

# Troubleshooting myTrailhead Access

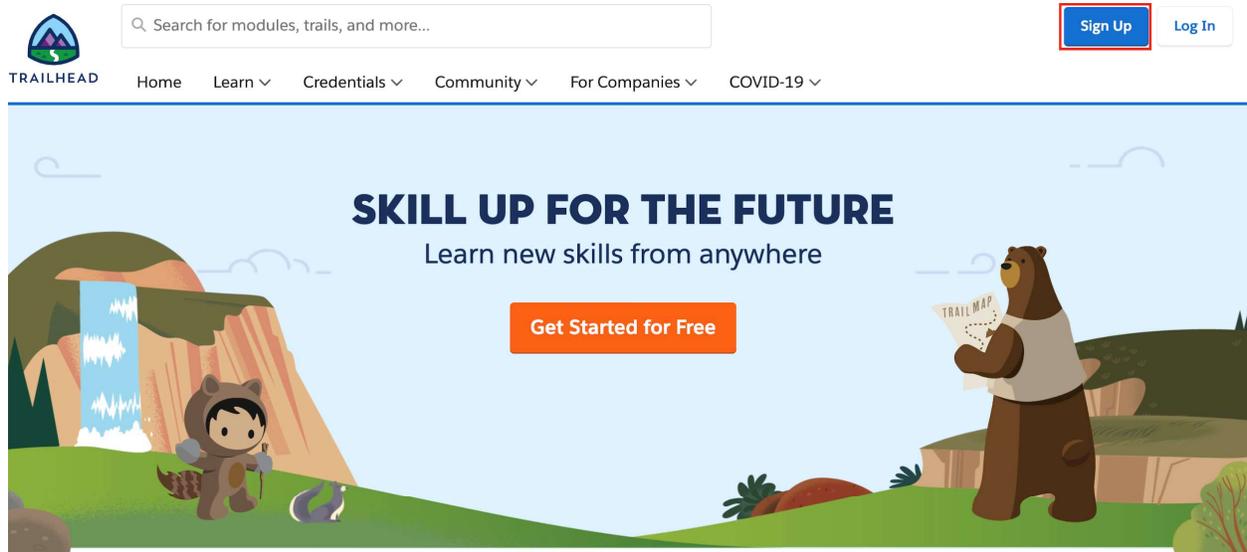
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A brief guide brought to you by



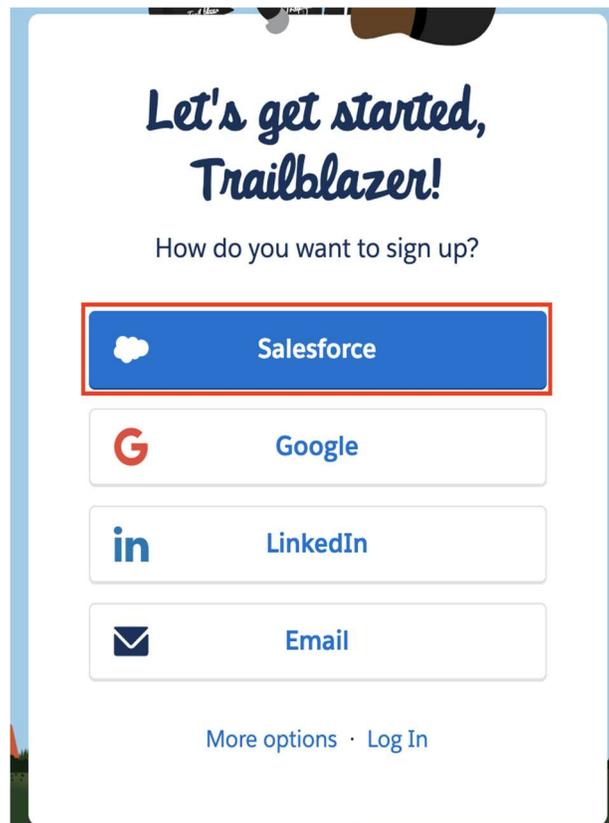
**WESTMONT**  
CENTER FOR APPLIED TECHNOLOGY

1. If you have never used Trailhead before, head to [trailhead.salesforce.com](https://trailhead.salesforce.com) and hit "Sign Up."

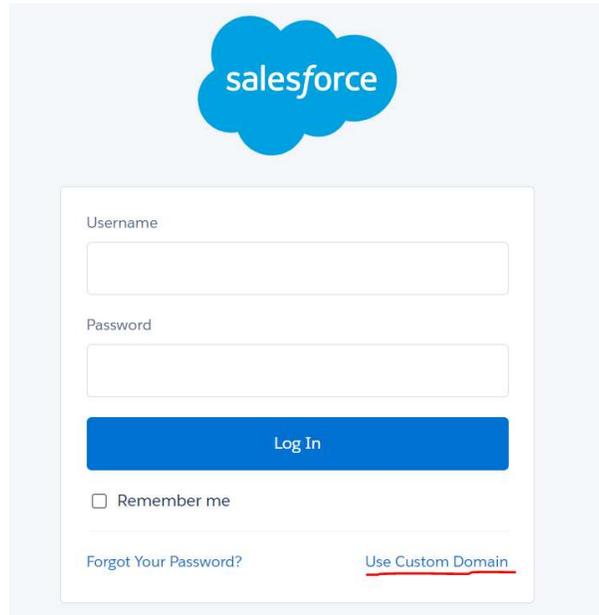


**TRAILHEAD IS THE FUN WAY TO LEARN**

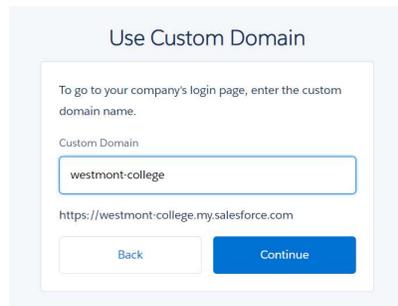
2. Sign up through Salesforce.



3. A sign in window will open, and in the bottom right corner, click *Use Custom Domain*.



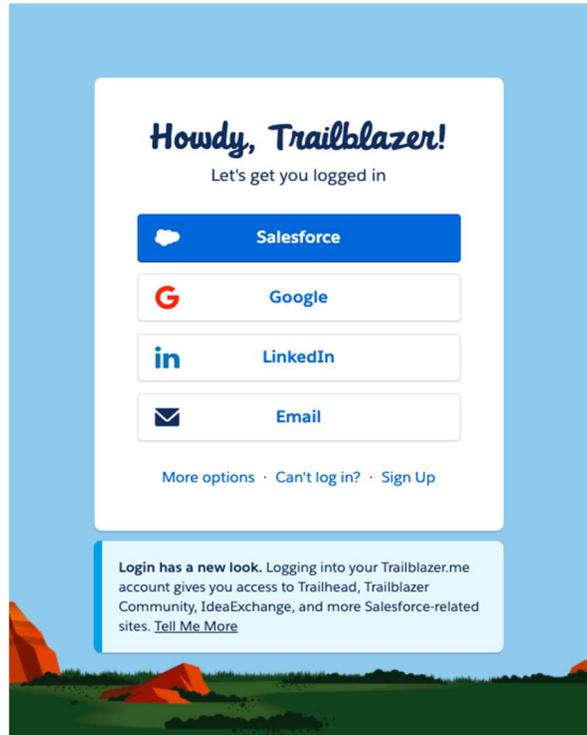
4. Put in "westmont-college."



5. This will ask you for your login credentials to Salesforce. *The permission to use the Westmont-customized version of trailhead is granted through Salesforce so you have to use the log in through Salesforce option.*
6. You will then be prompted to create a Trailhead Profile. This is your public Trailhead profile (not your Salesforce user profile). This profile will ask questions like "What is your relationship to Salesforce?" (customer) and "What do you want your public URL to be?" (first initial + last name + number is typically a good choice). Remember to add a picture to this profile.
7. Once you're finished, this page will give you a success message and you'll be taken to the main (general) Trailhead site. This is where you can take hundreds of badges for free to learn about the many aspects of Salesforce.

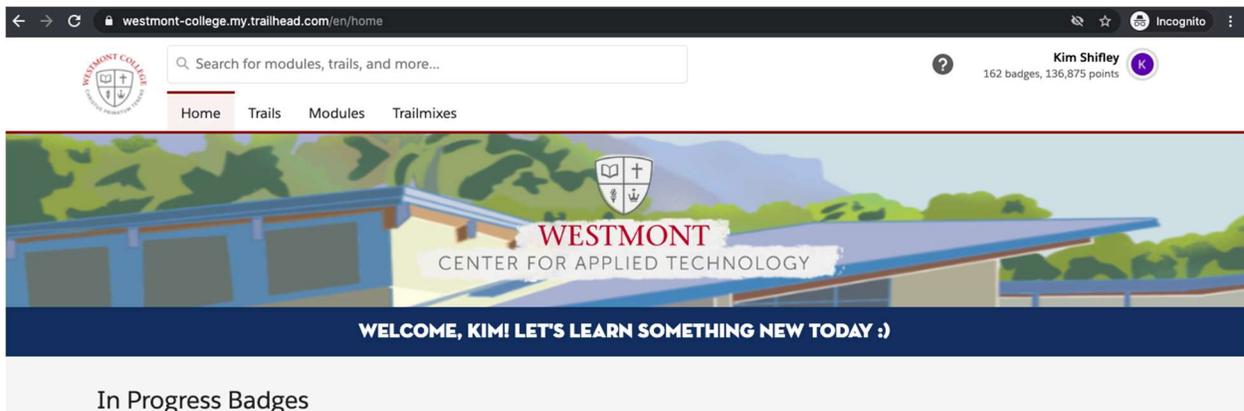
Now we head to the Westmont-specific Trailhead site.

- Go to <https://westmont-college.my.trailhead.com>. You'll want to bookmark this link. You will probably come to a page that looks like this:

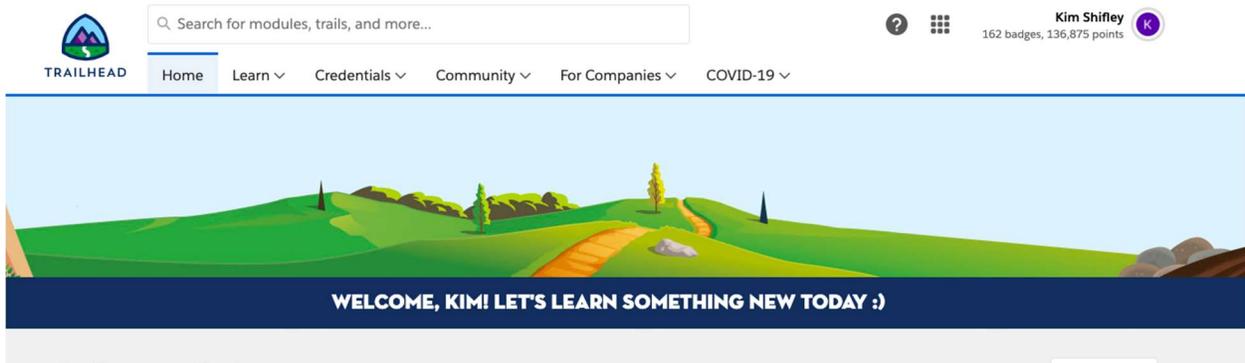


- Choose the Salesforce Link to get logged in.

- When you submit your credentials, you will be taken to one of two places. If you land on a Westmont-branded home page, you've made it to the right place!



You also may get redirected to here, the standard Trailhead home page:



If you see this page, simply click again on the URL in step one.

Sometimes myTrailhead can be a little finicky for first-time users. If you are still taken to the general Trailhead website, do one of the following troubleshooting steps:

1. Make sure you are logging in using the blue Salesforce bar.
2. Clear your Browsing Data for the last day and try again. In Chrome, get here by clicking the 3 dots in the URL bar > More Tools > Clear Browsing Data.
3. Open an Incognito window and try again.
4. Try a different browser.
5. Confirm with your administrator that you have access to use myTrailhead.

Once you have successfully made it myTrailhead, bookmark the link at the top and you should be taken there automatically next time!