

Getting Started with BCS Centre Management System

In this guide, we will be looking at how to get onto Salesforce and how to sign on, how to recover a lost password and how to navigate the home screen.

How do I access the BCS Centre Management System?

- 1 To start, you will need to sign in, you do this by going on **www.salesforce.com**
- 2 Your next step is to enter your username, which will be your **email address**
- 3 And **password**
- 4 And proceed to **log in**.

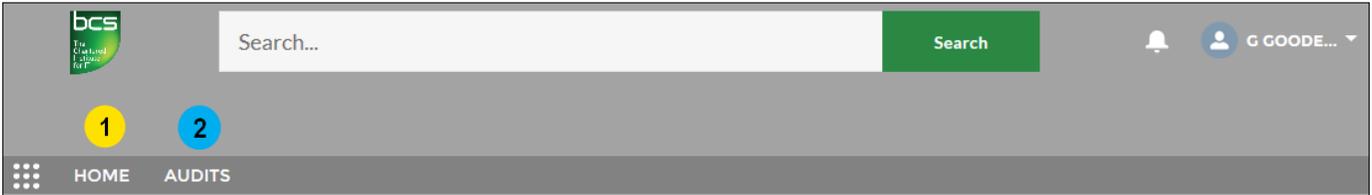
A screenshot of the Salesforce login page. It features two input fields: 'Username' and 'Password'. Below these is a blue 'Log In to Sandbox' button. There is also a 'Remember me' checkbox and links for 'Forgot Your Password?' and 'Use Custom Domain'. Numbered callouts are placed over the form: '2' over the Username field, '3' over the Password field, and '4' over the Log In button.

Hints and tips
The first time you sign into the Centre Management System, you will have to make a password. This will have to contain a minimum of 8 characters, one number and one letter.

What will I see next?

- Your next screen will be of your home screen. You can see at the time you have two tabs.
- 1 One being the **'Home'** tab
 - 2 The other being the **'Audits'** tab

The **'Home'** tab will always reset you to your log in home screen while the **'Audits'** tab will take you to your upcoming/existing audit



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What happens if I forget my password?

If you forget your Salesforce password, you will be able to reset this within a few steps.

- 1 To begin, if you start by clicking the '**Forgot Your Password?**'
- 2 Enter your username. This will be the **email address** you signed up to Salesforce with.
- 3 Once this is entered, you will receive an email from Salesforce to reset your password.

You will now be able to enter into Salesforce again with your newly reset password.

Log In

Remember me

1 [Forgot Your Password?](#) [Use Custom Domain](#)

Username

2

Cancel Continue

3

Video: [Need Help Logging In?](#)

Frequently Asked Questions

Q. How do I find my username?

A. Your username will be your email address you used to register onto Salesforce.

Q. What is Salesforce?

A. Salesforce is a cloud based customer management system which can be accessed from an device with an internet connection (tablet, pc etc).