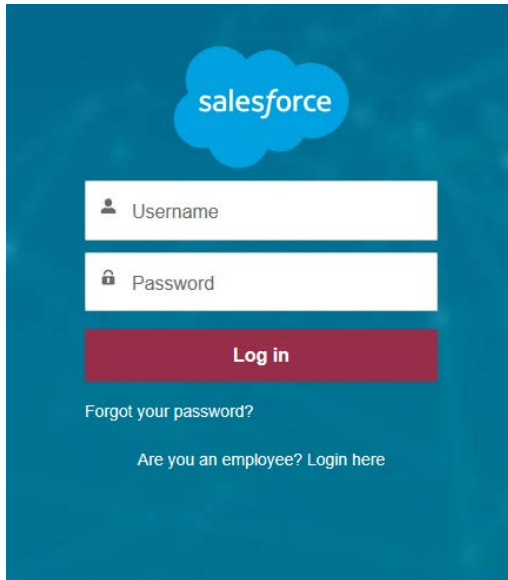


Instructions for using Customer Portal

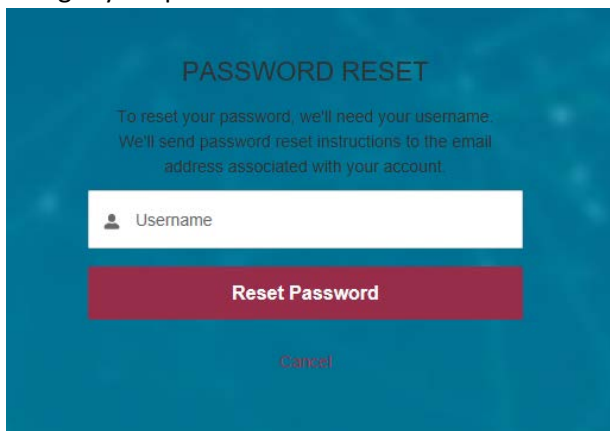
- A. **Returning customers:** to log into Salesforce, visit <https://login.salesforce.com/> or visit our **Customer Portal** button. Skip to step C to access your monthly report.
- B. **New customers:** to set up your customer portal, please contact SAS at (909)558-8176 or email SAS@llu.edu. We will send you a welcome email, "Welcome to LLU Sterilization and Waterline Monitoring," with a link to set up your account.

Salesforce setup steps:

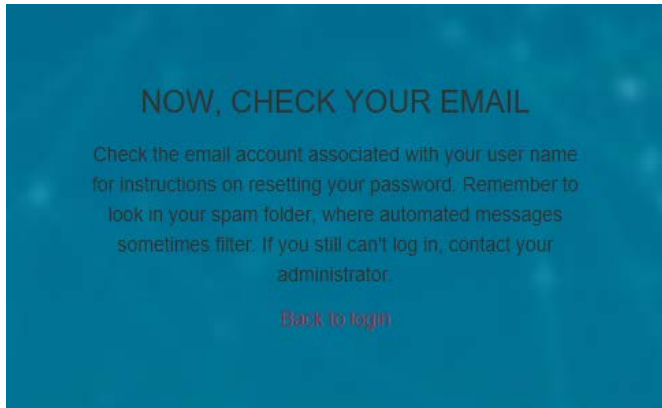
1. Click on 2nd link in your welcome email. You will see a screen like the one below.

The image shows the Salesforce login interface. At the top is the Salesforce logo. Below it are two input fields: 'Username' and 'Password'. A red 'Log in' button is positioned below the password field. Underneath the button are two links: 'Forgot your password?' and 'Are you an employee? Login here'.

2. After entering your Username (you will find it at the bottom your welcome email), choose "Forgot your password". Your next screen will look like this:

The image shows the 'PASSWORD RESET' screen. It has a title 'PASSWORD RESET' and a sub-header 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' Below this is a 'Username' input field. At the bottom are two buttons: 'Reset Password' and 'Cancel'.

3. To reset your password, type in your user name. An email will be sent to reset your password.



4. You should receive the following email with a temporary link to reset your password.

Hi,

Your password has been reset for Sterilization and Waterline Monitoring. Go to:

[https://urldefense.com/v3/_https://lomalinda-sas.force.com/secur/forgotpassword.jsp?r=00D3i000000pbbY0053i000002imqUCjwKMwoPMDbEM2kwMDAwMDBwYnBZEg8wMkcaTAWMDAwMGdpWVgaDzAwNTNpMDAwMDAyaW1xVRjV9pDRIC8SElaYn8N1EgD-sqkg78i48GEaDBmdOqJklh-kCbiHECI5GmCZBQNp9WgR2VxerGb0J44XGH7k25vXmmJt5Tv20ZILsYzXgVKzs4A5s4n-bNeMDOREnj5yJlgu&display=page&fpot=22ed0367-3104-46d8-9b97-5b3ff0df464ce59c79f8-1a5c-4f9c-8100-92aee8d56cc6_!!DfVsRZep!mPt00brdPBufO-F0oreYSWZs6QVS57FS2aHwKKR3hDIA0pbrekZTfiDe15glS_WY\\$](https://urldefense.com/v3/_https://lomalinda-sas.force.com/secur/forgotpassword.jsp?r=00D3i000000pbbY0053i000002imqUCjwKMwoPMDbEM2kwMDAwMDBwYnBZEg8wMkcaTAWMDAwMGdpWVgaDzAwNTNpMDAwMDAyaW1xVRjV9pDRIC8SElaYn8N1EgD-sqkg78i48GEaDBmdOqJklh-kCbiHECI5GmCZBQNp9WgR2VxerGb0J44XGH7k25vXmmJt5Tv20ZILsYzXgVKzs4A5s4n-bNeMDOREnj5yJlgu&display=page&fpot=22ed0367-3104-46d8-9b97-5b3ff0df464ce59c79f8-1a5c-4f9c-8100-92aee8d56cc6_!!DfVsRZep!mPt00brdPBufO-F0oreYSWZs6QVS57FS2aHwKKR3hDIA0pbrekZTfiDe15glS_WY$)

Thanks,
Loma Linda University, Sterilization Assurance Services

5. After clicking on the link, you should see the following screen.

6. Type in your new self-created password. Then choose Change Password. You should be sent directly to your Salesforce Portal.

C: To Access your monthly report, click on “My Sterilizers” or “My Waterlines”.

WELCOME!

A place where you can view your office locations, your sterilizers, waterlines, check test results, and check status on orders.

MY STERILIZERS **MY STERILIZER TESTS** **MY WATERLINES** **MY WATERLINE TESTS**

Sterilization Assurance Service
 Chan Shun Pavilion, Suite A-1005
 11175 Campus St., Loma Linda, CA 92350
 Phone: (909) 558-8176 Fax: (909) 558-0307
 Email: sas@llu.edu

D. Click on your “Location/Name” under Account.

Sterilizers

1 item • Sorted by Equipment Name • Filtered by All equipment - Record Type

	Equipme...	Legacy Ster...	Account	Make	Model	Treatment Ty...	Serial Num...
1	STE-3	none	Test: Jon's Drill and Fill Dentistry	Ford	Pinto	Dry Heat	12345

E. Click on “Test Results Report”.

The screenshot shows the Loma Linda University School of Dentistry website. The header includes the university logo, a search bar, and a user profile for 'JON WILL...'. A navigation bar contains links: HOME, MY STERILIZERS, MY STERILIZER TESTS, MY WATERLINES, and MY WATERLINE TESTS. Below the navigation bar, there is a section for 'Account Test: Jon's Drill and Fill Dentistry'. This section includes a 'Follow' button and a 'Test Results Report' button, which is highlighted with a green arrow. Below this, there are links for 'Account Record Type', 'Parent Account', and 'Website', with 'Business Organization' listed under 'Account Record Type'.

F. Set your date parameters, then click “Generate Report”.

The screenshot shows the 'Generate Account Test Report for Test: Jon's Drill and Fill Dentistry' form. The form has three input fields: 'Start Date' with the value '07/01/2022', 'End Date' with the value '07/31/2022', and 'Report Type' with the value 'Sterilizer'. The 'Start Date' and 'End Date' fields are circled in blue. Below these fields is a 'Generate Report' button, which is also circled in blue. The form is set against a light gray background with a white border.

G. To print, click on the printer icon. To download, click on the download arrow.

LOMA LINDA UNIVERSITY
School of Dentistry

Search... SEARCH

JON WILL...

HOME MY STERILIZERS MY STERILIZER TESTS MY WATERLINES MY WATERLINE TESTS

TestResult_StartPage 1 / 1 97%


LOMA LINDA
UNIVERSITY

Sterilization Assurance Service
Loma Linda University School of Dentistry
11175 Campus St., CSP A-1005, Loma Linda, CA 92350
Tel(909) 558-8176, Fax (909) 558-0307; sas@llu.edu

Summary of Spore Test Results
3/1/2020 - 8/31/2022

Name: Test: Jon's Drill and Fill Dentistry **Tel:** 7609643149
Report Date: 8/9/2022 **Fax:**
Address: 1234 Main St., Hesperia, CA92345

Test ID	Equipment ID	Equipment Model	Date Received	Test Date	Status
T-00042	STE-3	Pinto	3/4/2020	3/1/2020	Passed
T-00043	STE-3	Pinto	3/4/2020	3/3/2020	Passed
T-00040	STE-3	Pinto	3/4/2020	3/4/2020	Passed
T-00045	STE-3	Pinto	3/10/2020	3/4/2020	Passed

Still have questions? Please call us at 909-558-8176 or email SAS@llu.edu.