Salesforce Security Token

What is a Security Token

To access Salesforce via the API & Client Applications from locations outside of your company's Trusted Network (e.g. VisitorTrack, Outlook Edition, Office Edition, Data Loader, Integrations, etc.) a Security Token will be required in combination with your password in the client applications.

⚠ A security Token may not be a requirement for some customers using Salesforce Single Sign-On (SSO) and Sandbox environments. Please leave the VisitorTrack Token field blank if not required.

Criteria for Security Token:

1. Are this User / API call / client app logging in from an IP on the Trusted IP Range list?
2. Does this User have IP Login Restrictions on their profile?

Yes on either of these will mean a pass on Security Token requirement

Setup > Personal Setup > My Personal Information > Reset Security Token

⚠ This will not be visible for customers using Salesforce SSO

Salesforce realizes that it cannot prevent users from giving away their credentials in a phishing attack. However, Salesforce is trying to prevent the use of phished credentials via the API. In order to do this, Salesforce is implementing the use of security tokens. For security reasons, the Security Token is delivered to the email address associated with the user record. To reset and resend your Security Token click the "Reset Security Token" button in the Setup page.

NOTES:

- The Security Token is a randomly generated, alpha numeric password that is either 24 or 25 characters in length (the length is randomized)
- The Security Token is subject to any password policies configured by your administrator.
- The Security Token password will be reset each time the standard user password is reset. At this time they will automatically receive an email with a new Security Token. **This new Security Token may not be needed by the user at this time.** It will only be needed if they intend to use the client applications from outside the Trusted IP Range.

Resetting Your Security Token

- A security token is an automatically-generated key that you must add to the end of your password in order to log in to Salesforce from an untrusted network. VisitorTrack will automatically append your security token to your password for you. Please enter in your password and token in the separate fields provided.
- You are offered a security token if you try to access Salesforce from an untrusted network. Once you have been issued a security token, you have the option to reset this security token at any time.
- To reset your security token, click Setup | My Personal Information | Reset Security Token, and click the Reset Security Token button. The new security token is sent via email to the email address on your Salesforce user record.
- If you have never been offered a security token, for example, because your organization restricts the IP addresses from which you can log in, the Reset Security Token node does not appear in Setup.

Additional information: [Salesforce API Security](#)