



# CHATTER PLUS FREQUENTLY ASKED QUESTIONS

## What can Chatter Only users access outside of Chatter?

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Users with Chatter Only licenses can access standard Chatter people, profiles, groups, and files, plus they can:

- View Salesforce accounts and contacts
- Use Salesforce CRM Content, Ideas, and Answers
- Access dashboards and reports
- Use and approve workflows
- Use the calendar to create and track activities
- View and modify up to ten custom objects
- Add records to groups

## Are Chatter Only users available in all editions?

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You can have Chatter Only licenses in Performance, Unlimited, Enterprise, and Professional Edition organizations.

## Can my organization consist of only users with Chatter Only (Chatter Plus) licenses?

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Yes, but you also need at least one administrator in the organization with a Salesforce license to manage these users.

## Can my organization have Chatter Only and Chatter Free users?

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Yes, your organization can contain both types of users.

## Can Chatter Only users invite people to join Chatter?

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Yes, Chatter Only users can invite people to join as long as invitations are enabled for the organization.

## Can administrators upgrade a Chatter Free license to a Chatter Only license?

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Yes, an administrator can upgrade a Chatter Free license to a Chatter Only license. If you have available Chatter Only licenses in your organization:

1. From Setup, enter *Users* in the *Quick Find* box, then select **Users**.

2. Click **Edit** next to the Chatter Free user you want to upgrade.
3. Change the user license to `Chatter Only`.
4. Change the profile to `Chatter Only User`.
5. Click **Save**.

If you don't have available Chatter Only licenses, contact your sales representative.

## Can I change a Chatter Only license to a Chatter Free license?

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You can't convert a Chatter Only license or any other standard Salesforce licenses to a Chatter Free license. You can, however, deactivate the Chatter Only user and create a new Chatter Free user with a unique user name. The history remains with the Chatter Only user.

## Can a Chatter Only user be a moderator?

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Yes, a Chatter Only user can be a moderator if the administrator or another moderator assigns that privilege to them.

## When Chatter Only users search, what can they see?

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Chatter Only users see search results for all objects they have access to in addition to Chatter feeds. For example, if a user searches for "Acme", they see any accounts, contacts, custom objects, ideas, answers, activities, reports, documents, people, groups, files, and Chatter posts and comments that contain the word "Acme."

## Can Chatter Only users add attachments?

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Yes, Chatter Only users can attach a file to a

- Related list on an account, a contact, or a custom object
- Post or comment on an account or contact feed. The attachment is automatically added to the object's related list.

## Can Chatter Only users add events to accounts and contacts?

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Yes, Chatter Only users can use the Chatter Only calendar to add tasks and events. They can also associate tasks and events with accounts and contacts that they can see.

## Can a Chatter Only user upload or view material in Salesforce CRM Content libraries?

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Yes, Chatter Only users have the same access to Salesforce CRM Content as standard Salesforce users.

## How much data storage and file storage does each Chatter Only user get?

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Each Chatter Only user gets 20 MB of data storage and 2 GB of file storage.

## Can a Chatter Only user use workflows?

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A Chatter Only user can approve a workflow, but can't create new workflow rules.