Integrating a Marketing Cloud User with Salesforce [1]

November 13, 2019 by jennifer.mortensen [2]

COMPLETED DURING PROVISIONING New Marketing Cloud users are integrated with Salesforce when they are provisioned.

If your eComm user suddenly cannot send emails from Marketing Cloud, you may need to verify that their Marketing Cloud user is still integrated with Salesforce so that they can access the reports they need to complete the send. Follow these steps to integrate a Marketing Cloud user with Salesforce.

1. Open the **Admin** menu and locate the user. The user's name will be hyperlinked. Click the **user's name** to view account settings.

2. On the list of settings that appears, locate **Salesforce.com Status**. One of two values will appear here: **integrated** or **not integrated**.
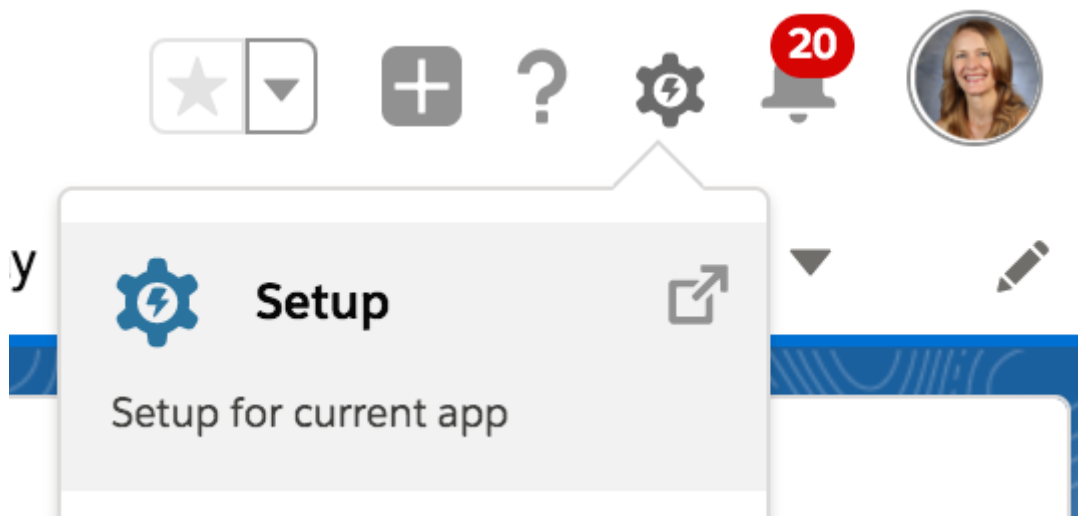

3. If your user has a status of not integrated, click **Modify Settings**. A text box will appear where you will need to enter your user's **Salesforce.com Username**. Note that this is not the user name used when logging in.

Salesforce.com Username

[   ]

                                        Save Settings   Cancel

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4. To find your user's **Salesforce.com Username**, log into **Salesforce** and click the **gear icon** in the upper right corner to access the **setup menu**.

5. Under the Administration menu on the left, click **Users - Users**.

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6. When the list of users appears, you'll notice the **Salesforce.com Username** in the third column. Its format will be **########@colorado.edu** (regardless of the campus on which the user is housed). **Copy** the user name.

7. Return to **Marketing Cloud** and **paste** the user name from Salesforce into the **Salesforce.com Username** text box. Click **Save** to integrate the user.

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