

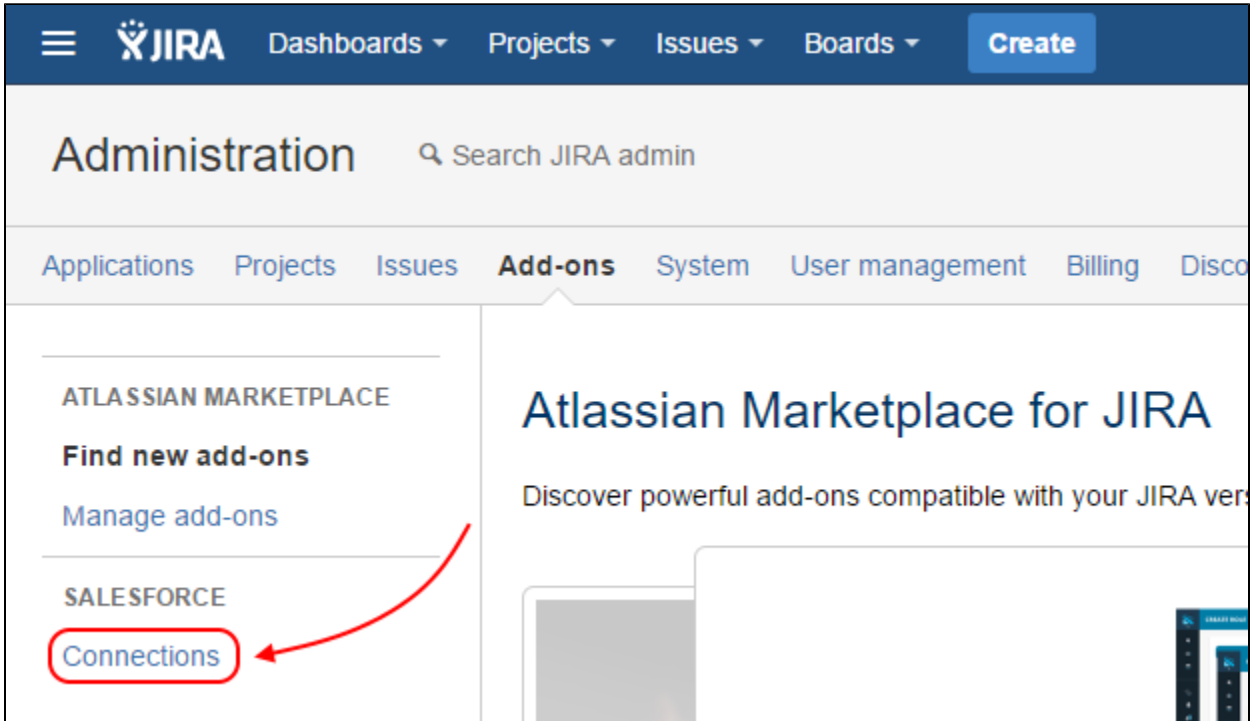
# Setting up a connection to Salesforce

This guide will help you set up a connection between Jira Service Desk and Salesforce.

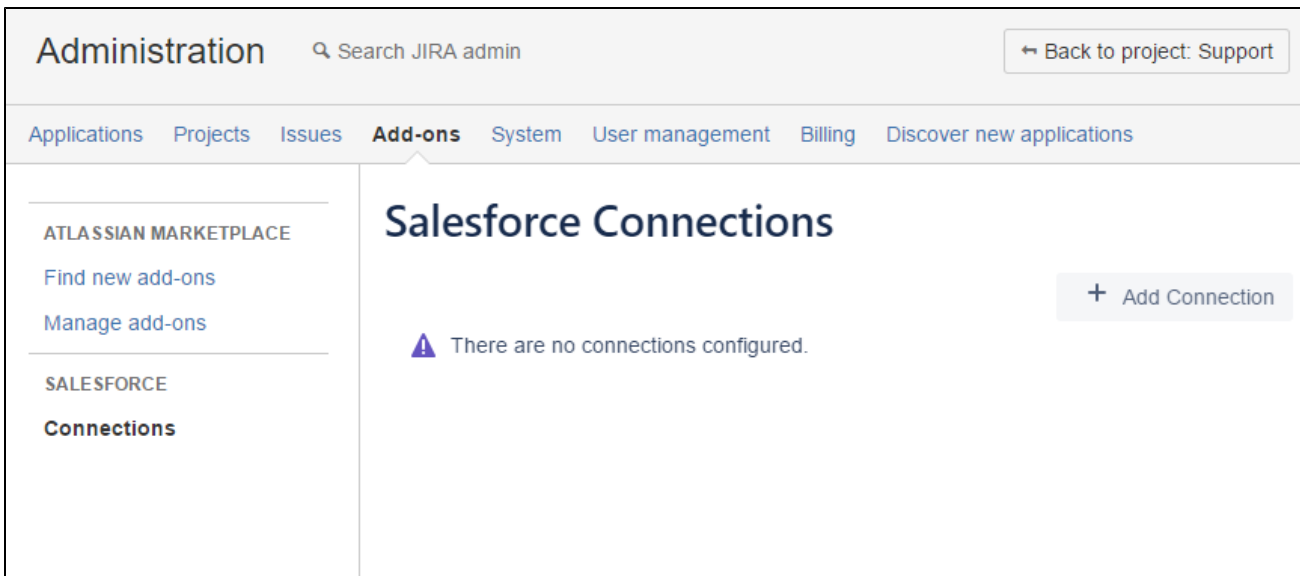
## Accessing the Salesforce connections screen

This guide assumes you have already installed the Connector beforehand.

1. Go to the **Cog Icon**  > **Add-ons**.
2. In the sidebar, under **Salesforce**, click **Connections**:

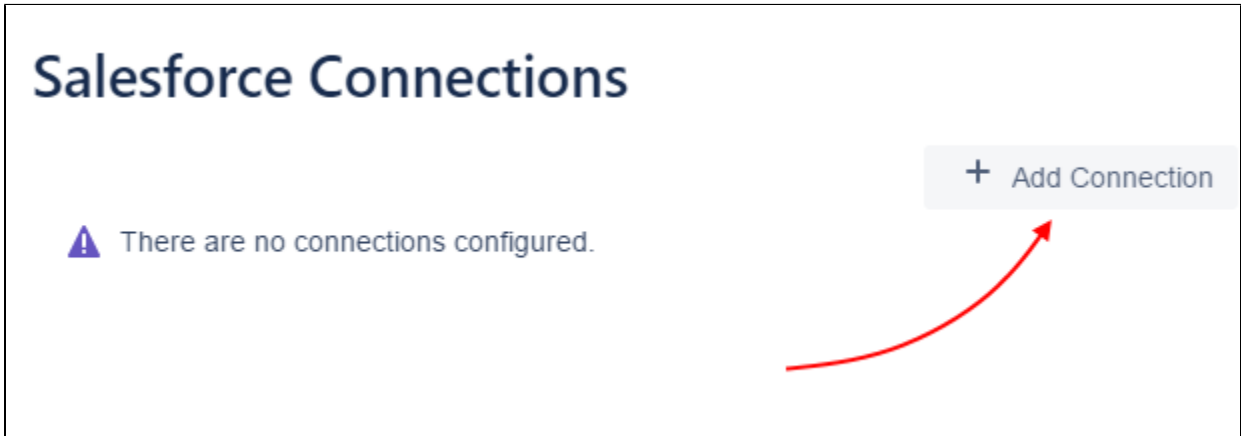


3. You will be taken to the **Salesforce Connections** screen:

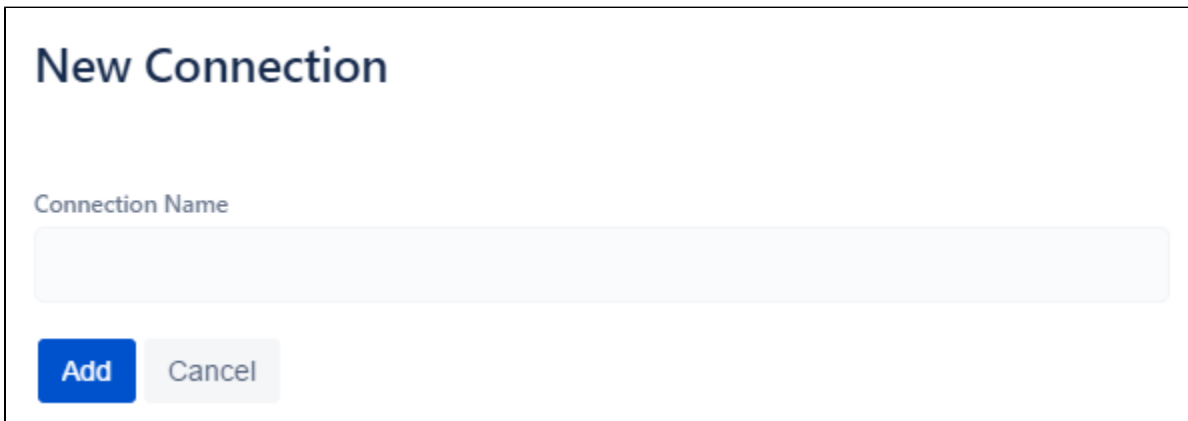


# Adding a Connection

1. On the Salesforce Connections screen, click **+ Add Connection**:

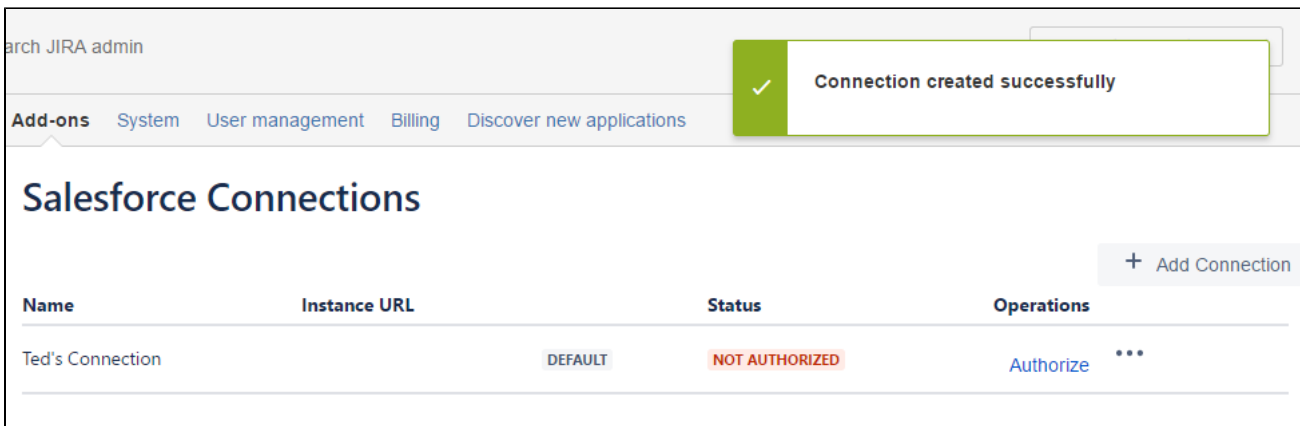


2. The **New Connection** dialog box will appear.



Type in a suitable name for your **New Connection**, then click **Add**.

3. You will now see your **New Connection** listed on the **Salesforce Connections** page.



4. You'll notice that the Status is **NOT AUTHORIZED** so let's go ahead and click **Authorize**.

5. The **Authorize Connection** dialog box will appear.

# Authorize Connection

Production  Sandbox

[Authorize](#) [Cancel](#)

Choose either **Production** or **Sandbox**, then click **Authorize**.

- 6. You will be asked to log in to Salesforce. Provide your credentials and log in.
- 7. Once successful, you will see that the status will be set to **AUTHORIZED** on the **Salesforce Connections** screen.

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✓ Connection Ted's Connection successfully authorized.

## Salesforce Connections

[+ Add Connection](#)

Name	Instance URL	Status	Operations
Ted's Connection	https://ap1.salesforce.com	DEFAULT AUTHORIZED	Revoke Access ...

Congratulations! You have successfully connected Salesforce to Jira Service Desk.