

# myTrailhead Notices and License Information

Published: May 7, 2021

## Services Covered

This Documentation is applicable to the services branded as myTrailhead (the “[myTrailhead Services](#)”) provided by salesforce.com, inc. and/or its affiliates (collectively, “[Salesforce](#)”).

## Purpose of This Documentation

This Documentation describes features, restrictions and notices associated with any:

- information sourced from third parties or public sources and provided to users via the myTrailhead Services;
- myTrailhead Services functionality that allows users to interact with other websites; and
- desktop and mobile device software applications provided in connection with the myTrailhead Services.

See your Order Form(s) for additional terms that may apply to your use of the myTrailhead Services.

## Customer Data

This Documentation does not modify salesforce.com's obligations with respect to Customer Data as defined in Salesforce's [Master Subscription Agreement](#).

## MFA Requirement for Using the myTrailhead Services

Starting February 1, 2022, Salesforce will begin requiring customers to enable Multi-Factor Authentication (MFA) for all myTrailhead Services. Customer must satisfy the MFA requirement by either: (1) enabling Multi-Factor Authentication for all users who log in to Customer's myTrailhead Services through the user interface or (2) ensuring MFA is enabled for all users who use Single Sign-On (SSO) to access Customer's myTrailhead Services, by using the SSO provider's MFA services or, where supported, by turning MFA on in Salesforce products. Further information on MFA, including acceptable verification methods for MFA, can be found [here](#).

## Third-Party Products and Services

The myTrailhead Services may allow users to interact with third-party products, services and platforms, including Non-SFDC Applications (as defined in Salesforce's [Master Subscription Agreement](#)), websites, products, services and platforms operated by or on behalf of a customer (collectively “Third-Party Platforms”). Integrations with Third-Party Platforms may be available to Customers through use of the myTrailhead Services. To the extent applicable, Customer's use of such third-party applications must comply with the additional terms and policies relevant to such Third-Party Platform.

The myTrailhead Services may include access to content, including but not limited to backpacks. Salesforce is not responsible for any websites, content, or resources provided by anyone other than Salesforce. Salesforce is not responsible for the availability or quality of any such external sites or resources, including materials available therefrom. You acknowledge and agree that Salesforce is not liable for any loss or damage which may be incurred by you or your users as a result of the availability of those external sites or resources, or as a result of any reliance placed by you on the completeness, accuracy or existence of any materials on or available from such external websites and/or resources.

## Restricted Uses

Salesforce has certain soft and hard limits, each as set forth below, in using the myTrailhead Services. Hard limits are automatically enforced by the myTrailhead Services. Soft limits are consumable resources that you agree not to exceed. The myTrailhead Services do not permit you to exceed the hard usage limits. Salesforce reserves the right to enforce soft usage limits in its sole discretion, which may result in Salesforce serving a “quota exceeded” page to you or users to whom you serve web pages via the myTrailhead Services. Repeated exceeding of the hard or soft usage limits may lead to termination of your account. Certain myTrailhead Services may be provided to you without charge up to certain limits. You may not access the myTrailhead Services in a manner intended to avoid incurring fees.

### Hard Limits:

- Max Backpack Size per upload: 50MB
- Max Individual Image Size per image: 10MB
- Total Manifest Items per Release: 1000
- # of backpack jobs submitted per hour: 500
- # of Trailmixes per user: 1000
- # of Items in a Trailmix: 100
- # of users who can be assigned to a Trailmix in a single transaction: 1000 user

### Soft Limits:

- Total Image size per org: 2 GB
- Total Storage size per org: 500MB

## Distributed Software

- The End User License Agreement and/or Order Form Supplement for the myTrailhead Services desktop and mobile applications listed below can be found on the [Agreements and Terms](#) page of the salesforce.com website.

[Trailhead GO for iOS](#)

[Trailhead GO for Android](#)

- Please see the Open Source section of the [Trust and Compliance Documentation website](#) for notices required by licensors related to the myTrailhead Services desktop and any other offline components associated with the myTrailhead Services.

## Acceptable Use and External-Facing Services Policy

The myTrailhead Services may be used for advertising, sending electronic messages or for the creation and hosting of, or for posting material on, external-facing websites, and are subject to Salesforce’s [Acceptable Use and External-Facing Service Policy](#).

## Interoperation with Other Services

The myTrailhead Services may interoperate or integrate with other products provided by Salesforce or third parties. The Notices and License Information documentation, where relevant, for such products and services provided by Salesforce is available [here](#).

When you register as a user for the myTrailhead Services, you are also automatically registered as a user for Trailhead, the free public online learning platform provided by Salesforce available at

<https://trailhead.salesforce.com/>. Use of Trailhead is subject to and governed by the [Trailhead Terms of Use](#) and Salesforce [Privacy Statement](#).

Management and enablement for the myTrailhead Services may be performed using the TrailTracker application, available for free on the [Salesforce AppExchange](#). TrailTracker is subject to and governed by terms and documentation applicable to the Salesforce AppExchange and/or specific to TrailTracker, and not by the Trust and Compliance documentation applicable to the myTrailhead Services.