in the required field:

A screenshot of the 'New Account' form. The form is titled 'New Account' and contains several fields. The 'Account Name' field is highlighted with a red box and contains the text 'Big Money Makers'. Other fields include 'Account Owner' (Aaron Masih), 'Rating' (dropdown menu), 'Phone', 'Fax', 'Parent Account' (search bar), 'Account Number', 'Website', 'Account Site', and 'Ticker Symbol'. At the bottom right, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

- 3) Add any additional information to the form.
- 4) Click **Save** at the bottom of the window:



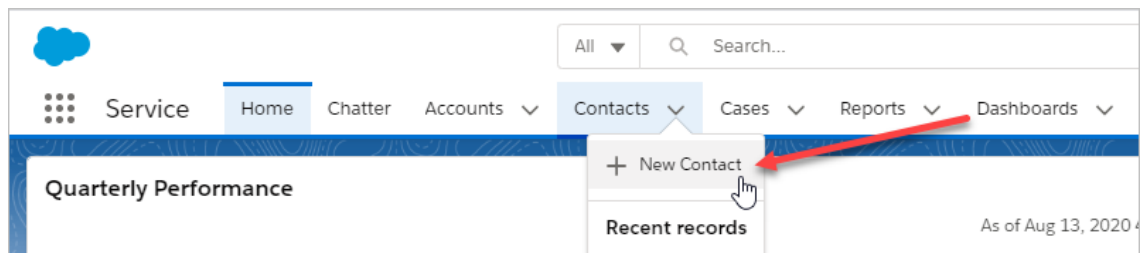
5) This green bar displays momentarily after your new **Account** is saved:



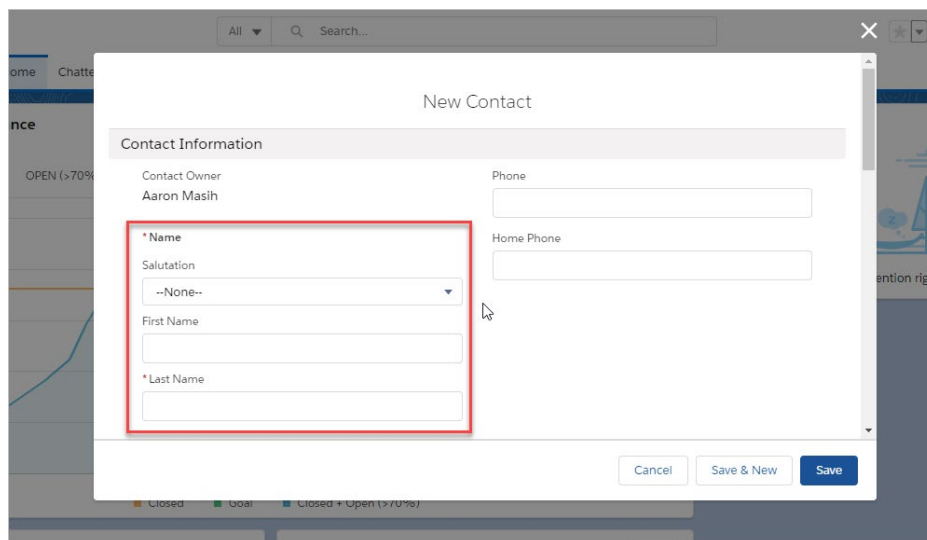
### 3 How to Create a Contact

Contacts store information about the people you do business with.  
Contacts can be linked to accounts.

- 1) Select **New Contact** from the top navigation bar:



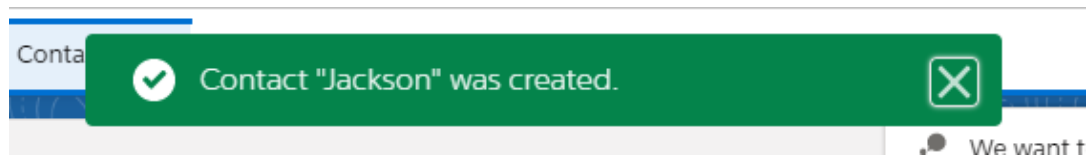
- 2) In the **New Contact** window, enter all required fields:



- 3) Click save at the bottom of the **New Contact** window:



- 4) This green banner displays momentarily after your **Contact** has been created:

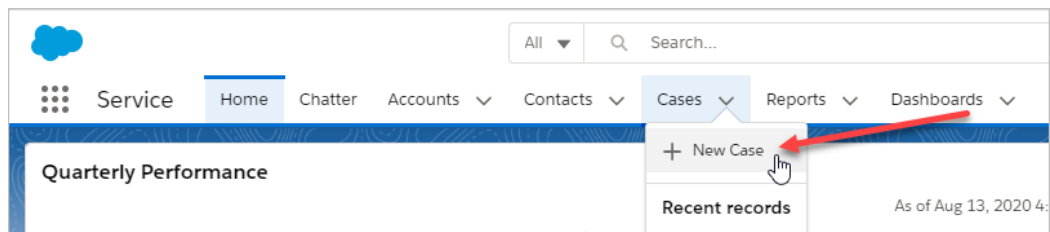




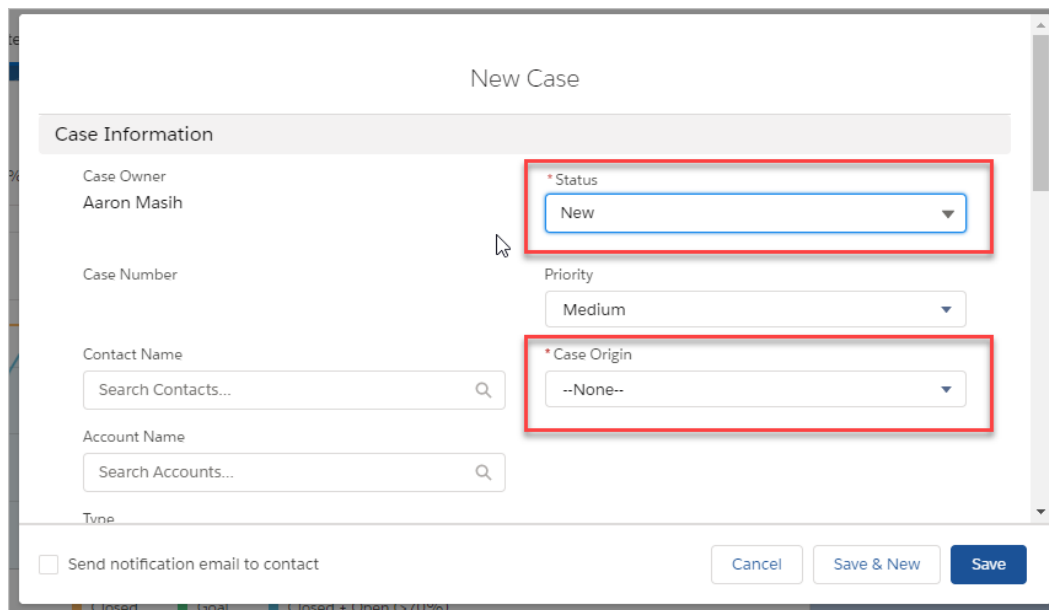
## 4 How to Create a Case

Create a case to keep a record of a customer's feedback, issue, or request.

- 1) Select **New Case** from the top navigation bar:



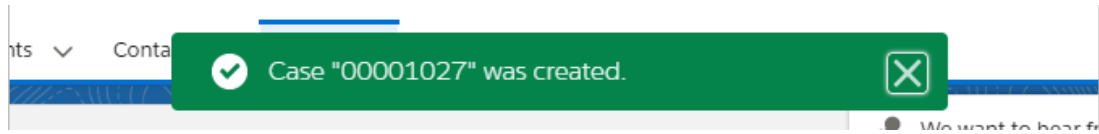
- 2) In the **New Case** window, enter all required fields:

A screenshot of the 'New Case' window. The window has a title bar 'New Case' and a 'Case Information' section. The 'Case Information' section contains several fields: 'Case Owner' (Aaron Masih), 'Case Number', 'Contact Name' (with a search bar), 'Account Name' (with a search bar), and 'Type'. The 'Status' field is a dropdown menu with 'New' selected, and the 'Case Origin' field is a dropdown menu with '--None--' selected. Both the 'Status' and 'Case Origin' fields are highlighted with red rectangles. At the bottom of the window, there is a checkbox for 'Send notification email to contact' and three buttons: 'Cancel', 'Save & New', and 'Save'.

- 3) Click **Save** at the bottom of the window:



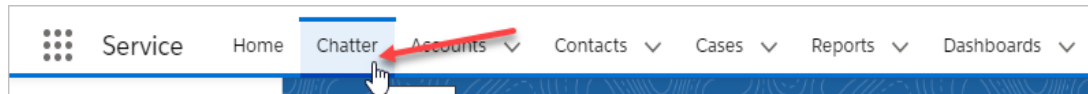
4) A green banner displays momentarily after your new **Case** is created:



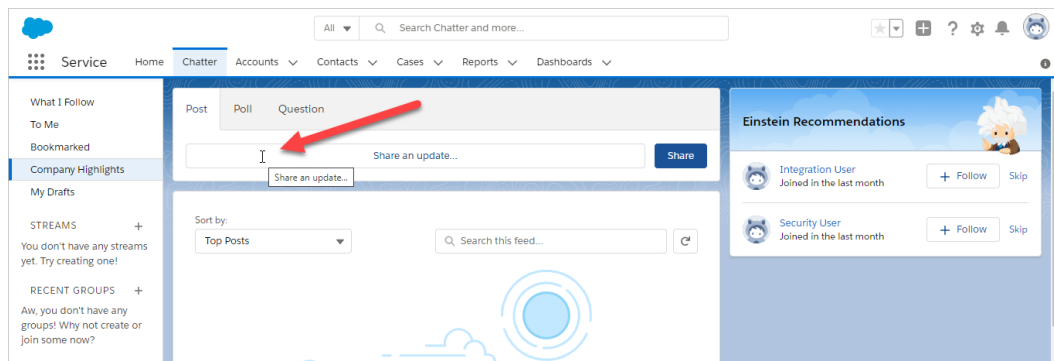
## 5 How to Create a Chatter Post

Create a Chatter post to share information and invite feedback from your colleagues.

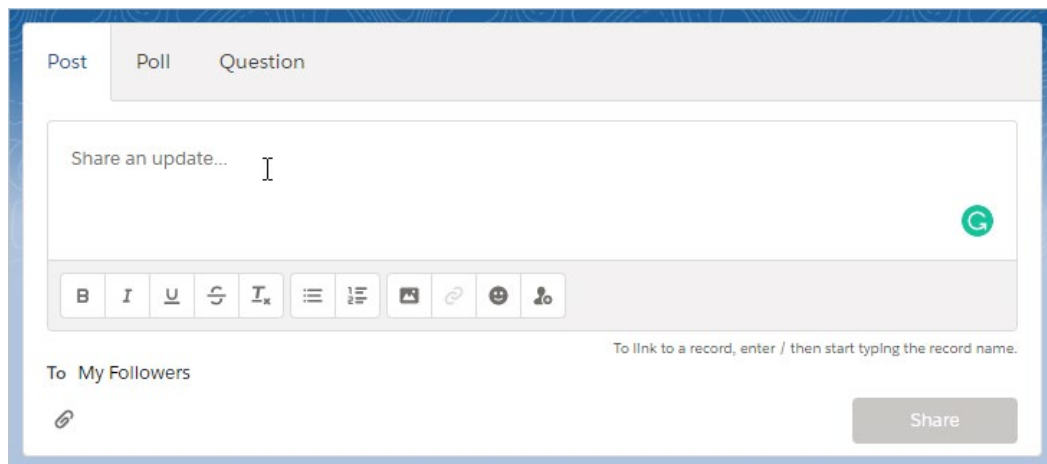
- 1) Select **Chatter** from the top navigation bar:



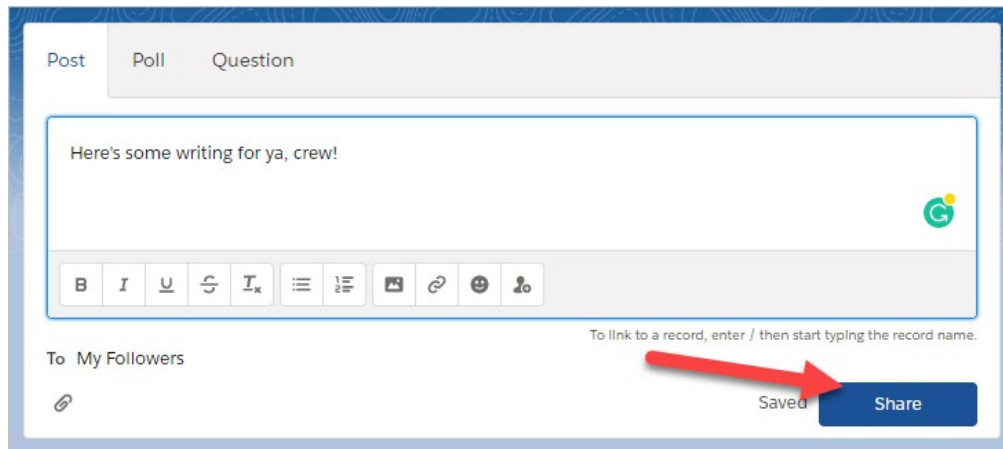
- 2) Click the text box to start sharing:



- 3) After clicking, the text box expands into a larger box with text-editing options:

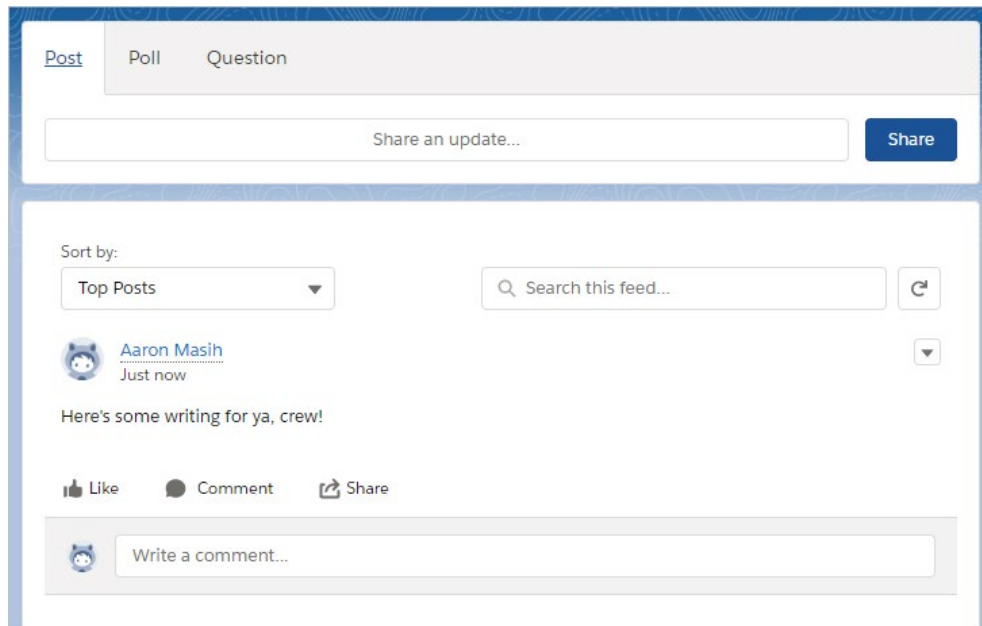


4) After completing your message, click **Share** to publish:



The screenshot shows the Chatter post creation interface. At the top, there are tabs for "Post", "Poll", and "Question". Below these is a text input area containing the text "Here's some writing for ya, crew!". To the right of the text is a green circular icon with a white 'G'. Below the text input is a toolbar with icons for bold (B), italic (I), underline (U), strikethrough (ABC), link (link icon), unlink (unlink icon), image (image icon), video (video icon), emoji (emoji icon), and user (user icon). Below the toolbar is a "To" field with the text "My Followers" and a link icon. To the right of the "To" field is a small text hint: "To link to a record, enter / then start typing the record name." At the bottom right, there are two buttons: "Saved" and "Share". A red arrow points to the "Share" button.

5) The **Chatter** post you just shared will appear in a feed below:



The screenshot shows the Chatter feed. At the top, there are tabs for "Post", "Poll", and "Question". Below these is a text input area with the placeholder text "Share an update..." and a "Share" button. Below the input area is a "Sort by:" dropdown menu with "Top Posts" selected. To the right of the dropdown is a search bar with the placeholder text "Search this feed..." and a refresh icon. Below the search bar is a post by "Aaron Masih" with the text "Just now". The post content is "Here's some writing for ya, crew!". Below the post are three buttons: "Like", "Comment", and "Share". At the bottom, there is a comment input area with the placeholder text "Write a comment..." and a user icon.