Business Systems Innovation Labs
Lab 1a Troubleshooting QuickRef

I can't log into my Salesforce account even though my password is correct.

Most likely, you are not entering your correct Salesforce username. You can always find this by checking your email and looking for your original Salesforce account confirmation message. It will have your Salesforce username (sometimes given to you by Salesforce). Use this to log into your account.

How do I pick up again after stopping in the middle and logging out? Is my work still in there somewhere?

Yes, don't worry–everything you did is still there in your account. (Things only disappear if/when you click a **Delete** button.) Wherever you are in Salesforce, you can always get back to adding/editing fields, objects, etc by clicking **Setup**, next to your name on the upper right. Then you'll see all the menu options again on the left side. Then, just scroll down to the **Build** section of the menu and click **Create**. That will open up options underneath **Create**, including **Object**. (Objects are the same as the database term "tables.") Then you'll see your **Pitch** object (table) listed in the center. Click on the **Pitch** label to open it up and edit it. For example, if you added some of the **Pitch** fields but not all of them, then scroll down to **Custom Fields & Relationships** and click the **New** button. Or if you added all the fields already, but now you need to edit the **Pitch Layout**, just scroll down to the **Page Layouts** section and pick up where you left off with those steps.

When there are quotes around something I'm supposed to type/copy, do I include the quotes when I type/copy it?

No, you only need to type/copy what is written inside of the quotation marks. So if Max tells you to enter "Mobile" into **Field Label** then you would type/copy just those 6 letters into the **Field Label** form slot. No quotes go in there.

When I try to name a custom field, it says "Unique name already exists" or "Name is not in correct format."

Check to see if you already created the custom field by clicking on **Setup > Build > Create > Objects > Pitch**. You might be repeating steps and SF won't let you create two fields with the same name. Or you may be trying to manually set the **Field Name. Field Name** is automatically created by Salesforce by pressing the **Tab** key after entering **Field Label**. If this doesn't happen, you can enter the label yourself but use an underscore ("_") in place of a space or symbol.

Steps 14-61: I forgot to create a field or, I need to edit a field, how can I go back and recreate one?

If you forgot to create one of these fields or accidentally gave the wrong value, you can always edit them by going to **Setup > Build > Create > Objects > Pitch** and then clicking **Edit** under the custom field(s) that you want to edit. Or just click **New** under **Custom Fields and Relationships** if you need to add one.

My Pitches tab only shows the Pitch ID's, no other info.

This is an easy fix–simply return to your custom object **(Setup > Build > Create > Objects > Pitch)** and scroll down to **Search Layouts**. Then click **Edit** to the left of the **Pitches** tab, and move the field(s) you want to view from the **Available** list to the **Selected** list and click **Save**.

I keep getting a "You Need To Install Critical Updates" warning that pops up when I am doing the lab(s).

Just hit **Ignore** and **Okay**. These come up from time to time and you don't need to worry about them for any of the labs.