Greenhouse OS

Log in to Salesforce on your phone with a passkey

How to sign in to the Greenhouse OS demo environment from the Salesforce mobile app on iPhone or Android, using the passkey saved in your password manager. Works with any password manager that supports passkeys.

Before you start

A recent enough phone

Password managers can only offer passkeys on newer phone software.

iPhone: iOS 17 or later. Check in Settings › General › About.

Android: Android 14 or later. Check in Settings › About phone.

Your login is in your vault

Your password manager app is installed and signed in on the phone, and the Salesforce item holds your username, password and passkey. If the item was shared with you, open it and check the passkey is there.

More than one password manager? Decide which one holds your Salesforce login and passkey, and use that one throughout. A passkey saved in one password manager can't be used from another.

AutoFill is switched on

iPhone: Settings › General › AutoFill & Passwords. Turn on AutoFill Passwords and Passkeys, tick your password manager and untick any others.

Android: Settings › Passwords, passkeys & accounts (on Samsung, Settings › General management › Passwords, passkeys and autofill). Set your password manager as the preferred service. Names vary slightly by phone maker.

More than one password manager? Your phone may offer the wrong one first, or none at all. Keep only the one holding your Salesforce passkey switched on: on iPhone, untick the others, including Passwords; on Android, make it the preferred service and turn the others off, including Google Password Manager.

Getting started is easy

Step 1

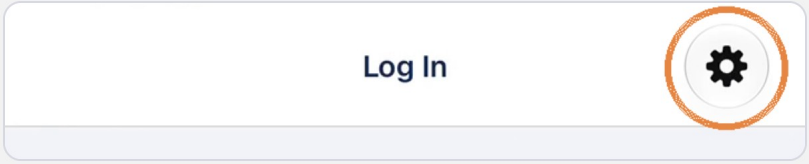
Open the app

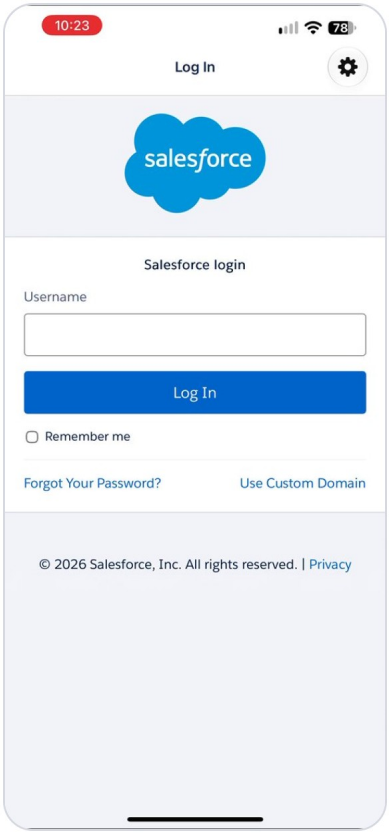
Open the Salesforce app on your phone and tap Log In. You don't need to type anything yet.

Choose how to log in. If you don't see the username field, tap the settings icon at the top right of the login screen to change the login option.

iPhone: if you're an admin, choose Log in as admin.

Android: choose to log in with your username or email.



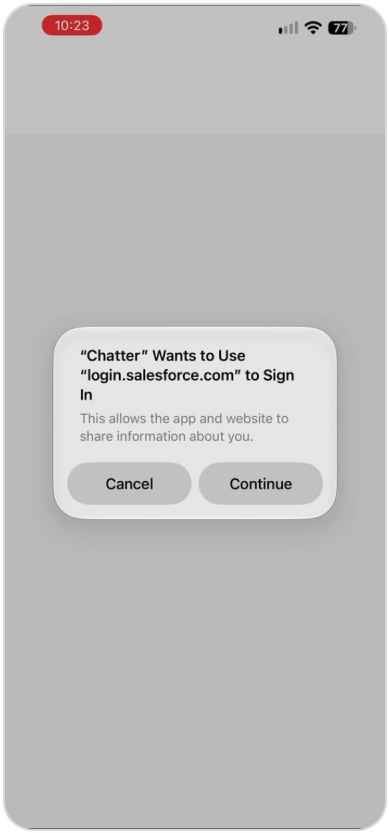


Step 2

Allow the sign-in

On iPhone, iOS asks whether the app can use login.salesforce.com to sign in. Tap Continue. The prompt may call the app "Chatter", which is the Salesforce app's system name.

On Android: you usually won't see this prompt. The login page opens straight away, so carry on to step 3.

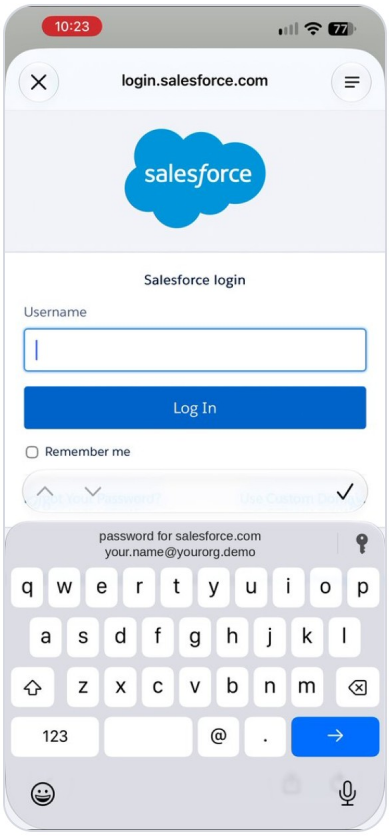


Step 3

Fill your username

Tap the Username field. Your saved Salesforce login appears in the bar above the keyboard. Tap it to fill your username.

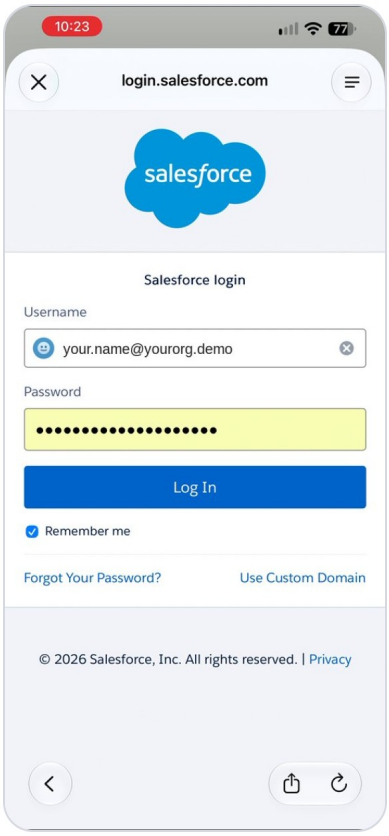
On Android: the suggestion shows either above the keyboard or in a small list under the field, depending on your keyboard. Tap it the same way.



Step 4

Fill your password

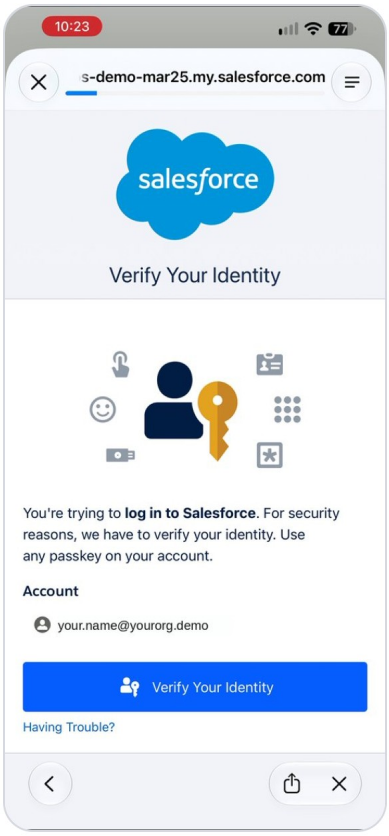
Tap the Password field and confirm with Face ID, your fingerprint or your screen lock to fill it. Tick Remember me, then tap Log In.



Step 5

Verify your identity

Salesforce asks you to verify your identity with a passkey. Check the account shown is yours and tap Verify Your Identity.

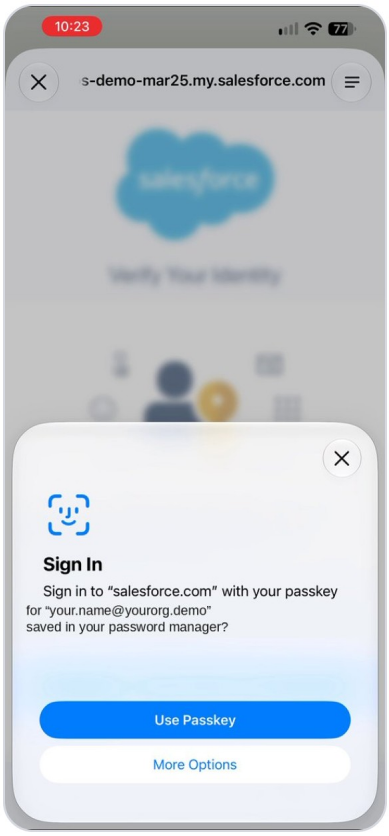


Step 6

Use your passkey

A sign-in sheet offers the passkey saved in your password manager. Tap Use Passkey and confirm with Face ID. The first time, iOS may ask if your password manager can use Face ID. Tap Allow.

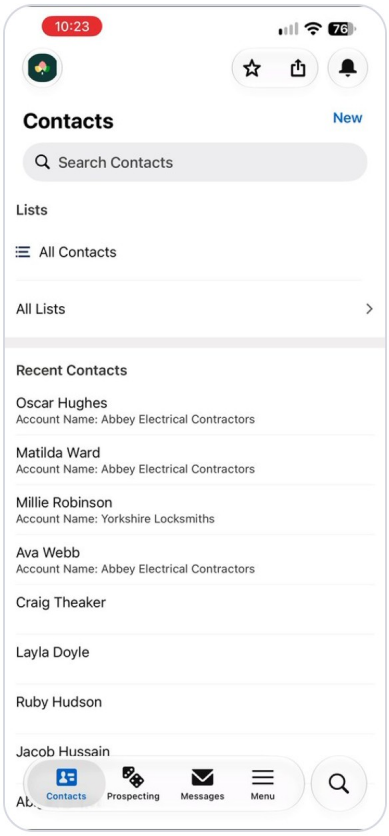
On Android: a sheet slides up from the bottom asking to use your saved passkey. Pick the one from your password manager and confirm with your fingerprint, face or screen lock.



Step 7

You’re in

The app finishes loading. Choose whether to allow notifications and you’ll land on your home tab, ready to demo.



If something doesn’t appear

Nothing shows above the keyboard?

Your phone isn’t using your password manager for AutoFill. Recheck the settings in “Before you start”, then close and reopen the Salesforce app.

The sign-in sheet offers the wrong app or account?

Tap More Options (on Android, the option to sign in another way) and choose your password manager. To stop it happening again, turn off the phone’s built-in manager: untick Passwords on iPhone, or make sure Google Password Manager isn’t the preferred service on Android.

No passkey is offered at all?

The passkey isn’t in your vault on this phone. Open the Salesforce item in your password manager and check it has a passkey. If it was shared with you, ask the person who shared it to confirm the passkey is included, and update the password manager app.

Screenshots recorded on an iPhone in October 2026. Android screens look different but follow the same steps. Usernames in the screenshots have been replaced with placeholders.