

# APP INSTALLATION GUIDE FOR SALESFORCEIQ INBOX

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# Install the SalesforceIQ Inbox on Mobile and Desktop

To get started with SalesforceIQ Inbox, simply install the app and connect your email account. This guide will outline the available platforms for SalesforceIQ Inbox and provide step-by-step instructions for installing and connecting your account.

Before you download the app, be sure that your Salesforce admin has completed the steps in the [Admin License Assignment Guide](#) to install the SalesforceIQ Inbox Control Panel, and has provisioned a license to your Salesforce account.

SalesforceIQ Inbox is available on both mobile and desktop. To get started, first install the app on whichever platform you use:



## Desktop

### Gmail Users:

Install the Chrome Extension from the [Chrome Webstore](#)

*\* Gmail Chrome extension only works with the Chrome browser. Only Outlook Web Access is available at this time.*

### Exchange & Office 365 Users:

Install in Outlook Online by following the instructions in Step 2.

*\* The Mobile app is available for Microsoft exchange 2010, 2013, 2016. Desktop is available for - Microsoft exchange 2013 and 2016. Only Outlook Web Access is available at this time.*

## Mobile

Available for Gmail, Exchange, and Office 365 users

- Install on iOS



- Install on Android



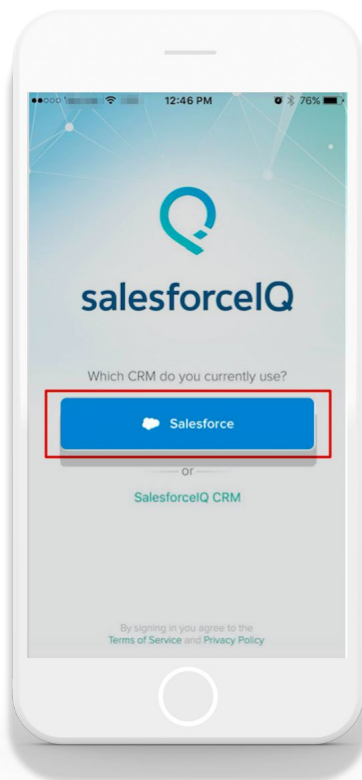
# iOS or Android

Once you've installed SalesforceIQ Inbox on your mobile, follow the onscreen prompts to log in with your Salesforce credentials, and connect your email account. You'll be ready to go in less than 1 minute!



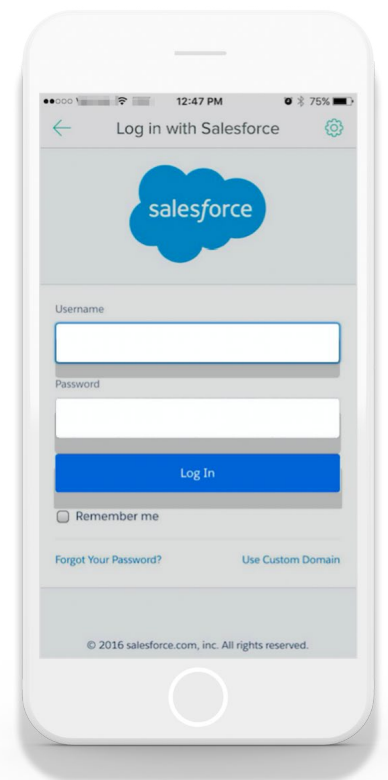
## 01

Open the SalesforceIQ Inbox app.



## 02

Tap the blue **Salesforce** button NOT the SalesforceIQ CRM link.



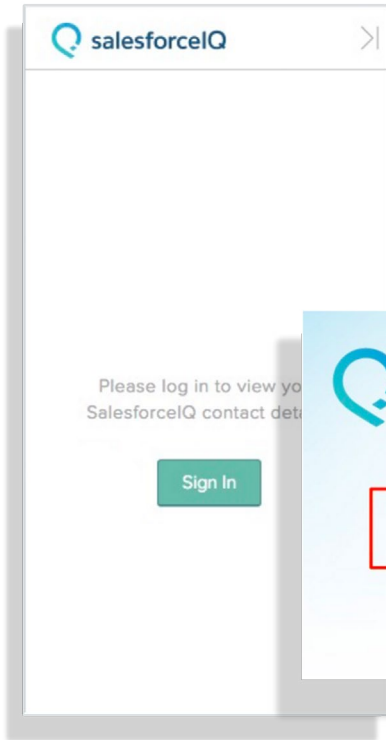
## 03

Login with your Salesforce username & password. Done!

# Gmail Chrome Extension

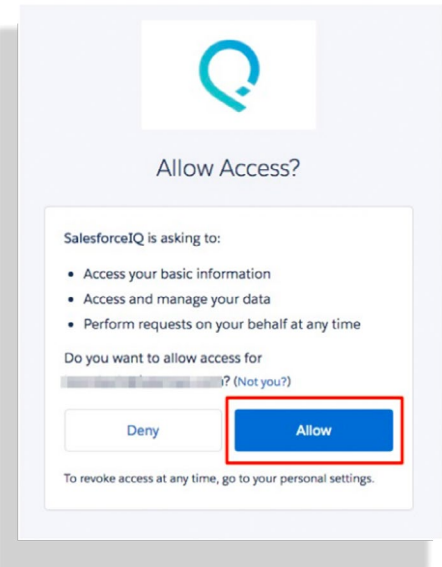
01

After installing the SalesforceIQ Inbox Chrome Extension, log into your Gmail account then click **Sign In** on the SalesforceIQ Inbox Chrome Extension panel on the right side of your Inbox.



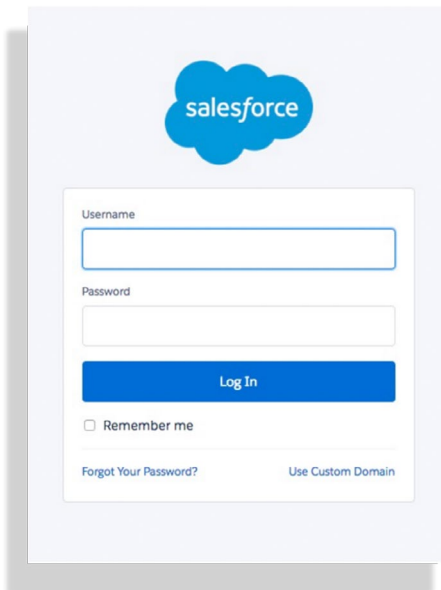
02

Click on the blue **Salesforce** button **NOT** the SalesforceIQ CRM link.



03

Login to your Salesforce account with your username and password.



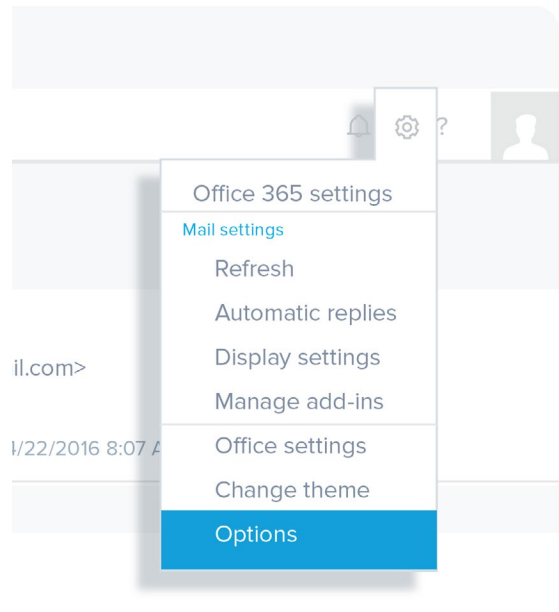
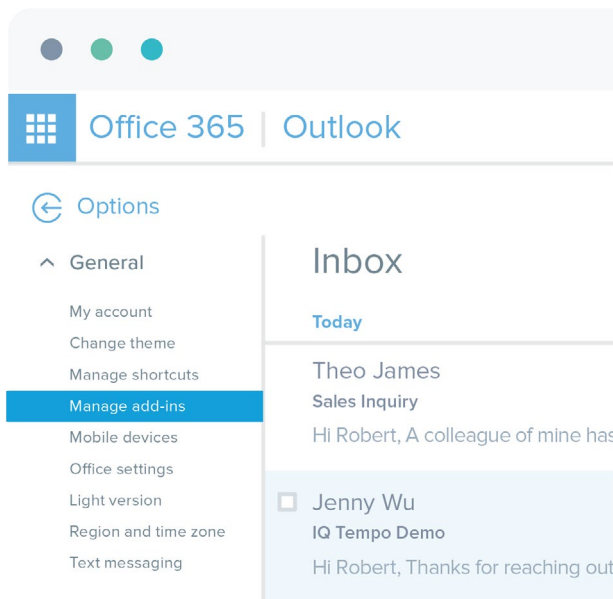
04

**Allow** Salesforce access to your account. You're now connected!

# Outlook

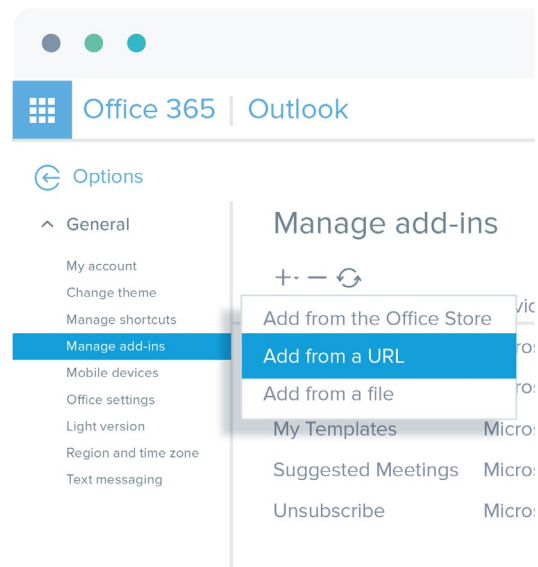
01

In Outlook, select the gear icon in the upper-right corner, and then select **Options**.



02

In the left panel, select **Manage add-ins**.



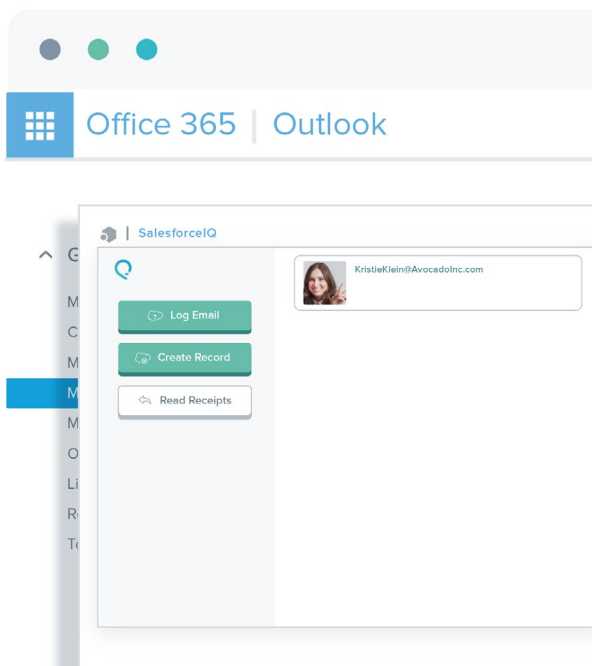
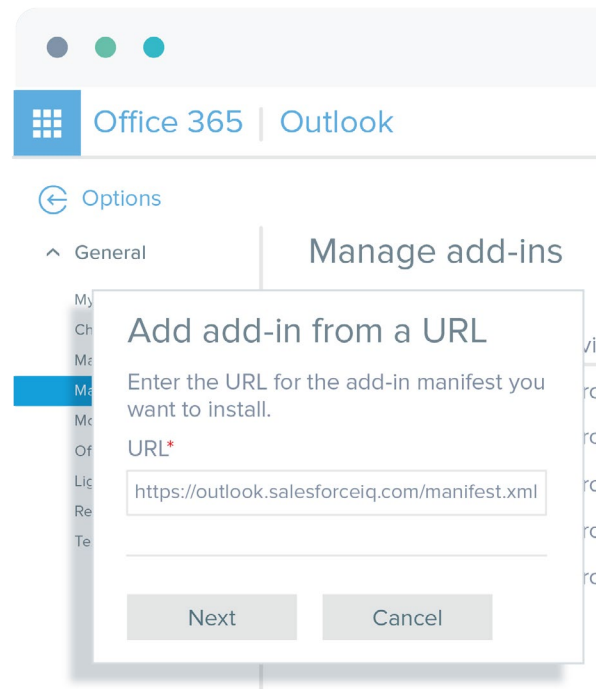
03

On the Manage Add-ins screen, click the **+** in the upper left corner, and then select **Add from a URL**.

# Outlook (Continued)

04

In the URL field, enter <https://outlook.salesforceiq.com/manifest.xml> and then click **Next**. Click **Install** and then click **Ok**.



05

Navigate back to your Outlook Mail, and you're ready to use

SalesforceIQ Inbox!

Now that you're ready to start using SalesforceIQ Inbox check out our [Inbox Best Practices Guide](#).

Still need help getting set up? Check our [help center](#) or email [support@salesforceiq.com](mailto:support@salesforceiq.com).

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