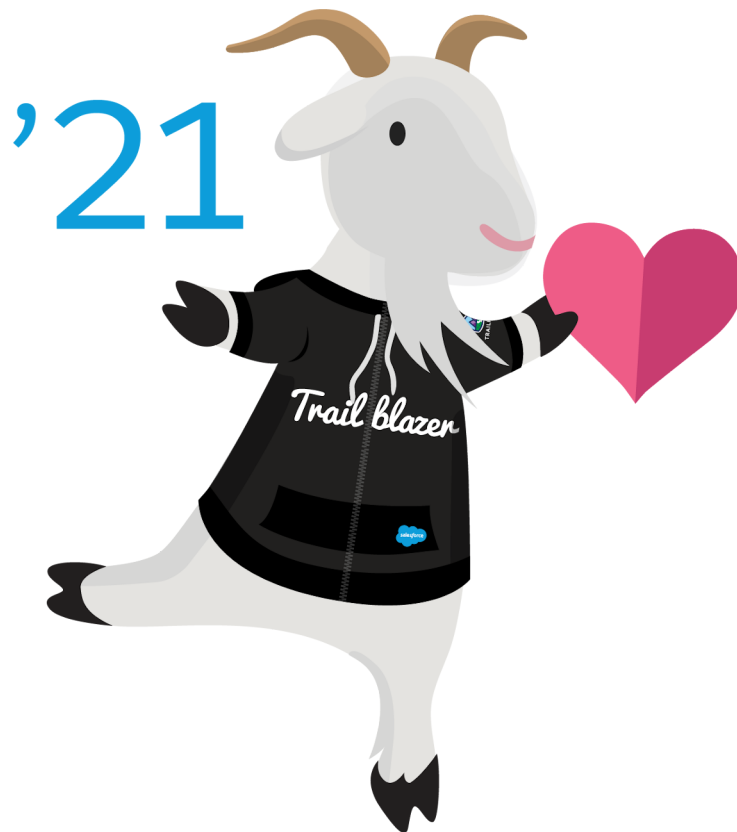




Identity Implementation Guide

Version 52.0, Summer '21



CONTENTS

Chapter 1: What Is Salesforce Identity?	1
Chapter 2: How to Use Identity	3
Chapter 3: My Domain	4
Brand Your Salesforce Org's Domains	5
What Is My Domain?	6
Set Up My Domain	7
Choose a My Domain Name	8
Change Your My Domain Details	10
Deploy Your New My Domain	12
Update Your Salesforce Org for Your New Domain	13
Test Your New My Domain	15
Remove Your Previous My Domain	16
Salesforce Edge Network	17
What Is Salesforce Edge Network?	17
Route My Domain Through Salesforce Edge Network	18
Considerations for Salesforce Edge Network	18
Enhanced Domains	19
Enable Enhanced Domains	20
Configure My Domain Settings	21
Set the My Domain Login Policy	22
Customize Your My Domain Login Page with Your Brand	23
Create an Interview-Based Login Page with My Domain Login Discovery	23
Add Identity Providers to the My Domain Login Page	24
Customize Your My Domain Login Page for Mobile Auth Methods	25
My Domain URL Formats	25
What Determines Your URL Formats?	26
My Domain Login and Application URL Formats with Enhanced Domains	28
My Domain Login and Application URL Formats Without Enhanced Domains	31
My Domain URL Format Changes When Deploying a My Domain with Enhanced Domains	34
My Domain URL Format Changes When Enabling Enhanced Domains on a Deployed My Domain	37
My Domain URL Format Changes When Deploying a My Domain Without Enhanced Domains	42
Get System Performance and Maintenance Information with My Domain	46
Chapter 4: Connected Apps	47
Chapter 5: Configure and Use the App Launcher	48

Contents

Set the Default Sort Order for Apps	49
Reorder App Launcher Apps in Lightning Experience	49
Reorder the App Menu and App Launcher in Salesforce Classic	50
Make the App Launcher the Default Landing Page	50
Enable the App Launcher with a Profile in Salesforce Classic	51
Enable the App Launcher with a Permission Set in Salesforce Classic	52
Chapter 6: Single Sign-On from an External Identity Provider	53
Chapter 7: Multi-Factor Authentication	54
Chapter 8: Synchronize Your Salesforce and Active Directory Users with Identity Connect	55
Identity Connect	56
Install Identity Connect	56
Chapter 9: Customer 360 Identity	58
External Identity License Details	59
Chapter 10: Monitor Apps and Run Reports	61
Create an Identity Users Report	62
Chapter 11: Get More Information About Salesforce Identity, Single Sign-On, and Security	64
Index	65

CHAPTER 1 What Is Salesforce Identity?

Salesforce Identity connects your Salesforce org users with external apps and services while providing administrative tools for monitoring, maintaining, and reporting user apps and user authorization.

Salesforce Identity is an identity and access management (IAM) service with the following features.

- Cloud-based user directories, so user accounts and information are stored and maintained in one place, while available to other services or apps.
- Authentication services to verify users and keep granular control over user access. You can require multi-factor authentication (formerly called two-factor authentication), select which apps users can use, and set how often individual users log in to maintain their session.
- Access management and authorization for third-party apps, including UI integration, so a user's apps and services are readily available.
- App user provisioning, which streamlines the process for providing and removing access to apps to multiple users simultaneously.
- An API for viewing and managing Identity features.
- Identity event logs for creating reports and dashboards on single sign-on (SSO) and connected app usage.
- Salesforce Identity Connect for integrating Microsoft Active Directory (AD) with Salesforce. Identity Connect allows you to manage AD users and Salesforce users simultaneously. You can configure Identity Connect to give AD users access to their Salesforce orgs without logging in again.

To implement Salesforce Identity, use any of the following.

Security Assertion Markup Language (SAML)

Security Assertion Markup Language (SAML) is an XML-based protocol that allows you to transfer user information between services, for example, from Salesforce to Microsoft 365. Apps use this information to authorize users and enable SSO. Salesforce supports SAML for SSO into Salesforce from a corporate portal or identity provider.

OAuth 2.0

OAuth 2.0 is an open protocol used to allow secure authorization between apps. OAuth authorization flows describe the options for implementing OAuth in Salesforce orgs. For more information on specific flows, see [REST API Developer Guide](#).

OpenID Connect

[Open ID Connect](#) is an authentication protocol based on OAuth 2.0 that sends identity information between services. With OpenID Connect, users can log in to another service, like Gmail, and then access their Salesforce org without logging in again.

My Domain

My Domain allows you to define your own domain name within the Salesforce domain (for example, `https://companyname.my.salesforce.com`). My Domain makes it easier to manage login and authentication and allows you to customize your login page. Salesforce requires My Domain if you want to use some features, including Lightning components in Lightning tabs, Lightning pages, or as a standalone app.

Connected Apps

A connected app is a framework that enables an external application to integrate with Salesforce using APIs and standard protocols, such as SAML, OAuth, and OpenID Connect. Connected apps use these protocols to authenticate, authorize, and provide single sign-on (SSO) for external apps. The external apps that are integrated with Salesforce can run on the customer success platform, other platforms, devices, or SaaS subscriptions. For example, when you log in to your Salesforce mobile app and see your data from your Salesforce org, you're using a connected app.

EDITIONS

Available in: Salesforce Classic and Lightning Experience

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

What Is Salesforce Identity?

App Launcher

The App Launcher gives your users easy access to apps that they use most often. Users go to the App Launcher to launch Salesforce, on-premises, and connected (third-party) apps without logging in again (referred to as single sign-on). The App Launcher displays tiles that link to the available apps. It's available to all Lightning Experience users. Salesforce Classic users must have the Use Identity Features permission to get the App Launcher.

Identity Licenses

See [Salesforce Identity Licenses](#).

Identity Provider and Service Provider integration

An identity provider is a trusted provider that lets you use single sign-on (SSO) to access other websites. A service provider is a website that hosts apps. You can enable Salesforce as an identity provider and define one or more service providers. Your users can then access other apps directly from Salesforce using SSO. SSO is a great help to your users—instead of having to remember many passwords, they only have to remember one.

Salesforce Identity Connect

Identity Connect integrates Microsoft Active Directory (AD) user accounts with Salesforce user records. When a user account is created or updated in AD, Identity Connect pushes those updates to the Salesforce user record seamlessly and instantaneously. For example, when a user is created in AD, the Salesforce user record is created as part of the provisioning process. When deprovisioned, the user's Salesforce session is revoked immediately. You can also use Identity Connect for single sign-on to Salesforce.

Multi-Factor Authentication

Multi-factor authentication (MFA) is one of the easiest, most effective tools for enhancing login security, and safeguarding your business and data against security threats. As you roll out your Salesforce MFA implementation, you can customize it to meet your business needs.

CHAPTER 2 How to Use Identity

Using a combination of Salesforce Identity features, you can make it easy for employees to access Salesforce. You can also have more control over which users access which third-party apps.

Salesforce Identity provides single sign-on (SSO) for employees to sign in to multiple Salesforce and third-party apps.

Here's an example of how the company Universal Containers uses several Salesforce Identities features to meet its login requirements.



Example: Universal Containers has employees that sign in to multiple apps to get their job done. To make it easier for employees to log in, the company wants an SSO solution and decides to use Salesforce Identity to implement it. To use Salesforce as an SSO provider (also called the identity provider), Universal Containers must set up a subdomain using My Domain. Then the company creates and manages authorization settings to control how employees log in to the subdomain.

Universal Containers uses the Security Assertion Markup Language (SAML) protocol to pass authentication and authorization information between its subdomain and other providers. Users logged in to the Universal Containers subdomain can use third-party apps without logging in again. Likewise, Universal Containers can give users access to its subdomain from approved third-party apps without logging in again. In this case, the third-party app is the identity provider. SSO is available between any app that supports SAML standards, such as G Suite.

Universal Containers decides to enhance security while enabling SSO. The company implements multi-factor authentication (MFA) to require that users enter an identity verification method in addition to their username and password when logging in. Universal Containers can also customize the login page to reflect its corporate identity. This way, when users log in, they can see where they are before entering authentication information.

Using the App Launcher, Universal Containers controls which apps are available to individual users and how long users can access Salesforce before reauthenticating. The App Launcher is also used to extend SSO to mobile users.

For login and user management, Universal Containers uses Active Directory (AD). The company decides to integrate AD with Salesforce using Identity Connect. With Identity Connect, admins can manage Salesforce users through the corporate AD database. Then users can log in to Salesforce using their AD credentials. And changes to users in Active Directory are immediately updated in Salesforce.

Universal Containers has an Experience Cloud site. They use the dynamic branding feature, where branding changes at run time according to who logs in and from where. Universal Containers displays different logos depending on whether the user is an employee, customer, partner, or guest. Branding impacts the entire login experience—the login page, plus any secondary pages that support MFA, Terms & Conditions, or login flows.

After the system is up and running, Universal Containers builds reports and dashboards to track user login history and app usage. With these reports, Salesforce admins can adjust authorization as needed.


CHAPTER 3 My Domain

In this chapter ...

- [Brand Your Salesforce Org's Domains](#)
- [What Is My Domain?](#)
- [Set Up My Domain](#)
- [Salesforce Edge Network](#)
- [Enhanced Domains](#)
- [Configure My Domain Settings](#)
- [My Domain URL Formats](#)
- [Get System Performance and Maintenance Information with My Domain](#)

Showcase your company's brand and keep your data more secure by adding a customer-specific domain name to your Salesforce org URLs. With My Domain, you can include your company name in your URLs, for example, `https://yourcompanyname.my.salesforce.com`. Because having a My Domain is more secure, some Salesforce features require it.

Production orgs created in Winter '21 and later have a My Domain by default. If you don't like your org's My Domain name, you can change it.

 **Note:** A My Domain uses Salesforce domain suffixes, like `my.salesforce.com`, for your org's URLs. In orgs without enhanced domains, your My Domain doesn't affect your org's Salesforce Sites and Experience Cloud sites URLs. To use a custom domain, such as `https://www.example.com`, to serve your org's Salesforce sites and Experience Cloud sites, see [Manage Your Domains](#) in Salesforce Help.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

Brand Your Salesforce Org's Domains

Understand how to include your brand in the URLs used to access your Salesforce org and its data with My Domain, Salesforce Sites, Experience Cloud sites, and custom domains.

Various users access your Salesforce org, each with their own needs.

- Sales representatives log in to the Salesforce application to view and manage their sales opportunities.
- Customers and partners log in to your Salesforce Experience Cloud sites to connect with your employees and each other.
- Public users log in to a Salesforce Site to access publicly exposed data from your org. For example, a recruiting website, store locator, or an ideas website.
- Consumers and businesses visit your storefronts to purchase products.
- External systems use API calls to access your org's data.
- Admins maintain your org and keep everything running smoothly.

Each of these interactions involves at least one URL, and those URLs are based on your Salesforce org's domains. Salesforce offers features that affect your org's URLs. Each option allows you to incorporate your brand into your URLs, making it easier for users and admins to remember them.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

My Domain

My Domain allows you to showcase your company's brand with a customer-specific domain name within your Salesforce org login and application URLs. For example, if you choose *yourcompanyname* as your org's My Domain name, the org's login URL is `https://yourcompanyname.my.salesforce.com`. All orgs created in Winter '21 and later get a My Domain by default. If you don't like your org's My Domain name, you can change it. Your My Domain name is used in login and application URLs across your Salesforce org.

If enhanced domains are enabled in your org, the My Domain name is used as the subdomain for URLs across your org, including Salesforce Sites and Experience Cloud sites.

If enhanced domains aren't enabled in your org, you specify separate subdomains for Salesforce Sites and Experience Cloud sites. You can rename your My Domain name, but you can't change your Salesforce Sites subdomain or Experience Cloud sites subdomain after you save them. Choose these three subdomains carefully to ensure brand consistency. Or better yet, use enhanced domains, and your My Domain name is the subdomain for these features.

Salesforce Sites

Salesforce Sites allows you to publicly expose any information stored in your org through a branded URL of your choice. You can also make the site's pages match the look and feel of your company's brand. For example, you can set up sites to publish a catalog of products or to provide a store locator tool. Some features also use Salesforce Sites to deliver functionality. For example, B2B Commerce storefronts are Salesforce Sites.

If enhanced domains are enabled in your org, your My Domain is used as your Salesforce Sites subdomain. The Salesforce Sites URL format is `https://MyDomainName.my.salesforce-sites.com`.

If enhanced domains aren't enabled in your org, the first step in setting up sites is to register a Salesforce Sites domain for your org. Like with My Domain, you pick the subdomain name, and Salesforce adds the domain suffix. The suffix for Salesforce Sites without enhanced domains is `secure.force.com`. For example, if you choose *yourcompanyname-sites* as your sites subdomain, your sites

domain is `https://yourcompanyname-sites.secure.force.com`. When you create a site, its name is appended to your sites domain. For example, `https://yourcompanyname-sites.secure.force.com/storelocator`.

See *Salesforce Sites* in *Salesforce Help* for more information.

Experience Cloud Sites

Experience Cloud sites are a great way to share information and collaborate with people who are key to your business processes, such as customers, partners, or employees. Whether you call it a portal, a help forum, a support site, HR central, or something else, Experience Cloud sites provide an online community to connect and collaborate.

If enhanced domains are enabled in your org, your My Domain is used as your Experience Cloud sites subdomain. The Experience Cloud sites URL format is `https://MyDomainName.my.site.com`.

If enhanced domains aren't enabled in your org, when you enable Experience Cloud Sites, you register an Experience Cloud sites domain for your org. Like with Salesforce Sites, you pick the subdomain name, and Salesforce adds the domain suffix. The suffix for Experience Cloud sites is `force.com`. For example, if you choose `yourcompanyname-portal` as your Experience Cloud sites subdomain, your Experience Cloud sites domain is `https://yourcompanyname-portal.force.com`. When you create an Experience Cloud site, its path prefix is appended to your Experience Cloud sites domain to create its URL. For example, `https://yourcompanyname-portal.force.com/customers`.

See *Set Up and Manage Experience Cloud Sites* in *Salesforce Help* for more information.

Custom Domains for Salesforce Sites and Experience Cloud Sites

Custom domains allow you to use a domain that you own, such as `https://example.com`, to host your org's externally facing content through Salesforce Sites and Experience Cloud sites. Although the content is provided by your Salesforce org, it's served on your custom domain, providing a clear branded experience for your users. This feature is especially useful if you own multiple brands and want them to share content. For example, let's say you have a parent company with two distinct brands. Each brand has its own registered domain, and you want them both to point to the parent website. With custom domains, you can point both brand domains to a single parent website with content from your Salesforce org.

See *Manage Your Domains* in *Salesforce Help* for more information on custom domains.

What Is My Domain?

My Domain lets you specify a customer-specific name to include in your Salesforce org URLs. That My Domain name is used as your org-specific subdomain, for example, `https://yourcompanyname.my.salesforce.com`. With a My Domain, you can customize your login page and better manage user login and authentication. Because orgs with a My Domain are more secure, many Salesforce features require one.

To get an overview and learn about the benefits of My Domain, watch the [Salesforce My Domain video](#).


When you enable My Domain, your org's login URL uses a standard format, with your My Domain name as the subdomain. For example, the format for production org login URLs is `https://MyDomainName.my.salesforce.com`.

Production orgs created in Winter '21 and later have a My Domain by default. If you don't like your org's My Domain name, you can change it. My Domain is also available for sandbox environments.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

 **Note:** A My Domain uses Salesforce domain suffixes, like `my.salesforce.com`, for your org's URLs. In orgs without enhanced domains, your My Domain doesn't affect your org's Salesforce Sites and Experience Cloud sites URLs. To use a custom domain, such as `https://www.example.com`, to serve your org's Salesforce sites and Experience Cloud sites, see [Manage Your Domains in Salesforce Help](#).

With My Domain, you can:

- Highlight your business identity with your unique domain URL.
- Brand your login page, and customize content on the right side of the page.
- Block or redirect page requests that don't use the new domain name.
- Work in multiple Salesforce orgs in the same browser at the same time.
- Set custom login policy to determine how users are authenticated.
- Let users log in using a social account like Google or Facebook from the login page.
- Allow users to log in one time to access external services.
- Preserve deep links such as `https://MyDomainName.my.salesforce.com/001/o` during future instance refreshes and org migrations.

When you create a subdomain with My Domain, Salesforce is enabled as the identity provider. After you deploy your My Domain, you can change identity providers. You can also increase security for your org by customizing your domain's login policy.


My Domain is required to use many Salesforce features, including:

- Single sign-on (SSO) with third-party identity providers
- SSO with authentication providers such as Google and Facebook
- Lightning components in Lightning component tabs, Lightning pages, the Lightning App Builder, or standalone apps

Set Up My Domain

Choose or change your My Domain name, then update your org to use your new URLs.

Production orgs created in Winter '21 and later have a My Domain by default.

 **Tip:** Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter `My Domain`, and then select **My Domain**.

- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.

A My Domain uses Salesforce domain suffixes, like `my.salesforce.com`, for your org's URLs. In orgs without enhanced domains, your My Domain doesn't affect your org's Salesforce Sites and Experience Cloud sites URLs. To use a custom domain, such as `https://www.example.com`, to serve your org's Salesforce sites and Experience Cloud sites, see [Manage Your Domains in Salesforce Help](#).

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

IN THIS SECTION:

1. [Choose a My Domain Name](#)

If your Salesforce org doesn't already have a My Domain, choose the name for your subdomain, and register it with Salesforce domain registries worldwide. You can try out a name and check availability before registering it.

2. [Change Your My Domain Details](#)

If you have an existing My Domain deployed, you can rename it. For example, you can change the name when your company's name or branding changes. In some orgs, the admin can also choose a different domain suffix, enable enhanced domains, and remove instance names from certain My Domain URLs.

3. [Deploy Your New My Domain](#)

After you choose your My Domain and Salesforce provisions it, roll it out to your users. Only after you deploy your My Domain can you test your Salesforce org's new URLs. This step is often overlooked and can cause confusion. Your users can't use the My Domain login URL to access the org until you deploy it.

4. [Update Your Salesforce Org for Your New Domain](#)

When you deploy a My Domain, all your application URLs, including Visualforce pages, change. Ensure a smooth transition by updating references to your old URLs.

5. [Test Your New My Domain](#)


Follow these guidelines to test your My Domain and ensure a smooth transition to the new domain.

6. [Remove Your Previous My Domain](#)

When you rename your My Domain name or change your My Domain suffix, Salesforce redirects requests to your previous My Domain URLs to your current My Domain. If you don't want these requests to be redirected, remove your previous My Domain from your Salesforce org. Or, if you want to use your previous My Domain in a different Salesforce org, remove it to make it available to the new org.

Choose a My Domain Name


If your Salesforce org doesn't already have a My Domain, choose the name for your subdomain, and register it with Salesforce domain registries worldwide. You can try out a name and check availability before registering it.

 **Note:** Before updating production, we recommend that you test deploying a My Domain in a sandbox.

Choose a name that's unique and meaningful, such as your company name, which would make the URL `https://companyname.my.salesforce`, or something more specific within your company, like `https://companyEU.my.salesforce.com`.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Enter the name that you want to use for your My Domain subdomain.

In production and sandbox orgs, your name must contain at least 3 characters and no more than 34 characters. In Developer Edition orgs, your name must contain at least 3 characters and no more than 27 characters. It can include letters, numbers, and hyphens, but you can't start the name with a hyphen.

 **Note:** Avoid entering personal information in your domain name. Instead, enter only public information.

Salesforce adds the rest of the domain name. Your production org has the `my.salesforce.com` domain suffix. In a developer org, the suffix is `-dev-ed.my.salesforce.com`. When you add a My Domain in a sandbox org, the sandbox name is added to the URL.

3. Click **Check Availability**. If your name is already taken, choose a different one.
4. If more suffixes are available for your org's My Domain, a suffix dropdown list appears. Select a suffix.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS


To define a My Domain name:

- Customize Application AND Modify All Data

 **Tip:** Unsure which suffix to pick? For most orgs, the Standard (*.my.salesforce.com) suffix is the best option.

5. If your suffix is Standard (my.salesforce.com), select **Use enhanced domains**.

We recommend enhanced domains for all Salesforce orgs. They are required in Summer '22. This feature allows your Salesforce login process and related URLs to meet the latest browser requirements. It also stabilizes your My Domain URL by removing the Salesforce instance, preventing user login disruption when your org moves to another Salesforce instance.

 **Note:** Enhanced domains are available in Salesforce orgs with a deployed My Domain routed through Salesforce Edge Network. This feature is available to all orgs on a rolling basis starting in the Summer '21 release.

6. Optional: If you selected the Standard (*.my.salesforce.com) suffix and didn't enable enhanced domains, stabilize your Visualforce, Experience Builder, Site.com Studio, and content file URLs.

If enhanced domains are enabled, these URLs are stabilized and these settings have no effect. Several browsers and operating systems updated their URL requirements after this option was first made available. Enhanced domains provide the latest standard for stabilizing your Salesforce org's URLs.

- a. Select **Stabilize Visualforce, Experience Builder, Site.com Studio, and content file URLs**.

This setting is enabled by default. To avoid disruption during org migrations, your org's instance name isn't included in these URLs. For details, see My Domain URL Formats in Salesforce Help.

- b. Select **Include the instance name in Visualforce URLs when third-party cookies are blocked**.

This setting is enabled by default. Third-party cookie blocking can cause issues loading Visualforce pages with stabilized URLs. This setting is only applicable when Visualforce URLs are stabilized.


7. Click **Register Domain**.

8. Salesforce provisions your My Domain.

The provisioning process usually finishes in a few minutes, but it can take up to 24 hours. You receive an email when your My Domain is ready to be deployed and tested.

Change Your My Domain Details

If you have an existing My Domain deployed, you can rename it. For example, you can change the name when your company's name or branding changes. In some orgs, the admin can also choose a different domain suffix, enable enhanced domains, and remove instance names from certain My Domain URLs.

 **Note:** You can only edit My Domain details on a deployed My Domain.

We recommend that you test changing your My Domain details in a sandbox. Deploying a new My Domain name briefly interrupts your Salesforce users. When you're ready to update production, we recommend that you deploy your new My Domain outside of normal business hours. Before changing your My Domain name, consider how to communicate this change to your users.

 **Important:** Service Cloud Voice and My Domain

When you enable Service Cloud Voice, Salesforce uses your My Domain login URL to configure single sign-on to Amazon Connect. Renaming your My Domain breaks that configuration and disables Voice. We recommend that you don't change your org's My Domain name or suffix after you turn on Voice.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under My Domain Details, select **Edit**.
3. To change your My Domain, enter your new My Domain or suffix.
 - a. To change your My Domain name, enter a new domain name. To confirm that your new name is available, click Check for availability. If your name is already taken, choose a different one.

Avoid entering personal information in your domain name. Instead, enter only public information.

In production and sandbox orgs, your name must contain at least 3 characters and no more than 34 characters. In Developer Edition orgs, your name must contain at least 3 characters and no more than 27 characters. It can include letters, numbers, and hyphens, but you can't start the name with a hyphen.

- b. If other suffixes are available for your org's My Domain, a suffix dropdown list appears. To change your My Domain suffix, select a new suffix.


 **Tip:** Unsure of which suffix to pick? For most orgs, the Standard (*.my.salesforce.com) suffix is the best option.

Your chosen My Domain Login URL is displayed.

4. Optional: If your suffix is Standard (my.salesforce.com), select **Use enhanced domains**.

We recommend enhanced domains for all Salesforce orgs. They are required in Summer '22. This feature allows your Salesforce login process and related URLs to meet the latest browser requirements. It also stabilizes your My Domain URL by removing the Salesforce instance, preventing user login disruption when your org moves to another Salesforce instance.

Enhanced domains are available in Salesforce orgs with a deployed My Domain routed through Salesforce Edge Network. This feature is available to all orgs on a rolling basis starting in the Summer '21 release.

 **Important:** Enhanced domains change URL formats across your org. For more information, see My Domain URL Formats. Before deploying your updated My Domain, include the URL changes in your testing.

5. Optional: Stabilize your Visualforce, Experience Builder, Site.com Studio, and content file URLs.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS

To edit My Domain settings:

- Customize Application

To define a My Domain name:

- Customize Application

AND

Modify All Data

 **Note:** Unless you disabled enhanced domains in a prior step, these settings apply upon saving (without redeploying your My Domain).

If enhanced domains are enabled, these URLs are stabilized and these settings have no effect. Several browsers and operating systems updated their URL requirements after this option was first made available. Enhanced domains provide the latest standard for stabilizing your Salesforce org's URLs.

a. Select **Stabilize Visualforce, Experience Builder, Site.com Studio, and content file URLs.**

This option only applies when enhanced domains aren't enabled.

To avoid disruption during org migrations, remove the instance name from these URLs. When you stabilize these URLs, the hostnames change. For details, see My Domain URL Formats in Salesforce Help.

b. Optional: Select **Include the instance name in Visualforce URLs when third-party cookies are blocked.**

This option only applies to the Standard, Database.com, and Cloudforce suffixes when Visualforce URLs are stabilized without enhanced domains.

Third-party cookie blocking can cause issues loading Visualforce pages with stabilized URLs.

6. Save your changes.

7. If you changed your My Domain name or suffix, or if you enabled or disabled enhanced domains, Salesforce provisions your My Domain. Those changes take effect after you deploy your new My Domain.

The provisioning process usually finishes in a few minutes, but it can take up to 24 hours. You receive an email when your My Domain is ready to be deployed and tested.

When you rename your My Domain, Salesforce redirects your previous My Domain URLs to your current My Domain. If you rename your My Domain more than one time, only the last My Domain for your org is redirected. For examples, see My Domain Considerations.


To prevent your previous My Domain URLs from redirecting to your new My Domain URLs, remove it from your org. Likewise, to move a renamed My Domain name to another org, remove the My Domain. For more information, see Remove Your Previous My Domain.

Deploy Your New My Domain

After you choose your My Domain and Salesforce provisions it, roll it out to your users. Only after you deploy your My Domain can you test your Salesforce org's new URLs. This step is often overlooked and can cause confusion. Your users can't use the My Domain login URL to access the org until you deploy it.

Suggestions for Deploying a My Domain

- Test My Domain changes in a sandbox before updating production.
- Communicate the upcoming change to your users before deploying it.
- Make required changes to your org before users log in with your new My Domain. For more information, see [Update Your Salesforce Org for Your New Domain](#) in Salesforce Help.
- Deploy your new My Domain when your org receives minimal traffic, like during a weekend, so that you can troubleshoot while traffic is low.


 **Note:** If your My Domain is registered but not deployed, URLs contain your My Domain name when you log in from the My Domain login page. However, links that originate from merge fields that are embedded in emails sent asynchronously, such as workflow emails, still use the old URLs. After your domain is deployed, those links show the new My Domain URLs.

1. Return to the My Domain Setup page using one of these ways.
 - Click the login link in the activation email that you received.
 - Log out of your org, and log in to Salesforce using your new My Domain login URL. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

If your domain is provisioned and ready to deploy, the My Domain Setup page shows Step 3: Deploy Your New Domain.

As part of the provisioning process for your new domain, Salesforce performs a cursory check to ensure that you have network access to the new domains. If you don't have the required access, the My Domain page lists the URLs you can't access. Before you can deploy your new domain, resolve these network access issues. The access issues can be temporary, such as connectivity issues stemming from a stale DNS cache. Or they can require updates to your allowlists or network configuration. To deploy your My Domain, revisit the My Domain Setup page after the access issues are resolved.

2. To cancel your requested My Domain changes, click **Keep Current Domain**.
3. Optionally, if you renamed your My Domain, update your My Domain settings, such as adding authentication services. For more information, see [Configure My Domain Settings](#).

 **Note:** My Domain settings apply to all your org's deployed and provisioned domains.

4. To roll out the new My Domain to your org, from Setup, in the Quick Find box, enter *My Domain* then select **My Domain**. Click **Deploy to Users**, and click **OK**.

When you deploy your My Domain, it's activated immediately. You can now set login policies. See [Set the My Domain Login Policy](#).

Before you test the deployed My Domain, update all URL references in your org. For details, see [Update Your Salesforce Org for Your New Domain and Test Your New My Domain](#).

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS

To edit My Domain settings:

- Customize Application

To define a My Domain name:

- Customize Application

AND

Modify All Data

Update Your Salesforce Org for Your New Domain

When you deploy a My Domain, all your application URLs, including Visualforce pages, change. Ensure a smooth transition by updating references to your old URLs.

 **Note:** Before updating production, we recommend that you test deploying a My Domain in a sandbox.

Make sure that you update all application URLs when deploying a My Domain. For example, the Email Notification URL option in Chatter Answers continues to send notifications with the old URLs to internal users unless you update it. For more information, see My Domain URL Formats.

We also recommend that you review your allow lists and ensure that they include the standard Salesforce domains. For details, see Allow the Required Domains in Salesforce Help.

If You Have the Following	Do the Following
API integrations into your org	<p>Check whether the API client references the server endpoint. For the API client, use the metadataServerUrl or serverURL value returned by a login request. Don't use a hard-coded server URL.</p> <p>After you deploy your My Domain, Salesforce returns the server URL containing your My Domain name. Redirect policy settings have no effect on API calls, so old calls to instance URLs continue to work. However, best practice is to use the value returned by Salesforce.</p>
Chatter	<p>Tell your users to update all bookmarks listed on their Chatter groups.</p>
<p>A custom domain, such as <code>https://example.com</code>, serving your Experience Cloud sites or Salesforce Sites</p>	<p>Your Experience Cloud sites and Salesforce Sites URLs changed if you enabled or disabled enhanced domains, or if you renamed your My Domain with enhanced domains.</p> <ul style="list-style-type: none"> • Test external integrations that reference your custom domain. • If you serve the domain using a non-Salesforce host or service, review and update the domain configuration, such as CDN settings and hard-coded references to Salesforce URLs.
Custom Visualforce pages or custom apps	<p>Replace references to the org's instance URL with your My Domain URL. For details, search for "hard-coded references" in Salesforce Help.</p>

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

If You Have the Following**Do the Following**

 Email templates

Replace references to the org's instanced URL with your My Domain URL.

Experience Cloud sites or Salesforce Sites

Your system-managed Experience Cloud sites and Salesforce Sites URLs changed if you enabled or disabled enhanced domains, or if you renamed your My Domain with enhanced domains.

System-managed URLs end in `.force.com`, `.my.salesforce-sites.com`, or `.my.site.com`.

- Update external-facing links, such as publicly available Experience Cloud sites and Salesforce Sites.
 - Update external integrations referencing your Experience Cloud sites and Salesforce Sites.
-

Firewalls and proxy servers that filter by hostname

Update trust settings to include all applicable URL formats for your new configuration, as described in My Domain URL Formats in Salesforce Help.

Identity providers on your login page

If your org's login URL changed, update your identity providers with the new URL. For more information, see Salesforce as an Identity Provider in Salesforce Help. Also update the enabled Authentication Services within the Authentication Configuration settings on the My Domain Setup page.

myTrailhead

If you enabled enhanced domains:

- URLs for badge art stored in Salesforce changed. Update your myTrailhead modules and trails with the new badge art URLs.
- If the URL for your myTrailhead authentication page is an Experience Cloud site URL ending in `*.force.com`, that URL changes. Contact Salesforce Customer Support to update your myTrailhead authentication provider.

If you renamed your My Domain:

- If your myTrailhead login URL is your My Domain login URL in the format **`MyDomainName.my.salesforce.com`**, contact Salesforce Customer Support to update your myTrailhead authentication provider.
 - If enhanced domains are enabled, URLs for badge art stored in your Salesforce org changed. Update your myTrailhead modules and trails with the new badge art URLs.
 - If enhanced domains are enabled and the URL for your myTrailhead authentication page is an Experience Cloud site URL in the format **`MyDomainName.my.site.com`**, contact Salesforce Customer Support to update your myTrailhead authentication provider.
-

If You Have the Following**Do the Following**

Pinned Certificates

Salesforce doesn't recommend certificate pinning. Consider updating your policies to exclude pinned certificates. Otherwise, if you changed your My Domain suffix, review your pinned certificates against your new My Domain URLs and update them as needed.

Service Cloud Voice

When you enable Service Cloud Voice, Salesforce uses your My Domain login URL to configure single sign-on to Amazon Connect. Changing your org's My Domain name or suffix breaks that configuration and disables Voice.

Streaming API

To ensure continuity during instance refreshes and org migrations, we recommend using My Domain URLs with Streaming API. For example, replace `https://login.salesforce.com` and `https://InstanceName.salesforce.com/` with `https://MyDomainName.my.salesforce.com/`.

Third-party connected apps

Update the URLs for your org in the third-party app. If you changed your domain suffix, update all Single-Sign On connections.


Zones for Experience Cloud sites (Ideas, Answers, Chatter Answers)

Update the email notification URL.


To update the URL, clear the existing URL so that the field is blank. Save the page. Then the system populates the field with your new My Domain URL.

Test Your New My Domain

Follow these guidelines to test your My Domain and ensure a smooth transition to the new domain.

 **Note:** Before updating production, we recommend that you test deploying a My Domain in a sandbox.

Your Salesforce org's URLs are used throughout the Salesforce application, such as with API integrations, custom Visualforce pages, and custom apps. For more information, see My Domain URL Formats.

 **Tip:** The My Domain Setup page displays your org's current My Domain domain URL and the login URL for any My Domain change in progress. For changes to other URLs in your org, such as Visualforce pages, Salesforce Sites, and Experience Cloud sites, see My Domain URL Formats.

To prepare for testing your My Domain:

- Update your org for your new domain by updating references to your old URLs. For more information, see Update Your Salesforce Org for Your New Domain.
- Configure your My Domain settings, including customizing your My Domain login page and adding authentication services, such as single sign-on. While you can update these settings after you deploy, it's better to set up and test them in a smaller environment.
- When you test in a sandbox, note the changes required to complete successful tests. Use that list when deploying your My Domain in your production org.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

Test the new My Domain by logging in to your org and clicking tabs and links. In the browser address bar, notice that the URLs to all your pages include your new My Domain subdomain. Run automated and manual tests to ensure that they pass with the My Domain deployed.

If you customized your org, for example, with buttons or Visualforce pages, make sure that you test your changes thoroughly. Look for broken links due to hard-coded references (instance-based URLs such as `https://na30.salesforce.com`).

If you enabled or disabled enhanced domains, or if you renamed your My Domain with enhanced domains, your Experience Cloud sites and Salesforce Sites URLs changed. Review and update external integrations referencing your Experience Cloud sites and Salesforce Sites.

If you configured Auth Providers, include connecting to each third party in your testing.


For further guidance on updating references to your My Domain URLs when you deploy or change your My Domain, see [Update Your Salesforce Org for Your New Domain](#).

After you complete testing, help your users get started using your new My Domain by providing links to pages they use frequently, such as your login page. Let your users know if you changed the login policy, and encourage them to update their bookmarks the first time they're redirected. If you enabled enhanced domains, update external-facing links, such as publicly available Experience Cloud sites and Salesforce Sites.

Remove Your Previous My Domain

When you rename your My Domain name or change your My Domain suffix, Salesforce redirects requests to your previous My Domain URLs to your current My Domain. If you don't want these requests to be redirected, remove your previous My Domain from your Salesforce org. Or, if you want to use your previous My Domain in a different Salesforce org, remove it to make it available to the new org.

You can only remove a My Domain after you rename that org's My Domain. If you rename your My Domain more than one time, only the last My Domain for your org is redirected. For examples, see [My Domain Considerations](#).

 **Note:** If you remove your org's previous My Domain before a My Domain change is fully processed, calls to your org's custom domains, such as `https://www.example.com`, can return an error. To avoid this temporary disruption, wait 24 hours after renaming your My Domain before removing your previous My Domain if your custom domain uses one of these HTTP options:

- Salesforce serves the domain over HTTP without support for HTTPS access
- Salesforce serves the domain over HTTPS using a Salesforce content delivery network (CDN) partner and a shared or single HTTPS certificate

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

If URLs for a previous My Domain are being redirected to your current My Domain, the previous My Domain URL is listed under Routing.

2. Under Routing, click *Edit*.
3. Click **Remove Previous My Domain**, and confirm your decision.

Requests to your previous My Domain's URLs are no longer redirected. If your previous and current My Domain names are different, your previous My Domain name is now available for use in other orgs.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS

To edit My Domain settings:

- Customize Application

To define a My Domain name:

- Customize Application

AND

Modify All Data

Salesforce Edge Network

Users access your Salesforce data from all over the world. Salesforce Edge Network delivers a consistent user experience regardless of a user's location. It improves download times and users' network experience, and it's required for enhanced domains. The move to Salesforce Edge Network is seamless for your end users. They keep using the same URLs to access your org, only with a better experience.

Because the user experience is better with Salesforce Edge Network, we're moving qualifying orgs to it. Qualifying orgs include Sales Cloud and Service Cloud orgs that have a deployed My Domain.

Public Cloud, Government Cloud, Customer 360 Data Manager, and some individual orgs are currently excluded from Salesforce Edge Network. Custom domains serving your org's Salesforce Sites and Experience Cloud sites, such as `https://www.example.com`, aren't currently supported on Salesforce Edge Network.

IN THIS SECTION:

[What Is Salesforce Edge Network?](#)

Salesforce Edge Network is a network technology that improves download times for users around the globe. Users get a better network experience while remaining on the Salesforce trusted infrastructure, which protects, uses, and processes data appropriately and in accordance with the law.

[Route My Domain Through Salesforce Edge Network](#)

Improve download times and the user experience by routing your My Domain through Salesforce Edge Network. As business becomes more global, users access your Salesforce data from all over the world. Salesforce Edge Network delivers a consistent user experience regardless of a user's location.

[Considerations for Salesforce Edge Network](#)

Find out how to prepare your org to use Salesforce Edge Network. In particular, know which URLs can't be routed through Salesforce Edge Network.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

What Is Salesforce Edge Network?

Salesforce Edge Network is a network technology that improves download times for users around the globe. Users get a better network experience while remaining on the Salesforce trusted infrastructure, which protects, uses, and processes data appropriately and in accordance with the law.

Instead of sending network requests directly to the Salesforce data center, Salesforce Edge Network directs requests to the closest Salesforce location where Salesforce Edge Network is deployed. At that location, Salesforce Edge Network provides a range of services.

Providing these services closer to the customer reduces the round-trip time for certain requests. Customer requests are then sent to the Salesforce data center using Salesforce's secure, optimized, high-bandwidth connections.

TLS termination

Transport Layer Security (TLS) establishes secure connections to Salesforce. Salesforce Edge Network enables end-to-end secure connections with persistent TLS connections and optimized setup, reducing the connection setup time.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

Caching of static content

Caching is limited to the content with HTTP headers marked as cacheable by Salesforce or customer integrations. This content is typically publicly available content such as JavaScript and CSS files.

Intelligent routing of user requests to the closest data center

Salesforce automatically sends users to the most optimal point of presence based on its network data.

TCP optimizations

Transmission Control Protocol (TCP) optimizations help data move more quickly and efficiently across the network.

Route My Domain Through Salesforce Edge Network

Improve download times and the user experience by routing your My Domain through Salesforce Edge Network. As business becomes more global, users access your Salesforce data from all over the world. Salesforce Edge Network delivers a consistent user experience regardless of a user's location.

To route your My Domain through Salesforce Edge Network, you must have a deployed My Domain. Public Cloud, Salesforce Government Cloud, Customer 360 Data Management, and some individual Salesforce orgs are currently excluded from Salesforce Edge Network.

Prepare your org before activating Salesforce Edge Network. If you allowlist Salesforce IP addresses by region, Salesforce recommends that you include our current IP address ranges for regions where you have end users. If you use client-side certificate pinning to validate the server's certificate, Salesforce doesn't recommend pinning leaf certificates. Because Salesforce Edge Network uses data center specific certificates, Salesforce recommends that you pin the intermediate certificate instead for a better experience.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under Routing, select **Edit**.
3. Select **Use Salesforce Edge Network** and save your changes.

 **Important:** Moving to Salesforce Edge Network can only be undone by Salesforce Customer Support.

Routing applies to most provisioned and deployed domains for this org. For details, see Considerations for Salesforce Edge Network. To maximize the number of URLs that are routed through Salesforce Edge Network, enable enhanced domains.

Considerations for Salesforce Edge Network

Find out how to prepare your org to use Salesforce Edge Network. In particular, know which URLs can't be routed through Salesforce Edge Network.

Prerequisites

Prepare your org before activating Salesforce Edge Network.

- To route your org through Salesforce Edge Network, you must have a deployed My Domain.
- If you allowlist Salesforce IP addresses by region, Salesforce recommends that you include our current IP address ranges for regions where you have end users.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS

To edit My Domain settings:


- Customize Application

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

- If you use client-side certificate pinning to validate the server's certificate, Salesforce doesn't recommend pinning leaf certificates. Because Salesforce Edge Network uses data center specific certificates, Salesforce recommends that you pin the intermediate certificate instead for a better experience.

 **Note:** There are limitations when enabling Salesforce Edge Network.

- Public Cloud, Government Cloud, Customer 360 Data Manager, and some individual orgs are currently excluded from Salesforce Edge Network.
- Moving to Salesforce Edge Network can only be undone by Salesforce Customer Support.

URL Routing

To maximize the number of URLs that are routed through Salesforce Edge Network, enable enhanced domains after your org is on Salesforce Edge Network. With enhanced domains, all URLs across your org include your company-specific My Domain name, and instance names are removed from your org's URLs.


When you enable Salesforce Edge Network, most of your My Domain URLs are routed through it. However, note these exceptions.

- URLs that contain your Salesforce instance name. See which My Domain URLs contain your instance name in My Domain URL Formats.
- URLs associated with custom domains, such as `https://www.example.com`, that serve your org's Salesforce Sites and Experience Cloud sites
- Salesforce Sites and Experience Cloud sites with domains ending in `.force.com`
- URLs associated with Customer 360 Data Manager that end with `.admin.salesforce-hub.com` and `.my.salesforce-hub.com`
- URLs associated with Live Agent Chat that end with `.my.salesforcescrt.com` or `.my.salesforce-scrt.com`
- URLs associated with untrusted content domains
- URLs associated with orgs in Government Isolated Architecture (GIA) data centers

Enhanced Domains

With enhanced domains, all URLs across your org contain your company-specific My Domain name, including URLs for your Experience Cloud sites, Salesforce Sites, Visualforce pages, and content files. With no instance names, enhanced My Domain URLs are easier for users to remember and remain stabilized when your org is moved to another Salesforce instance. Because enhanced My Domains meet the latest browser requirements, they're the future standard.

We recommend enhanced domains for all Salesforce orgs. They are required in Summer '22.

 **Note:** Enhanced domains are available in Salesforce orgs with a deployed My Domain routed through Salesforce Edge Network. This feature is available to all orgs on a rolling basis starting in the Summer '21 release.

Here are some example URL formats for orgs with a deployed My Domain with enhanced domains.

TYPE	ENHANCED DOMAIN URL FORMAT
Login	<i>MyDomainName</i> .my.salesforce.com
Experience Cloud sites	<i>MyDomainName</i> .my.site.com
Salesforce Sites	<i>MyDomainName</i> .my.salesforce-sites.com

EDITIONS

User Permissions Needed

To edit My Domain settings:

Customize Application

To define a My Domain name:

Customize Application

AND

Modify All Data

TYPE	ENHANCED DOMAIN URL FORMAT
Visualforce pages	MyDomainName--PackageName.vf.force.com
Sandbox Login	MyDomainName--SandboxName.sandbox.my.salesforce.com
Experience Cloud sites in a sandbox org	MyDomainName--SandboxName.sandbox.my.site.com

For a full list of URL formats, see My Domain URL Formats with Enhanced Domains.

IN THIS SECTION:


[Enable Enhanced Domains](#)

To update your Salesforce org's URLs to the latest standards, enable enhanced domains on your My Domain. With enhanced domains, all URLs across your org contain your company-specific My Domain name, including Experience Cloud sites and Salesforce sites. Your URLs also remain stabilized when your org is moved to another Salesforce instance.


Enable Enhanced Domains

To update your Salesforce org's URLs to the latest standards, enable enhanced domains on your My Domain. With enhanced domains, all URLs across your org contain your company-specific My Domain name, including Experience Cloud sites and Salesforce sites. Your URLs also remain stabilized when your org is moved to another Salesforce instance.

We recommend enhanced domains for all Salesforce orgs. They are required in Summer '22.

 **Note:** Enhanced domains are available in Salesforce orgs with a deployed My Domain routed through Salesforce Edge Network. This feature is available to all orgs on a rolling basis starting in the Summer '21 release.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under My Domain Details, select **Edit**.
3. If more suffixes are available for your org's My Domain, a suffix dropdown list appears. Enhanced domains can only be enabled for the Standard (my.salesforce.com) suffix.
4. Select **Use enhanced domains**.

 **Important:** Enhanced domains change URLs formats across your org. For more information, see My Domain URL Formats. Before deploying your updated My Domain, include the additional URL changes in your testing.

5. Save your changes.
6. Salesforce provisions your My Domain.

The provisioning process usually finishes in a few minutes, but it can take up to 24 hours. You receive an email when your My Domain with enhanced domains is ready to be deployed and tested.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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


USER PERMISSIONS

To edit My Domain settings:

- Customize Application

Configure My Domain Settings

Determine the user experience when logging into your Salesforce org via your My Domain. Manage user logins and authentication methods and customize your login page with your brand.

 **Note:** My Domain settings apply to all your org's deployed and provisioned domains.

IN THIS SECTION:

1. [Set the My Domain Login Policy](#)

Manage your user logins by customizing the login policy for your Salesforce org's My Domain. By default, users log in from a generic Salesforce login page, bypassing the login page specific to your My Domain subdomain. To disable authentication for users who don't use your My Domain login page, set a login policy. If you don't set a login policy, users can make page requests without your My Domain URLs, such as when using old bookmarks.

2. [Customize Your My Domain Login Page with Your Brand](#)

My Domain gives you a point-and-click way to brand the page that prompts users to log in to your Salesforce org. You can replace the Salesforce logo with your own and change your background and login button colors. You can also display content to the right of your login form. Branding options apply to the entire login experience, including pages for users to verify their identity and reset passwords. They also apply to login flows.

3. [Create an Interview-Based Login Page with My Domain Login Discovery](#)

Configure My Domain with Login Discovery to simplify the login process for users. Login Discovery is sometimes called interview-based login because it's a two-step process. First, users identify themselves with an email address or phone number at the login page. Next, users verify themselves depending on the identifier entered. Users can verify themselves with a password, their SSO credentials, or Lightning Login. You set up Login Discovery from the My Domain Setup page after you create an Apex class that implements the `MyDomainLoginDiscoveryHandler` interface.

4. [Add Identity Providers to the My Domain Login Page](#)

Allow users to authenticate using alternate identity provider options directly from your My Domain login page. If you enabled single sign-on (SSO) and configured SAML, or set up external authentication providers, you can display them on the login page. Users are sent to the identity provider's login screen to authenticate and then redirected back to Salesforce.

5. [Customize Your My Domain Login Page for Mobile Auth Methods](#)

You can enable advanced browser-based authentication methods for mobile users from the My Domain Setup page.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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


Set the My Domain Login Policy

Manage your user logins by customizing the login policy for your Salesforce org's My Domain. By default, users log in from a generic Salesforce login page, bypassing the login page specific to your My Domain subdomain. To disable authentication for users who don't use your My Domain login page, set a login policy. If you don't set a login policy, users can make page requests without your My Domain URLs, such as when using old bookmarks.

 **Note:** My Domain settings show up only after you deploy My Domain. These settings apply to all of your org's deployed and provisioned domains.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under My Domain Settings, click **Edit**.
3. Choose a redirect policy.

- a. To allow users to continue using URLs that don't include your My Domain name, select **Redirect to the same page within the domain**.

 **Note:** Bookmarks don't work when **Redirect to the same page within the domain** is selected for partner portals. Manually change the existing bookmarks to point to the new My Domain URL by replacing the Salesforce instance name with your My Domain subdomain name. For example, replace `https://InstanceName.salesforce.com/` with `https://MyDomainName.my.salesforce.com/` in the bookmark's URL. See My Domain URL Formats for more information.

- b. To remind users to use your My Domain URLs, select **Redirected with a warning to the same page within the domain**. Users briefly see a warning message, then are redirected to the page. You can't customize the warning message. Select this option for a few days or weeks to help users transition to your new My Domain. The warning gives users a chance to change their bookmarks and get used to using the new URLs.
- c. To require users to use your My Domain URLs when viewing your pages, select **Not redirected**.

4. Save your changes.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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


USER PERMISSIONS

To set the login policy for a domain:

- Customize Application

Customize Your My Domain Login Page with Your Brand

My Domain gives you a point-and-click way to brand the page that prompts users to log in to your Salesforce org. You can replace the Salesforce logo with your own and change your background and login button colors. You can also display content to the right of your login form. Branding options apply to the entire login experience, including pages for users to verify their identity and reset passwords. They also apply to login flows.

 **Note:** Authentication configuration settings apply to all your org's deployed and provisioned My Domains.

1. From Setup, in the Quick find box, enter *My Domain*, and then select **My Domain**.

2. Under Authentication Configuration, click **Edit**.

3. To customize your logo, click **Choose File** and upload an image file.

Images can be .jpg, .gif, or .png files up to 100 KB. The maximum image size is 250 px by 125 px.

4. To customize your login page background, click  and choose your hexadecimal color code.

5. To display content in the right frame URL, enter a URL.

By default, the right side displays the current Salesforce promotions,

<https://c.salesforce.com/login-messages/promos.html> in an iframe.

The iframe creates an inline frame, which embeds an HTML document into the current page. You can show your own content by supplying a URL that uses SSL encryption and the https:// prefix. The iframe dynamically expands to fill about 50% of the page. To build your own custom iframe using responsive web design, use the [My Domain Sample](#) template. For an example of a right-frame URL, go to <https://sfdclogin.herokuapp.com/news.jsp>.

6. Save your changes.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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


USER PERMISSIONS

To customize a My Domain login page:

- Customize Application

Create an Interview-Based Login Page with My Domain Login Discovery

Configure My Domain with Login Discovery to simplify the login process for users. Login Discovery is sometimes called interview-based login because it's a two-step process. First, users identify themselves with an email address or phone number at the login page. Next, users verify themselves depending on the identifier entered. Users can verify themselves with a password, their SSO credentials, or Lightning Login. You set up Login Discovery from the My Domain Setup page after you create an Apex class that implements the `MyDomainLoginDiscoveryHandler` interface.

 **Note:** My Domain Login Discovery requires that My Domain is set up for your org. If you've already set up My Domain, you can migrate users to the Login Discovery login process.

Login Discovery eliminates the onerous task of managing forgotten usernames. With Login Discovery, your users can log in with something they are likely to remember, like their email address or phone number. Also, if your org is configured with multiple identity providers (IdP) for SSO, Login Discovery can direct users to the suitable IdP. If your login page contains an SSO button along with the username and password fields, users can miss the button or not know what it's used for. If you're using Login Discovery, no decisions are required.

Login Discovery is helpful when you have different login processes depending on the situation, such location or device type. For example, if you have separate IdPs for mobile and desktop users.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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


EDITIONS

User Permissions Needed


To customize a My Domain login page: Customize Application

Instead of having a login page with buttons for both, Login Discovery determines where users are logging in from and directs them to the suitable IdP.

To configure Login Discovery for My Domain, create a handler in Apex and then reference the handler from the My Domain Setup page. The Apex class implements the `MyDomainLoginDiscoveryHandler` interface. The handler includes logic that defines how to look up a user based on the identifier value entered on the login page. Then it determines which authentication service to invoke.

 **Note:** Authentication configuration settings apply to all your org's deployed and provisioned My Domains.


1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under Authentication Configuration, click **Edit**.
3. For Login Page Type, select **Discovery**.
4. Optionally, for Login Prompt, enter the text or custom label.
For example, you can use a custom label to localize the text, for example, `$Login.loginPrompt`.
5. Locate the Login Discovery Handler that you created by implementing the `MyDomainLoginDiscoveryHandler` interface. From Setup, in the Quick Find box, enter *Apex Classes*, and then select **Apex Classes**. Select the handler from the list.
6. Optionally, for Execute Login As, choose a Salesforce admin with Manage Users permission.
By default, the handler runs in system mode.
7. Save your changes.

 **Tip:** If you can't log in after setting up Login Discovery, modify the URL to return to the standard login page, which prompts for a username and password. You can add `login` as a URL query string parameter, for example, `https://MyDomainName.my.salesforce.com/?login`. Or you can add `login=true` to the URL, for example, `https://MyDomainName.my.salesforce.com/?login=true`.

Add Identity Providers to the My Domain Login Page

Allow users to authenticate using alternate identity provider options directly from your My Domain login page. If you enabled single sign-on (SSO) and configured SAML, or set up external authentication providers, you can display them on the login page. Users are sent to the identity provider's login screen to authenticate and then redirected back to Salesforce.

Available authentication services include all providers configured as SAML SSO identity providers or external authentication providers, except Janrain. You can't use Janrain for authentication from the login page.

 **Note:** Authentication configuration settings apply to all your org's deployed and provisioned My Domains.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under Authentication Configuration, click **Edit**.
3. Select the authentication services you want to make available on the login page.
4. Save your changes.

You can list all your org's available SSO identity providers on your login page. If you have several, consider setting up your login page with the Login Discovery page type. For details, see [Create an Interview-Based Login Page with My Domain Login Discovery in Salesforce Help](#).

EDITIONS


Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS


To customize a My Domain login page:

- [Customize Application](#)

 **Tip:** If an error prevents you from logging in to Salesforce via SSO, you can still log in with a username and password. Append `?login` to the login URL, for example, `https://MyDomainName.my.salesforce.com/?login`. After logging in, if necessary, you can disable SSO while you troubleshoot the issue.

Customize Your My Domain Login Page for Mobile Auth Methods

You can enable advanced browser-based authentication methods for mobile users from the My Domain Setup page.

 **Note:** Authentication configuration settings apply to all your org's deployed and provisioned My Domains.

1. From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.
2. Under Authentication Configuration, click **Edit**.
3. Select **Use the native browser for user authentication on iOS** or **Use the native browser for user authentication on Android**.

These options support authentication methods such as delegated authentication to certificate-based authentication for users of Salesforce and Mobile SDK applications on mobile devices. It also supports Chrome (when using Google as an identity provider) and Windows NT LAN Manager (NTLM).

Users on iOS and Android devices are redirected to their native browser when using single sign-on authentication with your My Domain URLs. For other operating systems, Salesforce apps using Mobile SDK version 3.1 or later can support certificate-based authentication when the applications are integrated with Mobile Device Management (MDM) software.

4. Save your changes.

My Domain URL Formats

Your My Domain affects your login URL and application URLs across your Salesforce org, including Visualforce pages. Understand what determines your org's URL formats and the structure of those formats. Review the URL format changes when you deploy a My Domain for the first time.

Production orgs created in Winter '21 and later have a My Domain by default.

 **Tip:** Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.

A My Domain uses Salesforce domain suffixes, like `my.salesforce.com`, for your org's URLs. In orgs without enhanced domains, your My Domain doesn't affect your org's Salesforce Sites and Experience Cloud sites URLs. To use a custom domain, such as `https://www.example.com`, to serve your org's Salesforce sites and Experience Cloud sites, see Manage Your Domains in Salesforce Help.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS

To customize a My Domain login page:

- Customize Application

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

IN THIS SECTION:

1. [What Determines Your URL Formats?](#)
Understand how your My Domain affects the login and application URLs for your Salesforce org, and learn about enhanced domains. Review the impact of stabilizing certain URL formats when you have a My Domain.
2. [My Domain Login and Application URL Formats with Enhanced Domains](#)
Review the login and application URL formats for Salesforce orgs that have a deployed My Domain with enhanced domains. The URLs are different for production and sandbox orgs.
3. [My Domain Login and Application URL Formats Without Enhanced Domains](#)
Review the URL formats for Salesforce orgs with a deployed My Domain without enhanced domains. The URLs are different for production and sandbox orgs.
4. [My Domain URL Format Changes When Deploying a My Domain with Enhanced Domains](#)
Understand how your Salesforce org's login and application URL formats change when you first deploy a My Domain with enhanced domains.
5. [My Domain URL Format Changes When Enabling Enhanced Domains on a Deployed My Domain](#)
Understand how login and application URL formats change when you enable enhanced domains in a Salesforce org with a deployed My Domain.
6. [My Domain URL Format Changes When Deploying a My Domain Without Enhanced Domains](#)
Understand how your Salesforce org's login and application URL formats change when you first deploy a My Domain without enhanced domains.

What Determines Your URL Formats?

Understand how your My Domain affects the login and application URLs for your Salesforce org, and learn about enhanced domains. Review the impact of stabilizing certain URL formats when you have a My Domain.

Deploying a My Domain provides a customer-specific login URL for your Salesforce org and updates your Visualforce, Experience Builder, and content URLs.

The login URL for a production org with a deployed My Domain is in the format ***MyDomainName***.my.salesforce.com. You can also allow users to continue to log in from login.salesforce.com.

 **Note:** Production orgs created in Winter '21 and later have a My Domain by default.

If enhanced domains feature are enabled in your org, your My Domain is also used in other URLs, like Salesforce Sites and Experience Cloud sites. Domain suffixes (the static part at the end of the URLs) differ based on whether you enable enhanced domains. Also, instance names are removed from all URLs.

If the enhanced domains feature isn't enabled in your org, Salesforce Sites and Experience Cloud sites have unique subdomains. Also, a My Domain setting determines whether your Salesforce instance name is included in multiple URLs.

Enhanced Domains

With enhanced My Domains, all URLs across your org contain your company-specific My Domain name, including URLs for your Experience Cloud sites, Salesforce Sites, Visualforce pages, and content files. They also comply with the latest browser requirements, allowing your users to access Salesforce using browsers that block third-party cookies.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

When you enable enhanced domains on an existing My Domain, all application URLs start with the org's My Domain name and instance names are removed. The domain suffix (the part after the My Domain name) changes for Experience Cloud sites, Salesforce Sites, content files, Site.com Studio, Experience Builder, and Visualforce URLs. And sandbox org URLs include the word "sandbox," making it easy to identify a sandbox org from its URL. With no instance names, enhanced My Domain URLs are easier for users to remember and remain stabilized when your org is moved to another Salesforce instance.

Here are some example URL formats for orgs that have a deployed My Domain with enhanced domains. Notice that the login URL is the same as without enhanced domains, but the rest of the URLs change.

TYPE	URL FORMAT
Login	MyDomainName .my.salesforce.com
Experience Cloud sites	MyDomainName .my.site.com
Salesforce Sites	MyDomainName .my.salesforce-sites.com
Visualforce pages	MyDomainName -- PackageName .vf.force.com
Sandbox login	MyDomainName -- SandboxName .sandbox.my.salesforce.com
Sandbox Experience Cloud sites	MyDomainName -- SandboxName .sandbox.my.site.com

For a full list of URL formats when deploying a My Domain with enhanced domains, see My Domain Login and Application URL Formats with Enhanced Domains.

Example My Domain URL Formats Without Enhanced Domains

If your org has a deployed My Domain without enhanced domains, your My Domain name is used in your login URL. It's also used in the application URLs for content files, Experience Builder, and Visualforce pages.

In orgs without enhanced domains, your My Domain doesn't affect your org's Salesforce Sites and Experience Cloud sites URLs. To use a custom domain, such as `https://www.example.com`, to serve your org's Salesforce sites and Experience Cloud sites, see Manage Your Domains in Salesforce Help.

The formats for several other URLs vary based on the My Domain setting: Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files. Here are some example URL formats for orgs that have a deployed My Domain without enhanced domains and with the setting disabled.

TYPE	URL FORMAT
Experience Builder	MyDomainName --sitestudio. InstanceName .force.com
Content (files)	MyDomainName --c. InstanceName .content.force.com
Visualforce Pages	MyDomainName -- PackageName . InstanceName .visual.force.com

When you enable the setting, your Salesforce instance name is removed from the URL and the suffixes change.

TYPE	URL FORMAT
Experience Builder	MyDomainName .builder.salesforce-communities.com

TYPE	URL FORMAT
Content (files)	MyDomainName --c.documentforce.com
Visualforce Pages	MyDomainName -- PackageName .visualforce.com

For more information about enabling this setting, see [My Domain Considerations](#).


For a full list of URL formats when deploying a My Domain without enhanced domains, see [My Domain Login and Application URL Formats Without Enhanced Domains](#).

My Domain Login and Application URL Formats with Enhanced Domains

Review the login and application URL formats for Salesforce orgs that have a deployed My Domain with enhanced domains. The URLs are different for production and sandbox orgs.

This page lists the final URL formats after you deploy a My Domain with enhanced domains. If you're deploying a My Domain with enhanced domains and want to understand the impact to your org, check out the following resources.

- If your org doesn't have an existing My Domain, see [My Domain URL Format Changes When Deploying a My Domain with Enhanced Domains](#).
- If your org has an existing My Domain, see [My Domain URL Format Changes When Enabling Enhanced Domains on a Deployed My Domain](#).

 **Tip:** Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.


- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

My Domain URL Formats for Production Orgs

 **Note:** If you deploy a My Domain in a Developer Edition org, the My Domain name ends in `-dev-ed`. For example: `https://example-dev-ed.my.salesforce.com`.

URL TYPE	URL FORMAT
Login	MyDomainName .my.salesforce.com
Application Page or Tab	MyDomainName .my.salesforce.com/ PageID
Content (files)	MyDomainName .file.force.com
Content Management System (CMS) public channels	MyDomainName .cdn.salesforce-experience.com

URL TYPE	URL FORMAT
Customer 360 Data Manager	MyDomainName .my.salesforce-hub.com
Customer 360 Data Manager Admin	MyDomainName .admin.salesforce-hub.com
Experience Cloud sites	MyDomainName .my.site.com
Experience Builder	MyDomainName .builder.salesforce-experience.com
Experience Builder Preview	MyDomainName .preview.salesforce-experience.com
Experience Builder Live Preview	MyDomainName .live-preview.salesforce-experience.com
Lightning	MyDomainName .lightning.force.com
Lightning Container Component	MyDomainName -- PackageName .container.force.com ¹
Salesforce Sites	MyDomainName .my.salesforce-sites.com
Service Cloud Real Time	MyDomainName .my.salesforcescrt.com or MyDomainName .my.salesforce-scrt.com
User Content	MyDomainName -- UniqueID .my.force-user-content.com
User Content on a Government Cloud org	MyDomainName -- UniqueID .gia.force-user-content.com
User Image	MyDomainName -- UniqueID .file.force-user-content.com
Visualforce	MyDomainName -- PackageName .vf.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

My Domain URL Formats for Sandbox Orgs


URL TYPE	URL FORMAT
Login	MyDomainName -- SandboxName .sandbox.my.salesforce.com
Application Page or Tab	MyDomainName -- SandboxName .sandbox.my.salesforce.com/ PageID
Content (files)	MyDomainName -- SandboxName .sandbox.file.force.com
Content Management	MyDomainName -- SandboxName .sandbox.cdn.salesforce-experience.com


URL TYPE	URL FORMAT
System (CMS) public channels	
Customer 360 Data Manager	MyDomainName--SandboxName .sandbox.my.salesforce-hub.com
Customer 360 Data Manager Admin	MyDomainName--SandboxName .sandbox.admin.salesforce-hub.com
Experience Cloud Sites	MyDomainName--SandboxName .sandbox.my.site.com
Experience Builder	MyDomainName--SandboxName .sandbox.builder.salesforce-experience.com
Experience Builder Preview	MyDomainName--SandboxName .sandbox.preview.salesforce-experience.com
Experience Builder Live Preview	MyDomainName--SandboxName .sandbox.live-preview.salesforce-experience.com
Lightning	MyDomainName--SandboxName .sandbox.lightning.force.com
Lightning Container Component	MyDomainName--SandboxName--PackageName .sandbox.container.force.com ¹
Salesforce Sites	MyDomainName--SandboxName .sandbox.my.salesforce-sites.com
Service Cloud Real Time	MyDomainName--SandboxName .sandbox.my.salesforcescrt.com or MyDomainName--SandboxName .sandbox.my.salesforce-scrt.com
User Content	MyDomainName--SandboxName--UniqueID .sandbox.my.force-user-content.com
User Content on a Government Cloud org	MyDomainName--SandboxName--UniqueID .sandbox.gia.force-user-content.com
User Image	MyDomainName--SandboxName--UniqueID .sandbox.file.force-user-content.com
Visualforce	MyDomainName--SandboxName--PackageName .sandbox.vf.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

My Domain Login and Application URL Formats Without Enhanced Domains

Review the URL formats for Salesforce orgs with a deployed My Domain without enhanced domains. The URLs are different for production and sandbox orgs.


 **Note:** This page lists the final URL formats after you deploy a My Domain without enhanced domains. If you're deploying a My Domain without enhanced domains and want to understand the impact to your org, see [My Domain URL Format Changes When Deploying a My Domain Without Enhanced Domains](#).

 **Tip:** Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.

In orgs without enhanced domains, your My Domain doesn't affect your org's Salesforce Sites and Experience Cloud sites URLs. The default URL formats for Salesforce Sites and Experience Cloud sites are listed in these tables for reference. To use a custom domain, such as `https://www.example.com`, to serve your org's Salesforce sites and Experience Cloud sites, see [Manage Your Domains in Salesforce Help](#).

My Domain URL Formats for Production Orgs

 **Note:** If you deploy a My Domain in a Developer Edition org, the My Domain name ends in `-dev-ed`. For example: `https://example-dev-ed.my.salesforce.com`.

URL TYPE	URL FORMAT
Login	MyDomainName .my.salesforce.com
Application Page or Tab	MyDomainName .my.salesforce.com/ PageID
Customer 360 Data Manager	MyDomainName .my.salesforce-hub.com
Customer 360 Data Manager Admin	MyDomainName .admin.salesforce-hub.com
Experience Cloud Sites	ExperienceCloudSitesSubdomainName .force.com
Lightning	MyDomainName .lightning.force.com
Lightning Container Component	MyDomainName--PackageName .container.lightning.com ¹
Salesforce Sites	SitesSubdomainName .secure.force.com
Salesforce Sites (HTTP Only)	SitesSubdomainName .force.com

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

URL TYPE	URL FORMAT
Service Cloud Real Time	MyDomainName .my.salesforcescrt.com or MyDomainName .my.salesforce-scrt.com
User Content	MyDomainName--UniqueID .a.forceusercontent.com
User Content on a Government Cloud org	MyDomainName--UniqueID .c.forceusercontent.com
User Image	MyDomainName--UniqueID .d.forceusercontent.com

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting is enabled, these URL formats apply to your org.

URL TYPE	URL FORMAT
Content (files)	MyDomainName--c .documentforce.com
Experience Builder	MyDomainName .builder.salesforce-communities.com
Experience Builder Preview	MyDomainName .preview.salesforce-communities.com
Experience Builder Live Preview	MyDomainName .livepreview.salesforce-communities.com
Visualforce	MyDomainName--PackageName .visualforce.com ¹

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting isn't enabled, these URL formats apply to your org.

URL TYPE	URL FORMAT
Content (files)	MyDomainName--c.InstanceName .content.force.com
Experience Builder	MyDomainName--sitestudio.InstanceName .force.com
Experience Builder Preview	MyDomainName--sitepreview.InstanceName .force.com
Experience Builder Live Preview	MyDomainName--livepreview.InstanceName .force.com
Visualforce	MyDomainName--PackageName.InstanceName .visual.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

My Domain URL Formats for Sandbox Orgs

URL TYPE	URL FORMAT
Login	MyDomainName--SandboxName .my.salesforce.com
Application Page or Tab	MyDomainName--SandboxName .my.salesforce.com/ PageID
Customer 360 Data Manager	MyDomainName--SandboxName .my.salesforce-hub.com
Customer 360 Data Manager Admin	MyDomainName--SandboxName .admin.salesforce-hub.com
Experience Cloud Sites	SandboxName-ExperienceCloudSitesSubdomainName.InstanceName .force.com
Lightning	MyDomainName--SandboxName .lightning.force.com
Lightning Container Component	MyDomainName--SandboxName--PackageName .container.lightning.com ¹
Salesforce Sites	SandboxName-SitesSubdomainName.InstanceName .force.com
Service Cloud Real Time	MyDomainName--SandboxName .my.salesforcescrt.com or MyDomainName--SandboxName .my.salesforce-scrt.com
User Content	MyDomainName--SandboxName--UniqueID .b.forceusercontent.com
User Content on a Government Cloud org	MyDomainName--SandboxName--UniqueID .c.forceusercontent.com
User Image	MyDomainName--SandboxName--UniqueID .d.forceusercontent.com

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting is enabled, these URL formats apply to your org.

URL TYPE	URL FORMAT
Content (files)	MyDomainName--SandboxName--c .documentforce.com
Experience Builder	MyDomainName--SandboxName .builder.salesforce-communities.com
Experience Builder Preview	MyDomainName--SandboxName .preview.salesforce-communities.com
Experience Builder Live Preview	MyDomainName--SandboxName .livepreview.salesforce-communities.com
Visualforce	MyDomainName--SandboxName--PackageName .visualforce.com ¹

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting isn't enabled, these URL formats apply to your org.


URL TYPE	URL FORMAT
Content (files)	MyDomainName -- SandboxName --c. InstanceName .content.force.com
Experience Builder	MyDomainName -- SandboxName --sitestudio. InstanceName .force.com
Experience Builder Preview	MyDomainName -- SandboxName --sitepreview. InstanceName .force.com
Experience Builder Live Preview	MyDomainName -- SandboxName --livepreview. InstanceName .force.com
Visualforce	MyDomainName -- SandboxName -- PackageName . InstanceName .visual.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

My Domain URL Format Changes When Deploying a My Domain with Enhanced Domains

Understand how your Salesforce org's login and application URL formats change when you first deploy a My Domain with enhanced domains.

This page lists URL format changes when you deploy a My Domain with enhanced domains in an org without an existing My Domain. If you're deploying a My Domain without enhanced domains, see [My Domain URL Format Changes When Deploying a My Domain Without Enhanced Domains](#). If you're enabling enhanced domains in an org with existing My Domain, see [My Domain URL Format Changes When Deploying a My Domain Without Enhanced Domains](#).

 **Tip:** Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.


EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

Production Org URL Format Changes

These URL formats change when a My Domain without enhanced domains is deployed in a production org without an existing My Domain.

 **Note:** If you deploy a My Domain in a Developer Edition org, the My Domain name ends in -dev-ed. For example: <https://example-dev-ed.my.salesforce.com>.

URL TYPE	FORMAT	URL FORMAT
Login	Old	login.salesforce.com
	New	MyDomainName .my.salesforce.com

URL TYPE	FORMAT	URL FORMAT
Application Page or Tab	Old	InstanceName .salesforce.com/ PageID
	New	MyDomainName .my.salesforce.com/ PageID
Content (files)	Old	c. InstanceName .content.force.com
	New	MyDomainName .file.force.com
Customer 360 Data Manager	Old	Not applicable. This feature requires a My Domain.
	New	MyDomainName .my.salesforce-hub.com
Customer 360 Data Manager Admin	Old	Not applicable. This feature requires a My Domain.
	New	MyDomainName .admin.salesforce-hub.com
Customer Experience sites	Old	ExperienceCloudSitesSubdomainName .force.com
	New	MyDomainName .my.site.com
Experience Builder	Old	ExperienceCloudSitesSubdomainName --builder. InstanceName .force.com
	New	MyDomainName .builder.salesforce-experience.com
Experience Builder Live Preview	Old	ExperienceCloudSitesSubdomainName --live. InstanceName .force.com
	New	MyDomainName .live-preview.salesforce-experience.com
Experience Builder Preview	Old	ExperienceCloudSitesSubdomainName --preview. InstanceName .force.com
	New	MyDomainName .preview.salesforce-experience.com
Lightning	Old	InstanceName .lightning.force.com
	New	MyDomainName .lightning.force.com
Lightning Container Component	Old	Not applicable. This feature requires a My Domain.
	New	MyDomainName -- PackageName .container.force.com ¹
Salesforce Sites	Old	SitesSubdomainName .secure.force.com
	New	MyDomainName .my.salesforce-sites.com
Salesforce Sites (HTTP only)	Old	SitesSubdomainName .force.com
	New	MyDomainName .my.salesforce-sites.com
Service Cloud Real Time (version 1)	Old	LiveAgentPool .salesforceliveagent.com
	New	MyDomainName .my.salesforcescrt.com
Service Cloud Real Time (version 2)	Old	Region .scrt.sfdc.sh
	New	MyDomainName .my.salesforce-scrt.com
User Content	Old	InstanceName -- UniqueID .a.forceusercontent.com
	New	MyDomainName -- UniqueID .my.force-user-content.com

URL TYPE	FORMAT	URL FORMAT
User Content on a Government Cloud org	Old	<i>InstanceName--UniqueID.c.forceusercontent.com</i>
	New	<i>MyDomainName--UniqueID.gia.force-user-content.com</i>
User Image	Old	<i>InstanceName--UniqueID.d.forceusercontent.com</i>
	New	<i>MyDomainName--UniqueID.file.force-user-content.com</i>
Visualforce	Old	<i>PackageName.InstanceName.visual.force.com</i> ¹
	New	<i>MyDomainName--PackageName.vf.force.com</i> ¹

¹ If your installed package is unmanaged, the package name is *c*.

Sandbox Org URL Format Changes

These URL formats change when a My Domain without enhanced domains is deployed in a sandbox org without an existing My Domain.

URL TYPE	FORMAT	URL FORMAT
Login	Old	<i>test.salesforce.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.my.salesforce.com</i>
Application Page or Tab	Old	<i>InstanceName.salesforce.com/PageID</i>
	New	<i>MyDomainName--SandboxName.sandbox.my.salesforce.com/PageID</i>
Content (files)	Old	<i>c.InstanceName.content.force.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.file.force.com</i>
Customer 360 Data Manager	Old	Not applicable. This feature requires a My Domain.
	New	<i>MyDomainName--SandboxName.my.salesforce-hub.com</i>
Experience Cloud sites	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName.InstanceName.force.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.my.site.com</i>
Experience Builder	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName-builder.InstanceName.force.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.builder.salesforce-experience.com</i>
Experience Builder Live Preview	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName--live.InstanceName.force.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.live-preview.salesforce-experience.com</i>
Experience Builder Preview	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName--preview.InstanceName.force.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.preview.salesforce-experience.com</i>
Lightning	Old	<i>InstanceName.lightning.force.com</i>
	New	<i>MyDomainName--SandboxName.sandbox.lightning.force.com</i>


URL TYPE	FORMAT	URL FORMAT
Lightning Container Component	Old	Not applicable. This feature requires a My Domain.
	New	MyDomainName--SandboxName--PackageName .sandbox.container.force.com ¹
Service Cloud Real Time (version 1)	Old	LiveAgentPool .salesforceliveagent.com
	New	MyDomainName--SandboxName .sandbox.my.salesforcescrt.com
Service Cloud Real Time (version 2)	Old	Region .scrt.sfdc.sh
	New	MyDomainName--SandboxName .sandbox.my.salesforce-scrt.com
User Content	Old	InstanceName--UniqueID .b.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID .sandbox.my.force-user-content.com
User Content on a Government Cloud org	Old	InstanceName--UniqueID .c.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID .sandbox.gia.force-user-content.com
User Image	Old	InstanceName--UniqueID .d.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID .sandbox.file.force-user-content.com
Visualforce	Old	PackageName . InstanceName .visual.force.com ¹
	New	MyDomainName--SandboxName--PackageName .sandbox.vf.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

My Domain URL Format Changes When Enabling Enhanced Domains on a Deployed My Domain

Understand how login and application URL formats change when you enable enhanced domains in a Salesforce org with a deployed My Domain.

This page lists URL format changes when you enable enhanced domains in an org with an existing My Domain. If your org doesn't have a deployed My Domain, see [My Domain URL Format Changes When Deploying a My Domain with Enhanced Domains](#).

 **Tip:** Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.

With enhanced domains, all application URLs start with the org's My Domain name. Instance names are removed, and package names are removed from some URLs. With no instance names, enhanced My Domain URLs are easier for users to remember and remain stabilized when your org is moved to another Salesforce instance.

EDITIONS


Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

When you enable enhanced domains, the domain suffix (the part after the My Domain name) changes for Experience Cloud sites, Salesforce Sites, content files, Site.com Studio, Experience Builder, and Visualforce URLs. And sandbox org URLs include the word “sandbox,” making it easy to identify a sandbox org from its URL.

Production Org URL Format Changes

These URL formats change when enhanced domains are enabled in a production org with a deployed My Domain.

 **Note:** If you deploy a My Domain in a Developer Edition org, the My Domain name ends in `-dev-ed`. For example: `https://example-dev-ed.my.salesforce.com`.

URL TYPE	FORMAT	URL FORMAT
Experience Cloud sites	Old	<i>ExperienceCloudSitesSubdomainName</i> .force.com
	New	<i>MyDomainName</i> .my.site.com
Lightning Container Component	Old	<i>MyDomainName--PackageName</i> .container.lightning.com ¹
	New	<i>MyDomainName--PackageName</i> .container.force.com ¹
Salesforce Sites	Old	<i>SitesSubdomainName</i> .secure.force.com
	New	<i>MyDomainName</i> .my.salesforce-sites.com
Salesforce Sites (HTTP only)	Old	<i>SitesSubdomainName</i> .force.com
	New	<i>MyDomainName</i> .my.salesforce-sites.com
User Content	Old	<i>MyDomainName--UniqueID</i> .a.forceusercontent.com
	New	<i>MyDomainName--UniqueID</i> .my.force-user-content.com
User Content on a Government Cloud org	Old	<i>MyDomainName--UniqueID</i> .c.my.force-user-content.com
	New	<i>MyDomainName--UniqueID</i> .gia.force-user-content.com
User Image	Old	<i>MyDomainName--UniqueID</i> .d.forceusercontent.com
	New	<i>MyDomainName--UniqueID</i> .file.force-user-content.com

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting is enabled before you enable enhanced domains, these production formats change.

URL TYPE	FORMAT	URL FORMAT
Content (Files)	Old	<i>MyDomainName--c</i> .documentforce.com
	New	<i>MyDomainName</i> .file.force.com
Experience Builder	Old	<i>MyDomainName</i> .builder.salesforce-communities.com
	New	<i>MyDomainName</i> .builder.salesforce-experience.com
Experience Builder Live Preview	Old	<i>MyDomainName</i> .livepreview.salesforce-communities.com

URL TYPE	FORMAT	URL FORMAT
	New	MyDomainName .live-preview.salesforce-experience.com
Experience Builder Preview	Old	MyDomainName .preview.salesforce-communities.com
	New	MyDomainName .preview.salesforce-experience.com
Visualforce	Old	MyDomainName--PackageName .visualforce.com ¹
	New	MyDomainName--PackageName .vf.force.com ¹

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting isn't enabled before you enable enhanced domains, these production URL formats change.

URL TYPE	FORMAT	URL FORMAT
Content (Files)	Old	MyDomainName--c.InstanceName .content.force.com
	New	MyDomainName .file.force.com
Experience Builder	Old	MyDomainName--sitestudio.InstanceName .force.com
	New	MyDomainName .builder.salesforce-experience.com
Experience Builder Live Preview	Old	MyDomainName--livepreview.InstanceName .force.com
	New	MyDomainName .live-preview.salesforce-experience.com
Experience Builder Preview	Old	MyDomainName--sitepreview.InstanceName .force.com
	New	MyDomainName .preview.salesforce-experience.com
Visualforce	Old	MyDomainName--PackageName.InstanceName .visual.force.com ¹
	New	MyDomainName--PackageName .vf.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

Sandbox Org URL Format Changes

These URL formats change when a My Domain without enhanced domains is deployed in a sandbox org with a deployed My Domain.

URL TYPE	FORMAT	URL FORMAT
Login	Old	MyDomainName--SandboxName .my.salesforce.com
	New	MyDomainName--SandboxName .sandbox.my.salesforce.com
Application Page or Tab	Old	MyDomainName--SandboxName .my.salesforce.com/ PageID
	New	MyDomainName--SandboxName .sandbox.my.salesforce.com/ PageID

URL TYPE	FORMAT	URL FORMAT
Customer 360 Data Manager	Old	MyDomainName--SandboxName .my.salesforce-hub.com
	New	MyDomainName--SandboxName .sandbox.my.salesforce-hub.com
Customer 360 Data Manager Admin	Old	MyDomainName--SandboxName .admin.salesforce-hub.com
	New	MyDomainName--SandboxName .sandbox.admin.salesforce-hub.com
Experience Cloud sites	Old	SandboxName-ExperienceCloudSitesSubdomainName.InstanceName .force.com
	New	MyDomainName--SandboxName .sandbox.my.site.com
Lightning	Old	MyDomainName--SandboxName .lightning.force.com
	New	MyDomainName--SandboxName .sandbox.lightning.force.com
Lightning Container Component	Old	MyDomainName--SandboxName--PackageName .container.lightning.com ¹
	New	MyDomainName--SandboxName--PackageName .sandbox.container.force.com ¹
Salesforce Sites	Old	SandboxName-SitesSubdomainName.InstanceName .force.com
	New	MyDomainName--SandboxName .sandbox.my.salesforce-sites.com
Service Cloud Real Time (Option 1)	Old	MyDomainName--SandboxName .my.salesforcescrt.com
	New	MyDomainName--SandboxName .sandbox.my.salesforcescrt.com
Service Cloud Real Time (Option 2)	Old	MyDomainName--SandboxName .my.salesforce-scrt.com
	New	MyDomainName--SandboxName .sandbox.my.salesforce-scrt.com
User Content	Old	MyDomainName--SandboxName--UniqueID .b.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID .sandbox.my.force-user-content.com
User Content on a Government Cloud org	Old	MyDomainName--SandboxName--UniqueID .c.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID .sandbox.gia.force-user-content.com
User Image	Old	MyDomainName--SandboxName--UniqueID .d.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID .sandbox.file.force-user-content.com

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting is enabled before you enable enhanced domains, these sandbox URL formats change.

URL TYPE	FORMAT	URL FORMAT
Content (Files)	Old	MyDomainName--SandboxName--c .documentforce.com
	New	MyDomainName--SandboxName .sandbox.file.force.com
Experience Builder	Old	MyDomainName--SandboxName .builder.salesforce-communities.com
	New	MyDomainName--SandboxName .sandbox.builder.salesforce-experience.com

URL TYPE	FORMAT	URL FORMAT
Experience Builder Live Preview	Old	<i>MyDomainName--SandboxName</i> .livepreview.salesforce-communities.com
	New	<i>MyDomainName--SandboxName</i> .sandbox.live-preview.salesforce-experience.com
Experience Builder Preview	Old	<i>MyDomainName--SandboxName</i> .preview.salesforce-communities.com
	New	<i>MyDomainName--SandboxName</i> .sandbox.preview.salesforce-experience.com
Visualforce	Old	<i>MyDomainName--SandboxName--PackageName</i> .visualforce.com ¹
	New	<i>MyDomainName--SandboxName--PackageName</i> .sandbox.vf.force.com ¹

If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting isn't enabled before you enable enhanced domains, these sandbox URL formats change.

URL TYPE	FORMAT	URL FORMAT
Content (Files)	Old	<i>MyDomainName--SandboxName--c.InstanceName</i> .content.force.com
	New	<i>MyDomainName--SandboxName</i> .sandbox.file.force.com
Experience Builder	Old	<i>MyDomainName--SandboxName--sitestudio.InstanceName</i> .force.com
	New	<i>MyDomainName--SandboxName</i> .sandbox.builder.salesforce-experience.com
Experience Builder Live Preview	Old	<i>MyDomainName--SandboxName--livepreview.InstanceName</i> .force.com
	New	<i>MyDomainName--SandboxName</i> .sandbox.live-preview.salesforce-experience.com
Experience Builder Preview	Old	<i>MyDomainName--SandboxName--sitepreview.InstanceName</i> .force.com
	New	<i>MyDomainName--SandboxName</i> .sandbox.preview.salesforce-experience.com
Visualforce	Old	<i>MyDomainName--SandboxName--PackageName.InstanceName</i> .visual.force.com ¹
	New	<i>MyDomainName--SandboxName--PackageName</i> .sandbox.vf.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

My Domain URL Format Changes When Deploying a My Domain Without Enhanced Domains

Understand how your Salesforce org's login and application URL formats change when you first deploy a My Domain without enhanced domains.

This page lists URL format changes when you deploy a My Domain without enhanced domains in an org without a deployed My Domain. If you're deploying a My Domain with enhanced domains, see [My Domain URL Format Changes When Deploying a My Domain with Enhanced Domains](#). If your org has a deployed My Domain and you're enabling enhanced domains, see [My Domain URL Format Changes When Enabling Enhanced Domains on a Deployed My Domain](#).



Tip: Not sure if you have a deployed My Domain in your org? From Setup, in the Quick Find box, enter *My Domain*, and then select **My Domain**.

- If you see My Domain Settings, you have a My Domain deployed, and your org's current My Domain login URL is displayed.
- If you see My Domain Step 1, you haven't selected a My Domain for your org.
- If you see Step 2 or 3, a My Domain request is in progress, and the My Domain isn't yet deployed.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

Production Org URL Format Changes

These URL formats change when a My Domain without enhanced domains is deployed in a production org without an existing My Domain.



Note: If you deploy a My Domain in a Developer Edition org, the My Domain name ends in `-dev-ed`. For example: `https://example-dev-ed.my.salesforce.com`.

URL TYPE	FORMAT	URL FORMAT
Login	Old	<code>login.salesforce.com</code>
	New	<code>MyDomainName.my.salesforce.com</code>
Application Page or Tab	Old	<code>InstanceName.salesforce.com/PageID</code>
	New	<code>MyDomainName.my.salesforce.com/PageID</code>
Customer 360 Data Manager	Old	Not applicable. This feature requires a My Domain.
	New	<code>MyDomainName.my.salesforce-hub.com</code>
Lightning	Old	<code>InstanceName.lightning.force.com</code>
	New	<code>MyDomainName.lightning.force.com</code>
Lightning Container Component	Old	Not applicable. This feature requires a My Domain.
	New	<code>MyDomainName--PackageName.container.lightning.com¹</code>
Service Cloud Real Time (version 1)	Old	<code>LiveAgentPool.salesforceliveagent.com</code>
	New	<code>MyDomainName.my.salesforcescrt.com</code>

URL TYPE	FORMAT	URL FORMAT
Service Cloud Real Time (version 2)	Old	Region .scrt.sfdc.sh
	New	MyDomainName .my.salesforce-scrt.com
User Content	Old	InstanceName--UniqueID .a.forceusercontent.com
	New	MyDomainName--UniqueID .a.forceusercontent.com
User Content on a Government Cloud org	Old	InstanceName--UniqueID .c.forceusercontent.com
	New	MyDomainName--UniqueID .c.forceusercontent.com
User Image	Old	InstanceName--UniqueID .d.forceusercontent.com
	New	MyDomainName--UniqueID .d.forceusercontent.com
If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting is enabled, these URL formats change.		
Content (files)	Old	c. InstanceName .content.force.com
	New	MyDomainName--c .documentforce.com
Experience Builder	Old	ExperienceCloudSitesSubdomainName--builder . InstanceName .force.com
	New	MyDomainName .builder.salesforce-communities.com
Experience Builder Preview	Old	ExperienceCloudSitesSubdomainName--preview . InstanceName .force.com
	New	MyDomainName .preview.salesforce-communities.com
Experience Builder Live Preview	Old	ExperienceCloudSitesSubdomainName--live . InstanceName .force.com
	New	MyDomainName .livepreview.salesforce-communities.com
Visualforce	Old	PackageName . InstanceName .visual.force.com ¹
	New	MyDomainName--PackageName .visualforce.com ¹
If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting isn't enabled, these URL formats change.		
Content (files)	Old	c. InstanceName .content.force.com
	New	MyDomainName--c . InstanceName .content.force.com
Experience Builder	Old	ExperienceCloudSitesSubdomainName--builder . InstanceName .force.com
	New	MyDomainName--sitestudio . InstanceName .force.com
Experience Builder Preview	Old	ExperienceCloudSitesSubdomainName--preview . InstanceName .force.com
	New	MyDomainName--sitepreview . InstanceName .force.com
Experience Builder Live Preview	Old	ExperienceCloudSitesSubdomainName--live . InstanceName .force.com
	New	MyDomainName--livepreview . InstanceName .force.com
Visualforce	Old	PackageName . InstanceName .visual.force.com ¹

URL TYPE	FORMAT	URL FORMAT
	New	MyDomainName--PackageName.InstanceName.visual.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

Sandbox Org URL Format Changes

These URL formats change when a My Domain without enhanced domains is deployed in a sandbox org without an existing My Domain.

URL TYPE	FORMAT	URL FORMAT
Login	Old	test.salesforce.com
	New	MyDomainName--SandboxName.my.salesforce.com
Application Page or Tab	Old	InstanceName.salesforce.com/PageID
	New	MyDomainName--SandboxName.my.salesforce.com/PageID
Customer 360 Data Manager	Old	Not applicable. This feature requires a My Domain.
	New	MyDomainName--SandboxName.my.salesforce-hub.com
Lightning	Old	InstanceName.lightning.force.com
	New	MyDomainName--SandboxName.lightning.force.com
Lightning Container Component	Old	Not applicable. This feature requires a My Domain.
	New	MyDomainName--SandboxName--PackageName.container.lightning.com ¹
Service Cloud Real Time (version 1)	Old	LiveAgentPool.salesforceliveagent.com
	New	MyDomainName--SandboxName.my.salesforcescrt.com
Service Cloud Real Time (version 2)	Old	Region.scrt.sfdc.sh
	New	MyDomainName--SandboxName.my.salesforce-scrt.com
User Content	Old	InstanceName--UniqueID.b.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID.b.forceusercontent.com
User Content on a Government Cloud org	Old	InstanceName--UniqueID.c.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID.c.forceusercontent.com
User Image	Old	InstanceName--UniqueID.d.forceusercontent.com
	New	MyDomainName--SandboxName--UniqueID.d.forceusercontent.com
If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting is enabled, these URL formats change.		
Content (files)	Old	c.InstanceName.content.force.com
	New	MyDomainName--SandboxName--c.documentforce.com

URL TYPE	FORMAT	URL FORMAT
Experience Builder	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName</i> -builder. <i>InstanceName</i> .force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> .builder.salesforce-communities.com
Experience Builder Preview	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName</i> -preview. <i>InstanceName</i> .force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> .preview.salesforce-communities.com
Experience Builder Live Preview	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName</i> --live. <i>InstanceName</i> .force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> .livepreview.salesforce-communities.com
Visualforce	Old	<i>PackageName</i> . <i>InstanceName</i> .visual.force.com ¹
	New	<i>MyDomainName</i> -- <i>SandboxName</i> -- <i>PackageName</i> .visualforce.com ¹
If the Stabilize URLs for Visualforce, Experience Builder, Site.com Studio, and content files setting isn't enabled, these URL formats change.		
Content (files)	Old	c. <i>InstanceName</i> .content.force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> --c. <i>InstanceName</i> .content.force.com
Experience Builder	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName</i> -builder. <i>InstanceName</i> .force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> --sitestudio. <i>InstanceName</i> .force.com
Experience Builder Preview	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName</i> -preview. <i>InstanceName</i> .force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> --sitepreview. <i>InstanceName</i> .force.com
Experience Builder Live Preview	Old	<i>SandboxName-ExperienceCloudSitesSubdomainName</i> --live. <i>InstanceName</i> .force.com
	New	<i>MyDomainName</i> -- <i>SandboxName</i> --livepreview. <i>InstanceName</i> .force.com
Visualforce	Old	<i>PackageName</i> . <i>InstanceName</i> .visual.force.com ¹
	New	<i>MyDomainName</i> -- <i>SandboxName</i> -- <i>PackageName</i> . <i>InstanceName</i> .visual.force.com ¹

¹ If your installed package is unmanaged, the package name is c.

Get System Performance and Maintenance Information with My Domain

You can get information about system performance and availability from `trust.salesforce.com`. This trust page reports status information based on your org instance. If you're using My Domain and don't know your org instance, you can look it up.

Here's how to get status information using your My Domain name.

1. Go to [Trust Status](#).

The Status & Maintenance page shows the status for each org instance.

2. To view your org instance, enter your domain name in the search bar.

Don't enter the complete URL. For example, if your org's login URL is `https://example.my.salesforce.com`, use `example`.

3. Under My Domains, select your instance.

If you don't want to use your My Domain name, you can find your instance on the Company Information Setup page. From Setup, in the Quick Find box, enter *Company Information*, and then select **Company Information**. The Instance field contains your org's Salesforce instance.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

USER PERMISSIONS

To set up My Domain:

- Customize Application
- AND
- Modify All Data

CHAPTER 4 Connected Apps

A connected app is a framework that enables an external application to integrate with Salesforce using APIs and standard protocols, such as SAML, OAuth, and OpenID Connect. Connected apps use these protocols to authenticate, authorize, and provide single sign-on (SSO) for external apps. The external apps that are integrated with Salesforce can run on the customer success platform, other platforms, devices, or SaaS subscriptions. For example, when you log in to your Salesforce mobile app and see your data from your Salesforce org, you're using a connected app.

By capturing metadata about an external app, a connected app tells Salesforce which authentication protocol—SAML, OAuth, and OpenID Connect—the external app uses, and where the external app runs. Salesforce can then grant the external app access to its data, and attach policies that define access restrictions, such as when the app's access expires. Salesforce can also audit connected app usage.

To learn more about how to use, configure, and manage connected apps, see the following topics in *Salesforce Help*:

- [Connected App Use Cases](#)
- [Create a Connected App](#)
- [Edit a Connected App](#)
- [Manage Access to a Connected App](#)

More Resources

Here are some additional resources to help you navigate connected apps:

- *Salesforce Help*: [Connected Apps](#)
- *Salesforce Help*: [Authorize Apps with OAuth](#)
- *Trailhead*: [Build Integrations Using Connected Apps](#)

CHAPTER 5 Configure and Use the App Launcher

In this chapter ...

- [Set the Default Sort Order for Apps](#)
- [Make the App Launcher the Default Landing Page](#)
- [Enable the App Launcher with a Profile in Salesforce Classic](#)
- [Enable the App Launcher with a Permission Set in Salesforce Classic](#)

The App Launcher is how users switch between apps. It displays tiles that link to a user's available Salesforce, connected (third-party), and on-premises apps. You can determine which apps are available to which users and the order in which the apps appear. You can also make the App Launcher the default landing page when users first open Salesforce.

The App Launcher is available to all Lightning Experience and Salesforce Classic users.


The App Launcher is useful for managing access to connected apps. And you can use the [AppMenuItem API](#) to control the apps in the App Launcher programmatically.

App Launcher in Salesforce Classic

The App Launcher is an integral part of Lightning Experience and all users can easily access it. However, a few steps are required to set up App Launcher in Salesforce Classic.

To learn more about using the App Launcher in Salesforce Classic, watch [Setting up the App Launcher](#).

Salesforce Classic users need the Use Identity Features permission and the App Launcher option in their profile set to **Visible**. Users see only the apps that they are authorized to see according to their profile or permission sets. For profiles, see *Enable the App Launcher with a Profile in Salesforce Classic*. For permission sets, see *Enable the App Launcher with a Permission Set in Salesforce Classic*.

 **Note:** In Salesforce Classic, Salesforce admins using the System Administrator profile have access to the App Launcher. Admins using profiles cloned from the System Administrator profile don't.

Set the Default Sort Order for Apps

As a Salesforce admin, you control the initial sort order of the Salesforce standard, custom, and connected apps that your users see in your org. You can also hide apps so that they don't show in the App Launcher.

Users can rearrange the apps in their App Launcher to their liking. Their sort order overrides yours.

Apps in the App Launcher appear as large tiles and link to Salesforce standard apps, custom apps, and connected apps. Connected apps are third-party apps, such as Google's G Suite, that you install for your users' convenience. By installing connected apps, your users can access them from one place and without having to log in again.

To make connected apps and service providers appear in the App Launcher, specify their start URL in the App Manager. The start URL takes users to a specific location after authenticating.

IN THIS SECTION:

[Reorder App Launcher Apps in Lightning Experience](#)

As a Salesforce admin, you can change the order in which apps appear in the Lightning Experience App Launcher. Users can then reorder their personal view of the App Launcher to their liking.


[Reorder the App Menu and App Launcher in Salesforce Classic](#)

You can change the order in which apps appear in the app menu and App Launcher. The app menu is a dropdown in the upper-right corner of every page in Salesforce Classic. If enabled, the App Launcher is listed in the dropdown menu.

Reorder App Launcher Apps in Lightning Experience

As a Salesforce admin, you can change the order in which apps appear in the Lightning Experience App Launcher. Users can then reorder their personal view of the App Launcher to their liking.

1. From Setup, enter *App Menu* in the Quick Find box, then select **App Menu**.
2. From the list of app menu items, drag the apps to change their order. Changes take effect immediately.
3. Optionally, click **Visible in App Launcher** or **Hidden in App Launcher** to show or hide individual apps from the App Launcher for all users in the org.

 **Note:** By default, all standard and custom apps are visible in the App Launcher. If you want to change the default behavior to hide all standard and custom apps, contact Salesforce Customer Support.

All apps installed in the org appear on the app menu items list. However, the apps that users see in their app menu and App Launcher vary depending on each app's visibility settings and the user's permissions. Users see only the apps that they are authorized to see according to their profile or permission sets.

Your users can reorder apps in their App Launcher, and their sort order overrides the order that you set here.

EDITIONS

Available in: both Lightning Experience and Salesforce Classic

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

EDITIONS

Available in: Lightning Experience

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

USER PERMISSIONS

To view apps:

- View Setup and Configuration

To manage apps:

- Customize Application

Reorder the App Menu and App Launcher in Salesforce Classic

You can change the order in which apps appear in the app menu and App Launcher. The app menu is a dropdown in the upper-right corner of every page in Salesforce Classic. If enabled, the App Launcher is listed in the dropdown menu.

Apps in the App Launcher appear as large tiles and link to Salesforce standard apps, custom apps, and connected apps. The App Launcher displays a user's available Salesforce apps and the connected apps that a Salesforce admin installs for the org.


1. From Setup, enter *App Menu* in the Quick Find box, then select **App Menu**.
2. From the list of app menu items, drag the apps to change their order. Changes take effect immediately.
3. Optionally, click **Visible in App Launcher** or **Hidden in App Launcher** to show or hide individual apps from the App Launcher for all users in the org.

The app menu lists all apps installed in the org. However, the apps that users see in their App Launcher vary. You control each app's visibility settings and users' permissions.

Follow these steps to set the initial ordering of apps on the app menu. If your users reorder apps in their App Launcher, their sort order overrides yours. Also, after a user reorders the apps, the Salesforce Classic app menu displays the apps in the user's preferred order.

Make the App Launcher the Default Landing Page

Make it easy for your Salesforce Identity users to access what they need by presenting the redesigned App Launcher as the default landing page when they log in to Salesforce.

 **Note:** These steps work in Lightning Experience. If you see the App Launcher icon (⋮) on the left side of the navigation bar at the top of your screen, you're in Lightning Experience. If not, you're in Salesforce Classic.

1. From Setup, enter *App Manager* in the Quick Find box, then select **App Manager**.
2. Click **New Lightning App** and walk through the New Lightning App wizard. Add only the App Launcher tab to Selected Items.
3. Make the App Launcher the default when users log in for the first time.
 - a. From Setup, enter *Profiles* in the Quick Find box, then select **Profiles**.
 - b. Select a profile and scroll to the Custom App Settings section.
 - c. Select **Default** next to the Lightning app.
4. Log out and log in again. The new Lightning app appears in the navigation bar and App Launcher.

EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#))

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

USER PERMISSIONS

To view apps:

- View Setup and Configuration

To manage apps:

- Customize Application


EDITIONS

Available in: both Salesforce Classic and Lightning Experience

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

Enable the App Launcher with a Profile in Salesforce Classic

Create a profile and assign it to users, so they can access the App Launcher.

 **Note:** These steps work in Salesforce Classic. If you see the App Launcher icon (⋮) on the left side of the navigation bar at the top of your screen, you're in Lightning Experience. If not, you're in Salesforce Classic.

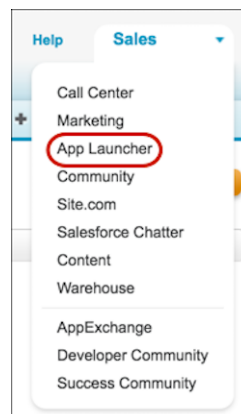
In Salesforce Classic, Salesforce admins using the System Administrator profile have access to the App Launcher. Admins using profiles cloned from the System Administrator profile don't.

1. From Setup, enter *Profiles* in the *Quick Find* box, then select **Profiles**.
2. Click **New Profile**.
3. Select an Existing Profile as a basis for the new profile.
For example, select **Standard User**.
4. Enter the name of the new profile.
For example, *Standard User Identity*.
5. Click **Save**.
6. In the detail page for the new profile, click **Edit**.
7. In Custom App Settings, set the App Launcher to **Visible**, if it isn't already.
Under Tab Settings, verify that the App Launcher tab is set to *Default On*.
8. Under Administrative Permissions, select **Use Identity Features**.
9. Click **Save**.
10. From Setup, enter *Users* in the *Quick Find* box, then select **Users**.
11. Click **Edit** next to each user you want to access the App Launcher.
12. In the user's Profile field, select the new profile that has "Use Identity Features" enabled.
For example, you might use the *Standard User Identity* profile.
13. Click **Save**.
When you log in as the selected user, the App Launcher appears in the drop-down app menu.

EDITIONS


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

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



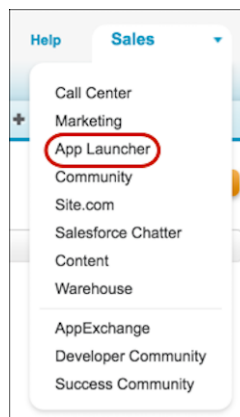
Enable the App Launcher with a Permission Set in Salesforce Classic

Create a permission set and assign it to users so that they can access the App Launcher.

 **Note:** These steps work in Salesforce Classic. If you see the App Launcher icon (⋮) on the left side of the navigation bar at the top of your screen, you're in Lightning Experience. If not, you're in Salesforce Classic.

1. From Setup, enter *Permission Sets* in the Quick Find box, then select **Permission Sets**.
2. Click **New**.
3. Enter a label for the new permission set.
For example, *Identity Features*.
4. Optionally, restrict the use of the permission set to a specific user license.
5. Click **Save**.
6. Click **System Permissions**.
7. Click **Edit**, and select **Use Identity Features**.
8. Click **Save**.
9. From Setup, enter *Users* in the Quick Find box, then select **Users**.
10. Click the name of the user to whom you want to give access to the App Launcher.
11. In the Permission Set Assignments related list, click **Edit Assignments**.
12. Add the permission set that you created to Enabled Permission Sets.
13. Click **Save**.

When you log in as the selected user, the App Launcher appears in the dropdown menu.



 **Note:** Still not seeing the App Launcher? In the profile associated with the user, select **Visible** for the App Launcher setting.

EDITIONS

Available in: Salesforce Classic ([not available in all orgs](#))

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

CHAPTER 6 Single Sign-On from an External Identity Provider

You can set up single sign-on (SSO) so that users can access Salesforce without logging in again. This mechanism is called inbound SSO. Likewise, you can set up outbound SSO so that users who are logged in to Salesforce can access third-party apps and other services without logging in again.


Salesforce supports SSO from third-party identity providers. For SSO to work, you need an identity provider and a service provider to coordinate authentication and authorization information using SAML assertions.

For more information about SSO, refer to these resources.

- For an overview about how to set up and troubleshoot SSO, watch this video: [▶ Setting Up Single Sign-On \(23:31 minutes\)](#).
- For a tutorial about setting up SSO for your org, go to Trailhead: [Set Up Single Sign-On for Your Internal Users](#).
- For in-depth information, check out the SSO Implementation Guide, [Salesforce Single Sign-On Implementation Guide](#).

CHAPTER 7 Multi-Factor Authentication

Multi-factor authentication (MFA) is a secure authentication method that requires users to prove their identity by supplying two or more pieces of evidence (or factors) when they log in. One factor is something the user knows, such as their username and password. Other factors include something the user has, such as an authenticator app or security key. By tying user access to multiple types of factors, MFA makes it much harder for common threats like phishing attacks and account takeovers to succeed.



 **Note:** MFA was formerly called two-factor authentication or 2FA.

As an admin, you enable MFA through permissions or profile settings. Users register verification methods for MFA through their own personal settings. Registering more than one method is recommended.

As of February 1, 2022, Salesforce is requiring MFA for all users who log in to the Salesforce UI. For more information about this requirement, see [Announcement of the Future Requirement to Enable Multi-Factor Authentication \(MFA\)](#) and [Salesforce Multi-Factor Authentication FAQ](#).

For more information about configuring MFA, see these Help articles: [How to Roll Out Multi-Factor Authentication](#), the [Admin Guide to Multi-Factor Authentication](#), and the Trailhead Module [Secure Your Users' Identity](#).

You can also watch these MFA-related videos:

-  [Journey to MFA: Launch Multi-Factor Authentication | Salesforce](#)
-  [Lightning Login Overview \(English Only\)](#)

SEE ALSO:

[Salesforce Help: Personalize Your Salesforce Experience](#)
[Multi-Factor Authentication Customizations](#)

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

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

CHAPTER 8 Synchronize Your Salesforce and Active Directory Users with Identity Connect

In this chapter ...

- [Identity Connect](#)
- [Install Identity Connect](#)

Use Identity Connect to upload and synchronize user data from Active Directory to Salesforce. Identity Connect includes an administration console for managing and synchronizing users. You can set up single sign-on using Identity Connect so that users who sign into their desktop environment can use Salesforce without logging in separately.

For details on Identity Connect, see the [Salesforce Identity Connect Release Notes and User Guide](#).

To test Identity Connect, sign up for a [Salesforce trial](#).

To learn how to download and install Identity Connect to synchronize your Active Directory users with your Salesforce users, watch [Integrating Active Directory with Salesforce using Identity Connect](#).

For more in-depth learning, see the Trailhead module, [Identity Connect Basics](#).


Identity Connect

Identity Connect integrates Microsoft Active Directory (AD) user accounts with Salesforce user records. When a user account is created or updated in AD, Identity Connect pushes those updates to the Salesforce user record seamlessly and instantaneously. For example, when a user is created in AD, the Salesforce user record is created as part of the provisioning process. When deprovisioned, the user's Salesforce session is revoked immediately. You can also use Identity Connect for single sign-on to Salesforce.

Identity Connect runs as a service on either Windows or Linux platforms.

Install Identity Connect

Your IT department installs Identity Connect on a server for all licensed users to access. Before installing Identity Connect, create an Identity Connect integration user record in Salesforce. This user record isn't actually a user, but instead, it's used by Identity Connect to integrate AD user account updates with Salesforce user records. We recommend using the Identity Connect integration user solely for Identity Connect integrations.

 **Important:** As of the Winter '22 release, we are deprecating Identity Connect 2.1 and Identity Connect 3.0.1.2, and you can no longer download these versions of the product. We recommend that you upgrade to Identity Connect 7 before the Winter '22 release. Before you do, make sure that you have the latest version of the Identity Connect managed package installed.

To install Identity Connect, you must have at least one Identity Connect license. Contact Salesforce to purchase Identity Connect.

1. From Setup, in the Quick Find box, enter *Identity Connect*, and then select **Identity Connect**.

 **Note:** Identity Connect doesn't appear in Setup until Salesforce adds the feature.

2. Click the download link that corresponds to your operating system and Identity Connect version.
3. For Identity Connect 3.0.1.2, you must also complete these steps:
 - a. To install the managed package, click the link.
 - b. Assign the Identity Connect 3 Integration permission set to the appropriate connected app and Identity Connect integration user. This permission set gives read and write access to the IC Group and IC Permission Set user field permissions. These fields are required to update user records with Identity Connect.

 **Note:** To sync non-admin users with Identity Connect 3.0.1.2, select **Install for all users** or **Install for select profiles** during installation.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available for an additional cost in: **Enterprise**, **Performance**, and **Unlimited** Editions. **Developer** Edition includes 10 Identity Connect permission set licenses.

EDITIONS

Available in: both Salesforce Classic ([not available in all orgs](#)) and Lightning Experience

Available for an additional cost in: **Enterprise**, **Performance**, and **Unlimited** Editions. **Developer** Edition includes 10 Identity Connect permission set licenses.

USER PERMISSIONS

To install Identity Connect:

- Manage Users

To integrate AD user accounts with Salesforce user accounts:

- Identity Connect 3 Integration

4. Install Identity Connect. For help, see the appropriate version of the Salesforce Identity Connect Implementation Guide:
 - [Salesforce Identity Connect 3.0.1.2 Release Notes and Implementation Guide](#)
 - [Salesforce Identity Connect 2.1.0 Release Notes and Implementation Guide](#)

CHAPTER 9 Customer 360 Identity

In this chapter ...

- [External Identity License Details](#)

Another group of users that access your Salesforce orgs and Experience Cloud sites include your customers, prospective customers, patients, partners, and dealers. We sometimes refer to these users as external users because they are outside the company network, but most often we call these users customers and partners.

Customers and partners can connect with your company through one of several channels: the web, an app, an API, a device, or a product. Customer 360 Identity helps your company recognize these users across all channels and build a multidimensional picture of them. They're no longer inert, isolated chunks of identity information in your contacts database. Now they're real users who can log in and interact with other engaged members of your company's vibrant online community.

Customer 360 Identity is available when you purchase the [External Identity license](#). Customer 360 Identity enables customers and partners to self-register, log in, update their profile, and securely access web and mobile apps with a single identity. Plus, you can customize Customer 360 Identity to your specific business process and brand using the power of the Salesforce Platform.

With Customer 360 Identity, you can take advantage of out-of-the-box SSO capabilities for popular social networks. So your customers and partners can sign in to your site using their credentials from Facebook, LinkedIn, Twitter, or another social provider. You can even use this feature to register new user accounts automatically, without requiring customers to fill in a form. And your customers and partners can use SSO to move seamlessly between your sites and a third-party website without encountering disruptive login screens.

Customer 360 Identity is part of the Salesforce Platform. It harnesses the power of the platform to give a complete and consistent picture of each customer to multiple divisions of your business. For example, you can configure SSO to create both a new user and an associated contact record. Then you can kick off an email communication campaign to drive engagement. Or you can open a task to remind an account executive to give the new customer a welcome call.

External Identity License Details

Customer 360 Identity is available when you purchase the External Identity license. You can purchase the External Identity license in blocks of active users. These users are typically consumers of your business, such as customers, purchasers, patients, partners, and dealers.

With Customer 360 Identity, customers and partners can self-register, log in, update their profile, and securely access web and mobile apps with a single identity. Plus, Customer 360 Identity is customized to your specific business process and brand using the power of the Salesforce Platform. And you can use the product to store and manage customer and partner user records and to authenticate these users in several ways.


The External Identity license works with Community licenses. It's also included for free with all paid Community user licenses in Enterprise, Performance, and Unlimited Editions. Each Developer Edition org includes five External Identity user licenses. You can upgrade the External Identity license to a Community license to benefit from Experience Cloud features, including Cases, Contracts, Notes, Orders, and Tasks. The External Identity license requires unique usernames within the Salesforce org that an Experience Cloud site belongs to.

We recommend that the number of External Identity license users in your Experience Cloud site not exceed 10 million unique logins per month. If you require user licenses beyond this limit, contact your Salesforce representative. Exceeding this limit can result in an extra charge and decrease expected functionality.

External Identity User Profile

When you purchase the External Identity license to enable access to Customer 360 Identity, you also get access to the External Identity User profile. This profile defines a set of object permissions that you can assign to a customer or partner. It also defines a default External Identity User profile, which contains a more limited set of object permissions. For example, with the default profile, users can read accounts. With the full license, users can read and update accounts.

You can increase object access by cloning the default profile and changing object permissions as needed.

 **Note:** The default External Identity User profile is limited to avoid unintended data leaks. This stricter default profile applies to users assigned to this profile as of Spring '19 and applies only to new Salesforce orgs. Users provisioned before Spring '19 aren't affected.

Salesforce Standard Objects

With an External Identity license, you can access several standard objects and 10 custom objects to deliver powerful self-service applications. The license includes extra data storage and API requests. Make sure that your org has sufficient resources before rolling out your Customer 360 Identity configuration. This table lists all the object permissions that you can assign to customers and partners, and which ones are available with the default license.

	Create	Read	Update	Delete	Default Profile
Accounts		✓	✓		Read
AccountBrands	✓	✓	✓	✓	Not Available
Accreditations	✓	✓	✓		Not Available

EDITIONS

Available in: Salesforce Classic and Lightning Experience

External Identity licenses are available in: **Enterprise, Performance, Unlimited, and Developer** Editions

USER PERMISSIONS

To assign and manage customers and partners:

- Manage Users

To enable Experience Cloud sites:

- Customize Application

	Create	Read	Update	Delete	Default Profile
Addresses		✓			Not Available
Assets	✓	✓	✓		Create, Read, Update
Contacts	✓	✓	✓		Read, Update
Documents		✓			Read
Household	✓	✓	✓		Not Available
Individuals	✓	✓	✓		Read, Update
Location		✓			Not Available
Party-Related Party	✓	✓	✓		Not Available
Party Relationship	✓	✓	✓		Not Available
Plan Benefit		✓			Not Available
Plan Benefit Item		✓			Not Available
Questions	✓	✓			Not Available

Salesforce Features, Custom Objects, and Storage

Chatter

People, Groups, Feeds, and Private Messages

Files

- 2 GB when uploaded via the web interface
- 100 MB when uploaded from a mobile device

Custom Objects

Ten custom objects per profile, but custom objects in managed packages don't count toward this limit

Additional Storage

- 150 MB—25,000 active users
- 2 GB—250,000 active users
- 10 GB—1,000,000 active users
- 60 GB—5,000,000 active users

CHAPTER 10 Monitor Apps and Run Reports

In this chapter ...

- [Create an Identity Users Report](#)

Monitor connected apps and set up reports to track app usage by user, app, time, or other values.

After you've set up connected apps for your Identity users, you can monitor the usage of connected apps throughout your org. You can find out how often the apps are used, change connected app settings, and block or unblock apps as your security needs change.

Create an Identity Users Report

Salesforce maintains Identity event logs that you can use to create reports and dashboards to provide information about single sign-on and connected app usage.

Follow these steps to set up a report about Identity users. After that, you can create the same steps to set up more than one variation of the same report type, or create a dashboard for the report. For more information, see “Get Started with Dashboards” in *Salesforce Help*.

 **Note:**  [Single Sign-On and Access Management for Mobile Applications](#) (13:17 minutes)

Learn how to create reports for monitoring mobile Identity users and usage. First, this video covers creating and deploying mobile connected apps. Then, it shows how to set up reporting for connected apps usage.

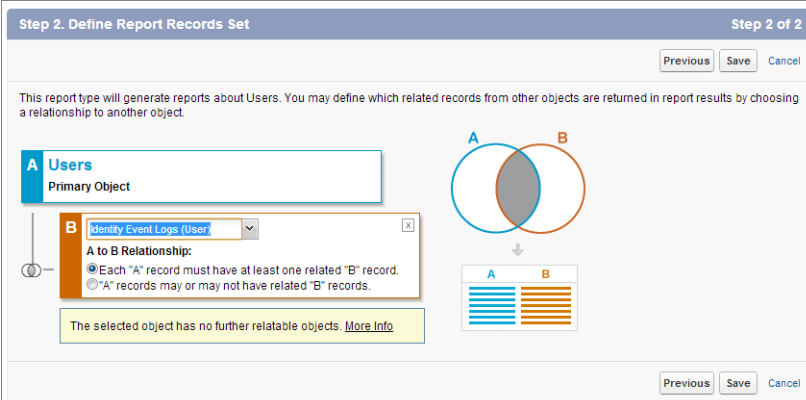
EDITIONS

Available in: Salesforce Classic and Lightning Experience

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

Establish a new report type

1. From Setup, enter *Report Types* in the Quick Find box, then select **Report Types**.
2. Click **New Custom Report Type**.
3. Enter the following values.
 - a. Primary Object: **Users**
 - b. Report Type Label: A unique label, such as *Identity Users*
 - c. Report Type Name: This field automatically uses the label; change it if you want a different name.
 - d. Description: Give it a useful description.
 - e. Store in Category: Pick a category for this report, such as **Administrative Reports**.
 - f. Deployment Status: Keep as **In Development** until you’re ready to deploy this report for other users to see.
4. Click **Next**.
5. Select **Click to relate to another object**.
6. Select **Identity Event Logs (Users)**.




The screenshot shows the 'Step 2. Define Report Records Set' dialog box. At the top, it says 'Step 2 of 2' and has 'Previous', 'Save', and 'Cancel' buttons. Below that, a message states: 'This report type will generate reports about Users. You may define which related records from other objects are returned in report results by choosing a relationship to another object.'

The main area contains two fields: 'A Users Primary Object' and 'B Identity Event Logs (User)'. To the right is a Venn diagram with two overlapping circles, A and B. Below the diagram are two radio button options for 'A to B Relationship':

- Each "A" record must have at least one related "B" record.
- "A" records may or may not have related "B" records.

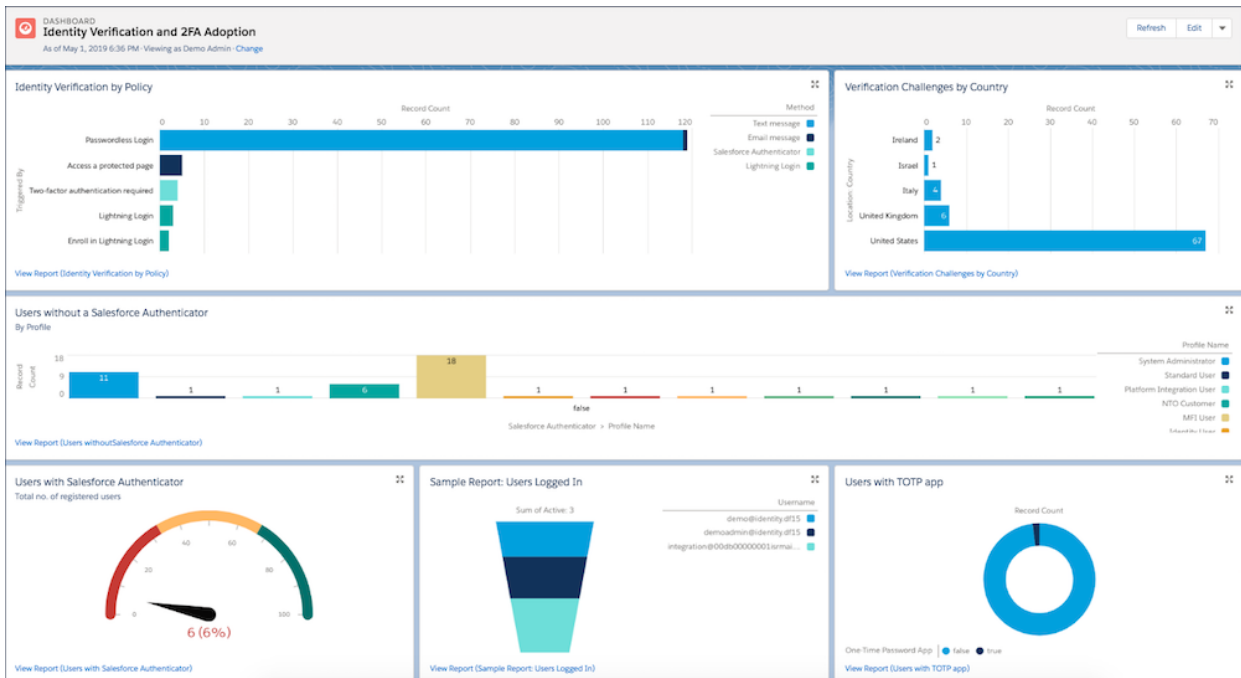
At the bottom, a yellow message box says: 'The selected object has no further relatable objects. [More Info](#)'. There are 'Previous', 'Save', and 'Cancel' buttons at the bottom right.

7. Click **Save**.
8. Create a report based on the Identity Users report type.

- a. From App Launcher, search for Reports.
- b. Click **New Report**.
- c. For Report Types, select **Identity Users**.
 -  **Note:** A new report opens for editing. If you don't get any results, click **All Time**.
- d. Under Columns, select fields to get Identity information, such as Username, User ID, Identity Used, App: Connected App Name, Timestamp, and User Type.
- e. Click **Save** and name the report.
- f. Click **Save**, or click **Save and Run Report** to see the results immediately.

9. Create a dashboard based on your report.

 **Example:** Here's a dashboard based on a few identity-related reports.



CHAPTER 11 Get More Information About Salesforce Identity, Single Sign-On, and Security

Here are more sources of information about Salesforce Identity.

Salesforce Identity also supports external identities for partners and customers.

Use the following links for other useful resources.

- [Salesforce Identity product page](#)
- [Trailhead: Identity Basics](#)
- [Trailhead: User Authentication](#)
- [Salesforce Identity "How To" videos](#)
- [Security Single Sign-On Implementation Guide](#)
- [Understanding Authentication](#) in the *REST API Developer Guide*
- [Salesforce Identity Connect 3.0.1 Release Notes and Implementation Guide](#) or [Salesforce Identity Connect 2.1.0 Release Notes and Implementation Guide](#)

INDEX

A

Active Directory [55–56](#)

E

external identity provider [53](#)

I

Identity

 links to more information [64](#)

 reports [61–62](#)

 scenario [3](#)

Identity Connect [55](#)

M

Multi-factor authentication [54](#)

P

Password

 change user [54](#)

 identity verification [54](#)

 login verification [54](#)

 multi-factor authentication [54](#)

permission set licenses [56](#)

Permission set licenses [56](#)

T

Two-factor authentication [54](#)

U

User setup

 change password [54](#)