



Salesforce Trust Status

Notification Guide

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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.

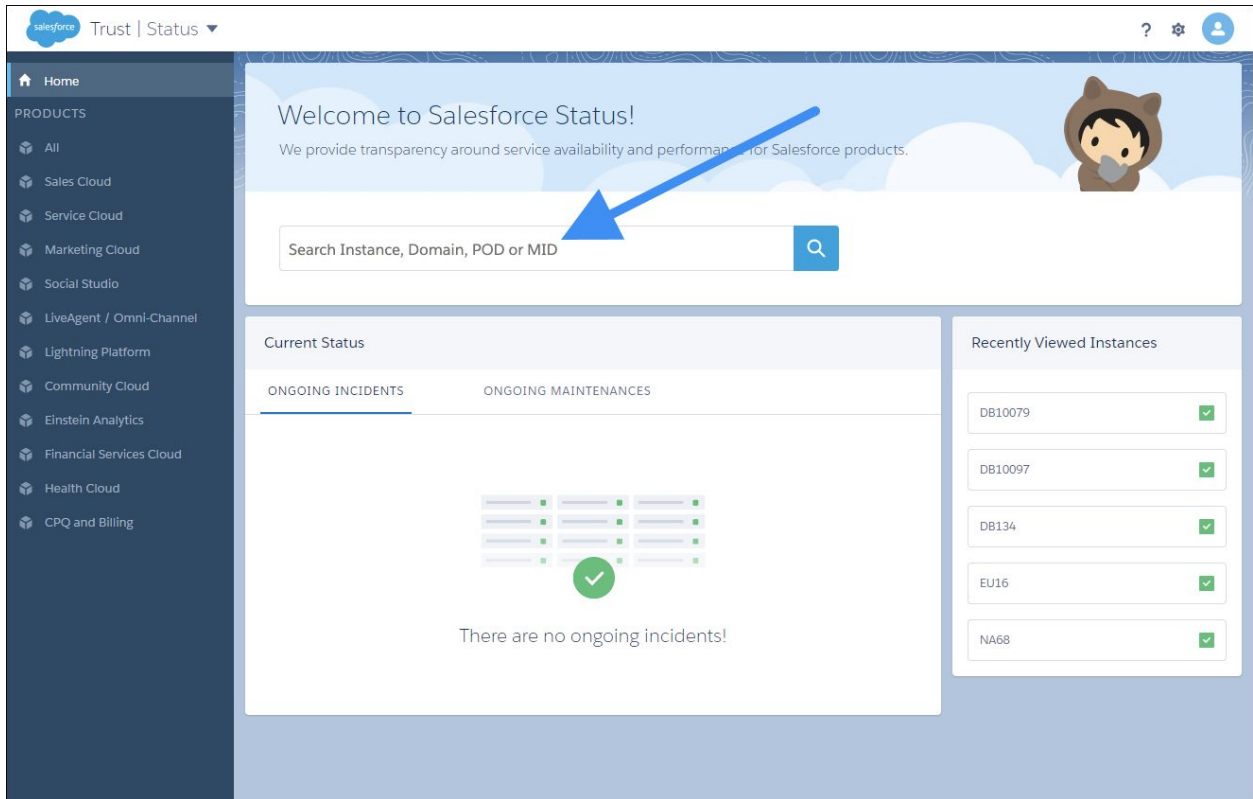
How to Subscribe to Trust Notifications

Follow steps 1 - 7 to subscribe.

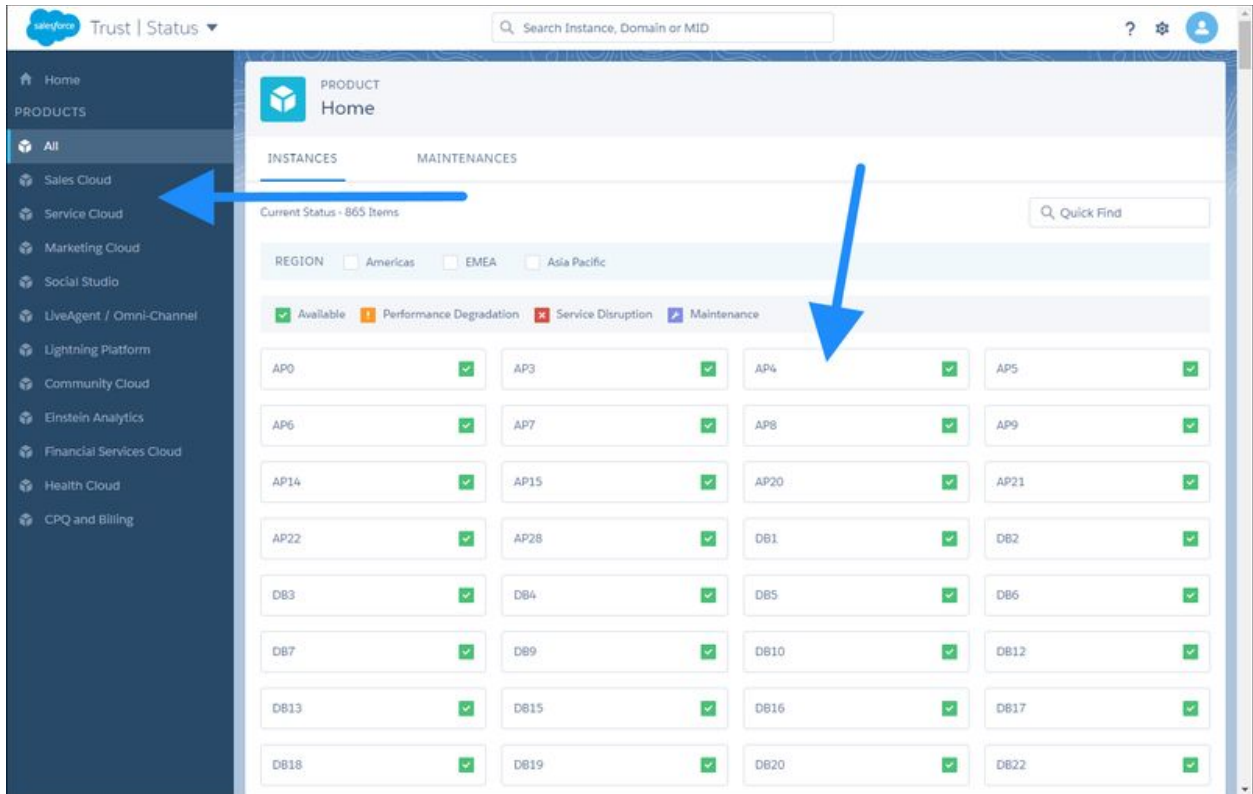
Step 1: Go to <https://status.salesforce.com>

Step 2: Search for Your Instance (2 ways)

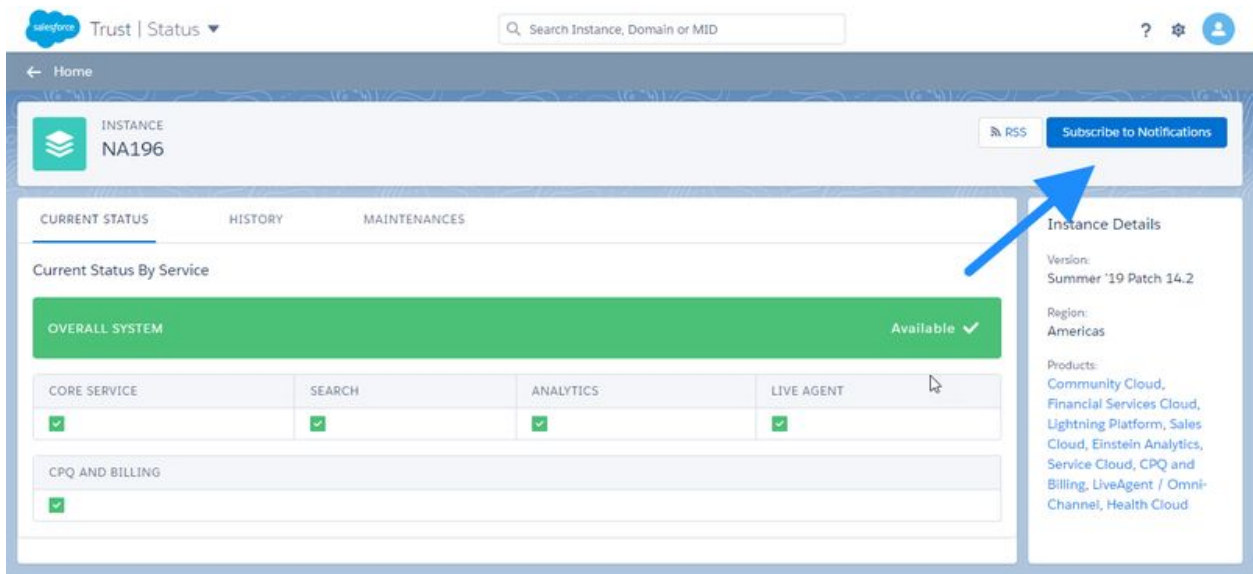
Step A: Search by Instance, My Domain, POD, or MID



Step B: Select a Product and then Select an Instance



Step 3: Click Subscribe to Notifications

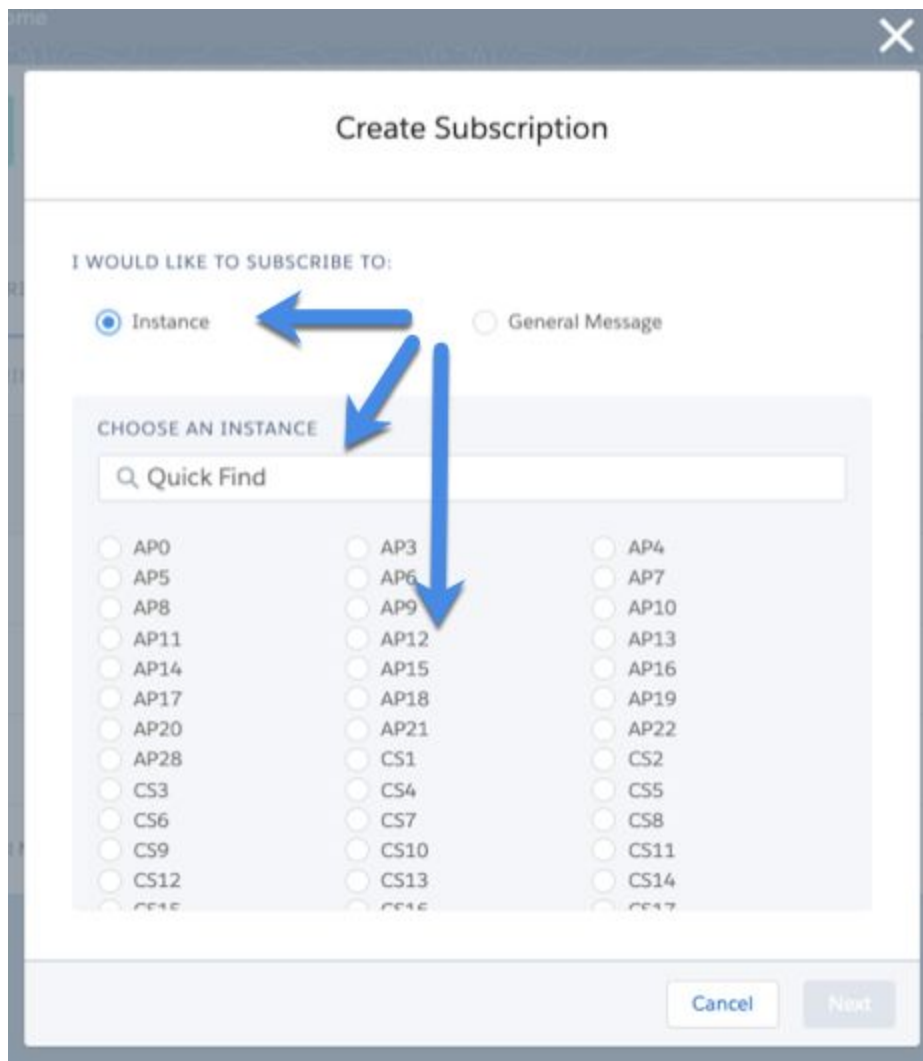


Step 4: Check your email for the authentication link

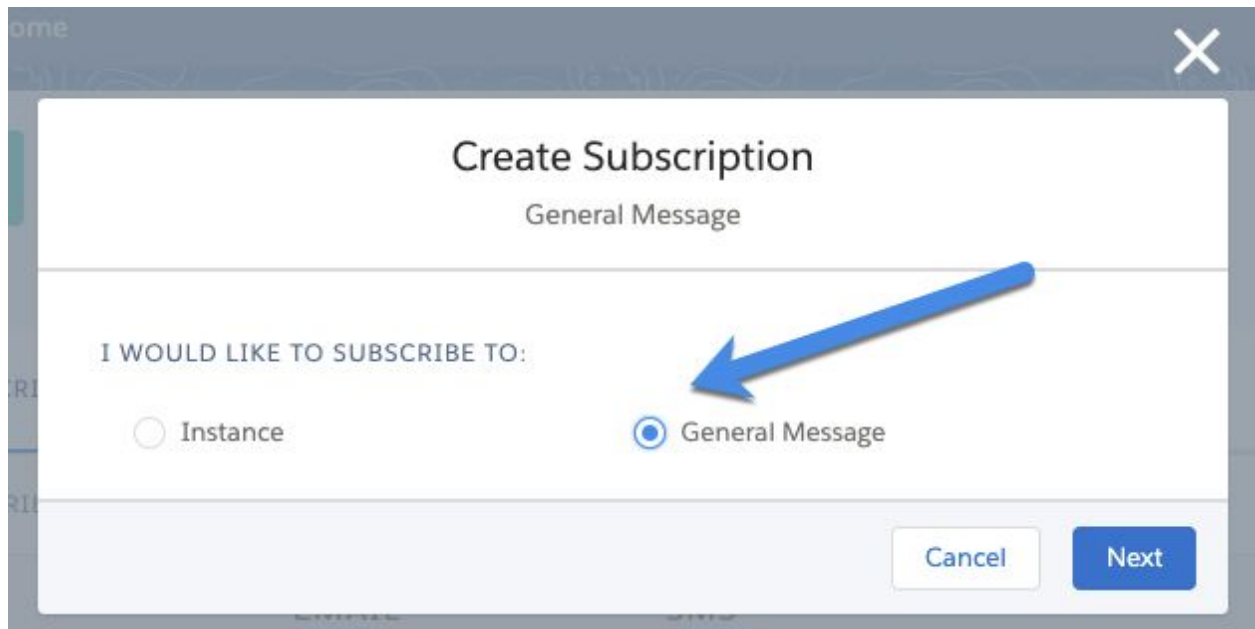
Step 5: Click “Create New” to add a subscription



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



Or Select General Message and click next



The screenshot shows a dialog box titled "Create Subscription" with a subtitle "General Message". Below the title, there is a section labeled "I WOULD LIKE TO SUBSCRIBE TO:" with two radio button options: "Instance" and "General Message". The "General Message" option is selected, indicated by a blue dot and a blue arrow pointing to it. At the bottom right of the dialog, there are two buttons: "Cancel" and "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



<input checked="" type="checkbox"/> ALL SERVICES	<input checked="" type="checkbox"/> Service Disruption	<input checked="" type="checkbox"/> Performance Degradation	<input checked="" type="checkbox"/> Maintenance
<input checked="" type="checkbox"/> SEARCH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> LIVE AGENT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CORE SERVICE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CPQ AND BILLING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> ANALYTICS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> EINSTEIN BOTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

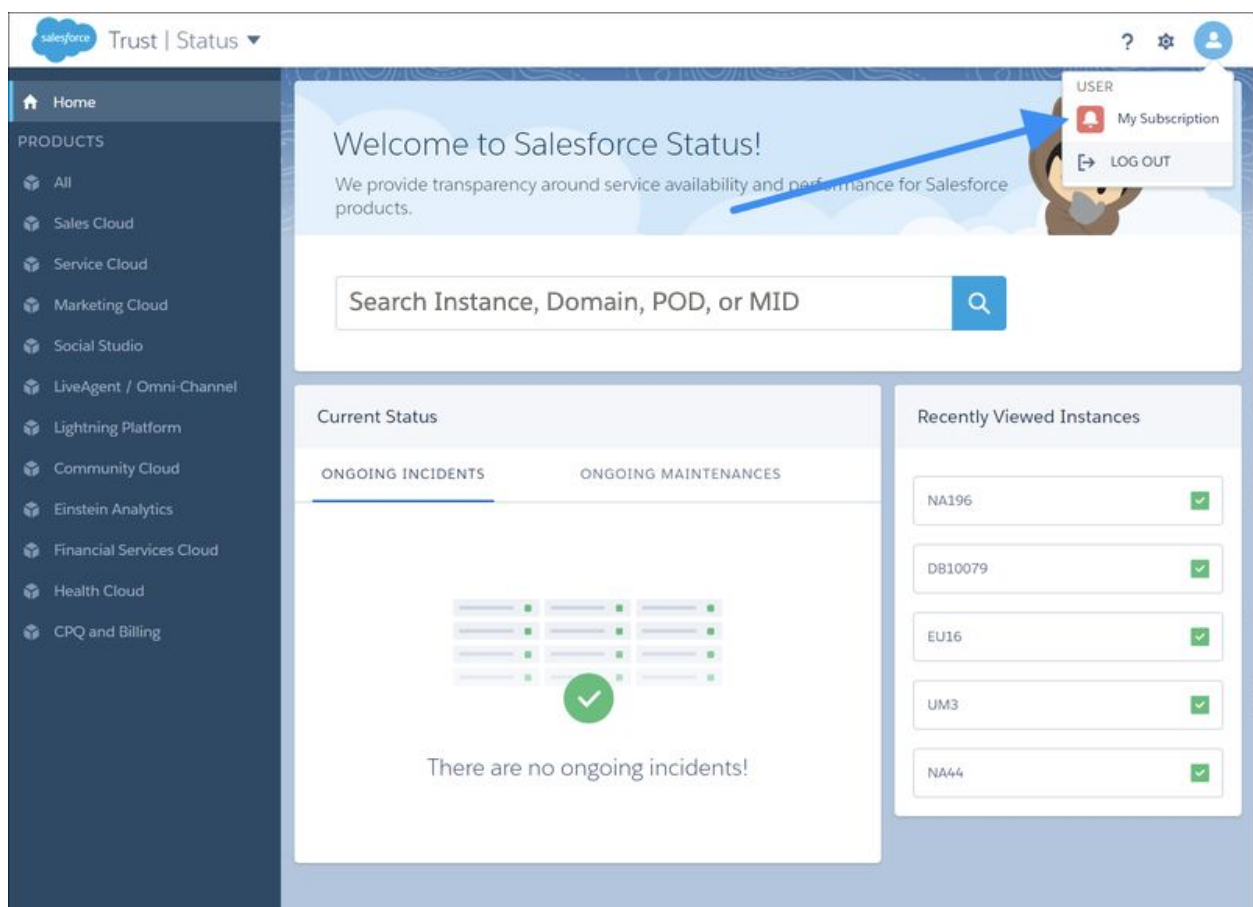
Back

Submit

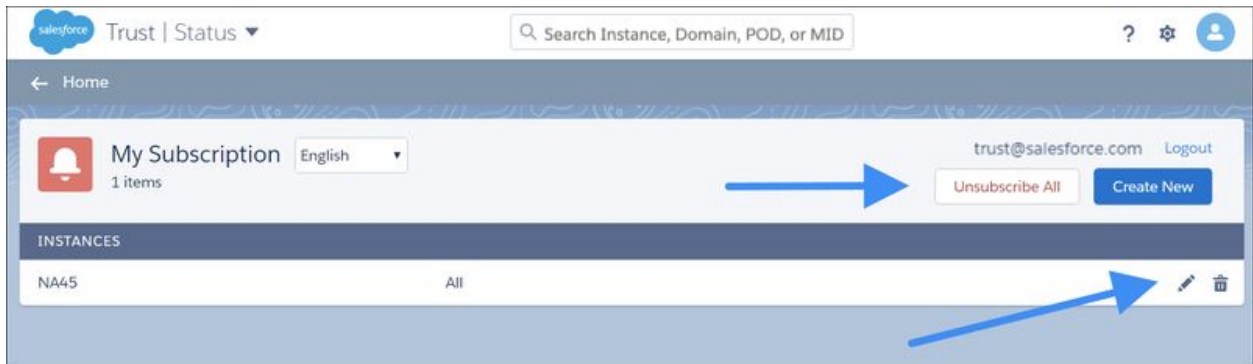
How To Manage Your Subscription Settings

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

✕

Edit Subscription

I would like to receive notifications via:

Email
SMS

	✕ Service Disruption	! Performance Degradation	🔧 Maintenance
<input checked="" type="checkbox"/> ALL SERVICES			
<input checked="" type="checkbox"/> CORE SERVICE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> LIVE AGENT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> ANALYTICS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> EINSTEIN BOTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SEARCH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CPQ AND BILLING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Close
Submit

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.