

## Installing the Salesforce for Outlook Connector

If you are having difficulties with getting the Outlook connector running there are some things to check;

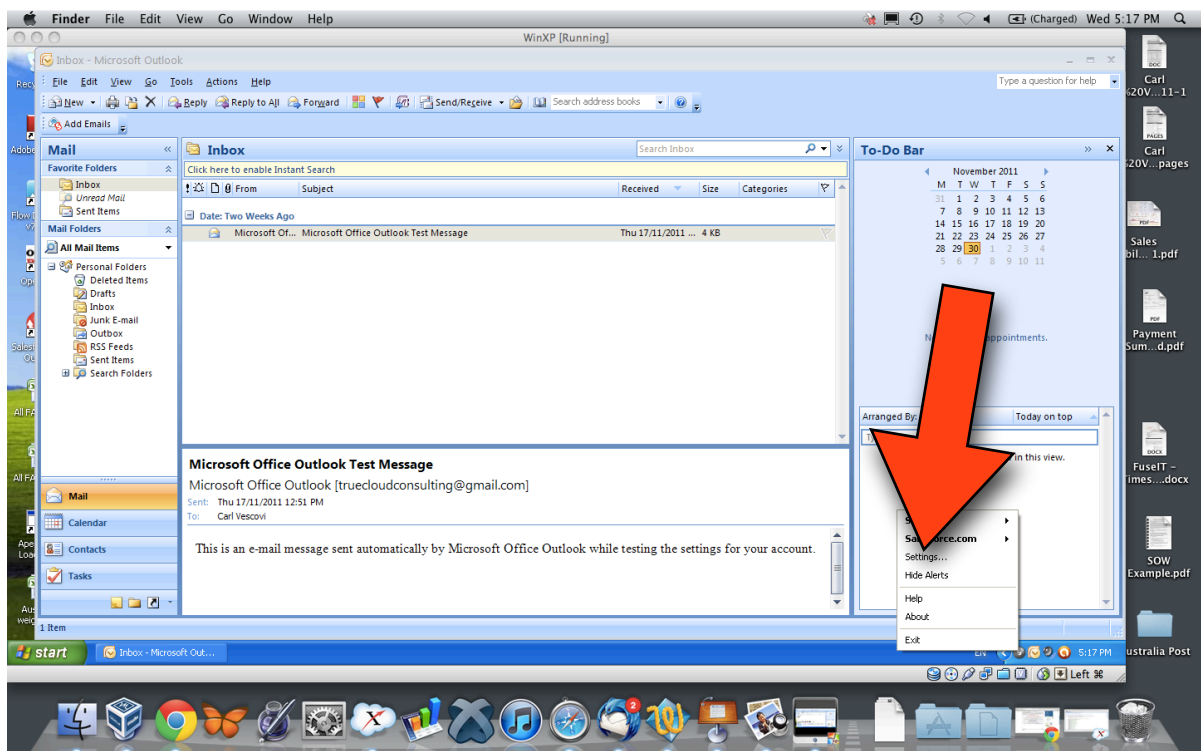
1) Is the connector installed?

You can check this by looking for the icon shown below when you have Outlook opened:

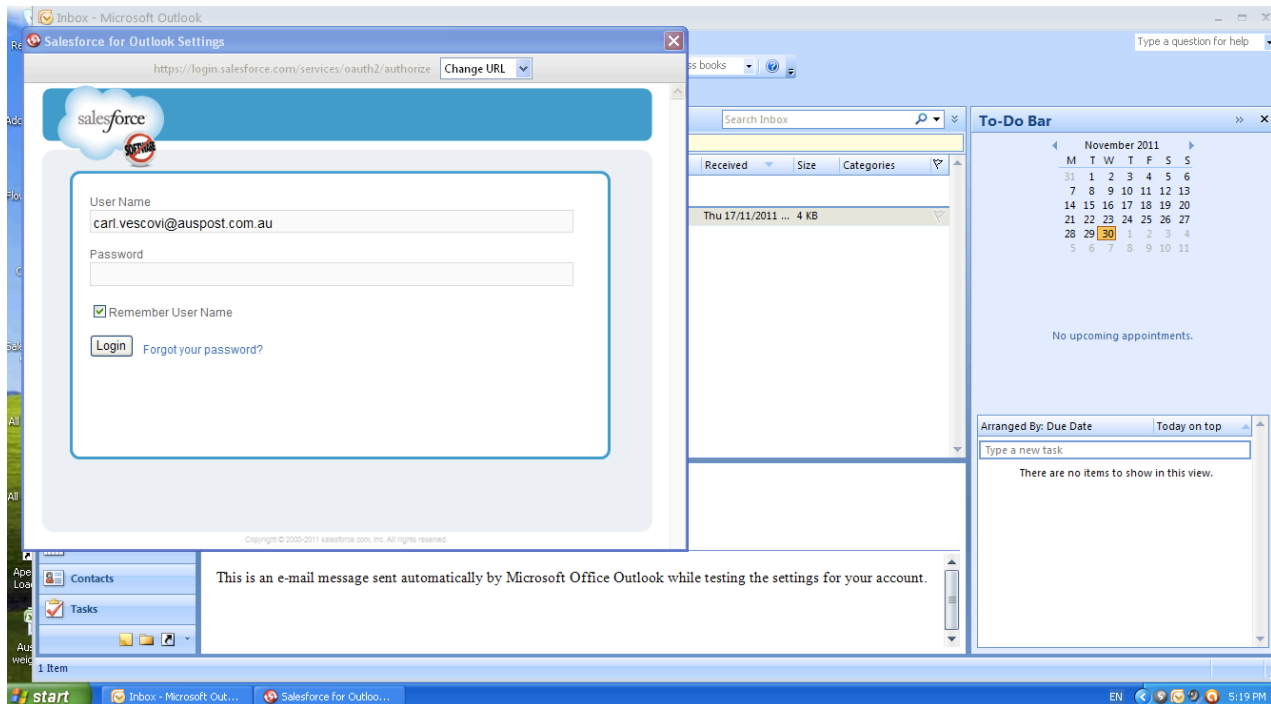


If this icon is present then you have the connector installed. If you do not, then you need to log a remedy to correct the situation.

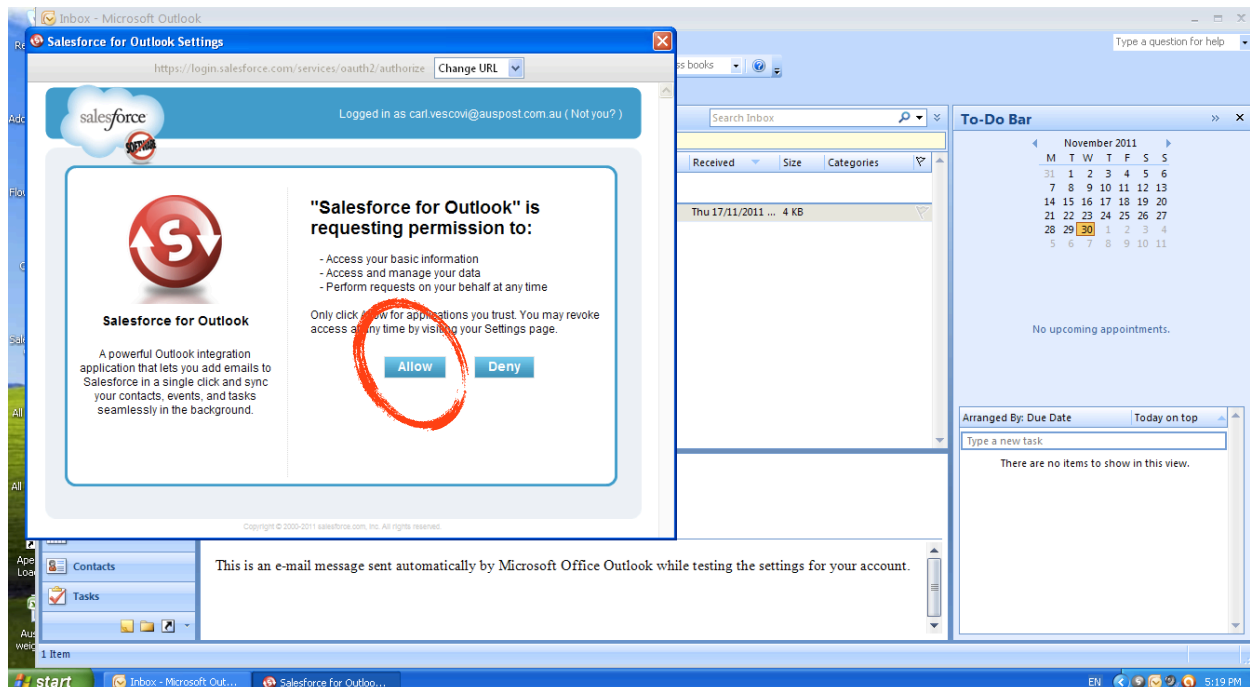
Üight click on the Salesforce for Outlook connector and select 'Settings' option.



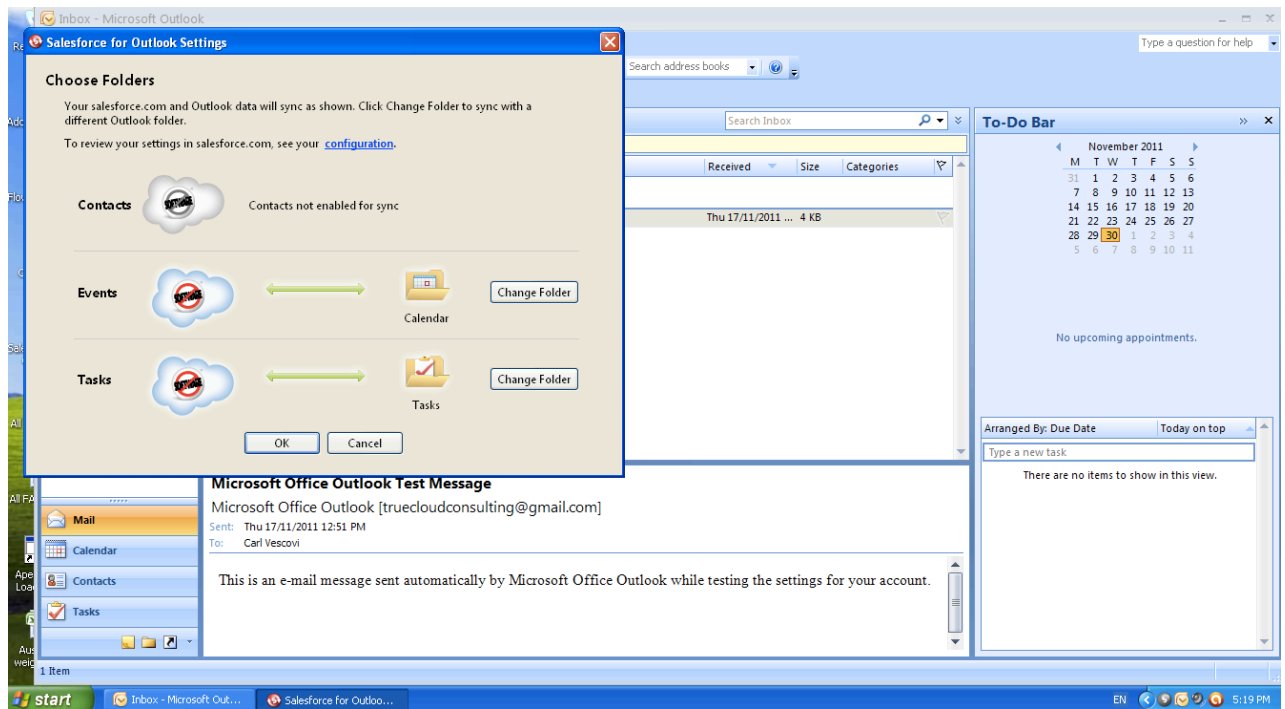
You will be prompted for your login username and password - use the username you were sent for the live environment, not the one you were provided for training!



Salesforce will ask for your permission to connect. Please click 'Allow'



Assuming all has worked as expected, you are now connected to Salesforce.com. Well done! Salesforce will show you the settings that you have for syncing. See below;



Click OK.

To confirm your connection, the previously grey icon should now be red, as shown below.

