Get Started with Salesforce

Salesforce, Summer '25

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CONTENTS

GET STARTED WITH SALESFORCE

Welcome to Salesforce, the award-winning cloud computing service designed to help you manage your customer relationships, integrate with other systems, and build your own applications! Here are some key concepts to help you understand the Salesforce products and editions and guide you through common tasks in Salesforce.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: all editions

What Is Salesforce?
Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers.

Log In, Navigate, and Search Salesforce
New to Salesforce? Learn how to navigate, customize, and manage basic CRM features.

Verify Your Identity
Use identity verification tools to secure and protect your data from unauthorized access.

Personalize Your Salesforce Experience
Update your personal information, for example your email address. Change your password and security question. If you have administrator permissions, you can also customize your Salesforce org.

What Is Salesforce?

Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers.

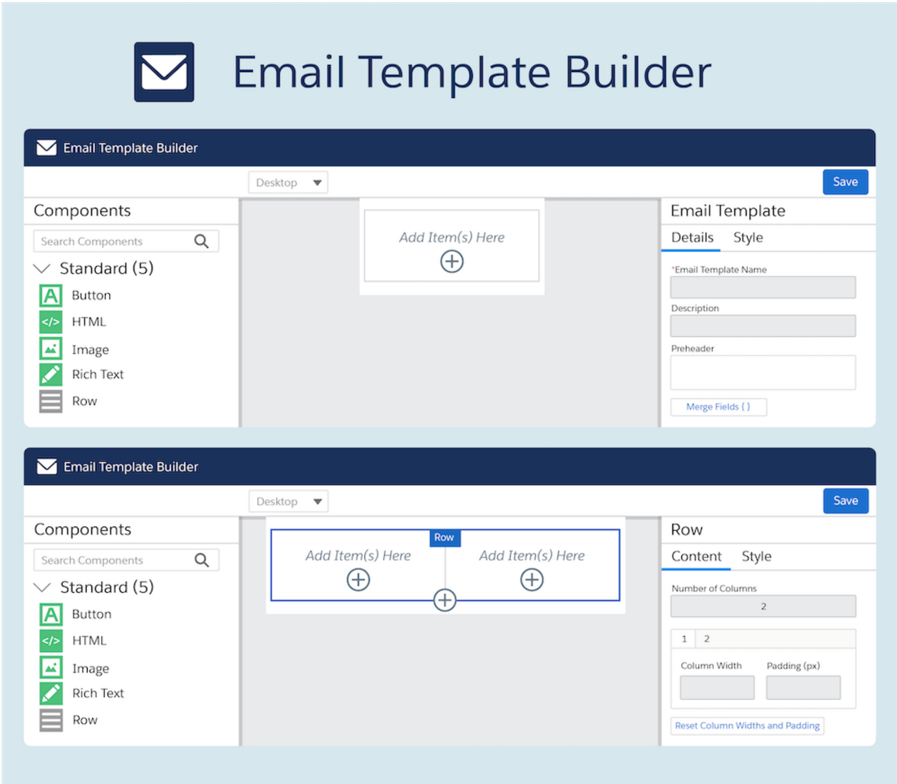
EDITIONS

Available in: both Lightning Experience and Salesforce Classic

Your Salesforce edition determines which features and functionality you can access.

Run your business from anywhere with Salesforce. Use standard products and features to manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

But standard products and features are only the beginning. With our platform, you can customize and personalize the experience for your customers, partners, and employees and easily extend beyond out of the box functionality.



Concepts, Products, and Services

As you get started with Salesforce, it's helpful to learn some key concepts and terms. They come up frequently when you interact with the product, our documentation, and our service professionals. The concepts and terms here help you understand how Salesforce works.

The Salesforce Admin

The Salesforce administrator—or "admin" is a Salesforce user with system administration duties and other super powers. Admins are responsible for setting up Salesforce for their organizations and making sure it runs smoothly.

What Happens When You Purchase Salesforce

New to Salesforce, or maybe you're not so new? In either case, to get the most out of Salesforce, it helps to know how your org is created and the types of licenses, permissions, and profiles that you receive. Understanding how these elements interact and impact what users can do saves you time.

Push Updated Licenses to Sandbox Orgs

As your organization's needs change, your licensing needs evolve. When you update licenses, you want your production and sandbox orgs to be in sync. Often you can refresh your sandbox to ensure that its licensing information matches your production org's. Or, to ensure that your sandbox orgs receive updated license information, you can use the Match Production Licenses to Sandbox tool.

License Updates and Your Org

When you purchase Salesforce, you receive licenses, permissions, and profiles that shape your org and what users can do in it. You can also create permission sets to help with permission management. Understand the impact of license updates on permissions in your profiles and permission sets.

Salesforce Editions

We offer bundles of features and services, each geared toward specific business needs.

Salesforce Features and Edition Allocations

Allocations for Salesforce features by edition.

Data and File Storage Allocations

Storage allocation per Salesforce edition and number of standard licensed users in your organization.

Technical Requirements for Tablets

Review the minimum and recommended technical requirements for Lightning Experience on tablets.

Accessibility Standards

Learn about the standards for low-vision users and deaf or hearing impaired users that Salesforce follows to design applications with accessibility in mind.

Salesforce Language Support

Learn about the supported languages in Salesforce, and understand the difference between fully supported, end-user, and platform-only languages. Learn which languages are available in the UI for each Salesforce cloud, and review important limitations for right-to-left (RTL) languages in Salesforce.

Supported Browsers and Devices for Lightning Experience

Lightning Experience is available on multiple editions and recommends using the Salesforce mobile app on mobile devices. Specific browsers and devices are supported, and there are limitations and considerations for third-party browser extensions and JavaScript libraries.

Supported Browsers and Devices for Salesforce Classic

Salesforce Classic doesn't support mobile browsers, so we recommend using the Salesforce mobile app for working on mobile devices.

Recommendations and Requirements for All Browsers

For the best experience and security, follow these guidelines.

Download and Print Salesforce Help Documentation

View Salesforce Help documentation offline as PDFs that you can download and print.

Concepts, Products, and Services

As you get started with Salesforce, it's helpful to learn some key concepts and terms. They come up frequently when you interact with the product, our documentation, and our service professionals. The concepts and terms here help you understand how Salesforce works.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: **All Editions**

Concepts

Concept	Definition
Cloud	A Salesforce name for a loose federation of features that help you accomplish certain types activities, such as selling products or supporting your customers. Two common examples are *Service Cloud* and *Sales Cloud*.
Cloud Computing	Technology that enables Internet-based services that let you sign up and log in through a browser. Salesforce delivers its service in the cloud. Other familiar cloud computing services include Google Apps and Amazon.com.

Concept	Definition
Software as a Service (SaaS)	Software delivered not by traditional means (such as on disk) but in the cloud, as a service. There's nothing to download or install, and updates are automatic.
Trust	A Salesforce term for its company-wide commitment to building and delivering the most secure, fast, and reliable cloud-based service available. `trust.salesforce.com` is a systems status website that provides Salesforce customers and the community access to real-time and historical system performance information and updates. It also lists incident reports and maintenance schedules across all its key system components. `trust.salesforce.com` is free to all members of the Salesforce community.

Products and Services

Salesforce includes these products and services.

Product or Service	Description
Salesforce Applications	Salesforce includes prebuilt applications (or "apps") for customer relationship management (CRM) ranging from sales force automation to partner relationship management, marketing, and customer service.
Lightning Platform	The Lightning platform is the first platform as a service (PaaS). Developers can create and deliver any kind of business application entirely on demand and without software. The platform also includes easy to use point-and-click customization tools to help you create solutions for your unique business requirements, without any programming experience.
AppExchange	AppExchange is a marketplace featuring hundreds of cloud applications created by Salesforce customers, developers, and partners. Many of the applications are free and all of them are pre-integrated with Salesforce, enabling you to easily and efficiently add functionality.
Salesforce.com Community	Salesforce provides training, support, consulting, events, best practices, and discussion boards to help you be successful. Visit Salesforce.com Community.

Terms

Term	Definition
App	Short for *application*. A collection of components such as tabs, reports, dashboards, and Visualforce pages that address specific business needs. Salesforce provides standard apps, which you can customize, such as Sales and Service. You can customize the standard apps to match the way you work.
Edition	One of several bundles of Salesforce products and services, each geared toward a different set of business needs. All Salesforce editions share the look and feel, but they vary by feature, functionality, and pricing.
Object	A definition of a specific type of information you can store in Salesforce. For example, the Case object lets you store information about customer inquiries. For each object, your organization has multiple, specific records. Salesforce comes with lots of standard objects, but you can create custom objects, as well.

Term	Definition
Organization	A deployment of Salesforce that has a defined set of licensed users. Your organization includes all your data and applications.
Record	A collection of fields that store information about a specific item of a specific type. A record is an object, such as a contact, an account, or an opportunity. For example, you can have a contact record to store information about Joe Smith, and a case record store information about his training inquiry.
Release	Salesforce releases new products and features three times per year, and we identify releases by season—Winter, Spring, and Summer—along with the calendar year. *Example:* Winter '15. For every Salesforce release, the Salesforce release notes include new features and products that are generally available or in beta release. They also describe all changes to existing features and products. You can find the release notes when you search for "Release Notes" in the Salesforce Help.
Salesforce	The name of the Salesforce cloud computing CRM service and the company name.

The Salesforce Admin

The Salesforce administrator—or "admin" is a Salesforce user with system administration duties and other super powers. Admins are responsible for setting up Salesforce for their organizations and making sure it runs smoothly.

Admins have special permissions. For example, they can add user accounts and specify what people can see and do in Salesforce. Admins can create custom Salesforce objects, workflows, validation rules, reports, and more. Admins can manage user profile information and delete Chatter feed updates, including posts and comments. Admins are planners, problem-solvers, and heroes. All Salesforce organizations have at least one administrator. Your administrator's role can be as simple or as complex as your company's size and structure. In smaller organizations, the admin is often someone who also uses Salesforce the way other users do: to sell products or provide customer service, for example.

Salesforce offers lots of features and items that you can set up and configure yourself. For some things, though, partner with your trusty admin to help you get the best of what Salesforce has to offer.

Here are a few examples of the kinds of things your admin can help you with or do for you.

- Find or use an object, field, or feature you heard about during training.
- Create a custom workflow that lets you find out when a case is closed.
- Create a custom approval process that allows you to sign off on employee expenses.
- Create a custom report for your sales region.
- Give you a user permission that's not granted as part of your user profile.
- Answer questions about your own or others' access to records.
- Address those cursed error messages that ask you to contact your administrator for help or more information.

How you contact your administrator, and when and why, depends on your company's internal business policies and practices.

What Happens When You Purchase Salesforce

New to Salesforce, or maybe you're not so new? In either case, to get the most out of Salesforce, it helps to know how your org is created and the types of licenses, permissions, and profiles that you receive. Understanding how these elements interact and impact what users can do saves you time.

When your order is activated, our provisioning process creates a license request. The license request includes definitions that build out your org. These definitions consist of settings that indicate which licenses, permissions, and profiles you receive. It's these basic elements that shape the org that you use and what users can do in it.

You probably know that we offer different license types. Think of them as org-level and user-level licenses. You can also purchase permission set licenses and add-on licenses.

Org-Level Licenses

When you purchase Salesforce, you purchase an org-level license, or edition. An edition defines your:

- Features, such as contracts or Collaborative Forecasts
- Amounts, such as quantity of storage and the number of sandboxes

To check how much storage or the number of sandboxes that your org has, from Setup, in the Quick Find box, enter *`Storage Usage`* or *`Sandboxes`*.

User-Level Licenses

Your org receives a specific number of user licenses, such as Salesforce or Chatter Free user licenses. A user license defines:

- User permissions, such as Activate Contracts or View All Forecasts
- CRUD (Create, Read, Update, and Delete) access allowed on objects, such as who can create a contract or delete an account

When you create users, you assign each one to a user license. A user license defines the permissions or the maximum capabilities that a user can have.

To see which user licenses your org has, from Setup, in the Quick Find box, enter Company Information, and then select **User Licenses**.

Permission Set Licenses

Permission set licenses let you offer more functionality to users in your org. An example of a permission set license is Identity Connect. When you purchase a permission set license, you receive user permissions pertaining to the license and the accompanying CRUD permissions. For example, with Identity Connect, you receive the Use Identity Connect permission, which allows assigned users to use the feature.

To check which permission set licenses your org has, from Setup, in the Quick Find box, enter *`Company Information`*, and select **Permission Set Licenses**.

Add-On Licenses

Your org receives a specific number of user licenses, such as Salesforce or Chatter Free user licenses. A user license defines:

- User permissions, such as Activate Contracts or View All Forecasts
- CRUD (Create, Read, Update, and Delete) access allowed on objects, such as who can create a contract or delete an account

When you create users, you assign each one to a user license. A user license defines the permissions or the maximum capabilities that a user can have. To see which user licenses your org has, from Setup, in the Quick Find box, enter *`Company Information`*, and then select **User Licenses**.

Add-on licenses extend functionality at the org level. An example is the purchase of more API requests to extend the limit for your org.

Permissions

User permissions specify:

- Tasks that users can perform
- Features that users can access in your org configuration

The base user permissions, such as Activate Contracts or View All Forecasts, that someone has depends on the user license assigned. You can use profiles and permission sets to refine which permissions a group of users has.

For example, users with the View All Forecasts permission can view other users' forecasts, but they must have the correct user license. If you assign the Chatter Free user license to users, they do not receive the View All Forecasts permission because this user license does not offer it.

To find which user license a user is assigned, from Setup, in the Quick Find box, enter `Users`. Click the name of the user whose information you want to view. Look for User License.

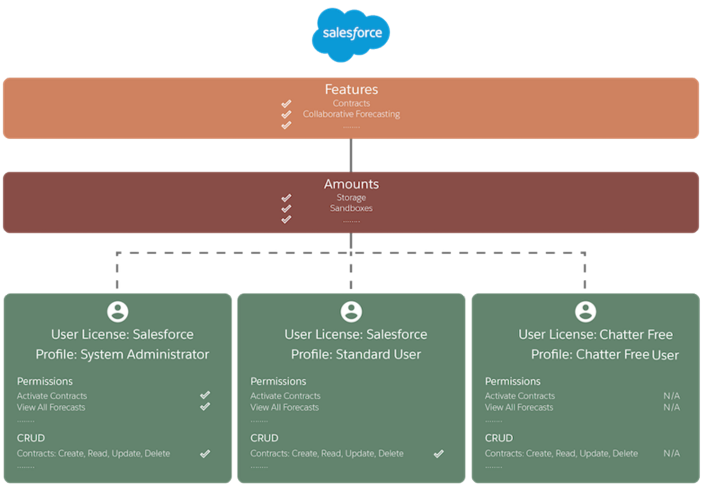
Profiles

You can have standard profiles and custom profiles, depending on the edition that you purchase. Profiles define:

- User access to objects and data
- What users can do within the org

When you create users, you assign each user a profile. A profile belongs to exactly one user license type. Let's say that your purchase comes with the Salesforce and Chatter Free license types, among others. You assign profiles to users based on these licenses.

For example, based on the Salesforce user license, you can assign the System Administrator, Standard User, or one of several other profiles to a user. Based on the Chatter Free user license, you can assign only the Chatter Free User or Chatter Moderator User profiles to users.



You can create custom profiles to offer different permissions or functionality to users with the same user license. However, using a permission set is typically a more efficient way to achieve the same goal. (Make sure that the permissions defined in the profile or permission set don't exceed the permissions defined in the user license, though.) For example, you can assign a profile to a group of users. Then, you can assign users different permission sets to give certain people in that group more capabilities.

To see which profile and permission sets that a user is assigned, from Setup, in the Quick Find box, enter `Users`. Click the name of the user whose information you want to view. To check the assigned profile, look for Profile. Click **Permission Set License Assignments** or **Permission Set Assignments: Activation Required** for permission set information.

SEE ALSO:

Salesforce Editions

Data and File Storage Allocations

Licenses Overview

Push Updated Licenses to Sandbox Orgs

As your organization's needs change, your licensing needs evolve. When you update licenses, you want your production and sandbox orgs to be in sync. Often you can refresh your sandbox to ensure that its licensing information matches your production org's. Or, to ensure that your sandbox orgs receive updated license information, you can use the Match Production Licenses to Sandbox tool.

When you use the Match Production Licenses to Sandbox tool, all provisioned changes are matched in the production org.

To match licenses to a sandbox org, make sure that the status of the related production org is active. Then log in to your sandbox. From Setup, go to Company Information, and select **Match Production Licenses**.

Warning: If the sandbox's related production environment is in trial or demo status, do not use the matching tool. Using the tool with a trial or demo org can result in destructive changes. If you're unsure whether the sandbox's production org is in active status, log a case with Salesforce Customer Support. They can confirm your org's status before you use the tool.

License Updates and Your Org

When you purchase Salesforce, you receive licenses, permissions, and profiles that shape your org and what users can do in it. You can also create permission sets to help with permission management. Understand the impact of license updates on permissions in your profiles and permission sets.

Changes to your org impact its functionality and your users. For instance, what happens if you upgrade your Salesforce edition? Or maybe you decide to purchase an add-on license. Let's say that your org:

- Upgraded from Professional Edition to Enterprise Edition
- Uses Service Cloud, and you purchased the additional functionality that the SOS add-on offers

After you upgrade:

- You want to use approval processes. Review the relevant user and object-level permissions for users who are approval admins.
- Ensure that you enable related features for the SOS add-on. Give users who need the add-on the correct permissions. For best results, use Salesforce Help to set up your add-on. For example, you must enable Omni-Channel in your org before you set up SOS.

Each org is different, and each user has different requirements. When you purchase an upgrade or add-on, we suggest reviewing help topics and videos in Salesforce Help and checking user permissions.

To see which profile and permission sets that a user is assigned, from Setup, in the Quick Find box, enter `Users`. Click the name of the user whose information you want to view. To check the assigned profile, look for Profile. For permission set information, click **Permission Set License Assignments** or **Permission Set Assignments: Activation Required**.

SEE ALSO:
Salesforce Editions
What Happens When You Purchase Salesforce
Licenses Overview

Salesforce Editions

We offer bundles of features and services, each geared toward specific business needs.

These bundles, called *editions*, share a look and feel but vary by functionality and pricing. Some customers start with a basic edition and upgrade to a more feature-rich edition as business requirements evolve.

It's easy to learn which features are available in various editions. Just search for features in Salesforce Help. Toward the top of every topic, you can see the editions in which the feature's available. Here's a quick description of each edition we offer.

Edition	What's Great About It
Essentials	Designed for small businesses getting started with CRM to boost sales or service productivity. It includes a setup assistant and administration tools to customize your deployment as you grow.
Starter	Made for businesses that need access to simplified setup and built-in onboarding tools. It includes sales, service, and marketing functionality in one suite to help businesses improve productivity across multiple departments.
Pro Suite	Created for businesses that need flexibility, automation, and light integrations with their CRM but that also want out-of-the-box tools to get started quickly. Pro Suite provides key features across sales, service, and marketing business functions along with in-app guidance for getting started.
Professional	Designed for businesses requiring full-featured CRM functionality. It includes straightforward and easy-to-use customization, integration, and administration tools to facilitate any small to midsize deployment.
Enterprise	Meets the needs of large and complex businesses. It gives you advanced customization and administration tools, in addition to all the functionality available in Professional Edition, that can support large-scale deployments. Enterprise Edition also includes access to Salesforce APIs, so you can easily integrate with back-office systems.
Unlimited	Maximizes your success and extends it across the entire enterprise through the Lightning Platform. It gives you new levels of platform flexibility for managing and sharing all your information on demand. Includes all Enterprise Edition functionality, Premier Support, full mobile access, unlimited custom apps, increased storage limits, and other features.
Developer	Provides access to the Lightning Platform and APIs. It lets developers extend Salesforce, integrate with other applications, and develop new tools and applications. Developer Edition also provides access to many of the features available in Enterprise Edition. Salesforce doesn't provide technical support for Developer Edition. But you can ask for help from developer community message boards after you register for the Lightning Platform developer website: developer.salesforce.com.

For many trial and purchased subscription editions for new orgs, Lightning Experience is the exclusive user interface for end users.

Compare editions and their features in Salesforce Pricing and Editions.

Find Your Edition
Your Salesforce edition affects which features and functionality are available in your org.

Lightning Experience–Only Editions
Customers using Lightning Experience are more productive than customers working in Salesforce Classic. To ensure that our customers benefit from these productivity gains, selected trials and purchased subscriptions for several editions offer Lightning Experience as the exclusive user interface for end users without admin permissions.

Salesforce Editions That Are No Longer Sold
Some Salesforce editions are no longer sold. You can continue to use your Contact Manager, Group, Personal, Performance, or Database.com Edition org or purchase one of the editions that are currently sold: Professional, Enterprise, and Unlimited. Developer Editions are also still available for free.

Controlled Setting Edition: What's Different or Unavailable in Controlled Setting Edition
Controlled Setting Edition and Controlled Setting products are versions of Salesforce applications that give customers enhanced control of data flows within Salesforce. The Controlled Setting Edition restricts the use of features that require connections outside of Salesforce. Because of this isolation restriction, some features are unavailable. Controlled Setting Products also restrict the use of features that require external connections or that are turned off by default.

Find Your Edition

Your Salesforce edition affects which features and functionality are available in your org.

To find out which edition you're using, look at **Organization Edition** on the **Company Information** page.

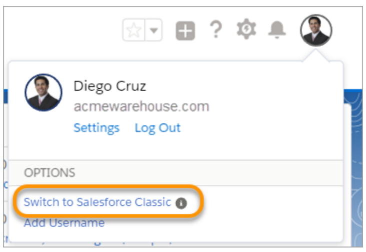
1. From Setup, enter `Company Information` in the `Quick Find` box, then select **Company Information**.
2. **Organization Edition** appears in the lower right.

Lightning Experience–Only Editions

Customers using Lightning Experience are more productive than customers working in Salesforce Classic. To ensure that our customers benefit from these productivity gains, selected trials and purchased subscriptions for several editions offer Lightning Experience as the exclusive user interface for end users without admin permissions.

Admins in these orgs can access Salesforce Classic, but they can't disable Lightning Experience or grant users access to Salesforce Classic on the Lightning Experience Migration Assistant setup page.

Want to determine if Lightning Experience is the exclusive interface? For end users, the Switch to Salesforce Classic option isn't available when Lightning Experience is the only interface for the edition.



If you believe that your org has a strong business need for your end users to access Salesforce Classic, use the exception request process.

1. Go to Salesforce Help Finder and log in with your Salesforce credentials .
2. Click the **Feature Activation** topic, and then the **Other** category .
3. Click **Log a New Case**.
4. For the **Subject** field, enter `Enable Classic`.
5. For the **Description** field, enter details on why you are requesting end-user access to Salesforce Classic.
6. Check that the OrgId is accurate, and then submit the case.

Salesforce Editions That Are No Longer Sold

EDITIONS

Available in: **Contact Manager**, **Group**, **Personal**, **Performance**, and **Database.com** Editions

Some Salesforce editions are no longer sold. You can continue to use your Contact Manager, Group, Personal, Performance, or Database.com Edition org or purchase one of the editions that are currently sold: Professional, Enterprise, and Unlimited. Developer Editions are also still available for free.

Note: Lightning Experience isn't available in Contact Manager, Personal, or Database.com Edition orgs.

Contact Manager Edition

This edition is designed for small businesses and provides access to key contact management features including accounts, contacts, activities, calendars, notes and attachments, and reports. Contact Manager provides straightforward, easy-to-use customization options.

Group Edition

This edition is designed for small businesses and work groups with a limited number of users. Group Edition users can manage their customers from the start of the sales cycle through the end and provide customer support and service. Group Edition offers access to accounts, contacts, opportunities, leads, cases, dashboards (read only), and reports.

Customers already using Group Edition can buy additional subscriptions, up to 10 Group Edition subscriptions total.

Personal Edition

This edition is a CRM solution designed for an individual sales representative or other single user. Personal Edition provides access to key contact management features such as accounts, contacts, and synchronization with Microsoft Outlook®. It also provides sales representatives with sales tools such as opportunities.

Note: Personal Edition orgs purchased after June 2009 don't have access to opportunities.

Performance Edition

This edition is designed for customers who want to drive growth, increase customer satisfaction, and maximize sales and service success in the social and mobile world. Performance Edition orgs include all Unlimited Edition functionality plus clean, targeted lead and customer data from Data.com, coaching and feedback tools from WDC, trusted identity services from Identity, and more. For customers in Japan, Singapore, and South Korea, we offer Performance Edition Limited, which includes all Performance Edition functionality except Data.com.

Database.com

Database.com is a multitenant cloud database service that's designed to store data for mobile, social enterprise applications. You can use Database.com as the back-end database for applications that are written in any language and run on any platform or mobile device.

Database.com's built-in social computing infrastructure and native support for building sophisticated REST-based APIs enable you to create employee-facing, native mobile and social apps.

As a Salesforce customer, you already use Database.com when you create custom objects, manage security, or import data with the Lightning Platform and API. A stand-alone version of Database.com is available for developers who want to create applications that harness other languages, platforms, and devices.

We don't provide Database.com-specific documentation. Refer to the Salesforce documentation and the list of features that Database.com supports. This list identifies the Salesforce documentation subjects that apply to Database.com. Also, every feature's Edition Table includes Database.com if the feature is available in Database.com. Use Salesforce Help, release notes, workbooks, and developer guides for APIs, Apex, SOQL, and SOSL.

SEE ALSO:

Salesforce Editions

Controlled Setting Edition: What's Different or Unavailable in Controlled Setting Edition

Controlled Setting Edition and Controlled Setting products are versions of Salesforce applications that give customers enhanced control of data flows within Salesforce. The Controlled Setting Edition restricts the use of features that require connections outside of Salesforce. Because of this isolation restriction, some features are unavailable. Controlled Setting Products also restrict the use of features that require external connections or that are turned off by default.

Note: This document details the features that require outbound or external connections. Customers and their system administrators that choose to enable a feature turned off by default will need to verify if any external connection(s) become enabled prior to turning on that previously disabled feature as described below. As the Controlled Setting offerings evolve, the list of unavailable or disabled features might change. Check this document after each release for the most current information.

Unavailable or Disabled Products, Features, and Settings

Product, Feature, or Setting	Available with Differences	Not Available	Notes
Adoption Apps	✔		Salesforce1 banner in Salesforce Classic is unavailable.
Adoption Assistance	✔		These features aren't available because they rely on external resources: • Optimizer app • Access to the Transition Assistant • Lightning Experience Welcome Mat
Auth Providers		✔	Can't create authentication providers. Outbound connections for authentication aren't allowed.
B2B Commerce deployed with Lightning Experience		✔	B2B Commerce deployed with Lightning Experience is unavailable.
Commerce Cloud		✔	Commerce Cloud is unavailable. No access to Salesforce Checkout and Self Service order center.

Product, Feature, or Setting	Available with Differences	Not Available	Notes
Data Cloud		✓	Data Cloud is unavailable.
Data Assessment		✓	Company Recommendation is unavailable. Data assessment tab is unavailable. Data journey company match feature is unavailable.
Document Generation		✓	Document Generation features as part of Omnistudio are unavailable.
Einstein.ai	✓		Einstein.ai Data Access via Cloud to Cloud is disabled.
Einstein Activity Capture		✓	Integration with Outlook and Gmail is unavailable.
Einstein Analytics Connector	✓		Chatbot features are unavailable.
Einstein Bots		✓	External data connectors are limited to Salesforce Connector, Amazon S3, and AWS RDS.
Einstein Case Classification		✓	Case classification features are unavailable.
Einstein EP API	✓		Einstein Metadata models are disabled. Einstein Metadata access is disabled.
Einstein Prediction Builder		✓	Prediction Builder and related features are unavailable.
Einstein Search		✓	AI search features are unavailable.
Einstein SmartAgent Suggested Article		✓	Einstein Article Recommends is unavailable. Einstein Answers is disabled. Einstein Answer Snippets is disabled.
Einstein SmartAgent Suggested Response		✓	Einstein Reply Recommendations is unavailable.
Email	✓		Compliance BCC Email, DKIM Keys, Gmail Integration and Sync, Outlook Integration and Sync, Send through External Email Services, and Test Deliverability are disabled.
Essentials Cloud	✓		Salesforce Essentials is unavailable.
Experience Cloud	✓		Out-of-office messages are unavailable. Trailhead badge card is disabled. CMS isn't supported. Posts can't be categorized by sentiment. Video isn't allowed in the rich text editor on content detail pages. Sitemap Generation is disabled.

Product, Feature, or Setting	Available with Differences	Not Available	Notes
			Experience Cloud Content Delivery Network (CDN) is disabled.
Geocodes		✔	Geocodes are unavailable.
Google Apps		✔	Google apps are unavailable. Gmail connector is unavailable.
Help Links	✔		Help links don’t redirect to Salesforce Help.
In-App Guidance	✔		User feedback in Lightning is unavailable.
Industries in Einstein Cloud	✔		Einstein Object Detection is unavailable.
Intelligent Form Reader		✔	AWS Textract integration is unavailable.
Intelligent Swarming	✔		Intelligent swarming, or service swarming, using Slack is unavailable.
ISV Intelligence	✔		Advanced access to App Analytics usage logs is unavailable. Can’t access the Intelligence data. Can't collect ISV Intelligence for Partner Ops or ISVs. Can't collect or read Usage Metrics Data. Can't be the Environment Hub Master.
Lightning Bridge	✔		In Canvas App Previewer, the Heroku Quick Start button is unavailable.
Lightning Console	✔		Debug view in Console is unavailable.
Lightning Object Creator		✔	Lightning Object Creator is unavailable.
Lightning Platform Partnerships		✔	Google Sheets, Skype for Salesforce, and Cisco Spark are unavailable.
Lightning Sync		✔	Lightning Sync is unavailable.
Maps and Location Services		✔	Maps and location services are unavailable.
Marketing Cloud Account Engagement		✔	Account Engagement is unavailable.
Medication Management (Health Cloud)	✔		Disabled by default. When enabled, RxNorm integration uses outbound connections to an external data source.
Microsoft Teams Integration		✔	Microsoft Teams integration is unavailable.
Mobile Features		✔	Mobile is unavailable.
Mobile Push		✔	Mobile push is unavailable.
Omnistudio		✔	Omnistudio managed package and related features are unavailable.

Product, Feature, or Setting	Available with Differences	Not Available	Notes
Platform Encryption & Keys	✓		Self-Signed Certificate feature is unavailable.
Platform Functions		✓	Platform Functions is unavailable.
Private Connect		✓	Private Connect is unavailable.
Quip	✓		Files Connect (includes Quip) is unavailable. Isotope (Engage) is unavailable.
Sales Cloud Einstein		✓	Lead Score is unavailable. Implicit integration is unavailable. Forecasting Predictive service is unavailable. Sales Cloud Einstein for Everyone is unavailable.
Sales Cloud Leads	✓		Lead generation integration is restricted (no public lead sources are available).
Sales Dialer		✓	Sales Dialer is unavailable.
Salesforce Authenticator		✓	Salesforce Authenticator is unavailable.
Flow Builder	✓		Cloud Flow Designer is unavailable.
Salesforce Inbox		✓	Integration with Outlook and Gmail is unavailable.
Scratch Orgs	✓		Scratch orgs require a support case to enable.
Self Service Discovery		✓	Rich link preview rendering is unavailable.
Service Cloud Messaging		✓	Live Messaging is unavailable.
Service Cloud - Social Customer Service		✓	Social Publisher and Social Objects are unavailable.
Service Cloud - SOS		✓	Service Cloud - SOS is unavailable.
Service Cloud - Web2Case, Web2Lead	✓		Recaptcha is unavailable.
Social Accounts, Contacts, and Leads		✓	Social profiles (such as Twitter and YouTube) are unavailable.
Topic Influence Work for Knowledge	✓		Topics event tracking is unavailable.

Salesforce Features and Edition Allocations

Allocations for Salesforce features by edition.

Allocations generally refer to amounts granted based on the edition you purchase. Information for specific feature *limits*, such as the number of total and active rules in your org, are in Salesforce Help; see the topics for using that feature.

Note: For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.

Salesforce Developer Edition Allocations
Amounts for the Developer edition.

Salesforce Enterprise Edition Allocations
Amounts for the Enterprise edition.

Salesforce Essentials Edition Allocations
Amounts for the Essentials edition.

Salesforce Professional Edition Allocations
Amounts for the Professional edition.

Salesforce Starter Edition Allocations
Amounts for the Starter edition.

Salesforce Pro Suite Edition Allocations
Amounts for the Pro Suite edition.

Salesforce Unlimited Edition Allocations
Amounts for the Unlimited and Performance editions.

Salesforce Personal, Contact Manager, and Group Edition Allocations
Amounts for the Personal, Contact Manager, and Group editions.

SEE ALSO:

Salesforce Editions

Data and File Storage Allocations

Salesforce Developer Edition Allocations

Amounts for the Developer edition.

EDITIONS

Available in: **Developer** edition

Feature	Allocation	Notes
Action plans: maximum tasks	75	
Active lookup filters	5 per object	
Active validation rules per object	100	
Attachments: maximum size in the Notes & Attachments related list	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object.

Feature	Allocation	Notes
		If you don't see the related list on task or event page layouts, ask your admin to add it.
Categories: maximum default categories and hierarchy levels	• 100 categories in a data category group • 5 levels in a data category group hierarchy	
Category groups: maximum default	5 category groups, with 3 groups active at a time	
Certificates: maximum	50	
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	
Content deliveries: maximum file size for online viewing	25 MB	
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	
Content: maximum number of documents	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	2,500	
Content packs: maximum files	50	
Custom apps	10	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	100	

Feature	Allocation	Notes
Custom fields per object	500	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom labels	5,000	
Custom links: maximum label length	1,024 characters	
Custom links: maximum URL length	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	400	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your

Feature	Allocation	Notes
		limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom objects: deletion of parent records in a many-to-many relationship	Available unless more than 200 junction object records are associated with the deleted parent record *and* the junction object has a roll-up summary field that rolls up to the other parent.	
Custom objects: maximum master-detail relationships	2	Each relationship is included in the maximum custom fields allowed.
Custom objects: maximum relationships (master-detail plus lookup)	40	
Custom permissions	1,000	
Custom profiles: maximum	1,500 per user license type	
Custom settings: cached data allocation	The lesser of 10 MB of 1 MB multiplied by the number of full-featured user licenses in your org.	
Custom settings: maximum fields per setting	300	
Documents: maximum size of custom app logo	20 KB	
Documents: maximum size of document to upload	5 MB	
Documents: maximum size of file name (with extension)	255 characters	
Entitlement processes and milestones	You can create up to 1,000 entitlement processes total, with up to 10 milestones per process.	If your org was created before Summer '13, its maximum entitlement processes can be lower. Contact Salesforce to increase it.
External objects	200	As a best practice, don't exceed 10,000 child records for a master-detail relationship.
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Flows and Processes: total	4,000	
Flows and Processes: active	2,000	
File size: maximum in Chatter and on the Files tab	2 GB	

Feature	Allocation	Notes
Fiscal years: maximum custom	250	
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	
Formulas: maximum length	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	
Formulas: unique relationships per object	15	
Formulas: VLOOKUP functions per object	10	
Ideas: maximum size of HTML idea comment	4 KB	
Ideas: maximum size of HTML idea description	32 KB	
Lightning pages: maximum components in a region	100	
Master-detail relationship: maximum child records	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	
Omni-Channel: maximum pending routing requests	Standard Omni-Channel: 200,000 / Enhanced Omni-Channel: 300,000	Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing. You may experience degraded performance in Omni-Channel Supervisor when queues surpass 10,000 pending routing requests.
Omni-Channel: maximum queued work items	45,000 per hour	Maximum records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the max has been reached, the item isn't assigned to the queue.
Opportunity Teams: maximum members	30	
Permission sets: maximum (created)	1,000	

Feature	Allocation	Notes
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	1,500	
Permission set groups: maximum (created per org)	800	
Permission sets groups: maximum (created and added as part of an installed managed AppExchange package)	1,000	
Quote PDF: maximum logo height	150 pixels	
Quote PDF: maximum logo size	5 MB	
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage allocation of 2,000MB (2GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.	
Reply: maximum characters	1,000	
Reply (private): maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	4,000	
Reply (public): maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	32,000	
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.	
Sharing rules	You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.	
Static resources	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tabs	100	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.

Feature	Allocation	Notes
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Territories: maximum account assignment rules	15	
Users: maximum create	2	
Users: maximum created (Chatter Free)	5,000	

Salesforce Enterprise Edition Allocations

Amounts for the Enterprise edition.

EDITIONS

Available in: **Enterprise** edition

Feature	Allocation	Notes
Action plans: maximum tasks	75	
Active lookup filters	5 per object	
Active validation rules per object	100	
Attachments: maximum size in the Notes & Attachments related list	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, ask your admin to add it.
Categories: maximum default categories and hierarchy levels	• 100 categories in a data category group • 5 levels in a data category group hierarchy	
Category groups: maximum default	5 category groups, with 3 groups active at a time	
Certificates: maximum	50	

Feature	Allocation	Notes
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	
Content deliveries: maximum file size for online viewing	25 MB	
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	
Content: maximum number of documents	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	200,000	
Content packs: maximum files	50	
Custom apps	260	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	100	
Custom fields per object	500	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area

Feature	Allocation	Notes
		fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom labels	5,000	
Custom links: maximum label length	1,024 characters	
Custom links: maximum URL length	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	200	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom objects: deletion of parent records in a many-to-many relationship	Available unless more than 200 junction object records are associated with the deleted parent record *and* the junction object has a roll-up summary field that rolls up to the other parent.	

Feature	Allocation	Notes
Custom objects: maximum master-detail relationships	2	Each relationship is included in the maximum custom fields allowed.
Custom objects: maximum relationships (master-detail plus lookup)	40	
Custom permissions	1,000	
Custom profiles: maximum	1,500 per user license type	
Custom settings: cached data allocation	The lesser of 10 MB of 1 MB multiplied by the number of full-featured user licenses in your org.	
Custom settings: maximum fields per setting	300	
Divisions: maximum	100	
Documents: maximum size of custom app logo	20 KB	
Documents: maximum size of document to upload	5 MB	
Documents: maximum size of file name (with extension)	255 characters	
Entitlement processes and milestones	You can create up to 1,000 entitlement processes total, with up to 10 milestones per process.	If your org was created before Summer '13, its maximum entitlement processes can be lower. Contact Salesforce to increase it.
External objects	200	As a best practice, don't exceed 10,000 child records for a master-detail relationship.
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Flows and Processes: total	4,000	
Flows and Processes: active	2,000	
File size: maximum in Chatter and on the Files tab	2 GB	
Fiscal years: maximum custom	250	
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	
Formulas: maximum length	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	

Feature	Allocation	Notes
Formulas: unique relationships per object	15	
Formulas: VLOOKUP functions per object	10	
Ideas: maximum size of HTML idea comment	4 KB	
Ideas: maximum size of HTML idea description	32 KB	
Lightning Apps	25	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Lightning pages: maximum components in a region	100	
Master-detail relationship: maximum child records	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	
Omni-Channel: maximum pending routing requests	Standard Omni-Channel: 200,000 / Enhanced Omni-Channel: 300,000	Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing. You may experience degraded performance in Omni-Channel Supervisor when queues surpass 10,000 pending routing requests.
Omni-Channel: maximum queued work items	45,000 per hour	Maximum records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the max has been reached, the item isn't assigned to the queue.
Opportunity Teams: maximum members	30	
Permission sets: maximum (created)	1,000	
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	1,500	

Feature	Allocation	Notes
Permission set groups: maximum (created per org)	800	
Permission sets groups: maximum (created and added as part of an installed managed AppExchange package)	1,000	
Question: maximum characters	1,000	
Question: maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	32,000	
Quote PDF: maximum logo height	150 pixels	
Quote PDF: maximum logo size	5 MB	
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage allocation of 2,000 MB (2 GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.	
Reply: maximum characters	1,000	
Reply (private): maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	4,000	
Reply (public): maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	32,000	
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.	
Sharing rules	You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.	
Static resources	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tabs	1,225	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on

Feature	Allocation	Notes
		AppExchange don't count against the allocations for your Salesforce edition.
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Territories: maximum account assignment rules	15	
Users: maximum create	Unlimited	
Users: maximum created (Chatter Free)	5,000	

Salesforce Essentials Edition Allocations

Amounts for the Essentials edition.

EDITIONS

Available in: **Essentials** edition

Feature	Allocation	Notes
Active lookup filters	5 per object	
Active validation rules per object	20	
Attachments: maximum size in the Notes & Attachments related list	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, ask your admin to add it.
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	
Content deliveries: maximum file size for online viewing	25 MB	

Feature	Allocation	Notes
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	
Content: maximum number of documents	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	2,500	
Content packs: maximum files	50	
Custom apps	9,999	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	100	
Custom fields per object	100	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom

Feature	Allocation	Notes
		fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom labels	5,000	
Custom links: maximum label length	1,024 characters	
Custom links: maximum URL length	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	0	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom profiles: maximum	2	
Documents: maximum size of custom app logo	20 KB	
Documents: maximum size of document to upload	5 MB	
Documents: maximum size of file name (with extension)	255 characters	
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Flows and Processes: total	5	
Flows and Processes: active	5	

Feature	Allocation	Notes
File size: maximum in Chatter and on the Files tab	2 GB	
Fiscal years: maximum custom	250	
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	
Formulas: maximum length	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	
Formulas: unique relationships per object	15	
Formulas: VLOOKUP functions per object	10	
Lightning pages: maximum components in a region	100	
Master-detail relationship: maximum child records	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	
Omni-Channel: maximum pending routing requests	Standard Omni-Channel: 200,000 / Enhanced Omni-Channel: 300,000	Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing. You may experience degraded performance in Omni-Channel Supervisor when queues surpass 10,000 pending routing requests.
Omni-Channel: maximum queued work items	45,000 per hour	Maximum records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the max has been reached, the item isn't assigned to the queue.
Permission sets: maximum (created)	5	
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	1,500	
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage	

Feature	Allocation	Notes
	allocation of 2,000MB (2GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.	
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.	
Sharing rules	You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.	
Static resources	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tabs	9,999	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Users: maximum create	5	
Users: maximum created (Chatter Free)	5,000	
Web-to-Case: maximum new cases generated in a 24–hour period	55,500	If your org exceeds its daily Web-to-Case or Web-to-Lead amount, the default case owner or default lead creator receives a notification email that contains information about the case or lead. When your org reaches the 24-hour max, Salesforce stores additional requests in a pending request queue that contains Web-to-Case and Web-to-Lead requests. The requests are submitted when the amount refreshes. The pending request queue has an allocation of 50,000 combined requests. If your org reaches the pending request maximum, additional requests are rejected and not
Web-to-Lead: maximum new leads generated in a 24–hour period	55,500	

Feature	Allocation	Notes
		queued. Your admin receives email notifications for the first five rejected submissions. Contact Salesforce Customer Support to change your org's pending request allocation.

Salesforce Professional Edition Allocations

Amounts for the Professional edition.

EDITIONS

Available in: **Professional** edition

Feature	Allocation	Notes
Active lookup filters	5 per object	
Active validation rules per object	20	
Attachments: maximum size in the Notes & Attachments related list	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, ask your admin to add it.
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	
Content deliveries: maximum file size for online viewing	25 MB	
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API	

Feature	Allocation	Notes
	• 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	
Content: maximum number of documents	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	200,000	
Content packs: maximum files	50	
Custom apps	255	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	100	
Custom fields per object	100	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship

Feature	Allocation	Notes
		fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom labels	5,000	
Custom links: maximum label length	1,024 characters	
Custom links: maximum URL length	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	50	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom objects: deletion of parent records in a many-to-many relationship	Available unless more than 200 junction object records are associated with the deleted parent record *and* the junction object has a roll-up summary field that rolls up to the other parent.	
Custom objects: maximum master-detail relationships	2	Each relationship is included in the maximum custom fields allowed.
Custom objects: maximum relationships (master-detail plus lookup)	40	
Custom profiles: maximum	3	
Divisions: maximum	100	
Documents: maximum size of custom app logo	20 KB	
Documents: maximum size of document to upload	5 MB	

Feature	Allocation	Notes
Documents: maximum size of file name (with extension)	255 characters	
Entitlement processes and milestones	You can create up to 1,000 entitlement processes total, with up to 10 milestones per process.	If your org was created before Summer ’13, its maximum entitlement processes can be lower. Contact Salesforce to increase it.
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Flows and Processes: total	5	
Flows and Processes: active	5	
File size: maximum in Chatter and on the Files tab	2 GB	
Fiscal years: maximum custom	250	
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	
Formulas: maximum length	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	
Formulas: unique relationships per object	15	
Formulas: VLOOKUP functions per object	10	
Ideas: maximum size of HTML idea comment	4 KB	
Ideas: maximum size of HTML idea description	32 KB	
Lightning Apps	10	Lightning apps, custom apps, and custom tabs that are contained in a managed package that’s publicly posted on AppExchange don’t count against the allocations for your Salesforce edition.
Lightning pages: maximum components in a region	100	
Master-detail relationship: maximum child records	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	

Feature	Allocation	Notes
Omni-Channel: maximum pending routing requests	Standard Omni-Channel: 200,000 / Enhanced Omni-Channel: 300,000	Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing. You may experience degraded performance in Omni-Channel Supervisor when queues surpass 10,000 pending routing requests.
Omni-Channel: maximum queued work items	45,000 per hour	Maximum records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the max has been reached, the item isn't assigned to the queue.
Permission sets: maximum (created)	10	
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	1,500	
Permission set groups: maximum (created per org)	10	
Permission sets groups: maximum (created and added as part of an installed managed AppExchange package)	1,000	
Quote PDF: maximum logo height	150 pixels	
Quote PDF: maximum logo size	5 MB	
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage allocation of 2,000MB (2GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.	
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.	
Sharing rules	You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.	

Feature	Allocation	Notes
Static resources	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tabs	1,210	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Users: maximum create	Unlimited	
Users: maximum created (Chatter Free)	5,000	
Web-to-Case: maximum new cases generated in a 24–hour period	5,000	If your org exceeds its daily Web-to-Case or Web-to-Lead amount, the default case owner or default lead creator receives a notification email that contains information about the case or lead. When your org reaches the 24-hour max, Salesforce stores additional requests in a pending request queue that contains Web-to-Case and Web-to-Lead requests. The requests are submitted when the amount refreshes. The pending request queue has an allocation of 50,000 combined requests. If your org reaches the pending request maximum, additional requests are rejected and not queued. Your admin receives email notifications for the first five rejected submissions. Contact Salesforce Customer Support to change your org's pending request allocation.
Web-to-Lead: maximum new leads generated in a 24–hour period	500	

Salesforce Starter Edition Allocations

Amounts for the Starter edition.

EDITIONS

Available in: **Starter** edition

FEATURE	ALLOCATION	NOTES
Active validation rules per object	20	
Custom apps	0	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	10	
Custom fields per object	25	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal

FEATURE	ALLOCATION	NOTES
		use. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom objects	0	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Users: maximum create	Unlimited	
Users: maximum created (Chatter Free)	5,000	
Web-to-Case: maximum new cases generated in a 24–hour period	55,000	If your org exceeds its daily Web-to-Case or Web-to-Lead amount, the default case owner or default lead creator receives a notification email that contains information about the case or lead. When your org reaches the 24-hour max, Salesforce stores additional requests in a pending request queue that contains Web-to-Case and Web-to-Lead requests. The requests are submitted when the amount refreshes. The pending request queue has an allocation of 50,000 combined requests. If your org reaches the pending request maximum, additional requests are rejected and not queued. Your admin receives email notifications for the first five rejected submissions. Contact Salesforce Customer
Web-to-Lead: maximum new leads generated in a 24–hour period	55,000	

FEATURE	ALLOCATION	NOTES
		Support to change your org's pending request allocation.

For marketing allocations and limits, see Marketing Considerations for Salesforce Starter and Pro Suite.

Salesforce Pro Suite Edition Allocations

Amounts for the Pro Suite edition.

EDITIONS

Available in: **Pro Suite** Edition

FEATURE	ALLOCATION	NOTES
Active lookup filters	5 per object	
Active validation rules per object	20	
Attachments: maximum size in the Notes & Attachments related list	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, ask your admin to add it.
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	
Content deliveries: maximum file size for online viewing	25 MB	
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API	

FEATURE	ALLOCATION	NOTES
	• 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	
Content: maximum number of documents	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	200,000	
Content packs: maximum files	50	
Custom apps	255	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	100	
Custom fields per object	100	You can't have an org with more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship

FEATURE	ALLOCATION	NOTES
		fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom labels	5,000	
Custom links: maximum label length	1,024 characters	
Custom links: maximum URL length	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	50	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom objects: deletion of parent records in a many-to-many relationship	Available unless more than 200 junction object records are associated with the deleted parent record *and* the junction object has a roll-up summary field that rolls up to the other parent.	
Custom objects: maximum master-detail relationships	2	Each relationship is included in the maximum custom fields allowed.
Custom objects: maximum relationships (master-detail plus lookup)	40	
Custom profiles: maximum	3	
Custom tabs	1,210	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Divisions: maximum	100	

FEATURE	ALLOCATION	NOTES
Documents: maximum size of custom app logo	20 KB	
Documents: maximum size of document to upload	5 MB	
Documents: maximum size of file name (with extension)	255 characters	
Entitlement processes and milestones	You can create up to 1,000 entitlement processes total, with up to 10 milestones per process.	If your org was created before Summer '13, its maximum entitlement processes can be lower. Contact Salesforce to increase it.
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Flows and Processes: total	5	
Flows and Processes: active	5	
File size: maximum in Chatter and on the Files tab	2 GB	
Fiscal years: maximum custom	250	
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	
Formulas: maximum length	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	
Formulas: unique relationships per object	15	
Formulas: VLOOKUP functions per object	10	
Ideas: maximum size of HTML idea comment	4 KB	
Ideas: maximum size of HTML idea description	32 KB	
Lightning Apps	10	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Lightning pages: maximum components in a region	100	

FEATURE	ALLOCATION	NOTES
Master-detail relationship: maximum child records	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	
Omni-Channel: maximum pending routing requests	Standard Omni-Channel: 200,000 / Enhanced Omni-Channel: 300,000	Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing. You can experience degraded performance in Omni-Channel Supervisor when queues surpass 10,000 pending routing requests.
Omni-Channel: maximum queued work items	45,000 per hour	Maximum records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the max has been reached, the item isn't assigned to the queue.
Permission sets: maximum (created)	10	
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	1,500	
Permission set groups: maximum (created per org)	10	
Permission sets groups: maximum (created and added as part of an installed managed AppExchange package)	1,000	
Quote PDF: maximum logo height	150 pixels	
Quote PDF: maximum logo size	5 MB	
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage allocation of 2,000 MB (2 GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.	
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one	

FEATURE	ALLOCATION	NOTES
	primary contact. All others are secondary contacts.	
Sharing rules	You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.	
Static resources	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Users: maximum create	Unlimited	
Users: maximum created (Chatter Free)	5,000	
Web-to-Case: maximum new cases generated in a 24–hour period	5,000	If your org exceeds its daily Web-to-Case or Web-to-Lead amount, the default case owner or default lead creator receives a notification email that contains information about the case or lead. When your org reaches the 24-hour max, Salesforce stores additional requests in a pending request queue that contains Web-to-Case and Web-to-Lead requests. The requests are submitted when the amount refreshes. The pending request queue has an allocation of 50,000 combined requests. If your org reaches the pending request maximum, additional requests are rejected and not queued. Your admin receives email notifications for the first five rejected submissions. Contact Salesforce Customer Support to change your org's pending request allocation.
Web-to-Lead: maximum new leads generated in a 24–hour period	500	

For marketing allocations and limits, see Marketing Considerations for Salesforce Starter and Pro Suite

Salesforce Unlimited Edition Allocations

Amounts for the Unlimited and Performance editions.

EDITIONS

Available in: **Unlimited** and **Performance** editions

Feature	Allocation	Notes
Action plans: maximum tasks	75	
Active lookup filters	5 per object	
Active validation rules per object	500	
Attachments: maximum size in the Notes & Attachments related list	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, ask your admin to add it.
Categories: maximum default categories and hierarchy levels	• 100 categories in a data category group • 5 levels in a data category group hierarchy	
Category groups: maximum default	5 category groups, with 3 groups active at a time	
Certificates: maximum	50	
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	
Content deliveries: maximum file size for online viewing	25 MB	
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API	

Feature	Allocation	Notes
	• 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	
Content: maximum number of documents	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	200,000	
Content packs: maximum files	50	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom apps	Unlimited	
Custom big objects	100	
Custom fields per object	800	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship

Feature	Allocation	Notes
		fields, and roll-up summary fields. See Custom Fields Allowed Per Object.
Custom labels	5,000	
Custom links: maximum label length	1,024 characters	
Custom links: maximum URL length	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	2,000	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom objects: deletion of parent records in a many-to-many relationship	Available unless more than 200 junction object records are associated with the deleted parent record *and* the junction object has a roll-up summary field that rolls up to the other parent.	
Custom objects: maximum master-detail relationships	2	Each relationship is included in the maximum custom fields allowed.
Custom objects: maximum relationships (master-detail plus lookup)	40	
Custom permissions	1,000	
Custom profiles: maximum	1,500 per user license type	
Custom settings: cached data allocation	The lesser of 10 MB of 1 MB multiplied by the number of full-featured user licenses in your org.	
Custom settings: maximum fields per setting	300	
Divisions: maximum	100	

Feature	Allocation	Notes
Documents: maximum size of custom app logo	20 KB	
Documents: maximum size of document to upload	5 MB	
Documents: maximum size of file name (with extension)	255 characters	
Entitlement processes and milestones	You can create up to 1,000 entitlement processes total, with up to 10 milestones per process.	If your org was created before Summer '13, its maximum entitlement processes can be lower. Contact Salesforce to increase it.
External objects	200	As a best practice, don't exceed 10,000 child records for a master-detail relationship.
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	20	
Flows and Processes: total	4,000	
Flows and Processes: active	2,000	
File size: maximum in Chatter and on the Files tab	2 GB	
Fiscal years: maximum custom	250	
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	
Formulas: maximum length	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	
Formulas: unique relationships per object	15	
Formulas: VLOOKUP functions per object	10	
Ideas: maximum size of HTML idea comment	4 KB	
Ideas: maximum size of HTML idea description	32 KB	
Lightning Apps	Unlimited	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.

Feature	Allocation	Notes
Lightning pages: maximum components in a region	100	
Master-detail relationship: maximum child records	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	
Omni-Channel: maximum pending routing requests	Standard Omni-Channel: 200,000 / Enhanced Omni-Channel: 300,000	Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing. You may experience degraded performance in Omni-Channel Supervisor when queues surpass 10,000 pending routing requests.
Omni-Channel: maximum queued work items	45,000 per hour	Maximum records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the max has been reached, the item isn't assigned to the queue.
Opportunity Teams: maximum members	30	
Permission sets: maximum (created)	1,000	
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	1,500	
Permission set groups: maximum (created per org)	800	
Permission sets groups: maximum (created and added as part of an installed managed AppExchange package)	1,000	
Question: maximum characters	1,000	
Question: maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	32,000	
Quote PDF: maximum logo height	150 pixels	
Quote PDF: maximum logo size	5 MB	

Feature	Allocation	Notes
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage allocation of 2,000MB (2GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.	
Reply: maximum characters	1,000	
Reply (private): maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	4,000	
Reply (public): maximum characters (with Chatter Answers `Optimize Question Flow` enabled)	32,000	
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.	
Sharing rules	You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.	
Static resources	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tabs	1,225	To exceed this number, contact Salesforce. Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Territories: maximum account assignment rules	15	
Users: maximum create	Unlimited	
Users: maximum created (Chatter Free)	5,000	

Salesforce Personal, Contact Manager, and Group Edition Allocations

Amounts for the Personal, Contact Manager, and Group editions.

EDITIONS

Available in: **Personal**, **Contact Manager**, and **Group** editions

Feature	Personal	Contact Manager	Group	Notes
Active lookup filters	5 per object			
Active validation rules per object	Not applicable	20	20	
Attachments: maximum size in the Notes & Attachments related list	Not applicable	• 25 MB for file attachments • 2 GB for feed attachments.	• 25 MB for file attachments • 2 GB for feed attachments.	You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, ask your admin to add it.
Content deliveries: default delivery bandwidth per rolling 24-hour window	50 GB	50 GB	50 GB	
Content deliveries: default delivery view counts per rolling 24-hour window	50,000	50,000	50,000	
Content deliveries: maximum file size for online viewing	25 MB	25 MB	25 MB	

Feature	Personal	Contact Manager	Group	Notes
Content: maximum file size	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	• 2 GB • 2 GB (including headers) when uploaded via Connect REST API • 2 GB (including headers) when uploaded via REST API • 38 MB when uploaded via SOAP API • 10 MB when uploaded via Bulk API • 150 MB when uploaded via Bulk API 2.0 • 10 MB when uploaded via Visualforce	
Content: maximum libraries	2,000	2,000	2,000	
Content: maximum number of documents	30,000,000	30,000,000	30,000,000	
Content: maximum number of documents and versions in a 24–hour period (adjustable)	200,000	200,000	200,000	
Content packs: maximum files	Not applicable	50	50	
Custom apps	Not applicable	1	1	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Custom big objects	100	100	Not applicable	

Feature	Personal	Contact Manager	Group	Notes
Custom fields per object	5	25	100	An org can't have more than 900 custom fields on most object types, regardless of the edition or source of those fields. In addition to the limits listed above, you can install custom fields from AppExchange for a total of 900 fields. For example, you can create 800 custom fields on an object in the Unlimited Edition, plus install 100 custom fields from a managed package that are limited to specific objects. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields. For custom compound fields, each component counts as one custom field toward your org's allocations. Each geolocation field counts as three custom fields: one for latitude, one for longitude, and one for internal use. Similarly, each custom address field counts as nine custom fields: one each for street, city, postal code, country code, state code, geocode accuracy level, longitude, and latitude, plus one for internal use. Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields.

Feature	Personal	Contact Manager	Group	Notes
				See Custom Fields Allowed Per Object.
Custom links: maximum label length	1,024 characters	1,024 characters	1,024 characters	
Custom links: maximum URL length	3,000 bytes	3,000 bytes	3,000 bytes	When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.
Custom objects	Not applicable	5	50	The custom objects that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition. At the same time, an org can't have more than 3,000 custom objects, regardless of the source or namespace of those objects. For example, in Unlimited Edition: 2,000 custom objects created, 1,000 custom objects installed by packages. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need. For usage restrictions that apply to Sales Cloud, Service Cloud, and Sales & Service Cloud, see this document.
Custom objects: deletion of parent records in a many-to-many relationship	Not applicable	Available unless more than 200 junction object records are associated	Available unless more than 200 junction object records are associated with the deleted parent	

Feature	Personal	Contact Manager	Group	Notes
		with the deleted parent record *and* the junction object has a roll-up summary field that rolls up to the other parent.	record *and* the junction object has a roll-up summary field that rolls up to the other parent.	
Custom objects: maximum master-detail relationships	Not applicable	2	2	Each relationship is included in the maximum custom fields allowed.
Custom objects: maximum relationships (master-detail plus lookup)	Not applicable	40	40	
Custom settings: cached data allocation	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your org.	Not applicable	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your org.	
Custom settings: maximum fields per setting	100	Not applicable	100	
Documents: maximum size of custom app logo	20 KB	20 KB	20 KB	
Documents: maximum size of document to upload	5 MB	5 MB	5 MB	
Documents: maximum size of file name (with extension)	255 characters	255 characters	255 characters	
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	Not applicable	20	20	
Flows and Processes: total	Not applicable	Not applicable	Not applicable	
Flows and Processes: active	Not applicable	Not applicable	Not applicable	
File size: maximum in Chatter and on the Files tab	2 GB	2 GB	2 GB	
Fiscal years: maximum custom	250	250	250	

Feature	Personal	Contact Manager	Group	Notes
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300	1,300	1,300	
Formulas: maximum length	3,900 characters	3,900 characters	3,900 characters	
Formulas: maximum size when compiled	5,000 bytes	5,000 bytes	5,000 bytes	
Formulas: maximum size when saved	4,000 bytes	4,000 bytes	4,000 bytes	
Formulas: unique relationships per object	15	15	15	
Formulas: VLOOKUP functions per object	10	10	10	
Lightning pages: maximum components in a region	100	100	100	
Master-detail relationship: maximum child records	10,000	10,000	10,000	
Objects: maximum number of deleting combined objects and child records	100,000	100,000	100,000	
Permission sets: maximum (created)	Not applicable	1	1	
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	Not applicable	Not applicable	1,500	
Recycle Bin: maximum records	25 times your MB storage capacity as records. For example, an org with a storage allocation of 2,000MB (2GB) can have 50,000 *records* in the Recycle Bin: 25 x 2,000 = 50,000 records.			

Feature	Personal	Contact Manager	Group	Notes
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.			
Static resources	Not applicable	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.	
Tabs	Not applicable	3	5	Lightning apps, custom apps, and custom tabs that are contained in a managed package that's publicly posted on AppExchange don't count against the allocations for your Salesforce edition.
Tags	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	A user is allowed a maximum of 500 unique personal tags and 5,000 instances of personal tags applied to records. Across all users, your org can have a maximum of 1,000 unique public tags, 50,000 instances of public tags applied to records, and 5,000,000 instances of personal and public tags applied to records.	
Users: maximum create	1	5	10	
Users: maximum created (Chatter Free)	Not applicable	5,000	5,000	

Data and File Storage Allocations

Storage allocation per Salesforce edition and number of standard licensed users in your organization.

Storage is divided into two categories. File storage includes files in attachments, Files home, Salesforce CRM Content, Chatter files (including user photos), the Documents tab, the custom File field on Knowledge articles, and Site.com assets. Data storage includes:

- Accounts
- Action Cadence
- Action Cadence Rule
- Action Cadence Rule Condition
- Action Cadence Step
- Action Cadence Step Tracker
- Action Cadence Step Variant
- Action Cadence Tracker
- Action Cadence Step Monthly Metric
- Article types (format: “[`Article Type Name`]”)
- Article type translations (format: “[`Article Type Name`] Version”)
- Campaigns
- Campaign Members
- Cases
- Case Teams
- Contacts
- Contracts
- Custom objects
- Data translations
- Email messages
- Events
- Flow Interviews
- Forecast items
- Google docs
- Ideas
- Leads
- List Email
- Notes
- Opportunities
- Opportunity Splits
- Orders
- Quotes
- Quote Template Rich Text Data
- Solutions
- Tags: Unique tags
- Tasks
- All objects tied to Field Service enablement (for a full list, see the Field Service Developer Guide)

Data Storage

Starting in late March 2019, Contact Manager, Group, Essentials, Professional, Enterprise, Performance, and Unlimited Editions are allocated 10 GB for data storage, plus incrementally added user storage. Starter Edition is allocated 10 GB for data storage, plus incrementally added user storage. For example, a Professional Edition org with 10 users receives 10 GB of data storage, plus 200 MB, for 10.2 GB of total data storage.

Salesforce Order Management storage is counted separately from overall data. Order Management allocates 50 MB for managed orders and 50 MB for unmanaged orders that are in the Order Management SKU.

File Storage

Contact Manager, Group, Professional, Enterprise, Performance, and Unlimited Editions are allocated 10 GB of file storage per org. Essentials and Starter Editions are allocated 1 GB of file storage per org.

File storage and data storage are calculated asynchronously, so if you import or add a large number of records or files, the change in your org's storage usage isn't reflected immediately.

The minimum values apply to Salesforce and Salesforce Platform user licenses. If your org uses custom user licenses, contact Salesforce to determine your exact storage amount.

Big Object Storage

Contact Manager, Group, Enterprise, Performance, Unlimited, Developer, and Personal editions are allocated storage for 1 million big object records per org. Contact Salesforce to increase the limit. Big object storage is calculated asynchronously, so new records aren't immediately reflected. While big object record limits aren't actively monitored, Salesforce reserves the right to enforce the limit if necessary. In most cases, the allocation is enforced and records can't be added when the allocation is exceeded. For active production orgs, the allocation of big object records is enforced contractually.

Salesforce Edition	Data Storage Minimum per Org	Data Storage Allocation per User License	File Storage Allocation per Org
Contact Manager	10 GB	20 MB	10 GB
Group	10 GB	20 MB	10 GB
Professional	10 GB	20 MB	10 GB
Enterprise	10 GB	20 MB	10 GB
Performance	10 GB	120 MB 20 MB for Lightning Platform Starter user licenses	10 GB
Unlimited	10 GB	120 MB 20 MB for Lightning Platform Starter user licenses	10 GB
Developer	5 MB	N/A	20 MB
Personal	20 MB (approximately 10,000 records)	N/A	20 MB
Essentials	10 GB	N/A	1 GB

Salesforce Edition	Data Storage Minimum per Org	Data Storage Allocation per User License	File Storage Allocation per Org
Starter	10 GB	N/A	1 GB

SEE ALSO:

Salesforce Editions
Salesforce Features and Edition Allocations

Technical Requirements for Tablets

Review the minimum and recommended technical requirements for Lightning Experience on tablets.

Use the following models, operating system, browser, and connections. If users encounter performance issues with their device, iPadOS® or iOS version, or browser, then once each release an informational, message notifies them of the problem.

EDITIONS

Available in: Lightning Experience

Available in: **Group**, **Essentials**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Supported Models

Lightning Experience on iPad® Safari® supports these iPad® models or newer. iPad keyboards aren't supported on Lightning Experience on iPad Safari.

- iPad Pro 12.9" (2nd generation and beyond)
- iPad Pro 11"
- iPad Pro 10.5"
- iPad 9.7" (2017 and beyond)

Supported Operating Systems

Use the latest stable version of iPadOS (iOS 13.x or greater).

Supported Browser

Use Apple Safari on iPadOS (iOS 13.x) or later. Portrait orientation and orientation switching aren't supported on Lightning Experience on iPad Safari. Use landscape orientation and maximize your Safari browser to full width. To avoid orientation switching, turn on the iPad rotation lock.

Lightning Experience on iPad Safari is only supported when using Safari's desktop websites setting. If you encounter UI rendering issues, turn off these Safari settings.

- Block All Cookies
- Prevent Cross-Site Tracking
- Private Browsing
- Block Pop-ups (Pop-up blocking can prevent some pages from opening in a new tab.)

Wireless Connection

You need a Wi-Fi or cellular network connection to communicate with Salesforce. For best performance, we support the use a strong Wi-Fi connection.

Accessibility Standards

Learn about the standards for low-vision users and deaf or hearing impaired users that Salesforce follows to design applications with accessibility in mind.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: all editions except **Database.com**

Salesforce is committed to providing on-demand enterprise applications accessible to all individuals, including users working with assistive devices, such as speech recognition software and screen readers.

Important: Accessibility features in Salesforce Classic are no longer maintained or enhanced. We recommend that you instead use Lightning Experience, which offers the latest accessibility features. The use of a screen reader isn't supported in Lightning Experience on iPad Safari because Apple Safari's screen reader, VoiceOver, doesn't support:

- Reporting detailed information in tables that use the data type, grid
- Accurately reading the menu items in a dropdown list
- Focus management

We recommend that you use Lightning Experience on a desktop when using a screen reader.

To help meet our goal of universal design, Lightning Experience follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA to the extent possible. Find Voluntary Product Accessibility Templates (VPATs) for specific Salesforce products on our Product Accessibility Status page.

Recommended Screen Readers and Browsers

Operating System	Screen Reader	Recommended Browsers
Windows®, latest version	NVDA, latest version	Google Chrome®, latest version
Windows, latest version	Freedom Scientific JAWS, latest version	Google Chrome, latest version
macOS, latest version	VoiceOver	Google Chrome, latest version, or Safari®, latest version

Note: Salesforce pilot and beta features don't always provide full accessibility.

Low-Vision Users Who Require Magnification

Salesforce supports standard OS-level, browser, and third-party magnification tools. Adjust the zoom setting to suit your needs.

Considerations for List Views and Related Lists

Salesforce displays records in tables called list views and related lists. When zoomed in to 200%, some column text can be truncated in list views and related lists, even if column text is wrapped.

Deaf or Hearing Impaired Users

Salesforce provided captions for videos accessible through the Help & Training link at the top of any page.

Use Lightning Experience with a Screen Reader

Learn how to get the most out of a screen reader and other assistive technologies when you use Lightning Experience, where accessibility features are built in.

EDITIONS

Available in: Lightning Experience

Available in: all editions

Important: The use of a screen reader isn't supported in Lightning Experience on iPad Safari because Apple Safari's screen reader, VoiceOver, doesn't support:

- Reporting detailed information in tables that use the data type, grid
- Accurately reading the menu items in a dropdown list
- Focus management

We recommend that you use Lightning Experience on a desktop when using a screen reader.

The examples focus on using Sales Cloud pages, but many tips are applicable to other products when you choose Lightning Experience.

See browser and screen reader recommendations in Accessibility Standards.

General Screen Reader Tips

Salesforce is a complex web application that takes time to learn and understand. Screen readers can be complex applications themselves. We recommend that you become familiar with your screen reader's modes and navigation shortcuts on less complex websites before using it with Lightning Experience. Refer to your screen reader's documentation for guidelines and common usage tips.

While Salesforce does its best to comply with accessibility standards, sometimes glitches occur with certain combinations of screen readers and web browsers. If you encounter difficulties that aren't documented here, try using Salesforce with a different combination of screen reader and browser.

In this documentation, we sometimes reference putting your screen reader into a specific mode to interact with part of a page. It's useful to know your screen reader's modes and ways of switching between them before using Salesforce. Most screen readers for Windows have multiple modes.

When you use Salesforce and other web applications, the screen reader must switch modes between navigating pages and interacting with them. Sometimes a screen reader switches to the appropriate mode automatically if it correctly interprets elements on the page. Other times you must switch modes manually to get the behavior you want.

- Listen for a click sound in NVDA and JAWS to inform you of mode changes
- Check your screen reader's documentation to learn more about its modes.

Navigation mode (JAWS Virtual mode and NVDA Browse mode)

This mode is the default mode for most screen readers. In this mode, use your screen reader's cursor keys to navigate element by element through the page, and use screen reader shortcuts to jump between elements of a particular type. The keys you press are sent to the screen reader rather than the underlying page. For instance, in NVDA's Browse mode, pressing the h key navigates to the next heading.

Interaction mode (JAWS Forms mode and NVDA Focus mode)

This mode is for interacting with controls on the page, such as form fields, tabs, list boxes, trees, and combo boxes. In this mode, the keys you press are sent to the underlying page rather than the screen reader. For instance, pressing the h key while on a text input in NVDA's Focus mode types "h" in the text input. Pressing the Escape key returns you to navigation mode.

General Lightning Experience Navigation Tips

Keep these navigation tips in mind as you use Lightning Experience.

- To be compatible with assistive technology, disable the **Load Lightning Pages While Scrolling** preference in Advanced User Details. From your personal settings, enter `Advanced User Details` in the Quick Find box, and then select **Advanced User Details**. No results? Enter `Personal Information` in the Quick Find box, and then select **Personal Information**.
- With NVDA, you sometimes need to enable **Focus Mode** when you navigate to a menu or a picklist inside a form.
- After you open a dialog, interact with it, and close it, the focus is placed on the button that launched the dialog.
- Don't use the screen reader's list of links. Because Salesforce is a complex application, it's possible to lose contextual information around a link.
- When you type in edit fields or combo boxes that perform as type-ahead or autocomplete fields, your screen reader reads the lists. To navigate to an item, use the arrow keys.
- We recommend using a screen reader that supports live regions, because status updates are often provided using this method.

General Keyboard Accessibility Tips

Some examples of keyboard navigation techniques include:

- Tab key moves to links and controls.
- Spacebar switches the state of buttons.
- Spacebar opens menus.
- Arrow keys move between menu items.
- Arrow keys move between tabs in a tab set.

Lightning Experience Keyboard Shortcuts

Lightning Experience has its own set of custom keyboard shortcuts. To open a dialog that lists available keyboard shortcuts, press Ctrl+/ on Windows or Cmd+/ on macOS.

The Keyboard Shortcuts dialog includes shortcuts for common global actions and navigation. The Lightning Console UI provides an even richer collection of keyboard shortcuts. To avoid conflicts with your screen reader's default shortcuts, use these keyboard shortcuts in your screen reader's interaction mode or in combination with your screen reader's passthrough key.

If you continue to experience conflicts between Lightning Experience keyboard shortcuts and your assistive tool, you can disable keyboard shortcuts. Open the Keyboard Shortcuts dialog and switch off keyboard shortcuts. If you use different web browsers, disable keyboard shortcuts for each browser separately.

Navigate Lightning Experience Pages
Learn about the structure of pages in Lightning Experience with details for screen readers.

Lightning Experience Tips for Screen Readers
Learn tips for using a screen reader with some parts of the Lightning Experience UI.

Known Accessibility Issues in Lightning Experience
Learn about known issues for screen readers and Lightning Experience.

Navigate Lightning Experience Pages

Learn about the structure of pages in Lightning Experience with details for screen readers.

EDITIONS

Available in: Lightning Experience

Available in: all editions

The examples focus on using Sales Cloud pages, but many tips are applicable to other products when you choose Lightning Experience.

We recommend that you partner with someone familiar with the Lightning pages used in your Salesforce org. Administrators can customize the display of tabs and UI options for your org.

We encourage administrators to improve the usability of pages for specific groups of users by removing unnecessary page content. Consider using the Lightning App Builder to create more simplified pages for screen reader users by omitting complex structural items, such as tab sets.

Page Header

The page header includes:

- Skip links
- Global search box
- Buttons for navigating to favorites and managing them
- Global Actions quick create menu
- Contextual help menu, which launches a panel
- Setup menu
- Notifications button, which launches a panel
- User profile button, which launches a panel

Skip Links

The top of each page has two links: Skip to Navigation and Skip to Main Content.

- Skip to Navigation moves the focus to the navigation section after the page header. The navigation section begins with an App Launcher button that launches the app picker. In most Salesforce apps, the App Launcher button is followed by navigation items that provide access to the main Salesforce objects, such as Accounts and Opportunities. In Console apps, the App Launcher button is followed by a link to a Salesforce object, a menu to select another object type, and a set of open tabs.
- Skip to Main Content moves the focus to the content of the current page and bypasses common links at the top of each page. For example, if you open Chatter, you're placed at the top of your feed. This link skips both the page header and the navigation items.

For accessibility, every feed has a hidden Skip Feed link that you get to by tabbing. Skip Feed skips you past the feed to the End Feed tag. From End Feed, you can tab into the column that typically shows features like Einstein Recommendations and Trending Topics. Whether a Chatter publisher is present, the Skip Feed link follows the tab succession, Sort by, Search, Filter (if present), Refresh this feed, and then Skip Feed.

The Activities component on record pages has a hidden Skip Timeline link that lets you skip to the bottom of the activity timeline.

Global Search

The top of each Salesforce page has an editable combo box labeled Search Salesforce. Use this box to search your Salesforce org for records, files, Chatter groups and posts, and users. When you begin typing, a list of auto-suggested searches and records displays. Use the arrow keys to navigate the list of search suggestions. Or continue typing your search term, and press Enter to do a full search. When you press Enter on a suggested record, you go directly to the item. When you press Enter on a suggested search in the list, you go to a Search Results screen. On the screen, the search results are grouped by the object type, such as User or Group.

The Search Results screen is divided into sections, each marked with a heading level 2.

- The first heading level 2 is "Searchable objects from navigation bar." This section contains links to narrow your search.
- Subsequent heading level 2s list the types of records returned. A search for Universal Containers can produce headings for Accounts, Contacts, Leads, and Opportunities.

If no headings follow the "Searchable objects from navigation bar" heading, your search didn't return any results. If the search did return results, you hear the number of results when the page loads.

Favorites

The page header has two buttons for managing favorite pages. Use the first button to add or remove the current page. The button label is Add Favorite if the page isn't on your favorites list. The label changes to Remove Favorite when the page is added. This button is disabled on pages that don't support favorites.

The next button, Favorites List, opens a dialog that you can use to jump to a favorite page in Salesforce. The dialog lists your favorites and includes an Edit Favorites button. If you have many favorites, the dialog starts with a favorites search combo box, which is in focus when you open the dialog. Type a search term, or use your arrow keys to navigate through your favorites list. Press Enter to navigate to the highlighted favorite. Use the Edit Favorites button to open a new dialog where you can rearrange, rename, and remove pages in your favorites list.

See Favorites Considerations.

Navigation Region

After the header region is the navigation section of the page. This section begins with the App Launcher button, which opens a quick view of the App Launcher with a View All link. Use the View All link to open the full App Launcher dialog that contains apps configured by your administrator. Use this dialog to switch between apps. You can also use the App Launcher to access a Salesforce object in your org.

Standard App Navigation	Lightning Console App Navigation
After the App Launcher are the main navigation items for the current Salesforce app. The app navigation items can be a mix of links to any item associated with a tab, such as Lightning pages, Visualforce pages, Lightning components, and object home pages, such as Accounts, Opportunities, and Leads. Some objects have menus associated with them. Use these menus to access recently used records of this object type and to create a record of this object type.	In Lightning console apps, the App Launcher is followed by a link to an object home, or a Select link if no object is selected. The object menu is labeled Show Navigation Menu. You can use these controls to browse through records of certain object types. After these controls are your open Workspace tabs. Use arrow keys to navigate between tabs. Each tab contains an action menu button and a Close button. When you're focused on a tab, use the Tab key to navigate to one of its buttons. In Lightning console apps, modal dialogs are limited to the tab that triggered them. So even if a modal dialog takes your keyboard focus, you can still navigate away from that tab. To start a "go to" keyboard shortcut, press **Ctrl+Alt+g** or **Cmd+Opt+g** instead of only pressing g.

Page Content

After the navigation section is the main content of the page. There are two main types of pages, each with a similar layout: object home pages and record pages.

Beyond these two common page types, there are several unique pages, including Home, Tasks, Notes, Reports, Dashboards, News, Forecasts, and Chatter. Chatter pages include the feed, user profiles, groups, and Files. We encourage you to explore these page types and develop your own navigation strategies.

Record pages and Home pages can contain hidden heading level 2 assistive text for screen reader navigation. For example, the Tabs component, which can be found on both Home and record pages, has hidden heading level 2 assistive text, as does the Activities component.

Object Home

All object home pages in Lightning Experience have the same layout. At the beginning of the main content section is the List View picker. To select a list view, use the associated heading level 1 link. After the list view heading link, an object home page has several actions.

- Action bar, which can contain several buttons or links and an overflow menu of actions that you can take at the object level
- List view control menu, where you can create, share, delete, and edit list views for the object
- Display picker, where you can switch between a list view and a Kanban view
- Refresh button
- Edit button, to edit values inline
- Chart button
- Filter button, which opens a panel for filtering your list view results

After this set of controls is the list view, which is an inline editable grid. After you tab to the grid, press the Enter key to enter the grid. To navigate the grid, use the arrow keys or screen reader table navigation. Edit buttons indicate that editing is allowed. Use an Edit button to change the values of fields. If you've made edits, press the Escape key to leave the grid, and then press the Tab key to access the Save and Cancel buttons.

Record Page

The main content area on a record page begins with the object type, followed by the record name, which is the page's heading level 1. After the heading is the action bar for the page. These buttons and links, and possibly an overflow menu, contain actions that relate to this record. The actions can include Edit, Delete, Change Owner, and so on. Most of these actions open and place focus in a modal dialog.

After the action bar is the highlights panel, which has top details about the record, taken from the object's primary compact layout. Unless the record page has been customized differently, after the highlights panel, you find two lists of tabs (also called tab sets). Depending on the record's object type, these tabs reveal record details, Chatter for the record, related lists, record activities, or anything else configured by your admin. Use these tabs to get information, activity, and collaboration related to the record.

Related Lists

Related lists contain information about records that are linked to the record that you're on. All related lists and similar cards on record pages begin with a heading level 2 and are identified with the ARIA article landmark.

You can perform actions on objects and records inside related list cards.

Lightning Experience Tips for Screen Readers

Learn tips for using a screen reader with some parts of the Lightning Experience UI.

EDITIONS

Available in: Lightning Experience

Available in: all editions

Composer Windows

A composer window is a dialog that stays at the bottom of your browser window. A composer persists across Salesforce pages until you close the composer or the browser tab. Typically, you use a composer for creating records. For example, you use a composer window when you create an object from the Global Actions menu in the page header.

A composer window consists of:

- A heading level 2
- Minimize or Restore button for switching the visibility of the composer window
- Maximize button for changing the composer window to a modal view
- Close button for closing the composer window without completing the task
- Composer body content, which usually consists of form fields
- Other buttons, such as Save or Done

When a composer opens, the first field in the composer window has focus. Press the Tab key to move the focus through the fields inside the composer window. Press the Escape key to navigate to the composer's header. From the composer's header, use Shift+Tab to navigate out of the composer and back to the browser tab.

To quickly navigate between two open composer windows, press the Escape key from inside a composer window to focus its header. Then use your arrow keys to navigate to the other composer window's header. When you're focused on the header of the composer you want to work in, press Enter to move into the composer's content area.

For easier navigation with a screen reader, we recommend having only one or two composer windows open at a time. When too many composer windows are open to fit on the screen, an overflow menu button appears. To reach this overflow menu button, press **g**, then press **d**. You might need to also use your screen reader's passthrough keys to send the g and d key presses directly to the page.

Type-Aheads and Lookups

Forms in Salesforce use combo boxes for lookup fields.

- For single-select lookup fields: When you select a value for the lookup, the combo box input field is replaced with an HTML link. The link represents the filled-in value and is wrapped in an application role so that the data is sent to the application. You can clear the value by navigating to the link with your Tab key and pressing the Delete key. Your focus then moves to the restored combo box input.
- For multi-select lookup fields: When you select a value for the lookup, the value is added to a list of selected values immediately after the combo box. This list is wrapped in an application role. From the combo box, press the Tab key to move your focus into the list of selected values. Use the arrow keys to navigate the list, and use the Delete key to remove individual values. When you navigate away from a lookup with selected values, the combo box is hidden on the page. Navigate back to the selected values to reveal the combo box again so that you can add more values.

Modal Dialogs

Many buttons in the Salesforce user interface open modal dialogs in the current browser window. When a modal dialog opens, everything else on the page is obscured so that your attention stays on the modal dialog's content. Keyboard focus also stays in the modal dialog until you close it.

Close a modal dialog by using the Close button near the top of the modal or by pressing the Escape key. When you close a modal, the underlying page's interactivity is restored, and your focus returns to the button that you used to launch that modal dialog.

In Lightning console apps, modal dialogs are limited to the tab that triggered them. So even if a modal dialog takes your keyboard focus, you can still navigate away from that tab. To start a "go to" keyboard shortcut, press **Ctrl+Alt+g** or **Cmd+Opt+g** instead of only pressing g.

Tab Sets

When you encounter a tab set in Lightning Experience, use the arrow keys to navigate between the tabs. Use the Tab key to navigate to the first focusable element in the selected tab's panel.

Known issue: Lightning tab sets are wrapped in an application role. You can't navigate them using the NVDA virtual cursor.

Sales Path

Opportunity workspace and Lead workspace page layouts can include the Sales Path feature, which represents the stages required for working through a sales process. Sales Path consists of stages represented with tabs that you can navigate with your arrow keys. To indicate that you've completed a stage, select its stage tab and use the Mark Stage as Complete button.

Tables and List Views

Salesforce displays records in tables called list views. To navigate to a list view, use the screen reader's shortcut for moving to the next table. If a page contains more than one list view, navigate by headings rather than by using the next table shortcut to get better context.

Table column headers in list views include buttons to control the view. For example, the buttons can sort data alphabetically and adjust column width. Your screen reader might announce these buttons along with the heading text while navigating between columns in the table.

Checkboxes on Record Detail Pages

When navigating and reading record detail pages, checkboxes are presented as graphics with a description of True or False according to their status. A description of True means the box is checked, and a description of False means it isn't checked.

When you edit a record, either by pressing the Edit button at the top of the record detail page or by pressing the Edit button next to a specific field, checkboxes become interactive controls that you select or deselect by using the space bar.

Navigation in List Views

Salesforce list views use a grid interaction pattern. To navigate, we recommend that you use the grid's keyboard controls rather than your screen reader's table layer. Make sure that your screen reader is in interaction mode before you use the grid interactions. When you enter the list view using your Tab key, your screen reader switches to interaction mode.

Similar to many screen readers, list view grids have two modes, navigation mode and action mode.

Navigation Mode

Navigation mode is the default mode for list views to let you quickly navigate the list view's contents.

Navigation mode has the following keyboard functionality.

- Use arrow keys to navigate between cells.
- Press the Tab key to navigate out of the list view.

- Press the Enter key to switch to action mode. If your screen reader cursor is on a cell that contains a single interactive control, pressing Enter switches to action mode. It then performs that control's default action. If the current cell has more than one interactive control, pressing Enter switches to action mode. Your focus is then placed on the first interactive control in the cell.

Action Mode

Many cells in a list view can have actionable content, such as links, action menus, and inline edit. Switching to action mode lets you interact with these controls.

Action mode has the following keyboard functionality.

- Use arrow keys or the Tab key to navigate between controls.
- With focus on a control, you can use any key that you normally use to activate the control. For example, use the Spacebar to select a checkbox or the Enter key to follow a link.
- Press the Escape key to switch back to navigation mode. There's a known issue with Windows screen readers when you press Escape on a list view. The screen reader switches out of interaction mode instead of switching the list view out of action mode. To continue navigating the list view, manually switch your screen reader back to its interaction mode.

Known Accessibility Issues in Lightning Experience

EDITIONS

Available in: Lightning Experience

Available in: All editions

Learn about known issues for screen readers and Lightning Experience.

- When using NVDA, before interacting with a menu or a form's dropdown list, enable **Focus Mode** on your screen reader. Forms in Lightning Experience use accessible menus instead of standard picklists.
- After closing a dialog, use the browser's search feature to return to a known point on the page. After you open, interact with, and close a dialog, focus is placed on the button that launched the dialog.
- With VoiceOver on macOS, when you navigate through a list of items in a combo box using arrow keys, the screen reader doesn't read out the highlighted items.
- Many elements that function as buttons identify themselves as links to screen readers.
- Some interactive components are wrapped in an application role, which can present usability challenges in NVDA and JAWS. These components are tabs, filled-in lookup fields, and interactive lists. If you have issues with these components, use your Tab key to navigate into them rather than your virtual cursor. To use these components as intended, switch to your screen reader's interaction mode if it doesn't switch automatically.
- To use a single letter shortcut, such as pressing **e** to edit, you must first press a passthrough key, such as **Caps Lock+3** or **Insert+3** followed by the single letter shortcut.
- Salesforce's tree grids have limited screen reader support. In particular, NVDA skips over tree grids with the virtual cursor. With VoiceOver, you can navigate to the tree grid using the virtual cursor, but you can't use the virtual cursor to navigate through the tree grid. We recommend using your Tab key to navigate through a tree grid.

Use Salesforce Classic with Assistive Technologies

Learn how Salesforce accessibility mode changes your experience with Salesforce Classic.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: all editions except **Database.com**

Salesforce Classic includes an alternate user interface mode for using assistive technologies. Most new features are designed with accessibility in mind and are accessible in standard mode. However, accessibility mode might better suit your needs, especially if you are using speech recognition or screen reading software to create reports and dashboards or interact with list views.

Note: Accessibility features in Salesforce Classic are no longer maintained or enhanced. We recommend that you instead use Lightning Experience, which offers the latest accessibility features.

Enable Accessibility Mode

Enable accessibility mode in Salesforce Classic.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: All editions except **Database.com**

1. From your personal settings, enter `Accessibility` in the Quick Find box, then select **Accessibility**. No matching results? Enter `Personal Information` in the Quick Find box, then select **Personal Information**.
2. Select **Accessibility Mode**.
3. Click **Save**.

Accessibility Mode Features

Learn how accessibility mode changes your experience using Salesforce.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: all editions except **Database.com**

Accessibility Mode Features That Enhance Usability

- Access setup pages from a Setup link at the top of the page.
- Dropdown menus include a Go button that you select to navigate to the option you choose in the dropdown list.
- Menu buttons are rendered as a dropdown list with a Go button.
- Overlay pages are rendered as separate popup windows.
- The HTML editor is replaced with a text box. This text box only accepts HTML and does not recognize plain text entries like carriage returns. To separate content, you must use paragraph or line break HTML tags.
- When viewing a dashboard, the View Dashboard auto-complete filter is replaced with a standard dropdown menu.
- The Edit Columns link on the Manage Members page, accessible via the Manage Members dropdown on a campaign detail page, becomes a dropdown button. The Edit Columns overlay is replaced by a standard setup page.
- Clicking a requested meeting in the Open Activities related list and in some list views doesn't open the meeting detail page. Instead, a dialog opens that instructs you to contact the meeting organizer for details about the requested meeting.
- The Turn My Email On dropdown list on a Chatter group displays as a Chatter Email Settings link that opens your settings for receiving Chatter email.

Disabled Chatter Features

- Edit Chatter posts and comments

Disabled Calendar Features

- Event detail overlays in the calendar view
- Drag-and-drop editing
- Drag-and-drop scheduling
- Click-and-create events
- The New Meeting Request button on the Open Activities related list

  Note: As a result, you can't request a meeting in accessibility mode, and the Requested Meetings subtab in the Calendar section of the Home tab doesn't display any meetings.

Disabled Report and Dashboard Features

- Drag-and-drop editing in the dashboard builder
- Creating and editing reports in report builder

  Note: Report builder is required to create or edit joined reports and reports containing cross filters or buckets. Users with accessibility mode enabled can run those reports, but can't create or edit them. To create reports in accessibility mode, you must use the report wizard.

- Drag-and-drop to move reports and dashboards between folders

Disabled List View Features

- Related list hover links
- These enhanced list features:
  - Inline editing
  - Rearranging and adjusting the width of columns
  - Editing, deleting, or refreshing the current list view
  - Changing the number of records displayed per page
  - Jumping to a specific page of results

Other Disabled Features

- The Check Spelling button for solutions
- The latest Manage Members page
- The Recent Tags dropdown menu when you add the tag component to the sidebar
- When finding similar opportunities, the Match Criteria sidebar on the search results page
- The list of similar questions as you type a question in an answers zone

Tip: Users with accessibility mode enabled should use the search box on the Answers tab to see if their question has already been asked before they post their question.

Accessibility Tips for Salesforce Classic

Learn about accessibility features for sighted keyboard users and specific color users.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: all editions except **Database.com**

Sighted Keyboard Users

- Selected areas on the screen include highlights to give you an on-screen visual indication of focus.
- These elements are identified in our page markup to help you interact with them.
  - Headings are marked as headings rather than field set and legend elements to group form controls.
  - The main heading for the page (typically at the start of the main content area) is a level 1 heading. You can shift to this heading with a shortcut key.
  - Data tables have data table markup (except for enhanced list views in Standard Mode) to aid identification of headers for each cell.
  - Lists provided in the main content area are marked as lists.
- A skip link (the first keyboard-focusable link on each page) allows you to shift the focus to the start of the main content area. This feature bypasses the navigational menus before the main content area and reduces the number of tab presses required to reach the main content area of the page.
- Keyboard focus is placed inside dialog boxes when they open and remains locked there until the dialog is closed.
- On edit pages, the keyboard focus defaults to the first editable field on the page. When creating or editing a task or event, the keyboard focus defaults to the Subject field, regardless of its location on the page.
- Buttons, links, and fields that aren't currently active are labeled with a "disabled" attribute. For example, when using a wizard with multiple steps, some buttons are disabled until you select a specific option.

Specific Color Users

Browser and operating system settings don't change the colors displayed within images. Salesforce implements many images as background images, which aren't displayed when browser and operating system settings for color display are in effect. If you rely on browser settings and your operating system to change your display to a particular color combination, try to:

- Display image text alternatives to access information provided by important images.
- Override our CSS for these classes: assistiveText, zen-assistiveText. Then set your browser settings according to your preferences.

In addition,

- Some charts (for example, in reports and dashboards) rely on color to display information. If you have trouble interpreting the information in charts, select **Color-Blind Palette on Charts** from your personal detail page. This option sets an alternate color palette for charts that has been optimized for use by color-blind users. Dashboard emails don't use the alternate palette. You can also click a chart to view its source report.
- Dashboards contain charts and graphs that are visual in nature. To access the report data used to generate the chart or graph, select the dashboard component.

  Note: The underlying report can contain more data than what is represented in the dashboard component. It can also contain some data that you don't have access to due to sharing settings.

Keyboard Shortcuts

Use keyboard shortcuts to work efficiently in Salesforce. Shortcuts help you navigate and work with records faster and without using your mouse. You can use these shortcuts with your web browser shortcuts.

Keyboard shortcuts aren't case-sensitive. For example, Shift+B is the same as Shift+b. If Ctrl, Alt, or Shift is part of the shortcut, the sequence of the keys doesn't matter. For example, Ctrl+Alt+A is the same as Alt+Ctrl+A.

EDITIONS

Available in: Salesforce Classic (not available in all orgs) and Lightning Experience

Keyboard Shortcuts for Lightning Experience

Work faster in Lightning Experience apps with keyboard shortcuts. You can search for, edit, save, and close a record without touching a mouse.

EDITIONS

Available in: **Essentials**, **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Note:

- You can't customize keyboard shortcuts in Lightning Experience.
- Keyboard shortcuts are enabled by default. To prevent interference with assistive tools such as screen readers, you can disable keyboard shortcuts. From the global header, select the **Help Menu**. Then click **View Keyboard Shortcuts** and switch off keyboard shortcuts. If you use different web browsers, disable keyboard shortcuts for each browser separately.
- Keyboard shortcuts aren't case-sensitive. For example, Shift+B is the same as Shift+b. If Ctrl, Alt, or Shift is part of the shortcut, the sequence of the keys doesn't matter. For example, Ctrl+Alt+A is the same as Alt+Ctrl+A.
- For shortcuts that specify "then," release the first key, or key combo, before typing the next key. The comma isn't part of the shortcut.
- Keyboard shortcuts are supported on U.S. and U.K. keyboards. Shortcuts that include / (forward slash) and . (period) aren't supported on other language keyboards.
- Lightning Experience keyboard shortcuts don't work on Salesforce Classic apps viewed in Lightning Experience or in Visualforce or iFramed components.

These shortcuts work in all Lightning apps with standard navigation. Lightning apps with console navigation have additional shortcuts. You can't use these shortcuts in apps created in Salesforce Classic.

Command	Description	Shortcut
Global		
Close or deselect	Close or deselect a window. You can't close some windows and dialogs with this shortcut.	Esc
Edit	Edit a record. This shortcut doesn't work with Lightning Knowledge articles, reports, dashboards, feed items, approval requests, and email messages.	e
Insert quick text	Displays the quick text browser. Use the browser to find, preview, and insert quick text.	Windows: Ctrl+. macOS: Cmd+.
Open or close Macros	Opens or closes the Macros utility.	m

Command	Description	Shortcut
Open or close Notes	Opens or closes the Notes utility. To use this shortcut, first open the utility.	n
Post to feed	Submits a post or comment. You can submit posts, comments, and questions with details. This shortcut doesn't work on other publisher actions, such as emails and polls.	Windows: Ctrl+Enter macOS: Cmd+Enter
Save	Save a record. Your focus must be on a field.	Windows: Ctrl+s macOS: Cmd+s
Search	Places your cursor in the search box.	/
Show keyboard shortcut menu	Displays the available keyboard shortcuts in a window.	Windows: Ctrl+/ macOS: Cmd+/
Navigation		
Focus notifications	Focuses the notification panel. Press the shortcut again to focus the next notification.	c
Focus notifications (reverse order)	Focuses the notification panel. Press the shortcut again to focus the previous notification.	Shift+c
Go to composer window	Goes to the docked composer window.	g, then d
Go to publisher	Takes you to the publisher. If your publisher has multiple actions, you can use the Tab and arrow keys to navigate within the publisher.	g, then p
Go to other region	On certain pages, moves among regions of the page. For example: • Between a prompt, such as a walkthrough, and a feature • Between a kanban card and the side panel • Among panes in a builder, such as the Lightning App Builder	Windows: Ctrl+F6 macOS: Cmd+F6
Go to utility bar	Goes to the utility bar.	g, then u

Keyboard Shortcuts for Lightning Experience Composer Windows

EDITIONS

Available in Lightning Experience

Available in: in: **Essentials**, **Group**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Use keyboard shortcuts to work efficiently in Lightning Experience composer windows. Open a composer window to create tasks, jot down notes, log a call, and more. Keyboard shortcuts make it easy to cycle through the fields inside a composer and work your way through multiple composer windows that are open at the same time.

In addition to the standard keyboard shortcuts available with your Web browser, Lightning Experience supports these handy shortcuts when using the composer windows.

Description	Shortcut
Opens the overflow menu from anywhere on the page	g, then d
Moves through the list of open composer windows in the overflow menu	Up Arrow and Down Arrow
Moves between open composer windows	Left Arrow and Right Arrow
Moves focus to inside the composer window (from a composer window's header)	Enter
Cycles through the fields inside the composer window	Tab
Moves focus from a composer window to the window's header	Esc

Keyboard Shortcuts for Salesforce Classic

EDITIONS

Available in: **All** editions, except **Database.com**

Work faster in Salesforce Classic apps with keyboard shortcuts. You can use shortcuts to open recent items and show or hide the sidebar.

Command	Description	Shortcut
Open Recent Items record	Opens a record listed in the Recent Items list. Press any number from 0 to 9. For example, press Alt+1 to open the first item in the list, Alt+2 to open the second item, and so on. To open the 10th item in the list, press Alt+0. If you're using Mozilla® Firefox®, press Shift+Alt+`number` to open the record. If you're using Microsoft® Internet Explorer®, press Alt+`number` to highlight a record. To open the selected record, press Enter.	Windows: Alt+`number` macOS: Ctrl+Option+`number`
Show or hide sidebar	Show or hide the collapsible sidebar. To use this shortcut, your org must enable the collapsible sidebar.	Windows: Alt+S macOS: Option+S

Contact Salesforce About Accessibility

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Have a question, need guidance, or want to report an issue regarding Salesforce Accessibility? Here are some resources and links to help you navigate.

Note: Customer support is not available for Personal and Developer edition users. In addition, knowledge base access is not available for Developer Edition users.

Find an Answer in Help

For general questions about accessibility features that affect end users, start by searching for an answer in our help documentation.

Report an Issue

If you've found an accessibility issue you'd like to report or simply need additional user support, follow the appropriate steps to create a support case. Use the 'Disability and Product Accessibility' topic when creating the case.

Check on Accessibility Status and Provide Audit Findings

The results of Salesforce product accessibility audits may be available on our product accessibility status page. If you want to provide your product accessibility compliance audit to Salesforce, refer to this documentation.

Learn More About Accessibility

If you want to learn more Accessibility and accessible Salesforce design, testing, and development best practices, take our Get Started with Web Accessibility Trail. These modules provide links to many further relevant resources.

Salesforce Language Support

Learn about the supported languages in Salesforce, and understand the difference between fully supported, end-user, and platform-only languages. Learn which languages are available in the UI for each Salesforce cloud, and review important limitations for right-to-left (RTL) languages in Salesforce.

Supported Languages
Salesforce offers three levels of language support: fully supported languages, end-user languages, and platform-only languages. For fully supported languages, Salesforce features and user interface (UI) text appear in the chosen language. End-user languages allow individual users to select a language other than the company's default language for end-user facing UI. In situations where Salesforce doesn't provide default translations, use platform-only languages to localize apps and custom functionality that you build on the Salesforce Platform.

User Interface Language Support
Understand the available languages in the user interface (UI) for your cloud. If your company's default language or the user's personal language isn't available in the UI, the language defaults to English (US).

Right-to-Left (RTL) Language Support
To make right-to-left (RTL) language users feel more at home, Salesforce supports Arabic and Hebrew as end-user languages and Urdu as a platform language. In Lightning Experience and Experience Builder sites, the RTL Language Layout is the default layout for right-to-left languages, with some important limitations. Salesforce Classic and Experience Cloud sites using Salesforce Tabs + Visualforce offer limited support for RTL languages for some features.

Supported Languages

Salesforce offers three levels of language support: fully supported languages, end-user languages, and platform-only languages. For fully supported languages, Salesforce features and user interface (UI) text appear in the chosen language. End-user languages allow individual users to select a language other than the company's default language for end-user facing UI. In situations where Salesforce doesn't provide default translations, use platform-only languages to localize apps and custom functionality that you build on the Salesforce Platform.

A two-character language code identifies each language, such as `en`. A five-character locale code is used for languages that differ depending on the location. For example, en_AU.

In addition to the Salesforce language support, you can localize your org. One option is to use the Translation Workbench to translate your text customizations and override labels and translations from managed packages. You can translate everything from custom picklist values to custom fields so that your global users can use Salesforce in their language.

Another option is to rename tabs and fields in Salesforce. If your custom application uses only a few standard Salesforce tabs and fields, you can translate them.

Fully Supported Languages

You can change the language for all features, including Help, to one of the following fully supported languages from the Setup page. Enter *`Company Information`* in the Quick Find box, select **Company Information**, and then select **Edit**. In the Default language field, select your desired language and click **Save**.

> Note: Setting a default language is different from setting a default locale. See Select Your Language, Locale, and Currency in Salesforce Help for more information.

Some clouds and features support a subset of these languages in the UI. For details, see User Interface Language Support in Salesforce Help.

- Chinese (Simplified): `zh_CN`
- Chinese (Traditional): `zh_TW`
- Danish: `da`
- Dutch: `nl_NL`
- English: `en_US`
- Finnish: `fi`
- French: `fr`
- German: `de`
- Italian: `it`
- Japanese: `ja`
- Korean: `ko`
- Norwegian: `no`
- Portuguese (Brazil): `pt_BR`
- Russian: `ru`
- Spanish: `es`
- Spanish (Mexico): `es_MX` Spanish (Mexico) defaults to Spanish for customer-defined translations.
- Swedish: `sv`
- Thai: `th` The Salesforce user interface is fully translated to Thai, but Help is in English.

End-User Languages

End-user languages are useful if you have a multilingual organization or partners who speak languages other than your company's default language. For end-user languages, Salesforce provides translated labels for standard objects and pages, except admin pages, Setup, and Help. Some clouds and features support a subset of these languages in the UI. For details, see User Interface Language Support in Salesforce Help. When you select an end-user language, labels that aren't translated and Salesforce Help appear in English. End-user languages are intended only for personal use by end users. Don't use end-user languages as corporate languages. Salesforce doesn't provide customer support in end-user languages.

End-user languages include:

- Arabic: `ar`
- Bulgarian: `bg`
- Croatian: `hr`
- Czech: `cs`
- English (UK): `en_GB`
- Greek: `el`
- Hebrew: `iw`
- Hungarian: `hu`
- Indonesian: `in`
- Polish: `pl`
- Portuguese (European): `pt_PT`
- Romanian: `ro`
- Slovak: `sk`
- Slovenian: `sl`
- Turkish: `tr`
- Ukrainian: `uk`
- Vietnamese: `vi`

Important: Before enabling end-user languages Arabic and Hebrew, review the right-to-left language support limitations.

Platform-Only Languages

In situations where Salesforce doesn't provide default translations, use platform-only languages to localize apps and custom functionality that you build on the Salesforce Platform. You can translate items such as custom labels, custom objects, and field names. You can also rename most standard objects, labels, and fields. Informational text and non-field label text aren't translatable.

Platform-only languages are available in all places where you can select a language in the application. However, when you select a platform-only language, all standard Salesforce labels default to English or, in select cases, to an end-user or fully supported language.

Note: Language support is closely tied to the API version. For example, we introduced support for Belgian Dutch (nl_BE) in API version 40.0. To take advantage of this language, you must use API version 40.0 or later. In general, we recommend using the most recent version of the API to make the most of our language features.

When you specify a platform-only language, labels for standard objects and fields default to English, except:

- Dutch (Belgium) defaults to Dutch
- English (Australia), English (India), English (Malaysia), and English (Philippines) default to English (UK)
- French (Belgium), French (Canada), French (Luxembourg), and French (Switzerland) default to French

- German (Austria), German (Belgium), German (Luxembourg), and German (Switzerland) default to German
- Italian (Switzerland) defaults to Italian
- Malay defaults to Indonesian
- Montenegrin defaults to Serbian (Latin)
- Romanian (Moldova) defaults to Romanian

The following platform-only languages are supported.

- Albanian: `sq`
- Afrikaans: `af`
- Amharic: `am`
- Arabic (Algeria): `ar_DZ`
- Arabic (Bahrain): `ar_BH`
- Arabic (Egypt): `ar_EG`
- Arabic (Iraq): `ar_IQ`
- Arabic (Jordan): `ar_JO`
- Arabic (Kuwait): `ar_KW`
- Arabic (Lebanon): `ar_LB`
- Arabic (Libya): `ar_LY`
- Arabic (Morocco): `ar_MA`
- Arabic (Oman): `ar_OM`
- Arabic (Qatar): `ar_QA`
- Arabic (Saudi Arabia): `ar_SA`
- Arabic (Sudan): `ar_SD`
- Arabic (Syria): `ar_SY`
- Arabic (Tunisia): `ar_TN`
- Arabic (United Arab Emirates): `ar_AE`
- Arabic (Yemen): `ar_YE`
- Armenian: `hy`
- Basque: `eu`
- Bosnian: `bs`
- Bengali: `bn`
- Burmese: `my`
- Catalan: `ca`
- Chinese (Hong Kong): `zh_HK`
- Chinese (Singapore): `zh_SG`
- Chinese (Malaysia): `zh_MY`
- Chuj: `cac`
- Dutch (Belgium): `nl_BE`
- English (Australia): `en_AU`
- English (Belgium): `en_BE`
- English (Canada): `en_CA`

- English (Cyprus): `en_CY`
- English (Czechia): `en_CZ`
- English (Denmark): `en_DK`
- English (France): `en_FR`
- English (Germany): `en_DE`
- English (Hong Kong): `en_HK`
- English (Hungary): `en_HU`
- English (India): `en_IN`
- English (Ireland): `en_IE`
- English (Israel): `en_IL`
- English (Italy): `en_IT`
- English (Malaysia): `en_MY`
- English (Malta): `en_MT`
- English (Netherlands): `en_NL`
- English (New Zealand): `en_NZ`
- English (Norway): `en_NO`
- English (Philippines): `en_PH`
- English (Poland): `en_PL`
- English (Romania): `en_RO`
- English (Singapore): `en_SG`
- English (Slovakia): `en_SK`
- English (South Africa): `en_ZA`
- English (Spain): `en_ES`
- English (Sweden): `en_SE`
- English (Switzerland): `en_CH`
- English (United Arab Emirates): `en_AE`
- Estonian: `et`
- Farsi: `fa`
- French (Belgium): `fr_BE`
- French (Canada): `fr_CA`
- French (Luxembourg): `fr_LU`
- French (Morocco): `fr_MA`
- French (Switzerland): `fr_CH`
- Georgian: `ka`
- German (Austria): `de_AT`
- German (Belgium): `de_BE`
- German (Luxembourg): `de_LU`
- German (Switzerland): `de_CH`
- Greek (Cyprus): `el_CY`
- Greenlandic: `kl`

- Gujarati: `gu`
- Hawaiian: `haw`
- Haitian Creole: `ht`
- Hindi: `hi`
- Hmong: `hmn`
- Icelandic: `is`
- Irish: `ga`
- Italian (Switzerland): `it_CH`
- Kaqchikel: `cak`
- Kannada: `kn`
- Kazakh: `kk`
- Khmer: `km`
- Kiche: `quc`
- Latvian: `lv`
- Lithuanian: `lt`
- Luxembourgish: `lb`
- Macedonian: `mk`
- Malay: `ms`
- Malayalam: `ml`
- Maltese: `mt`
- Marathi: `mr`
- Montenegrin: `sh_ME`
- Punjabi: `pa`
- Romanian (Moldova): `ro_MD`
- Romansh: `rm`
- Russian (Armenia): `ru_AM`
- Russian (Belarus): `ru_BY`
- Russian (Kazakhstan): `ru_KZ`
- Russian (Kyrgyzstan): `ru_KG`
- Russian (Lithuania): `ru_LT`
- Russian (Moldova): `ru_MD`
- Russian (Poland): `ru_PL`
- Russian (Ukraine): `ru_UA`
- Samoan: `sm`
- Serbian (Cyrillic): `sr`
- Serbian (Latin): `sh`
- Spanish (Argentina): `es_AR`
- Spanish (Bolivia): `es_BO`
- Spanish (Chile): `es_CL`
- Spanish (Colombia): `es_CO`

- Spanish (Costa Rica): `es_CR`
- Spanish (Dominican Republic): `es_DO`
- Spanish (Ecuador): `es_EC`
- Spanish (El Salvador): `es_SV`
- Spanish (Guatemala): `es_GT`
- Spanish (Honduras): `es_HN`
- Spanish (Nicaragua): `es_NI`
- Spanish (Panama): `es_PA`
- Spanish (Paraguay): `es_PY`
- Spanish (Peru): `es_PE`
- Spanish (Puerto Rico): `es_PR`
- Spanish (United States): `es_US`
- Spanish (Uruguay): `es_UY`
- Spanish (Venezuela): `es_VE`
- Swahili: `sw`
- Tagalog: `tl`
- Tamil: `ta`
- Te reo: `mi`
- Telugu: `te`
- Urdu: `ur`
- Welsh: `cy`
- Xhosa: `xh`
- Yiddish: `ji`
- Zulu: `zu`

Important: Before enabling Urdu as a platform-only language, review the right-to-left language support limitations.

SEE ALSO:

User Interface Language Support
Right-to-Left (RTL) Language Support
Language, Locale, and Currency Settings

User Interface Language Support

Understand the available languages in the user interface (UI) for your cloud. If your company's default language or the user's personal language isn't available in the UI, the language defaults to English (US).

Sales Cloud

Product	Available Languages for the UI
Sales Cloud	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Enablement	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Revenue Intelligence	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Partner Relationship Management	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Salesforce Maps	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Sales Planning	English (US)
Einstein for Sales	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese Note: Generative AI support may differ from UI language support. For language support details specific to Einstein Generative AI features, please refer to Einstein Generative AI Support Languages and Locales.
Salesforce Mobile App	Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English (US), Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Romanian, Russian, Spanish, Swedish, Thai, Turkish, Ukrainian, and Vietnamese

Service Cloud

Product	Available Languages for the UI
Service Cloud	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (US), English (UK), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese

Product	Available Languages for the UI
Field Service	Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Digital Service	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (US), English (UK), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Salesforce Field Service Mobile App	Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English (US), Finnish, French, German, Greek, Hebrew (beta), Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Romanian, Russian, Spanish, Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Self-Service	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Einstein for Service	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese Note: Generative AI support may differ from UI language support. For language support details specific to Einstein Generative AI features, please refer to Einstein Generative AI Support Languages and Locales.

Marketing Tools

Product	Available Languages for the UI
Account Engagement	English (US), French, German, Japanese, Portuguese (Brazil), and Spanish
Engagement	English (US), French, French (Canada), German, Italian, Japanese, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)
Marketing Cloud Growth	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Intelligence	English (US), French, German, Japanese, and Spanish
Personalization	English (US)

Analytics Cloud

Product	Available Languages for the UI
CRM Analytics	Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
CRM Analytics Mobile App	Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English (US), Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Romanian, Russian, Spanish, Swedish, Thai, Turkish, Ukrainian, and Vietnamese

Commerce Cloud

Product	Available Languages for the UI
B2B and D2C Commerce	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
B2C Commerce	Chinese (Simplified), Chinese (Traditional), English (US), French, German, Italian, Japanese, Korean, Portuguese (Brazil), and Spanish (Mexico/Latin America)
Commerce Portals	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Order Management	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese

Platform

Product	Available Languages for the UI
Data Cloud	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Digital Wallet	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese

Product	Available Languages for the UI
Einstein for Platform	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese Note: Prompt Builder and Copilot Builder support 18 Fully Supported Languages Generative AI support may differ from UI language support. For language support details specific to Einstein Generative AI features, please refer to Einstein Generative AI Support Languages and Locales.

Platform

Product	Available Languages for the UI
Data Cloud	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Digital Wallet	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese
Einstein for Platform	Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Slovak, Slovenian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, Turkish, Ukrainian, and Vietnamese Note: Prompt Builder and Copilot Builder support 18 Fully Supported Languages Generative AI support may differ from UI language support. For language support details specific to Einstein Generative AI features, please refer to Einstein Generative AI Support Languages and Locales.

Salesforce Industries

Product	Available Languages for the UI
Automotive Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Consumer Goods Cloud and Trade Promotion Management	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (UK), English (US), Finnish, French, German, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, Thai, and Vietnamese
RE Offline Mobile App	French, German, Italian, Japanese, Norwegian, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)

Product	Available Languages for the UI
Education Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Financial Services Cloudand Salesforce Scheduler	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), French, German, Hebrew, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, Spanish (Mexico/Latin America), and Swedish
Health Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (UK), English (US), Finnish, French, German, Hebrew, Italian, Japanese, Korean, Portuguese (Brazil), Russian, Spanish, and Spanish (Mexico/Latin America)
Life Sciences Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (UK), English (US), Finnish, French, German, Hebrew, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Loyalty Management	Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Spanish (Mexico/Latin America), Slovenian, Swedish, and Thai
Manufacturing Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Net Zero Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Nonprofit Cloud	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (US), Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Public Sector Solutions	Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English (UK), English (US), Finnish, French, German, Hebrew, Italian, Japanese, Korean, Norwegian, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico/Latin America), Swedish, and Thai
Industry Sales and Service Excellence (ISE)	Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Spanish (Mexico/Latin America), Slovenian, Swedish, Thai, and Vietnamese

Trailhead

Product	Available Languages for the UI
Trailhead	Chinese (Simplified), English (US), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)
Trailhead GO mobile app	Chinese (Simplified), English (US), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)

General

Product	Available Languages for the UI
Quip	Chinese (Simplified), Dutch, English (US), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Russian, Spanish (Mexico/Latin America), and Turkish

Salesforce.org (managed packages)

Product	Available Languages for the UI
Grants Management	Dutch, English (UK), English (US), French, German, Japanese, Portuguese (Brazil), and Spanish
Nonprofit Cloud Case Management	Dutch, English (UK), English (US), French, German, Japanese, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)
Nonprofit Cloud Program Management	Dutch, English (UK), English (US), French, German, Japanese, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)
Nonprofit Success Pack (NPSP)	Dutch, English (UK), English (US), French, German, Japanese, Portuguese (Brazil), and Spanish
Education Data Architecture (EDA)	Catalan, Dutch, English (UK), English (US), Finnish, French, German, Japanese, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)
Accounting Subledger (ASL) and ASL for Industries	Catalan, Dutch, English (UK), English (US), Finnish, French, German, Japanese, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)
Insights Platform	Dutch, English (UK), English (US), French, German, and Portuguese (Brazil)
Marketing Cloud Engagement for Nonprofits	Dutch, English (UK), English (US), French, German, Japanese, Portuguese (Brazil), and Spanish
Admission Connect	English (US)
Advisor Link and Pathways	Catalan, Dutch, English (UK), English (US), French, Spanish, and Spanish (Mexico/Latin America)
Experience Cloud for Nonprofits	Dutch, English (UK), English (US), French, German, Japanese, Portuguese (Brazil), Spanish, and Spanish (Mexico/Latin America)

SEE ALSO:

Supported Languages
Right-to-Left (RTL) Language Support

Right-to-Left (RTL) Language Support

EDITIONS

Available in: Lightning Experience

Limited support in: Salesforce Classic (not available in all orgs)

Available in: **Group**, **Essentials**, **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

To make right-to-left (RTL) language users feel more at home, Salesforce supports Arabic and Hebrew as end-user languages and Urdu as a platform language. In Lightning Experience and Experience Builder sites, the RTL Language Layout is the default layout for right-to-left languages, with some important limitations. Salesforce Classic and Experience Cloud sites using Salesforce Tabs + Visualforce offer limited support for RTL languages for some features.

Lightning Experience and Experience Builder sites support Arabic and Hebrew as end-user languages, and Urdu as a platform language.

Right-to-left language layout in Lightning Experience and Experience Builder sites focuses on the standard use cases for common Sales and Service Cloud objects plus standard reports and dashboards. The RTL layout supports UI mirroring and has appropriate UI and text alignment for bidirectional languages. It's the default layout in Lightning Experience and Experience Builder sites for right-to-left languages.

Note: The user's personal language determines whether languages are displayed from right to left or from left to right for that user. For instance, if a user's language is set to English, Hebrew text displays from left to right for that user and can render incorrectly.

Salesforce Classic and Experience Cloud sites using Salesforce Tabs + Visualforce provide only limited support for some features for these right-to-left languages. Because right-to-left languages aren't fully supported in Salesforce Classic, many features don't appear as expected. There are no plans to expand the list of supported features for Salesforce Classic.

Right-to-Left Language Support Limitations

When enabling a right-to-left language, be aware of these limitations.

- Right-to-left support isn't available for all Clouds and features, as detailed in the following limitations tables.
- Google Chrome is the recommended browser for Lightning Right-to-Left (RTL) Support. Apple Safari is also supported. Other browsers aren't recommended for Lightning RTL Support. See Supported Browsers and Devices for Lightning Experience for requirements and limitations for Google Chrome and Apple Safari.
- Lightning right-to-left support is available with Technical Requirements for Tablets. Otherwise, it isn't supported in the Salesforce mobile app or any other mobile app or mobile browser.
- Salesforce doesn't provide default translations for Urdu because it's a platform-only language. However, you can localize apps and custom functionality that you build on the Salesforce Platform with Urdu. If the app or functionally has right-to-left support, the resulting translations display right to left. See Supported Languages in Salesforce Help for more information on platform-only languages.

Clouds with Right-to-Left Support Limitations

Cloud	Supported in Lightning Experience?	Supported in Salesforce Classic?	Details
Commerce Cloud	No	No	
Experience Cloud	Can be applied with custom CSS in Aura sites built with Experience Builder. Limited support available for standard	Not supported in sites using Salesforce Tabs + Visualforce	

Cloud	Supported in Lightning Experience?	Supported in Salesforce Classic?	Details
	components in sites built using Lightning Web Runtime (LWR)		
Consumer Goods	Partial	No	Right-to-left support for Hebrew only.
Financial Services Cloud	Partial	No	Right-to-left support for Hebrew only.
Health Cloud	Partial	No	Right-to-left support for Hebrew only.
Marketing Cloud Engagement	No	No	
Marketing Cloud Account Engagement	No	No	
Sales Cloud Einstein	No	No	
Salesforce CPQ and Billing	No	No	

Features with Right-to-Left Language Support Limitations

Feature	Supported in Lightning Experience?	Supported in Salesforce Classic?	Lightning Experience RTL Support Limitations
Case Feed	Yes	Limited support	
Chat	Yes	Limited support	
Lightning Data	No	No	
Einstein Activity Capture	No	No	
CRM Analytics	No	No	
Emails	No	No	
Enterprise Territory Management	No	No	
Feeds	No	No	
Field Service	Partial	Not available in Salesforce Classic	Right-to-left support for Hebrew only (Beta).
Learning Paths	No	Not available in Salesforce Classic	
Inbox	Yes	No	• Features available with an Inbox license in Outlook and Gmail integrations aren't compatible with RTL

Feature	Supported in Lightning Experience?	Supported in Salesforce Classic?	Lightning Experience RTL Support Limitations
			languages. Included are Insert Availability, Send Later, Email Tracking, and Text Shortcuts. • When an RTL language is selected in Gmail, the side panel appears on the left side of your inbox or calendar, not on the right. However, the panel's contents are displayed correctly from right to left.
Knowledge	Yes	Limited support	
Sales Dialer	No	No	
PDF generation	No	No	
Search	Yes	No	See Right-to-Left (RTL) Language Limitations
Visualforce	No	No	

Known Issues with RTL in Lightning Experience

Lightning Right-to-Left Support has the following known visual discrepancies:

- In report builder, when working in a right-to-left language, the formula editing menu flows from right to left. But the formula editing field for summary and row-level formulas flows from left to right.
- Improper alignment and minor misplacement of some UI elements including images, arrows, and buttons
- Potential minor overlapping or truncated UI elements

Feedback

Have questions or comments on right-to-left language support in Lightning Experience? Open the Help Menu and select **Give feedback about Salesforce** to share your thoughts.

SEE ALSO:

Supported Languages
Right-to-Left (RTL) Language Limitations
Technical Requirements for Tablets

Supported Browsers and Devices for Lightning Experience

Lightning Experience is available on multiple editions and recommends using the Salesforce mobile app on mobile devices. Specific browsers and devices are supported, and there are limitations and considerations for third-party browser extensions and JavaScript libraries.

Lightning Experience is available in Essentials, Group, Professional, Enterprise, Performance, Unlimited, and Developer editions. When accessing Lightning Experience on a mobile device, we recommend that you use the Salesforce mobile app. You can also access Lightning Experience on iPad Safari. For more information, see Lightning Experience on iPad Safari Considerations.

Consider these browser restrictions when working with Lightning Experience.

- Salesforce doesn't support nonbrowser applications that embed WebView or similar controls to render content for Lightning Experience. Examples of approaches that embed this type of control include Salesforce Mobile SDK, Microsoft's WebBrowser Control, Electron's embedded Chromium browser, iOS's UIWebView and WKWebView, and Android's WebView.
- Lightning Experience doesn't support incognito or other private browsing modes.

Desktop and Laptop Browsers

Salesforce supports these browsers. Make sure that your browsers are up to date. Other browsers or older versions of supported browsers aren't guaranteed to support all features.

	Microsoft® Internet Explorer®	**Microsoft® Edge (non-Chromium)**	**Microsoft® Edge Chromium**	**Google Chrome™**	**Mozilla® Firefox®**	**Apple® Safari®**
Lightning Experience	Not supported	Not supported	Supports latest stable browser version. Internet Explorer mode for Microsoft Edge Chromium isn't supported.	Supports latest stable browser version	Supports latest stable browser version	Supports latest stable browser version
Experience Builder sites	Not supported	Not supported	Supports latest stable browser version. Internet Explorer mode for Microsoft Edge Chromium isn't supported.	Supports latest stable browser version	Supports latest stable browser version	Supports latest stable browser version
Special setup considerations?	Not supported	Not supported	No	No	No	No
Limitations?	Yes	Yes	Yes	No	Yes	Yes

Note: The browser vendor defines "latest." Check with your browser vendor to determine the latest version available.

Tablet Browsers

Use Apple Safari on iPadOS (iOS 13.x or later). Lightning Experience on iPad Safari doesn't support portrait orientation and orientation switching. Use landscape orientation, and maximize your Safari browser to full width. To prevent your tablet from switching orientation, turn on the iPad rotation lock.

We support only the Salesforce mobile app for Android-based tablets.

	Apple® Safari®	**Google Chrome™**	**Other Browsers**	**Salesforce Mobile App**
iPadOS	Supported	Not supported	Not supported	Supported
Android	—	Not supported	Not supported	Supported

Salesforce treats touch-enabled laptops, including Microsoft Surface and Surface Pro devices, as laptops instead of tablets. You can't access the Salesforce mobile app on these devices. Users are redirected to the full site experience that's enabled for them—Lightning Experience or Salesforce Classic. Only standard keyboard and mouse inputs are supported on these types of devices.

Phones

For the best experience, use the Salesforce mobile app.

Third-Party Browser Extensions and JavaScript Libraries

Before you use a third-party browser extension or JavaScript library, we recommend that you check AppExchange for browser extensions and apps from Salesforce partners or the Component Reference for base components that match your requirements.

Although some third-party browser extensions can personalize and enhance your Salesforce experience, we don't recommend using browser extensions that manipulate the DOM. Using third-party browser extensions is at your own risk. Salesforce can't prevent these extensions from accessing your Salesforce data, nor can we detect that there's any attempt to access your data. Additionally:

- Browser extensions that insert or remove elements in the DOM can interfere with the stability of Lightning Experience and lead to unexpected behavior.
- Browser extensions that don't follow Salesforce security standards can fail to work properly in Lightning Experience.
- The internal DOM structure of Lightning Experience can change in a future release, and compatibility with a third-party browser extension isn't guaranteed.

To use a third-party JavaScript library with custom Lightning components, upload it first as a static resource. Use the JavaScript library by loading it in the component, depending on which model that you're using.

- Lightning Web Components: Load a third-party JavaScript library via `lightning/platformResourceLoader`
- Aura Components: Load a third-party JavaScript library via `ltng/require`

Lightning Experience on iPad Safari Considerations
Understand what's different or not supported when you view Lightning Experience on an iPad® instead of a desktop computer.

SEE ALSO:
Technical Requirements for Lightning Experience
CRM Analytics Requirements
Technical Requirements for Tablets
Technical Requirements for Phones
Requirements for the Salesforce Mobile App
Supported Browsers for Experience Cloud Sites

Lightning Experience on iPad Safari Considerations

Understand what's different or not supported when you view Lightning Experience on an iPad® instead of a desktop computer.

These features work differently or aren't supported, but they aren't blocked from use.

Feature or Setting	Available with Differences	Not Supported	Notes
			General Functionality
Portrait orientation		✓	Portrait orientation and orientation switching aren't supported on Lightning Experience on iPad Safari. Use landscape orientation and maximize your Safari browser to full width. To avoid orientation switching, turn on the iPad rotation lock.
Screen resolution	✓		The minimum screen resolution required to support all Salesforce features is 1024 x 768. The Three Regions template and the pinned region templates are designed with Lightning console apps in mind. Three-region templates require more screen width to display correctly and can display incorrectly on certain devices or monitors with low resolutions.
Hover	✓		Hover isn't supported on Lightning Experience on iPad Safari except for these features. **Einstein Search** If you view Lightning Experience on an iPad, Einstein Search record previews and related list quick links do not show hover pages. • To see record previews, tap on the ellipses across from the record name shown in the instant results. The record preview appears on the right. If you tap on a record name, you go to that record's home page.