



# Salesforce Portal User Registration Guide

June 2022





# Agenda

- 01 Metapack Portal Access

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- 02 Portal Self Registration

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- 03 Self Registration Exceptions

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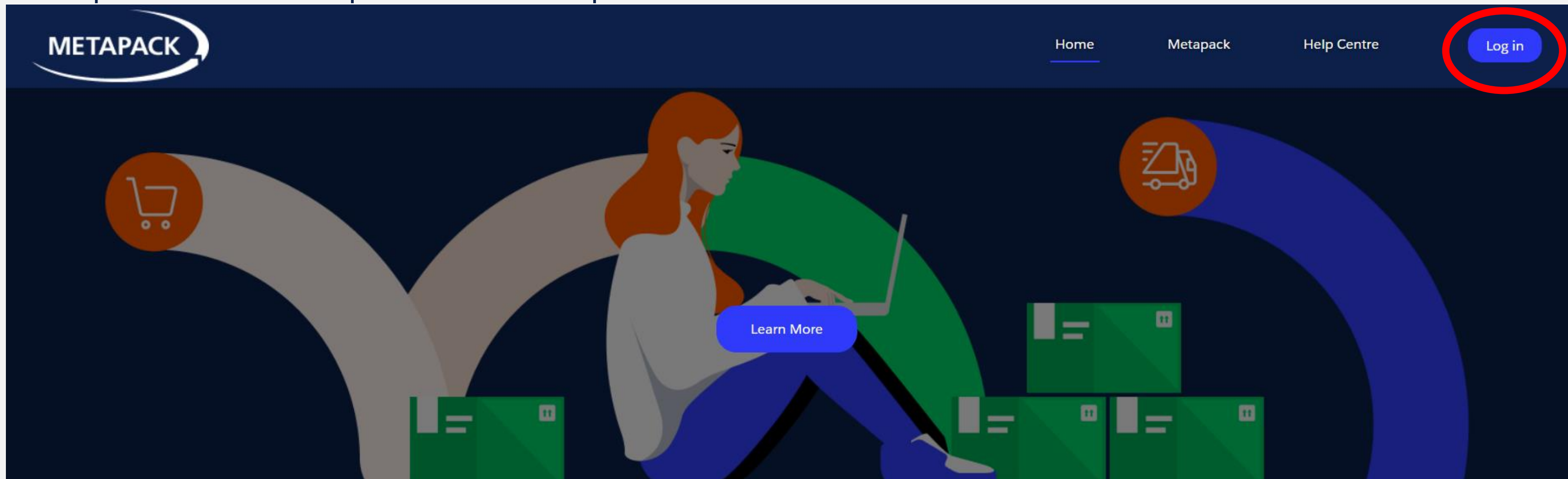
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# Salesforce Support Training

The purpose of this guide is to give you an overview on how Customers will register into the Metapack Customer self-service portal.

# 01. Metapack Portal Access

Metapack customer portal URL: <https://sdccommunities.force.com/s/>



← Login

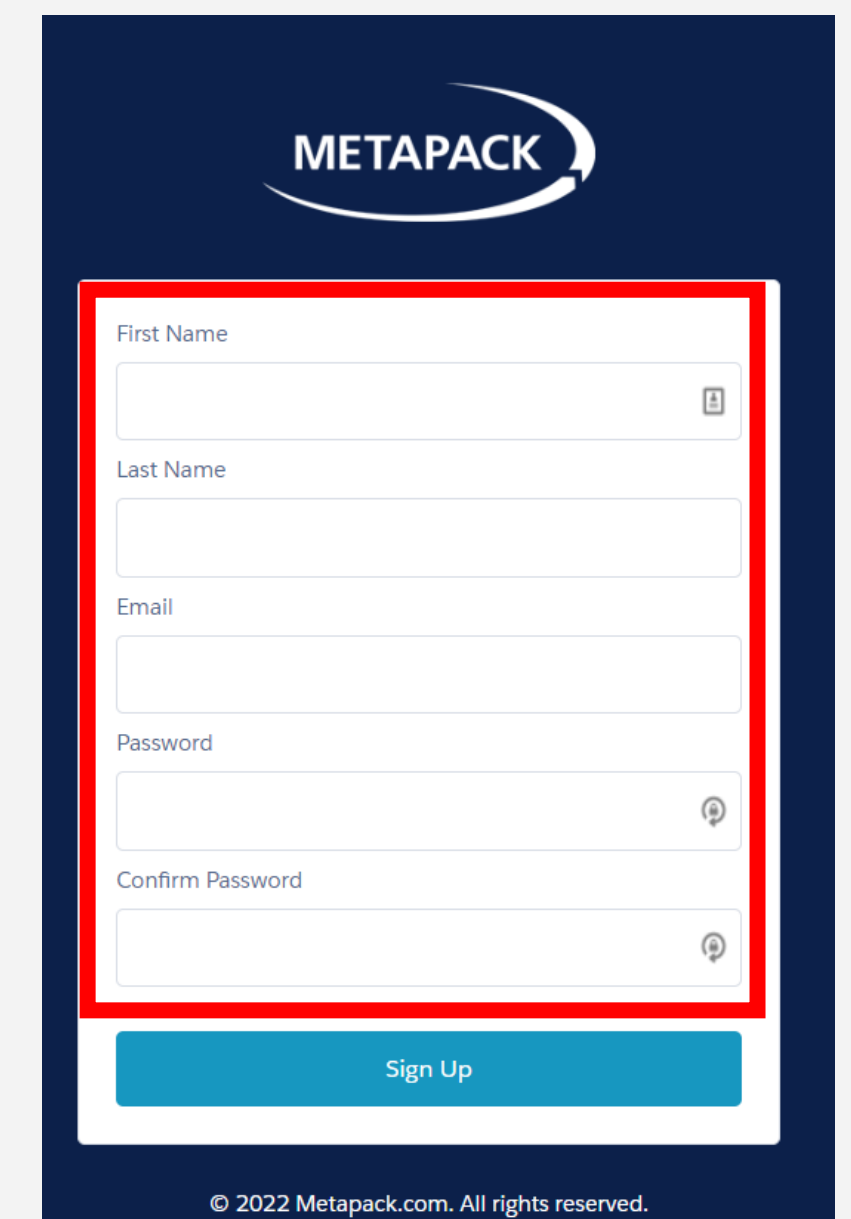
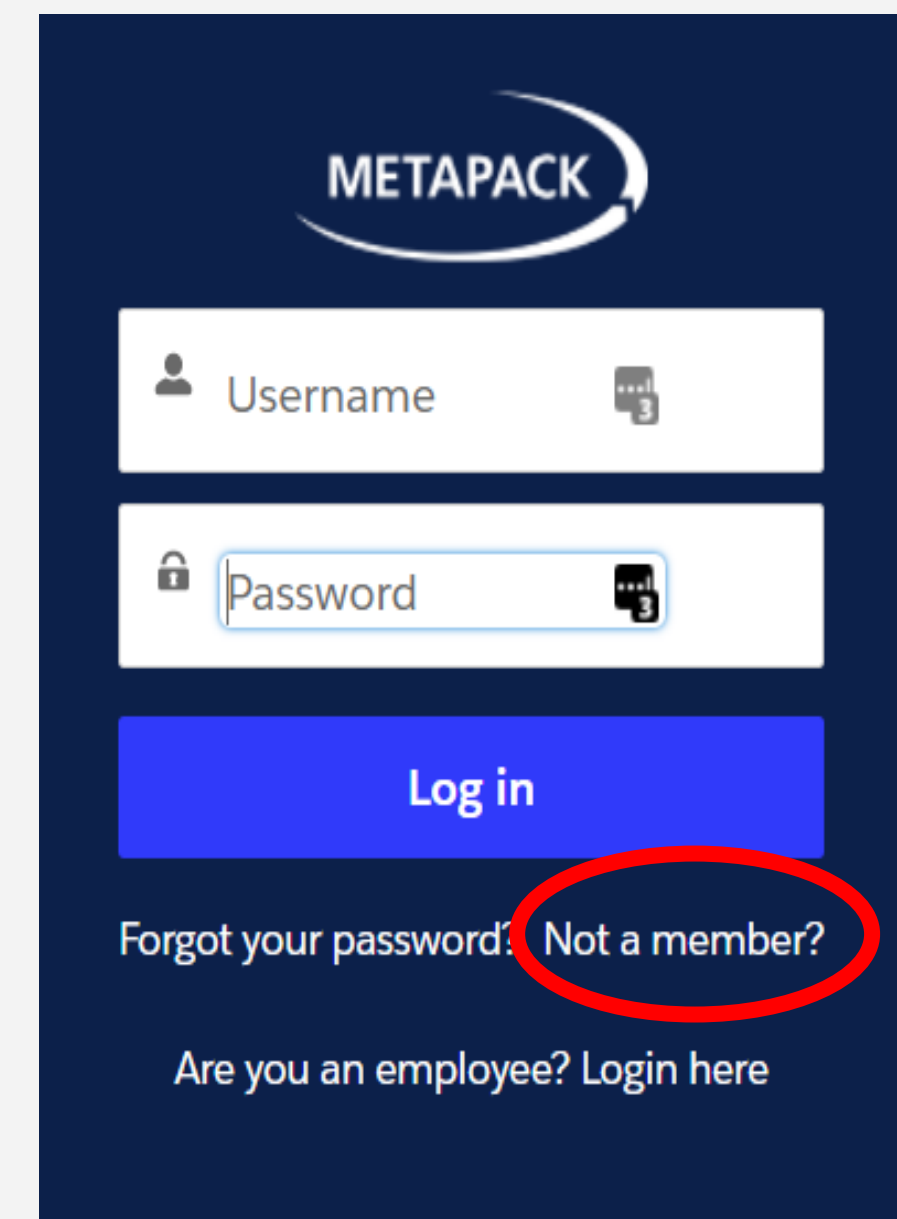
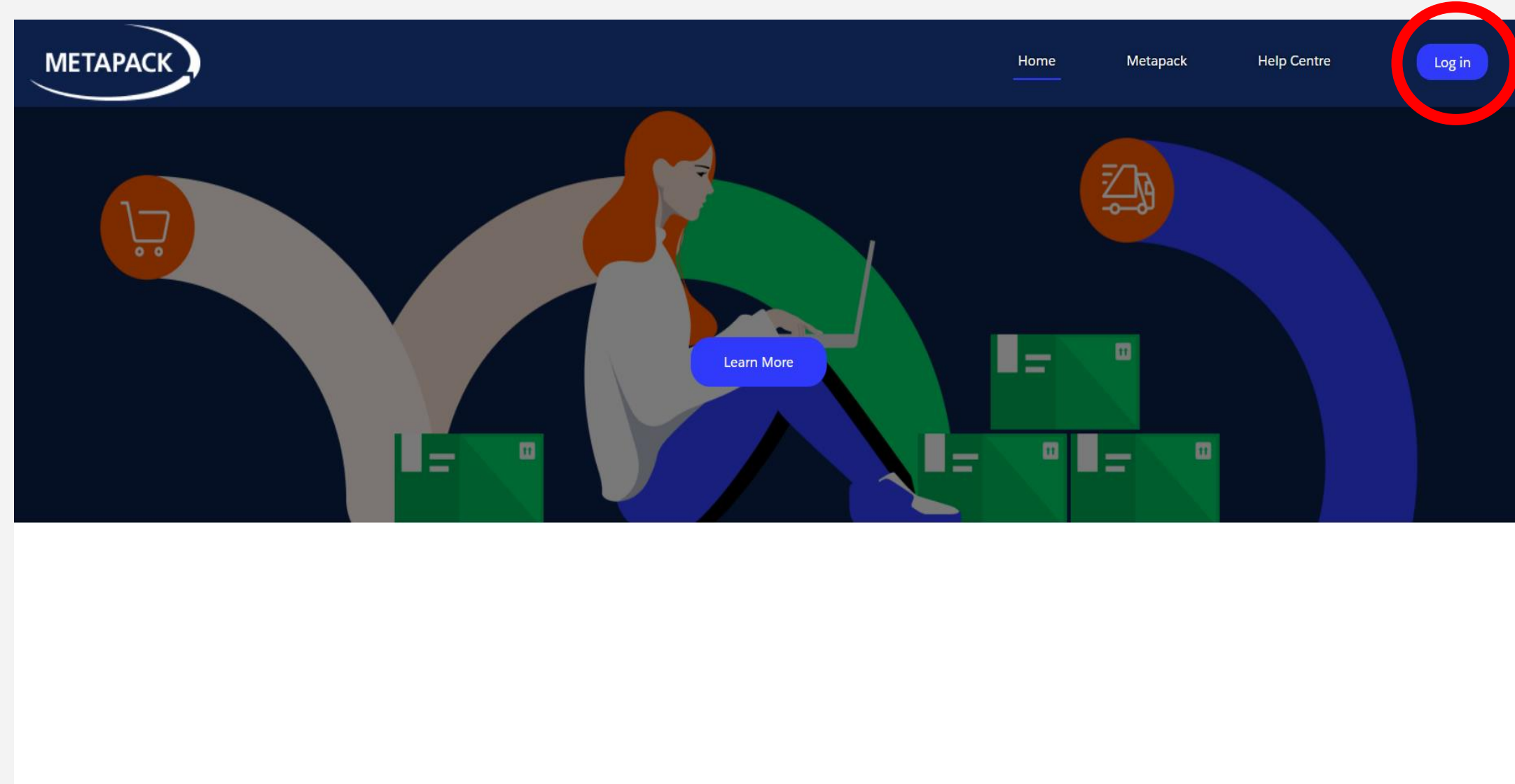
← Homepage

# 02. Portal Self Registration

To create a “User Community portal” account:

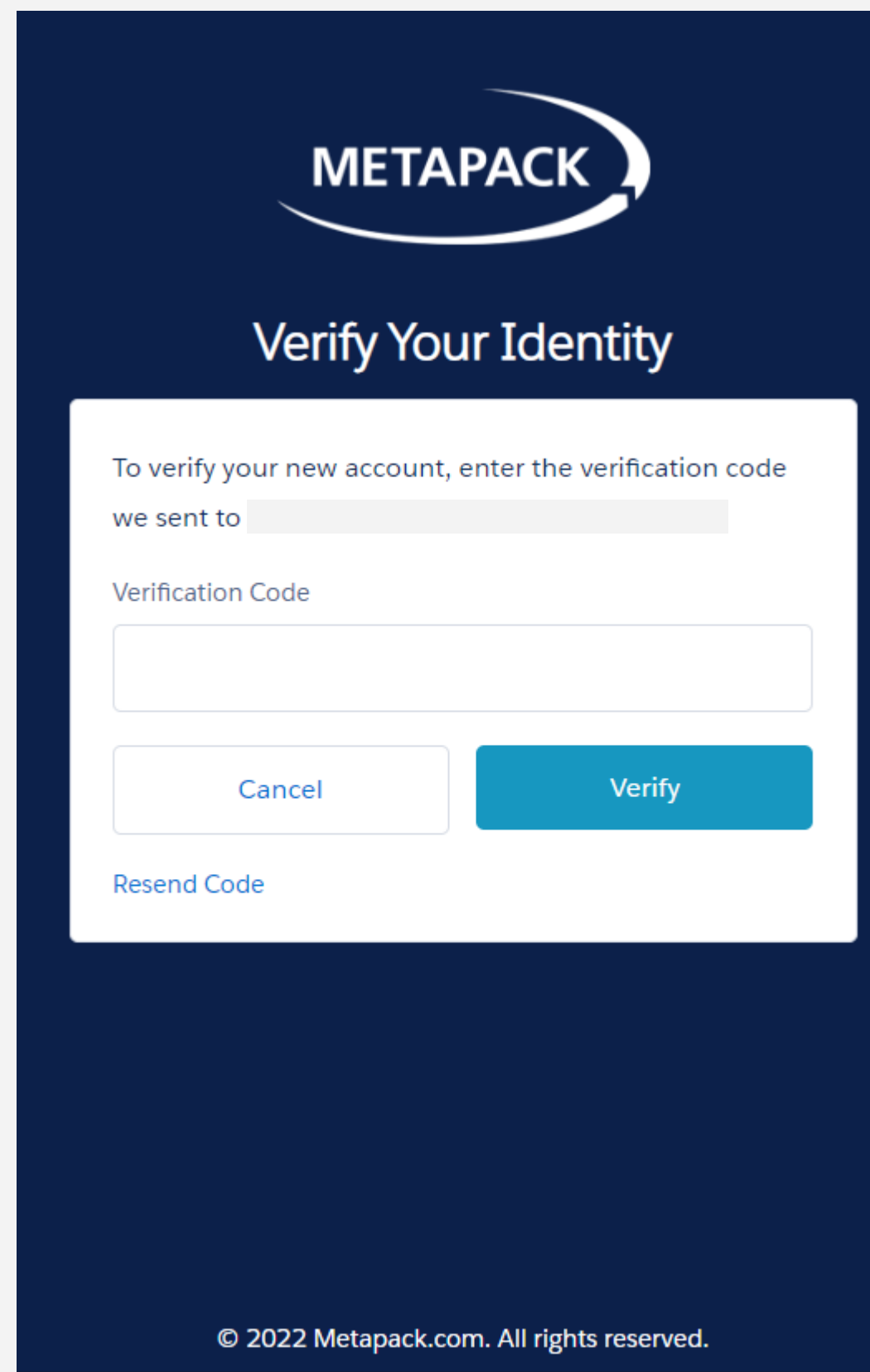
- Click on Login
- Click the “Not a member?” link
- Enter all the information on the Self Registration page

Please note: **Password** should be **minimum 8 characters** long and must contain alphabets, numeric and **special characters**



# 02. Portal Self Registration - Email Verification

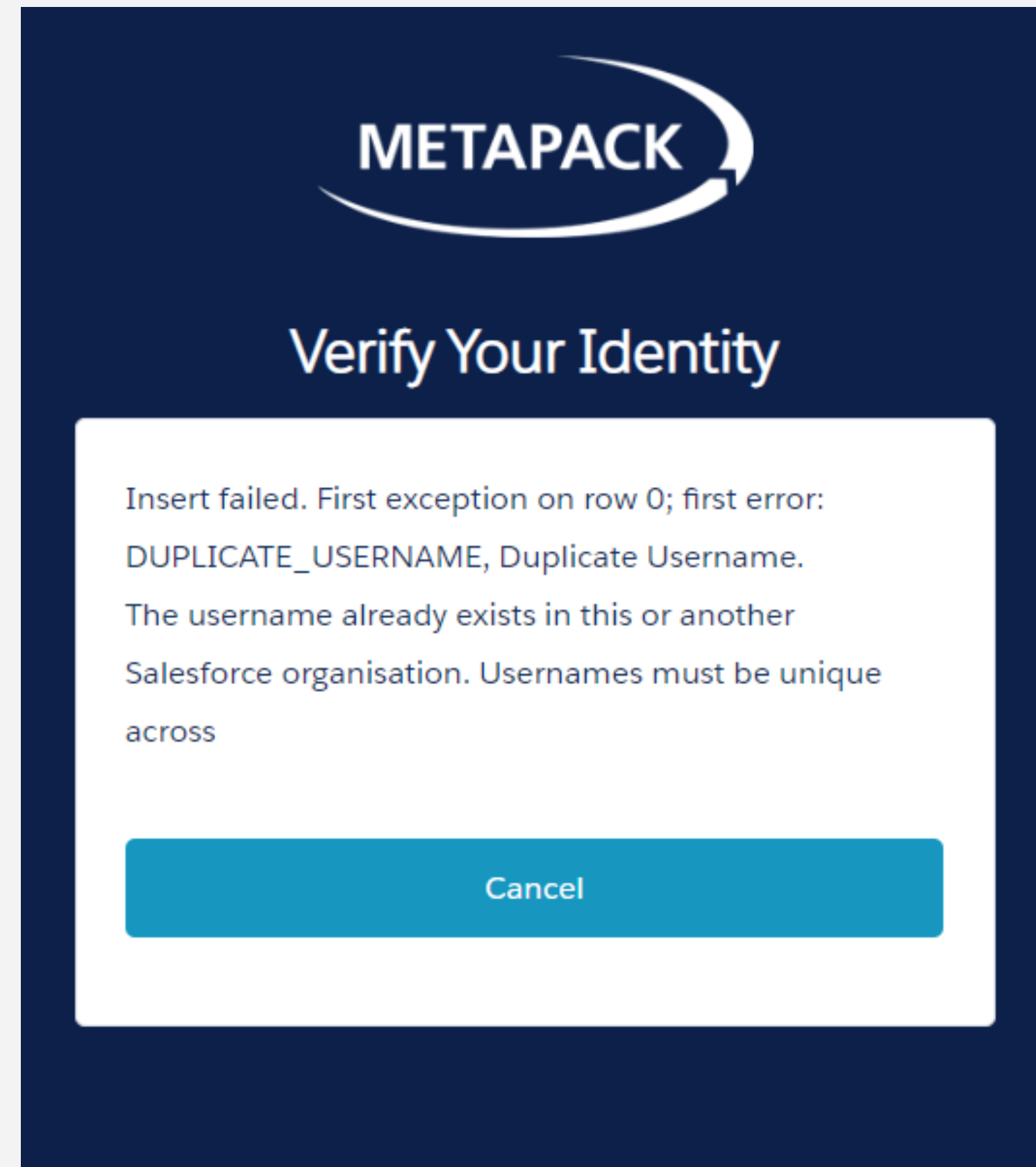
To complete the signup, enter the verification code received via email (Please check your e-mail junk folder if you have not received one in your Inbox).



The screenshot shows a dark blue background with the METAPACK logo at the top center. Below the logo, the text 'Verify Your Identity' is displayed. A white rectangular form contains the following elements: a heading 'To verify your new account, enter the verification code we sent to' followed by a greyed-out email address field; a label 'Verification Code' above a white text input field; two buttons, 'Cancel' (white with blue border) and 'Verify' (solid blue); and a link 'Resend Code' at the bottom left. At the bottom of the dark blue background, the text '© 2022 Metapack.com. All rights reserved.' is visible.

# 03. Self Registration Exceptions

Occasionally there might be a delay (from entering the authentication code / clicking Verify) on the response back from Salesforce, Users needs to be PATIENCE and wait - clicking many times on the button will cause problems, Salesforce will return the below error (the same as if the user registered already into the system).





# Thank you!

In case of any issues please contact us.

