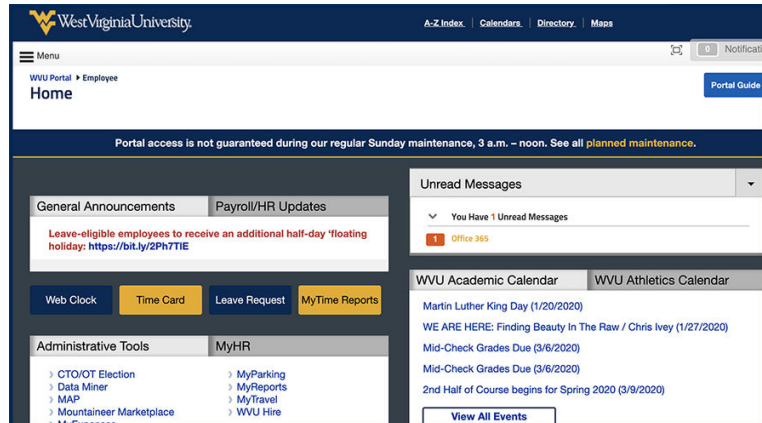


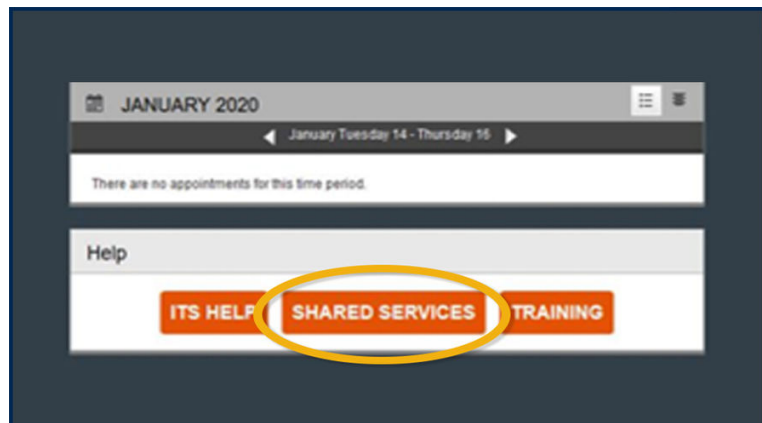
SALESFORCE COMMUNITY QUICK REFERENCE GUIDE

ACCESSING THE SALESFORCE COMMUNITY

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

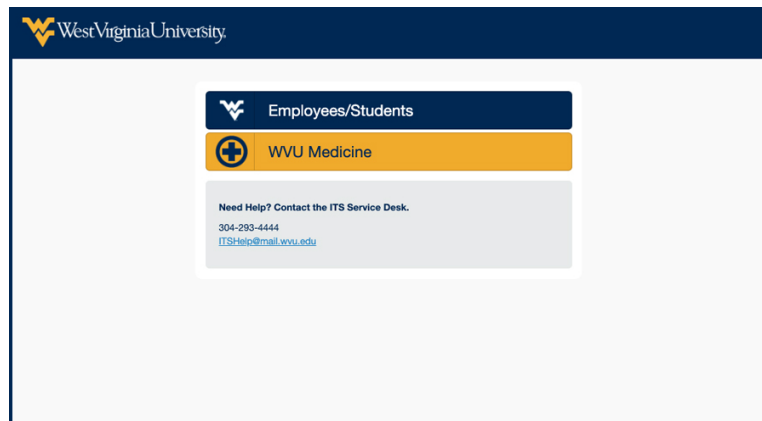


2. Under the **Help** section, select the **Shared Services** option.

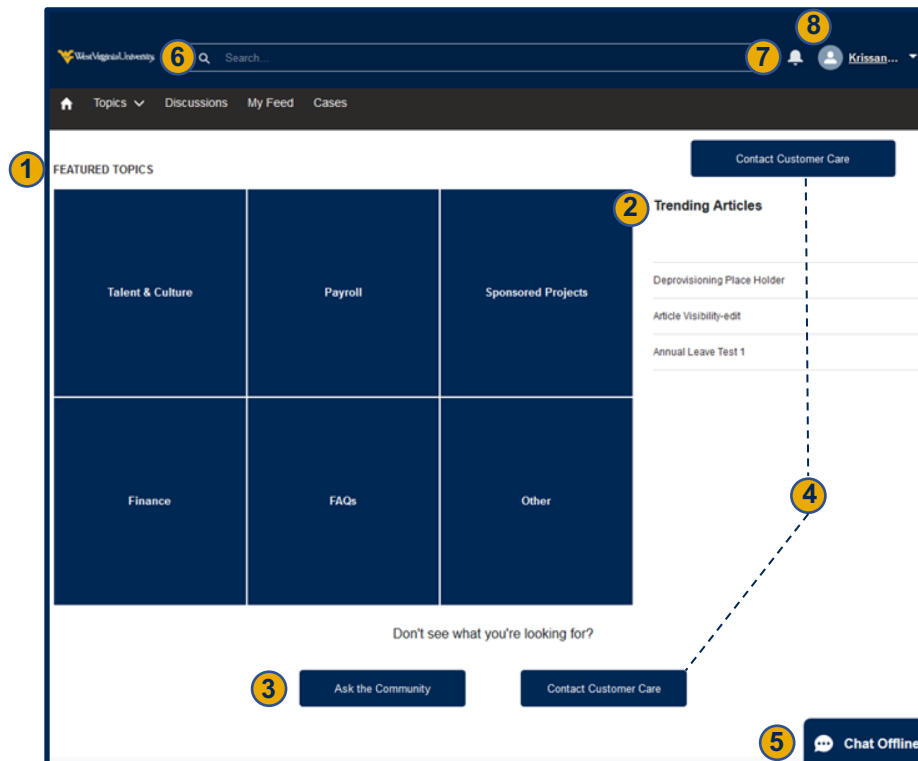


3. Choose your affiliation.

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**.