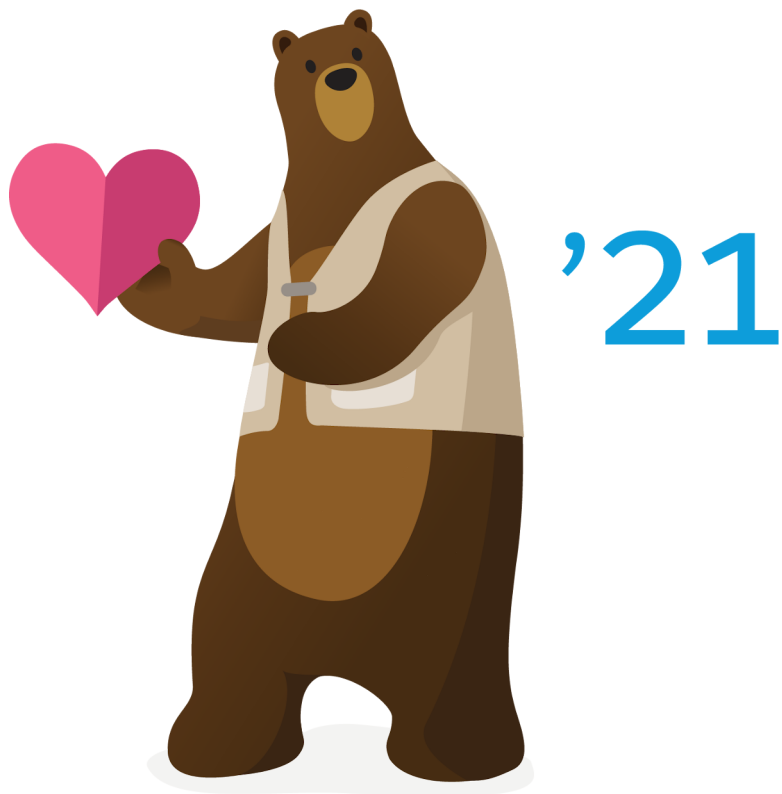




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# Salesforce App Help

Salesforce, Spring '21





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# WELCOME TO THE SALESFORCE MOBILE APP

The Salesforce mobile app is like having the desktop version of Lightning Experience on your mobile device. Experience a smooth transition when switching from working at your desk to working on the go.

How is the mobile app working for you? Let us know! Use the Feedback link in your profile menu. Our product team is listening.

## [Navigation Bar and Navigation Menu](#)

The navigation bar at the bottom of the screen puts frequently used items within easy reach. The first four items in the navigation bar are the first four items from the navigation menu.

## [App Launcher](#)

Use the App Launcher to switch back and forth between Lightning apps and Mobile Only.

## [All Items](#)

All Items is an alphabetical list of all your mobile items and objects. Access it from the navigation menu.

## [Action Bar](#)

The action bar puts actions right at the top of your screen.

## [Profile Menu](#)

Access your profile and account actions from the new profile icon at the top of the screen. Use it to switch between different Salesforce accounts and orgs, access your favorites list, update settings, get help, and give feedback.

## [Share Icon](#)

When you see the share icon on a Salesforce page, you can send a direct Lightning URL to that page to a colleague. All it takes is a few taps. Sharing is available for record pages, list view pages, object home pages, and Lightning app pages.

## Navigation Bar and Navigation Menu

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The navigation bar at the bottom of the screen puts frequently used items within easy reach. The first four items in the navigation bar are the first four items from the navigation menu.

The items you see in the navigation menu depend on whether you're in the Mobile Only app or a Lightning app.

- The Mobile Only app is a set of default navigation items. If you used the previous Salesforce mobile app, these items are from your previous navigation menu. The items are controlled by your admin. If you don't see Mobile Only, your admin customized the mobile app to use a Lightning app instead.
- Your admin can make a Lightning app available for desktop, mobile, or both. When you're in a Lightning app that's available for both, the app's desktop navigation items sync to the mobile navigation menu. If personalization is enabled for the app, your changes to the desktop navigation bar sync to the mobile navigation menu when you refresh the mobile app.

If personalization is enabled, you can also edit the order of most items in the navigation menu from the Salesforce mobile app. Just tap the Edit icon in the navigation menu, then drag items to reorder them. If you use the app on desktop, you'll see your changes there, too. If you don't see the Edit icon, that means personalization isn't enabled for the app.

 **Note:** Items that are available only in the Salesforce mobile app, such as Today, can't be reordered.

You can switch back and forth between Lightning apps and Mobile Only using the App Launcher.

SEE ALSO:

[All Items](#)

[App Launcher](#)

## App Launcher

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Use the App Launcher to switch back and forth between Lightning apps and Mobile Only.

Any changes you make to the order of the apps in your desktop App Launcher are reflected in your mobile App Launcher. The only difference is that on mobile, Mobile Only is always at the top.

If you don't have any Lightning apps, it's because your admin hasn't created any or enabled them for mobile.

SEE ALSO:

[Navigation Bar and Navigation Menu](#)

## All Items

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All Items is an alphabetical list of all your mobile items and objects. Access it from the navigation menu.

SEE ALSO:

[Navigation Bar and Navigation Menu](#)

## Action Bar

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The action bar puts actions right at the top of your screen.

If you're an iOS user, your thumbs can still get in on the actions! Press and hold the navigation bar to highlight and expand the action bar.

- To scroll through the actions, swipe back and forth.
- To select an action, release your hold.
- To navigate away without making a selection, drag your finger off the navigation bar and release.

## Profile Menu

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Access your profile and account actions from the new profile icon at the top of the screen. Use it to switch between different Salesforce accounts and orgs, access your favorites list, update settings, get help, and give feedback.

## Share Icon

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When you see the share icon on a Salesforce page, you can send a direct Lightning URL to that page to a colleague. All it takes is a few taps. Sharing is available for record pages, list view pages, object home pages, and Lightning app pages.