ACCESSING THE SALESFORCE COMMUNITY

1. Use your WVU credentials and Duo two-factor authentication to log in to portal.wvu.edu.

2. Under the Help section, select the Shared Services option.

3. Choose your affiliation.
   
   **Note:** If you are paid by both WVU and WVU Medicine, choose the **WVU Medicine** option.
SALESFORCE COMMUNITY HOMEPAGE

1. **Featured Topics** – Select any of the blue boxes under **Featured Topics** to view discussions and knowledge articles related to that topic.

2. **Trending Articles** – View the most-visited articles by other users. Content in this area automatically updates in real time.

3. **Ask the Community** – Post a question to the discussion boards.

   **Remember:**
   - *Ask questions in a respectful manner.* Other members of the community and our small team of **Customer Care** moderators will engage in the discussion to get answers.
   - *Be friendly, engaging and helpful.* As a community, we can help determine other areas that need support. This will help us make any necessary modifications to our support operations.
   - *Negative comments and insults are not helpful.* If a conversation is turning negative and not useful, our moderators will work to end the conversation online and directly reach out to community members to resolve their challenges.
   - *Personal attacks against others in the community will not be permitted.* In such situations, the discussion thread will be closed and comments may be removed.

4. **Contact Customer Care** – Open a case with our **Customer Care** team.

5. **Chat** – Open a chat session with our **Customer Care** team (available during normal business hours).

6. **Search** – Type in this area to find results (e.g., related cases, FAQs, discussion board posts, etc.) to your queries. **Note:** The most frequently used resources will display first in the results.

7. **Notifications** – Select the **bell icon** to view personalized updates to your open cases, comments on your discussion posts, likes to your content and more.

8. **Profile** – View and edit your personal **Profile** and access your **Activity Feed**.