

# Field Service Lightning Setup Instructions

1. Open the email you received from SHFB



Thank you for signing up to be a Second Harvest of Silicon Valley home delivery driver.

[Please click here to set up your personal password.](#) You will use this password when logging into the Field Service Lightning App (smart phone app you will use throughout your shift to get routing information and mark delivery progress). **Please create your password as soon as possible, this link is only live for 24 hours after it is sent.**

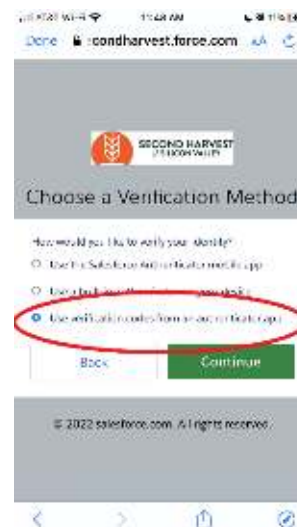
Username (your personal email with .driver added to the end):  
vargasdelman@gmail.com.driver

If you have questions about your username or password, please contact Home Delivery Coordinator Jennifer Godinez Maldonado

2. Select “Choose another verification method”



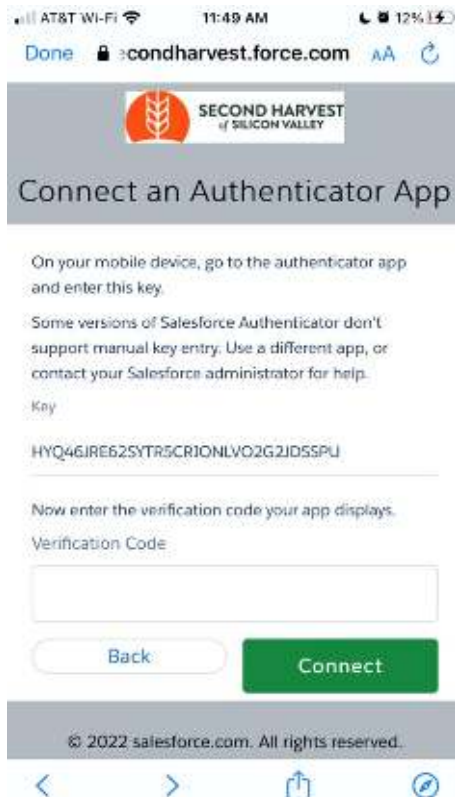
3. Select “Use verification codes from an authenticator app”



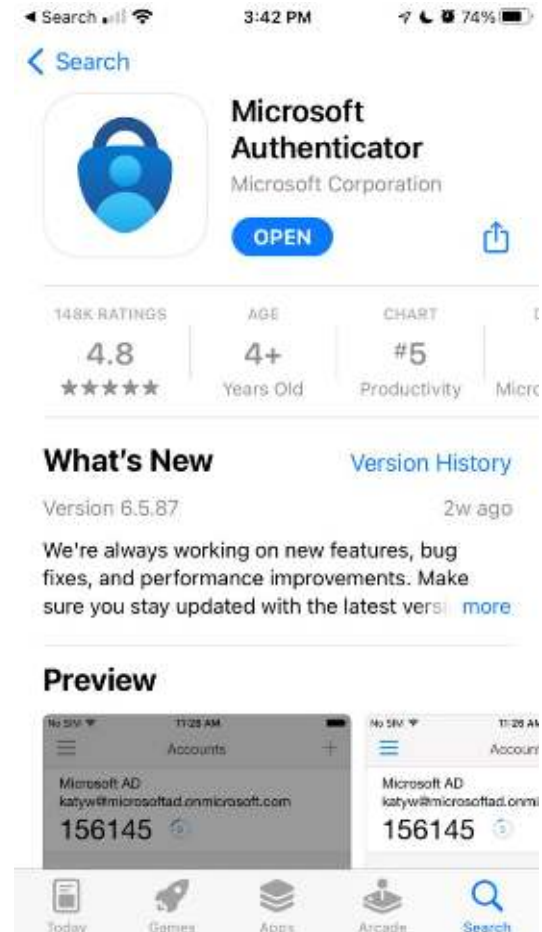
#### 4. Click “I can’t scan the QR code”



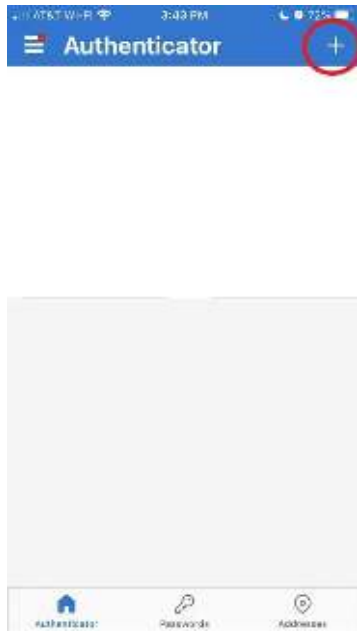
#### 5. Copy the Key (double click)



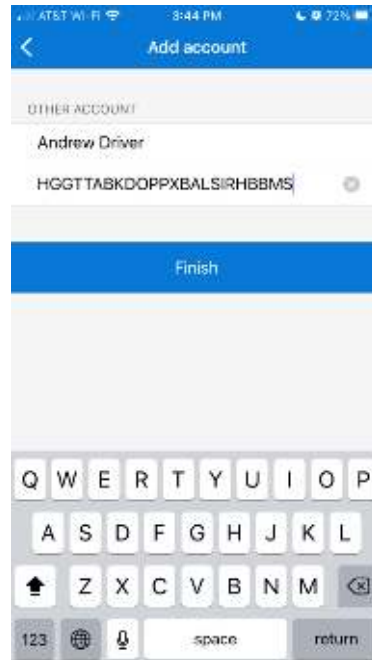
#### 6. Open the App store (or Google Play Store for Android). Download Microsoft Authenticator



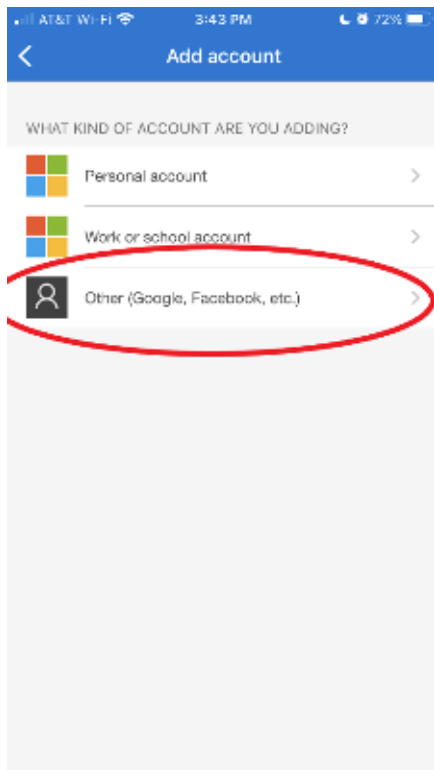
7. Open Microsoft Authenticator and press +



9. Enter your name and paste the key you copied in step 5



8. Add Other account



10. Copy the 6-digit authenticator code (click on it)



11. Return to your internet browser and paste this code.

*Note: you'll need to complete this step twice.*

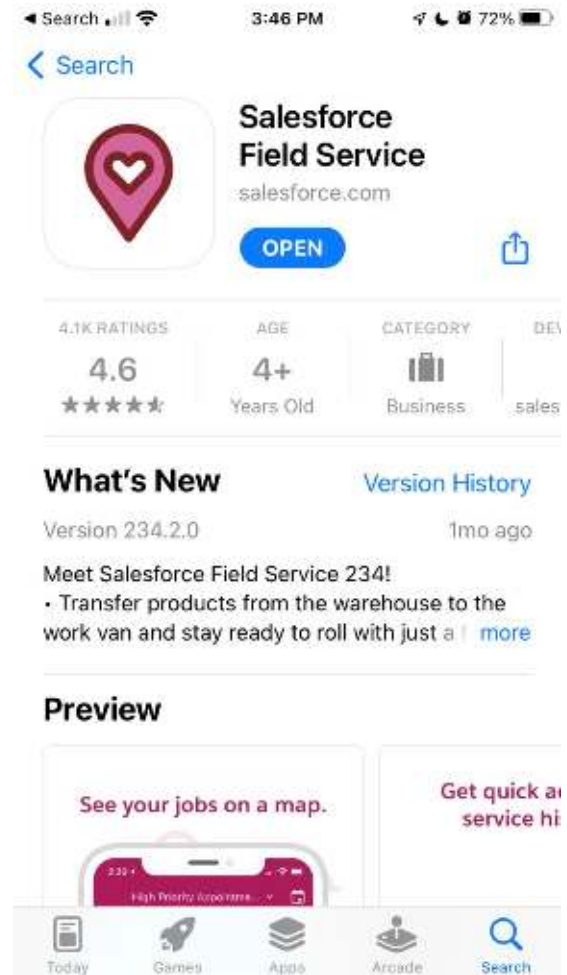


12. Choose a password



13. Open the App store (or Google Play Store for Android).

## Download Salesforce Field Service



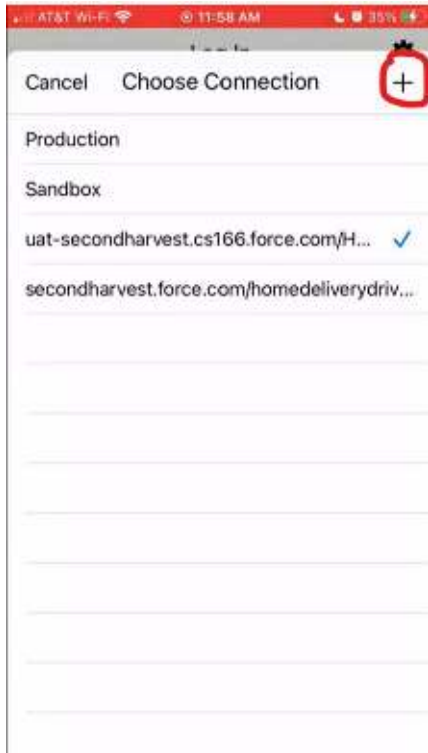
## Salesforce Field Service QR Codes

*iPhone*

*Android*



14. Click the Cog icon (top-right) and press the + icon



15. Copy/paste the following URL:

[secondharvest.force.com/homedeliverydriver](https://secondharvest.force.com/homedeliverydriver)

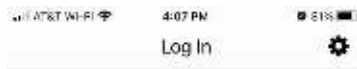


Congratulations! Setup complete!

# FSL Login Instructions

1. Enter username + password in Field Service.

Your username can be found in the email you received. **It ends in “.driver”**



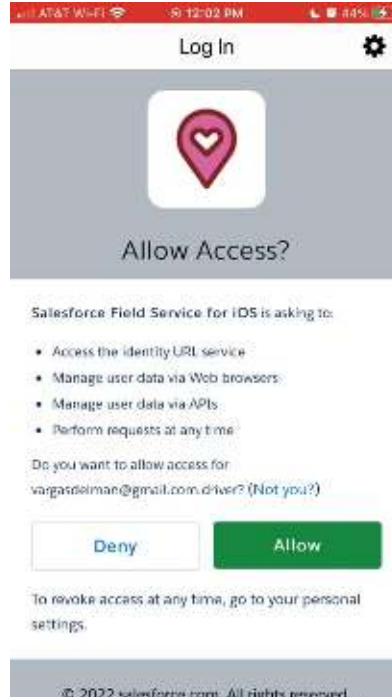
2. Open up Microsoft Authenticator and copy the code



3. Switch back to Field Service and paste the code



4. Allow access



## 5. Allow the app to share the following information:

- Location (choose ‘**Always**’ when sharing)
- Background App Refresh
- Notifications
- Cellular Data



## Reminder:

Each time you log out of the FSL app, you will need to use the authenticator to log back in.

## Note about Service Appointments:

Service Appointments will be visible at the **start of your shift**.

They may not be visible before then. (So don't worry if you log-in early and don't see any appointments.)

## 6. Success! You can now see your service appointments for the day



# How to Reset Your Password

If you forget your password, do not attempt to log-in multiple times with different passwords. The app may lock you out.

Instead, reset your password.

## 1. Click on 'Forgot your Password'



## 2. Enter the email you used to create the account. (Your original email, not the ".driver" version)



## 3. Copy the verification code from your email into the FSL app



## 4. Reset your password

## 5. Login to FSL (see steps above)

*Note: if these steps don't work, you can also visit this URL to reset your password:*

[secondharvest.force.com/homedeliverydriver](https://secondharvest.force.com/homedeliverydriver)