Trust Notification Guide

What are Trust Notifications?

Trust Notifications are near real-time email notifications regarding incidents and maintenance posted to our Trust status site, https://status.salesforce.com. Anyone can self-subscribe to Trust Notifications and tailor their subscription settings to the instances and types of events of which they want to be notified. Trust Notifications are sent from alerts@mail.salesforce.com.

How to Subscribe to Trust Notifications

Follow steps 1 - 7 to subscribe.

Step 1: Go to https://status.salesforce.com

Step 2: Search for Your Instance (2 ways)

Step A: Search by Instance, My Domain, POD, or MID
Step B: Select a Product and then Select an Instance
Step 3: Click Subscribe to Notifications

Step 4: Check your email for the authentication link
Step 5: Click “Create New” to add a subscription

![Image of Salesforce interface with Create New button highlighted]

Step 6: Select Instance, Choose an Instance to subscribe, and click next

![Image of Create Subscription interface with Instance selected and list of instances]

6
Or Select General Message and click next

For General Message Subscription, confirm delivery

Step 7: Customize the types of Notifications and click Submit

**Select the services and types of notifications you want to receive. In some areas we support SMS in addition to email for notification. If SMS is available, the SMS tab will be selectable and notifications can be customized independently.**
Create Subscription
CS195

I would like to receive notifications via:

- [ ] Email
- [ ] SMS

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<th>Performance Degradation</th>
<th>Maintenance</th>
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How To Manage Your Subscription Settings

Step 1: Visit the Notification Center

You can manage your subscription settings through the Notification Center at status.salesforce.com by clicking Log In under the User Icon in the upper right-hand corner. A link to the Notification Center will also be included in your confirmation email(s) and at the bottom of each Trust Notification.

Step 2: You can subscribe to adjust notifications using the icons on the right; unsubscribe from all notifications by clicking the “Unsubscribe All“ button; create a new subscription by clicking the ”Create New“ button
Step 3: You can customize your notification preferences per instance by clicking the pencil button on the right of the instance and then selecting your Service and Severity preferences
Additional Information

Language preferences

Trust Notifications are sent in every language supported on the trust site. Subscribers can choose their preferred language upon subscribing and when managing their subscription (Step 5 above). In order to provide timely and accurate status updates, not all Trust Notification content may be translated.

Sandbox Notifications
Your subscription settings will not be automatically adjusted when you refresh your sandbox. When refreshing your sandbox, we recommend verifying your new sandbox instance and updating your subscription settings to continue to receive status updates most relevant to you.

**Instance Refreshes**

Prior to an instance refresh, Salesforce will auto-subscribe existing subscribers of the source instance to the destination instance(s). Please note, if an instance is being split into two instances, subscribers will be subscribed to both destination instances and will need to update their subscription preferences at their earliest convenience.

**Org Migrations**

Your subscription settings will not be automatically updated following an org migration. We recommend updating your subscription settings as soon as you are informed of your new instance to continue to receive status updates most relevant to you.