



REGISTRATION PROCESS FAQ

If you're having trouble registering for the event, please read through these frequently asked questions. If you're still unable to register, please contact us at londonevents@salesforce.com and we'll be happy to assist you.

What is a Trailblazer.me account?

It's a single identity that you use to log in to and interact with multiple Salesforce-related sites.

What are the Trailblazer.me single use codes for?

Trailblazer.me always verifies your identity when you log in to your account. When you use an email address to log in, you don't use a password, like you do on many other sites. A single-use code is sent to your email address, and you use it to complete your login. You have one fewer password to remember, and you never reset your password or contact support because you forgot it.

Signing up with email means:

- You never set a password.
- You never set a username.
- Each time you log in, you receive a single-use code sent to your email.

Single-use codes can be used only once. And they expire 8 hours from the times sent, so don't let that email sit around, unopened.

Why am I getting the error message 'We couldn't find you', when I try to enter my single-use code?

This can happen if you do not have a Trailblazer.me account. You will need to complete your Trailblazer.me account before you can continue with registration.

When you see the error message below 'We couldn't find you' please click on the big blue button 'SIGN UP' and complete the details to continue. This should solve the problem.

Why can't I login with my Salesforce credentials?

Salesforce login option can only be used if you are a Salesforce customer already. If your Salesforce credentials do not work, please select "Email" on the "Let's get started" page and proceed with the registration process.

Why can't I select the 'Register' button after entering the code?

Check if there is a space before or after your email address or in another field you've completed. Once any spaces are removed, the tab for "register" or "next" should become available. Make sure the Terms & Conditions check box has been ticked.

I can't seem to complete/create a URL in the 'Complete Your Profile' form.

Remove the "." in the profile url.

Why do I keep getting an OAuth / 'Exception trying to update user info' error message?

This could be an issue with the browser cookies, please try again using either incognito mode or to clear cookies and cache in your browser.

I registered with the wrong email address, how do I change it?

When you create a Trailblazer.me account, or if you log in to Trailblazer.me and haven't connected a recovery account, you're prompted to connect one. Click any of the recovery account methods provided and follow the onscreen steps.

If you skip this step, you can still connect a recovery account through your Trailblazer.me account settings.

1. Click your profile pic on the upper right.
2. Click Settings.
3. Click to add a personal email or social account and follow the onscreen steps.

Add as many Salesforce, email, or social accounts as you like, so you can log in to Trailblazer.me with any of them. If you change your mind, you can disconnect a connected account.

