Sage People
Enhanced Domains Explained: Next Steps

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Firewalls and Whitelisting of Domain name

Template Version Control

Version #	Author(s)	Description	Date
1.0	Customer Success	Initial version	02/02/2023
1.1	Customer Success	Updates to the following sections: How to enable Enhanced Domains, Sites, HCM Form Definitions, Classic Email templates and Recruit Base URL	16/03/2023
1.2	Customer Success	Updates to the following sections: Deployment dates, Mobile App, new Azure SSO screenshot, addition of '/' to site URLs	11/07/2023
1.3	Customer Success	Update to the Post Enhanced Domains WX URL example in the Single Sign-On section	25/06/2025

Document Version Control

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1.1.	Customer Success	16/03/2023	Matt Deren Matt Wallace	22/03/2023	Matt Deren Matt Wallace	29/03/2023
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1.3	Customer Success	25/06/2025	Eric Goldstein	25/06/2025	Eric Goldstein	25/06/2025

How do we check to see if Enhanced Domains has been enabled in our org?

Where do we go to check if to see if we have Enhanced Domains enabled?

Go to **Setup**.
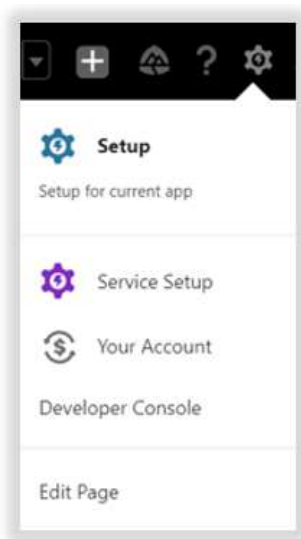
In the Quick Find box, type in **My Domain**.
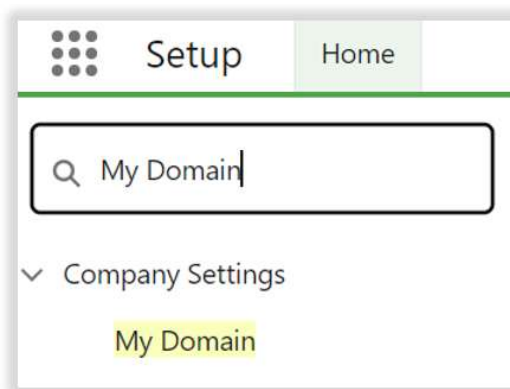
In **My Domain Details** if the 'Current My Domain URL' shows 'Company Name.my.salesforce.com with enhanced domains' your org has been enabled to use Enhanced Domains.

IMPORTANT

Irrespective of whether your org has or hasn't been switched over to use Enhanced Domains, **all customers** are required to carryout all of the checks/actions outlined in this guide in readiness for the mandated switch over in Production orgs from **1 September 2023** which will be included as part of the [Salesforce Winter '24 release upgrade](.).

Reason for the change

From 3 February 2023 as part of the Salesforce Spring '23 mandatry release, all Sage People orgs were automatically enrolled to Enhanced Domains (unless you chose to *opt out in February and June 2023), which meant that any orgs that used the cloudforce.com Domain suffix in the org URL would have been automatically changed to the new my.salesforce.com Domain suffix as part of the automatic enrolment.

*Note: Opting out of Enhanced Domains is **only temporary**, all Sage People Production orgs will need to have switched over to Enhanced Domains before the start of September 2023 when this feature will be enforced as part of the Salesforce Winter '24 mandatory release.

As a result of this change, there are certain actions that will need to be carried out once Enhanced Domains have been enabled and this will impact **both cloudforce.com and my.salesforce.com** (without Enhanced Domains enabled) Domain suffixes i.e. once Enhanced Domains is enabled URLs will change. You will need to complete checks in your Production org to ensure that there are no interruptions to the impacted areas within the system.

What is changing?

Salesforce is retiring the cloudforce.com Domain suffix. Enhanced Domains are only available with the **my.salesforce.com** Domain suffix.

What is a Domain?

In simplest terms, a Domain is the name of a website. A URL is made up of the Domain name and a Domain suffix e.g. my-domain-name.my.salesforce.com. The 'my-domain-name' element of the URL is the Domain name that was chosen by you as part of your implementation and the 'my.salesforce.com' element is the Domain suffix set by Salesforce as Sage People is hosted on the Salesforce platform. An example would be https://acmewidgets.my.salesforce.com

What are Enhanced Domains?

Enhanced Domains is the latest version of the Salesforce 'My Domain' functionality which:

- Meets current internet browser requirements
- Meets current security standards
- Removes server instance names from Sage People URLs meaning that:
    - URLs are easier for users to remember
    - URLs do not change if your Sage People system is moved to an alternative server

What if we do nothing?

If you chose not to opt out of the Enhanced Domains auto enrolment prior to 3 February 2023 or 1 June 2023, your org will have had Enhanced Domains enabled as part of either the Salesforce Spring '23 mandatory release or the Salesforce Summer '23 mandatory release. This means that if your org used the cloudforce.com Domain suffix in the org URL, this will have been automatically changed to the new my.salesforce.com Domain suffix as part of the automatic enrolment.

What impact will this have had on our org?

If you did nothing and your org has been auto enrolled to use Enhanced Domains, the following issues may occur (this is not an exhaustive list and is not limited to):

- Users can experience errors when attempting to access Sage People

- Some embedded content stored in Sage People may no longer appear

- Third-party applications can lose access to your data

- Single Sign-On integrations with sandboxes can fail

- Single Sign-On integrations with Sage People systems using the cloudforce.com Domain suffix can fail

What actions do we need to take if our org has been auto enrolled to use Enhanced Domains?

You should carryout all of the checks outlined in this guide. Immediate actions are as follows:

- Single Sign-On in Production

- Single Sign-On in Sandbox

- API End Points

- Firewalls and Whitelisting of Domain Name

- Base URL updates

- Remote Sites

- Routing and Redirect Policies

- US Benefits powered by PlanSource

Note: A URL redirect will be in place for some areas of the Sage People functionality in your Production org until the end of August 2024 which means there should be no immediate

disruption to the processing of these impacted functionality areas. The URL re-directions will stop as part of the Salesforce Winter '25 release upgrade.

We have opted out of the Enhanced Domains auto enrolment, what do we need to do next?

Opting out of Enhanced Domains is only **temporary,** all Sage People orgs will need to have switched over to Enhanced Domains before the start of September 2023 when this feature will be enforced as part of the Salesforce Winter '24 mandatory release.

You should carryout all of the checks outlined in this guide between now and the end of August 2023.

How do we enable Enhanced Domains?

How do we enable Enhanced Domains?

Before you enable Enhanced Domains, you may want to send out a communcation and/or add an HR Noticeboard message to WX to inform your employees that there may be some disruption to the Sage People service whilst you action the enablement of Enhanced Domains.

We also recommend that you copy and paste your current WX URL into Notepad incase you need this for reference at any point when completing the actions in this guide. To get this, click into WX from the HR Portal Home page and copy the URL (this will currently show as --fhcm2visualforce.com and will change to -- fhcm2.vf.force.com).

For example:

WX URL before Enhanced Domains is enabled:
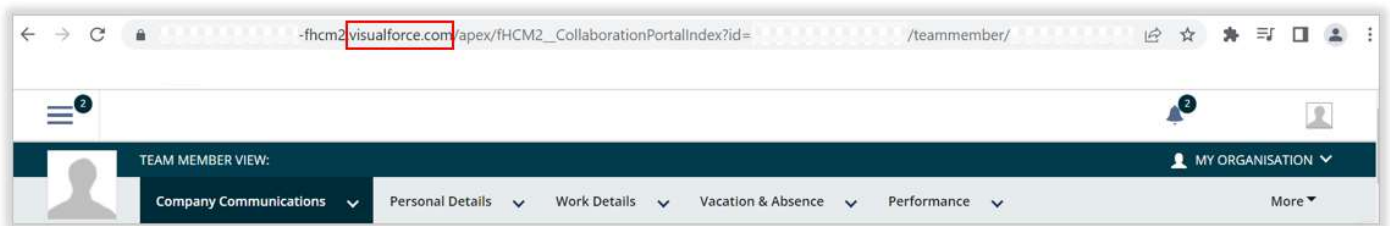
WX URL after Enhanced Domains is enabled:
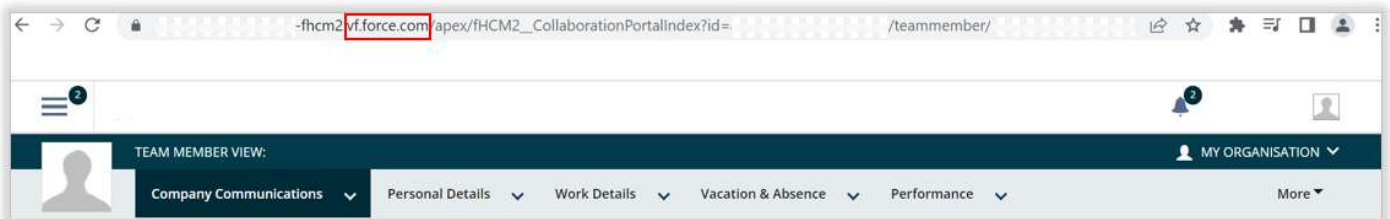
When you copy the new URL to be sent out to employees to bookmark, you only need to copy up to ..**CollaborationPortalIndex**, everything else past this in the URL relates to the individual Team Member.
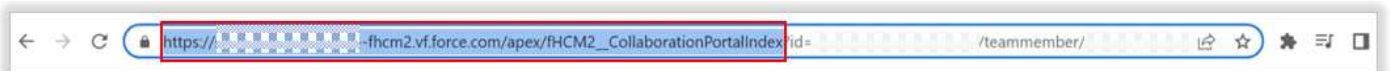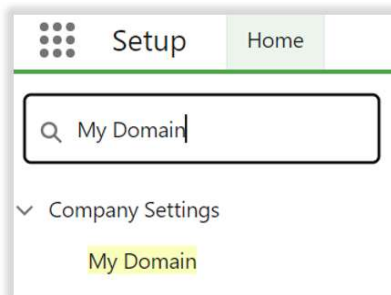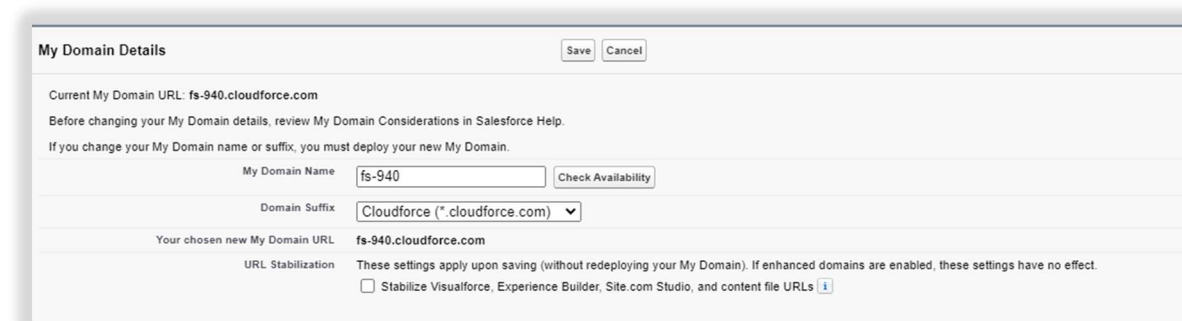
To enable Enhanced Domains:

Go to **Setup**.
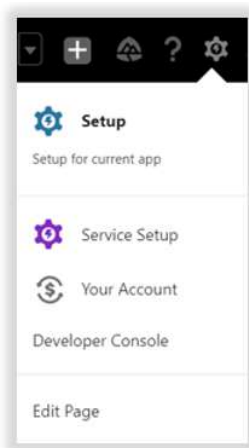
In the Quick Find box, type in **My Domain**.

Click **Edit** in the **My Domain Details** section.

If you want to change the 'My Domain Name' enter your preferred name and click **Check Availability**, this may take a few minutes to run – we recommend that unless there is a good reason to change the name, <u>you do not change it</u>. The proposed new domain name will show on the screen, select the new domain and click on the drop down list next to the 'Domain Suffix' field.
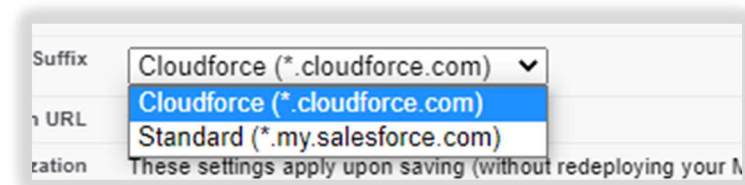
Select **Standard** (*.my.salesforce.com) **and** Save. Note: Once you click Save, a process runs in the background which may take up to 30 minutes to run. Once the process has run, you will receive an email confirming that this has been completed.
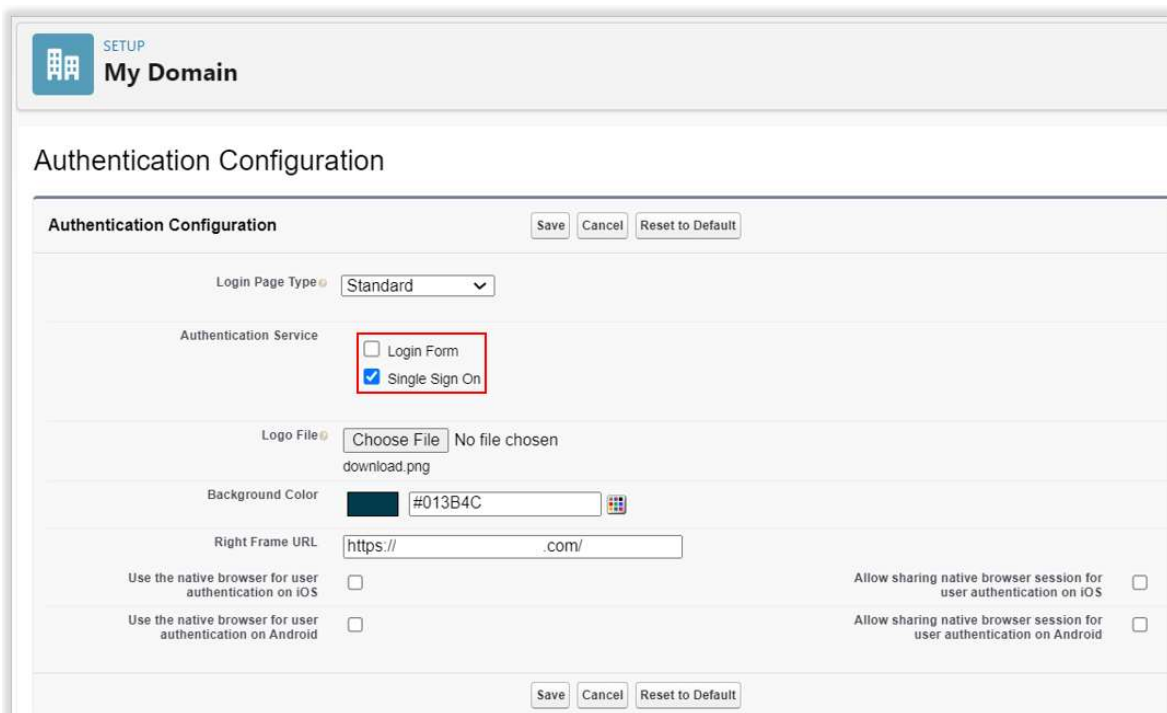
Once you have received the confirmation email, refresh the My Domain page, a new button called **Deploy New Domain** will appear, click **Deploy New Domain**.

Once the new Domain has been deployed and Enhanced Domains are enabled, you will be logged out of the org. Log back into the org as you now need to either:

1. Re-enable the SSO setting in the 'My Domain' page as this will have been cleared as part of the enablement of Enhanced Domains (if applicable) or

2. Check that the **Login Form** checkbox is ticked if you use Direct Login to access your org

Go to **Setup** and type in **My Domain**. Scroll down to the **Authentication Configuration** section and click **Edit**.

In the **Authentication Service** section, if you use SSO, check that the **Single Sign On** box is ticked and that the **Login Form** checkbox is not ticked. If you use Direct Login, check that the **Login Form** checkbox is ticked and the Single Sign On box is not ticked > click **Save**.

IMPORTANT: As soon as you have clicked Deploy New Domain, you will need to update your Single Sign On Settings (if applicable) as this action will stop users from accessing the Sage People system. **Your Single Sign On will not re-direct so immediate action is required.** From the HR Portal, click into your WX service to get the new URL as this is what you will now need to provide to your IT Team so that they can now update the Single Sign On settings.
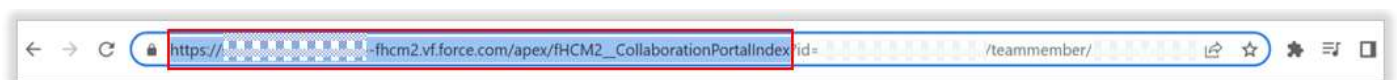
Once you have deployed Enhanced Domains, you will need to send out a communcation to provide your employees with the new WX URL so that they can update any saved bookmarks.

What do we need to do if My Domain already shows 'my.salesforce.com' and we haven't enabled Enhanced Domains?

You will need to check that the 'Use enhanced domains' checkbox is ticked. If the checkbox is not ticked, please follow the instructions for enabling Enhanced Domains.

You have the opportunity to change the URL domain name at this time should you wish to do so, for example:

From Current domain   fs-1234.my.salesforce.com to

New domain   CompanyName.my.salesforce.com

If you decide not to make any changes to the current 'my-domain-name' element of the URL, the URL remains unaffected once enhanced domains is enabled, for example:

From Current domain   fs-1234.my.salesforce.com

New domain   fs-1234.my.salesforce.com

Note: Even though your 'Current domain' URL already references 'my.salesforce.com', you still need to carryout all of the recommended checks highlighted in this guide to ensure that the correct URL links are referenced in the impacted functionality.

When do we need to have deployed Enhanced Domains by?

All Sage People orgs will need to have switched over to Enhanced Domains before the start of September 2023 when this feature will be enforced as part of the Salesforce Winter '24 mandatory release. Sandbox deployment will start in August 2023 and Production deployment will start in September 2023.

Which functionality is impacted ?

From now until the end of August 2024 there is an automatic 'redirect' process in place. Once the redirect stops as part of the mandatory Salesforce Winter '25 release upgrade, some functionality will be impacted. We strongly recommend that you start to review the impacted areas within the system with immediate effect. The areas of the system that will be impacted by Enhanced Domains are shown below. We have provided guidance on how to check and update each of these areas:

These are the impacted areas that need to be checked/updated immediately. You should also check/update the areas below:

- Bookmarks

- Sage People Mobile app

- HCM Form Definitions

- Static Resources

    o Internal Communications

    o Stylesheets

    o HR Noticeboards

- Custom formula fields

- Classic Email Templates to include Recruit

How do we know what the new URLs will be called?

Please refer to the Salesforce guidance [here](#).

URL TYPE	FORMAT	URL FORMAT
Login	Old	*MyDomainName*.my.salesforce.com
	New	This URL will not change when you enable and deploy Enhanced Domains unless you also change your My Domain name or suffix.
Lightning	Old	*MyDomainName*.lightning.force.com
	New	This URL will not change when you enable and deploy Enhanced Domains unless you also change your My Domain name or suffix.
	New	*MyDomainName--PackageName*.container.force.com[1]
Salesforce Sites (this is the URL which needs to be referenced in HCM Form Definitions suffix)	Old	*SitesSubdomainName*.secure.force.com
	New	*MyDomainName*.my.salesforce-sites.com
Salesforce Sites (HTTP only)	Old	*SitesSubdomainName*.force.com
	New	*MyDomainName*.my.salesforce-sites.com
	New	This URL is reserved for future use. No related updates are required after you enable and deploy Enhanced Domains.
Visualforce	Old	`MyDomainName--PackageName.visualforce.com`[1]
	New	`MyDomainName--PackageName.ss.force.com`[1]

How can we ensure users are routed/redirected automatically from the previous Domain name URL to the new Domain name URL?

Once you have enabled Enhanced Domains, you need to ensure that users are automatically directed from your previous Domain name URL to your new Domain name URL. To do this you need to enable the redirection service:

Go to **Setup**.
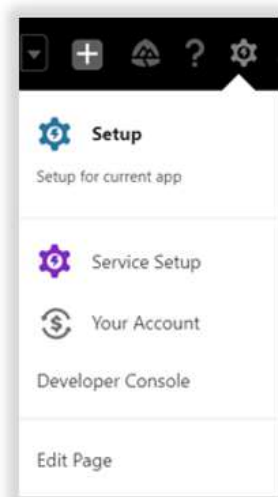
In the Quick Find box, type in **My Domain**.
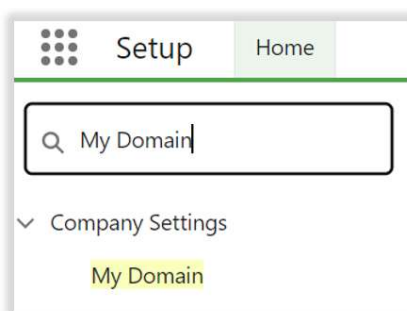
Scroll down to the **Routing** section. Under **Redirections**, select the top two boxes shown below and click **Save**:
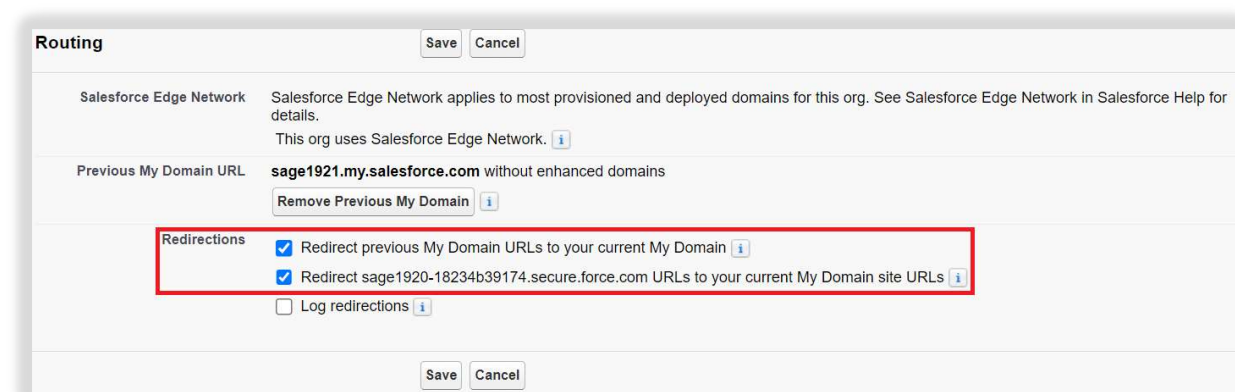
Scroll down to the **Policies** section. Under **Redirect Policy**, select **Redirect to the same page within the domain** and click **Save**.

Policies Save Cancel

Policies apply to all deployed and provisioned domains for this org.

Login Policy ☐ Prevent login from https://login.salesforce.com ⓘ
☐ Prevent SOAP API login from https://login.salesforce.com

Redirect Policy Decide whether to redirect anyone who uses bookmarks and links that contain your previous instance-specific domain
◉ Redirect to the same page within the domain
○ Redirect with a warning to the same page within the domain
○ Don't redirect (recommended)

For more detailed information on URL redirection, please refer to the [URL-Redirects](#) article on the Community (please make sure you are logged into the Community before clicking on the link).

Single Sign-On Actions

What actions do we need to take in our Production org?

Action required for all customers using Single Sign-On (SSO); you will require support from your IT Department.

Action		
Org shows my.salesforce.com Domain and Enhanced Domains is enabled	**Org shows my.salesforce.com Domain without Enhanced Domains**	**Org shows cloudforce.com Domain**
No action is required.	If the Production Domain of the org is my.salesforce.com the domain URL will remain unchanged (unless you have changed the Domain name prefix). The Single Sign-On (SSO) settings will need to reference the Workforce Experience URL change (relay state).	If the Production Domain of the org is cloudforce.com, the Single Sign-On (SSO) settings will need to be updated to reflect my.salesforce.com **And** the Workforce Experience URL change (relay state).

You will need to work with your IT Department to update the configuration settings in your SSO platform to reference the my.salesforce.com Domain suffix.

Once Enhanced Domains are enabled, an SSO setting in the 'My Domain' page (accessed via Setup) of your Sage People org is cleared and will need to be re-enabled; you will see a checkbox next to the name of your SSO provider which needs to be selected and saved.

Please see below for some examples of how to make the required changes in Azure, Okta and Google Workspaces.

Examples used throughout are shown below (your org URLs may differ to these examples):

Pre-Enhanced Domains change

My Domain URL – https://sage67.cloudforce.com

WX URL – https://sage67--fhcm2.visualforce.com/apex/fHCM2__CollaborationPortalIndex

Post Enhanced Domains change

My Domain URL – https://sage67.my.salesforce.com

WX URL – https://sage67.my.salesforce.com/apex/fHCM2__CollaborationPortalIndex

Azure

Azure Enterprise App: Pre-Enhanced Domains change

Sage People – Azure – Pre-Enhanced Domains change

Azure Enterprise App: Post Enhanced Domains change

In Azure when logged in as Administrator, go to Azure Active Directory then into the Enterprise applications blade, opening the relevant App which is linked to Sage People.
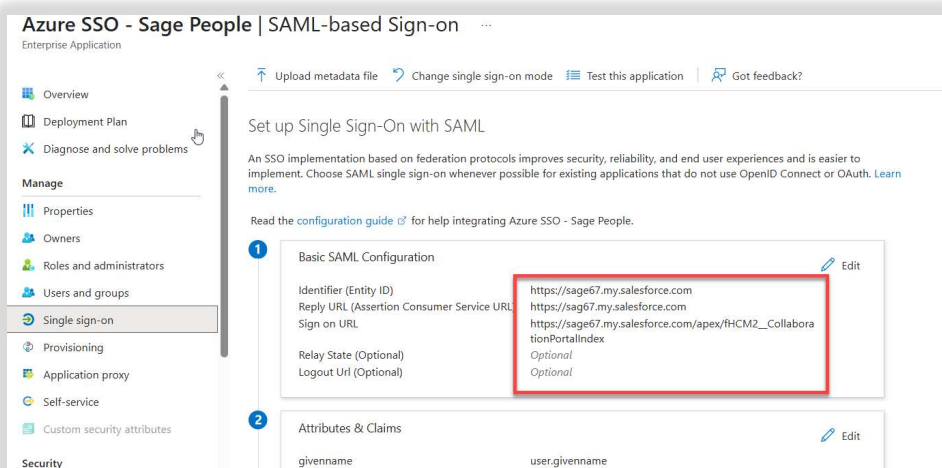
Open the Single Sign-On settings and edit Box 1 'Basic SAML Configuration'.

Update the Reply URL (ACS URL), Sign on URL and Relay State with the new URLs.

This is the only change required once Enhanced Domains has been deployed in the Sage People org, however for completeness and to avoid any misinterpretation in the future, we recommend that you also change the Entity ID both in Azure and in the Single Sign-On setup in Sage People.

See examples below:

SAML Single Sign-On Settings

Back to Single Sign-On Settings

Edit   Delete   Clone   Download Metadata   SAML Assertion Validator

Name	AzureSSO	API Name	AzureSSO
SAML Version	2.0		
Issuer	https://sts.windows.net/▓▓▓▓▓▓▓▓▓▓	Entity ID	https://sage67.my.salesforce.com
Identity Provider Certificate	CN=Microsoft Azure Federated SSO Certificate Expiration: 18 Jan 2026 19:09:28 GMT		
Request Signing Certificate	SelfSignedCert_09Jan2023_164451		
Request Signature Method	RSA-SHA256		
Assertion Decryption Certificate	Assertion not encrypted		
SAML Identity Type	Federation ID		
SAML Identity Location	Subject		
Service Provider Initiated Request Binding	HTTP Redirect		
Identity Provider Login URL	https://login.microsoftonline.com/▓▓▓▓▓▓▓▓▓/saml2		
Custom Logout URL			
Custom Error URL			
Single Logout Enabled	✓		
Use Selected Request Signature Method for Single Logout	☐ ⓘ		
Identity Provider Single Logout URL	https://login.microsoftonline.com/▓▓▓▓▓▓▓▓▓/saml2		
Single Logout Request Binding	HTTP Redirect		

Okta

Okta App: Pre-Enhanced Domains change

Sage People – Okta – Pre-Enhanced Domains change
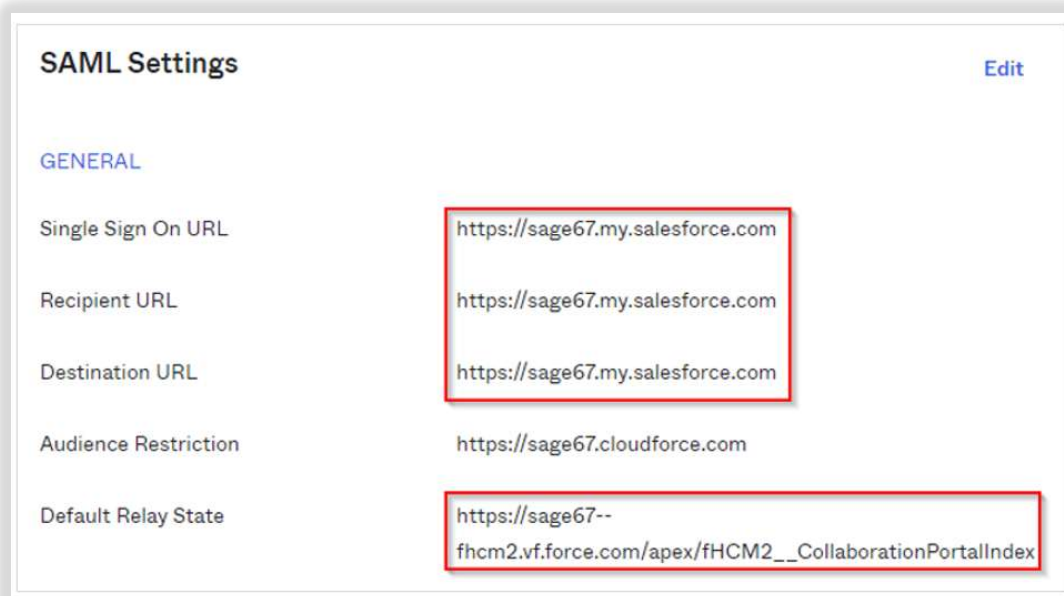

Okta App: Post Enhanced Domains change

Sign into the main Okta portal as an Admin user, then click the Admin tools button. Choose Applications from the side menu, then choose the relevant App which is linked to Sage People. Go to General then click edit next to SAML Settings.

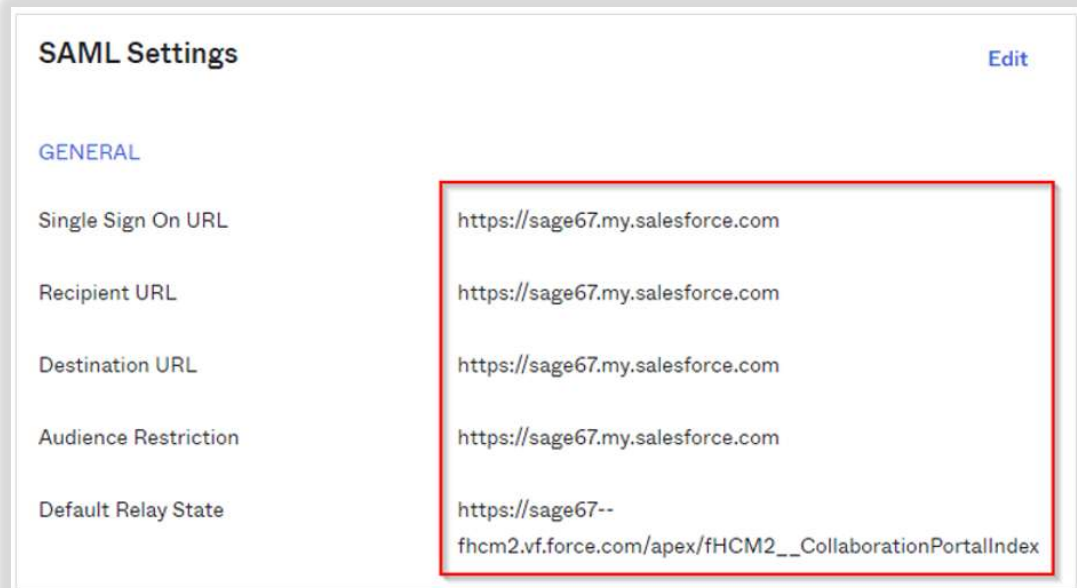Update the Single Sign-On URL (including Recipient and Destination URLs) and Default Relay

State with the new URLs.

This is the only change required once Enhanced Domains has been deployed in the Sage People org, however for completeness and to avoid any misinterpretation in the future, we recommend that you also change the Audience Restriction (Entity ID) both in Okta and in the Single Sign-On setup in Sage People.

See examples below:

SETUP
Single Sign-On Settings

SAML Single Sign-On Settings
Back to Single Sign-On Settings

Edit | Delete | Clone | Download Metadata | SAML Assertion Validator

Name	OKTA SSO
SAML Version	2.0
Issuer	http://www.okta.com/▓▓▓▓▓▓▓
Identity Provider Certificate	EMAILADDRESS=info@okta.com, CN=dev-4653744, OU=SSOProvider, O=Okta, L=San Francisco, ST=California, C=US Expiration: 18 Jan 2033 19:13:32 GMT
Request Signing Certificate	SelfSignedCert_09Jan2023_164451
Request Signature Method	RSA-SHA256
Assertion Decryption Certificate	Assertion not encrypted
SAML Identity Type	Federation ID
SAML Identity Location	Subject
Service Provider Initiated Request Binding	HTTP Redirect
Identity Provider Login URL	https://▓▓▓▓▓.okta.com/app/d▓▓▓▓▓_oktasso_1/e▓▓▓▓▓▓▓/sso/saml
Custom Logout URL	
Custom Error URL	
Single Logout Enabled	☐

API Name   OKTA_SSO

Entity ID   https://sage67.my.salesforce.com

Google

Google App: Pre-Enhanced Domains change

Sage People – Google – Pre-Enhanced Domains change
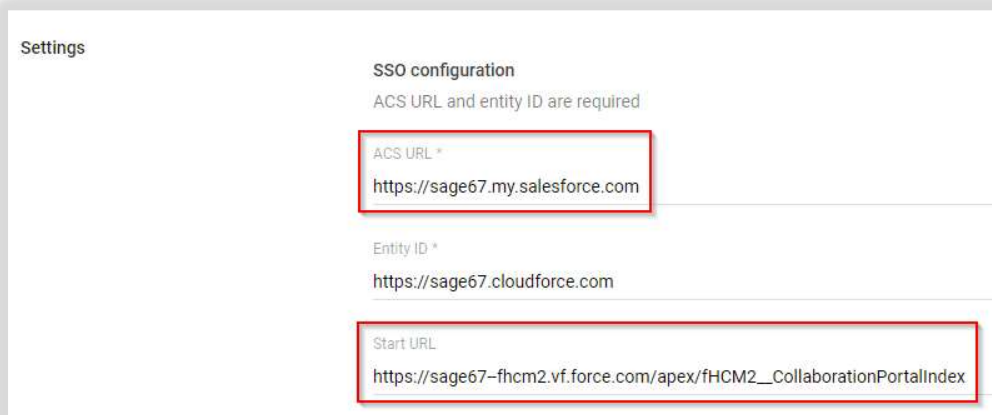

Google App – Post Enhanced Domains change

Sign into the main Google portal as an Admin user, click the Apps menu item, choose Web and

Mobile Apps from the side menu and click the relevant App which is linked to Sage People. Expand the Service provider details.
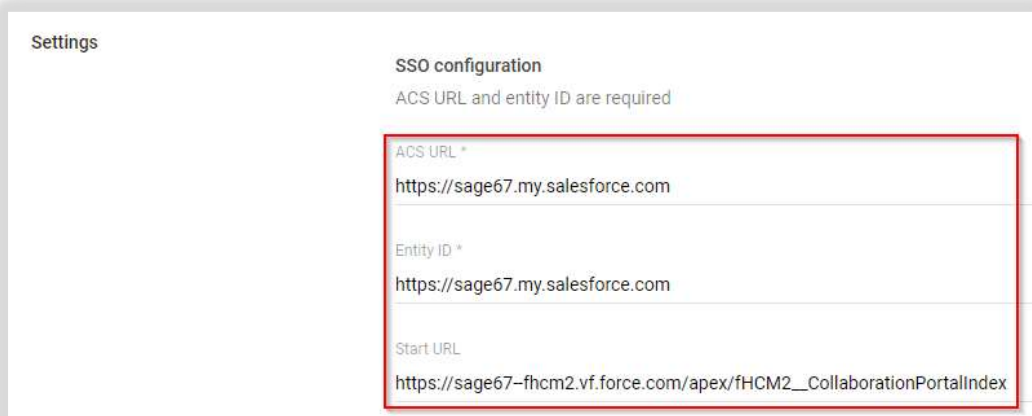
Update the ACS URL and Start URL with the new URLs then click Save.

This is the only change required once Enhanced Domains has been deployed in the Sage People org, however for completeness and to avoid any misinterpretation in the future, we recommend that you also change the Entity ID both in Google and in the Single Sign-On setup in Sage People.

See examples below:

SAML Single Sign-On Settings
Back to Single Sign-On Settings

[Edit] [Delete] [Clone] [Download Metadata] [SAML Assertion Validator]

Name	Google SSO	**API Name**	Google_SSO
SAML Version	2.0		
Issuer	https://accounts.google.com/o/saml2?▓▓▓▓	**Entity ID**	https://sage67.my.salesforce.com
Identity Provider Certificate	ST=California, C=US, OU=Google For Work, CN=Google, L=Mountain View, O=Google Inc. Expiration: 15 Oct 2025 01:22:36 GMT		
Request Signing Certificate	SelfSignedCert_09Jan2023_164451		
Request Signature Method	RSA-SHA256		
Assertion Decryption Certificate	Assertion not encrypted		
SAML Identity Type	Federation ID		
SAML Identity Location	Subject		
Service Provider Initiated Request Binding	HTTP Redirect		
Identity Provider Login URL	https://accounts.google.com/o/saml2/▓▓▓▓		
Custom Logout URL			
Custom Error URL			
Single Logout Enabled	☐		

Single Sign-On in Sandbox

If Single Sign-On (SSO) is being used to access Sandbox environments, the Single Sign-On settings will need to be changed. If you are not using SSO to access Sandboxes, then no changes are required.

From 3 February 2023, Salesforce added the word 'sandbox' to all Sandbox URLs and you will need to update your SSO configuration. For example, a Sandbox Domain URL will look like this: my-domain-name—sandbox.my.salesforce.com

Action required:

Contact your IT Administrator to update the configuration settings in your SSO platform to reference the my.salesforce.com Domain as follows:

Add word 'sandbox' to the Sandbox URL noting that the word 'sandbox' must reflect your chosen name for your Sandbox.

Example: 'my-domain-name--mysandboxname.my.salesforce.com'

When Enhanced Domains are enabled, an SSO setting in the 'My Domain' page in Setup in your Sage People org is cleared, and will need be re-enabled. This will show as a checkbox next to the name of your SSO provider.

Go to **Setup**. In the Quick Find box, type in **My Domain**. Check the box next to your Single Sign-On Provider and **Save**.

Will APIs be impacted?

Action required if your org uses APIs; you will need support from the team who implemented the APIs. If you need help, please contact either your Managed Service Provider or your Customer Success Manager.

If you are using external APIs to access and retrieve data from your Sage People system, then updates to your APIs may be required.

If the Production Domain name was cloudforce.com prior to enabling Enhanced Domains, the API configuration will need to be changed to reference the my.salesforce.com Domain name.

If APIs are being used to access Sandboxes, the APIs need to be changed irrespective of the Domain name as 'sandbox' is added to the URL, for example:

my-domain-name—sandbox.my.salesforce.com

Firewalls and Whitelisting of Domain name

Action required by all customers; you will require support from your IT Department

Action	
Org has always has been a my.salesforce.com Domain (with or without Enhanced Domains enabled)	**Org updated from a Cloudforce.com Domain**
No action is required.	If the Production Domain was cloudforce.com, any whitelisting and/or firewalls will need to be updated to reference the new my.salesforce.com Domain. To understand the format of the new URL please click here.

Sage

Hard coded links used in Bookmarks and/or Intranet Sites

Action required by all customers; you will require support from your IT Department

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action needed.	If the Domain URL is referenced in any intranet site and/or bookmarks then these will need to be updated with the new Domain URL as soon as Enhanced Domains has been enabled.

HCM Configuration Checks

Global Configuration Settings

| Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	The **Sage People Human Capital Management Installed Package** site URL will need to be updated. Please follow the instructions below.
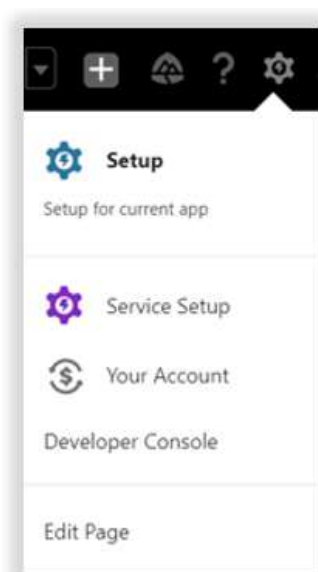
Go to **Setup**.

In the Quick Find box, type in **Installed Packages** and click on the **Installed Packages** link.
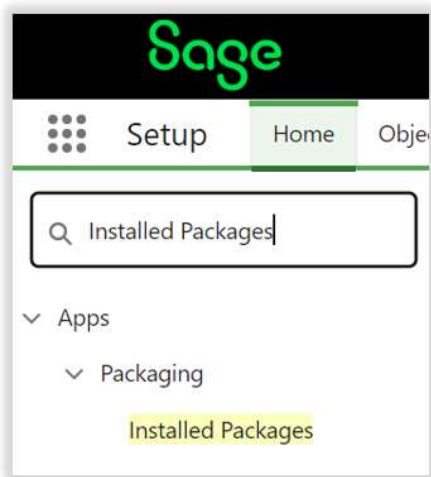
Scroll down to the Sage People – Human Capital Management Installed Package and click the **Configure** link.

Scroll down to the **Sites URL** field and paste in the relevant new site URL and click **Save**. For example:

Old Site URL: https://acmehr.secure.force.com

*New Site URL: https://acmehr.my.salesforce-sites.com/PDF

*Note: The new Site URL requires '**/PDF**' to be added to the end of the URL. The PDF Site may have additional text after PDF e.g. PDFdocuments so make sure you use the full URL from the PDF Site.

Note: It is imperative that your Site HCM Installed Package URL and your Remote Site URL match. They should look like this:

Area	Sample URL
Remote Site	https://sage1921.my.salesforce-sites.com
Site HCM Installed Packages	https://sage1921.my.salesforce-sites.com/PDF

Remote Sites

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	Remote Site update required, please follow the instructions below.

Go to **Setup**.
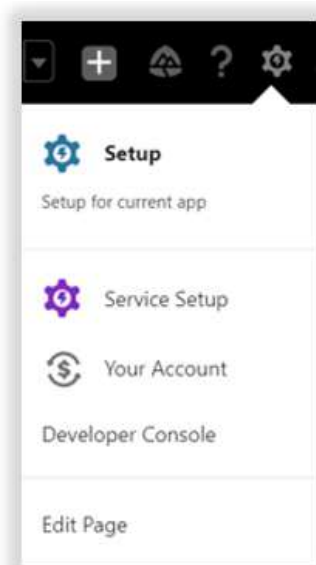
In the Quick Find box, type in **Remote Site Settings** and click on the **Remote Site Settings** link.
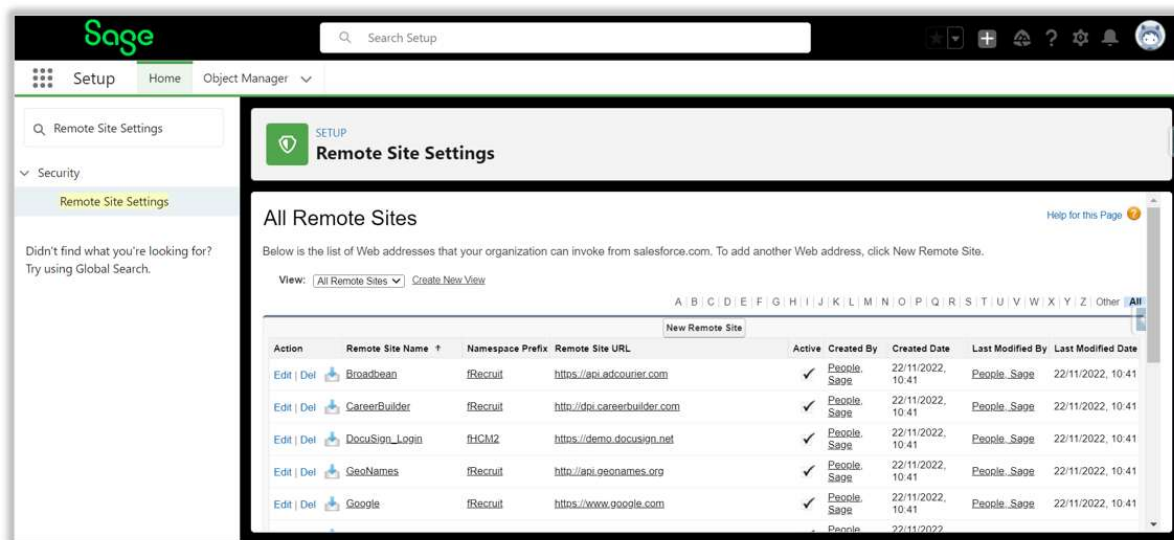
Scroll down to the Remote Site called **PDF** and click **Edit**. Paste in the relevant new site URL and click **Save**.

For example:

Old Site URL: https://acmehr.secure.force.com
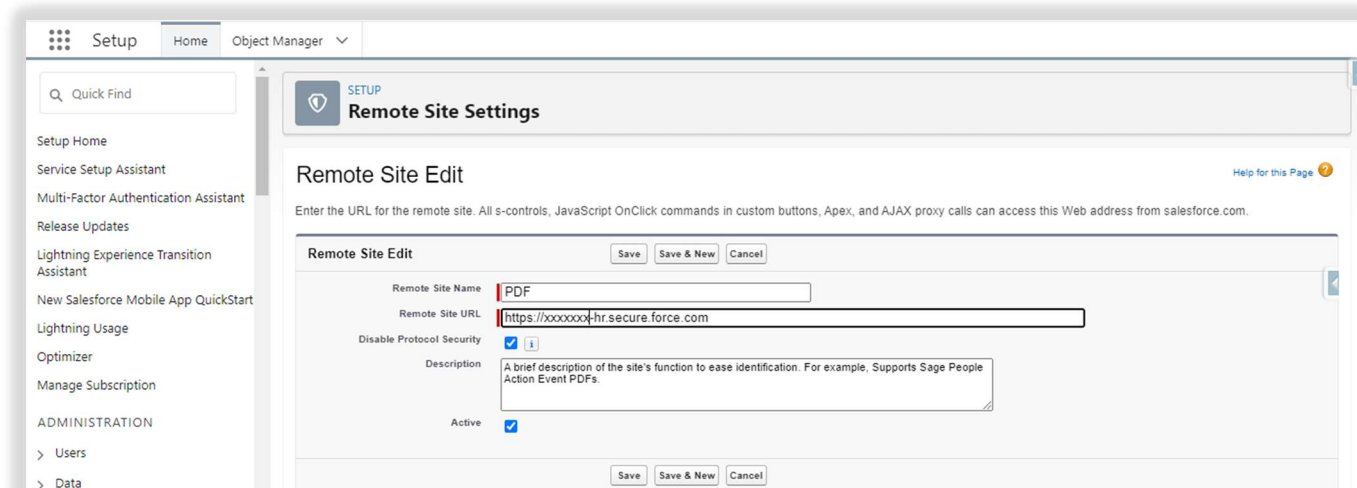
New Site URL: https://acmehr.my.salesforce-sites.com

Note: It is imperative that your Remote Site URL and HCM Installed Package URL match. They should look like this:

Area	Sample URL
Remote Site	https://sage1921.my.salesforce-sites.com
Site HCM Installed Packages	https://sage1921.my.salesforce-sites.com/PDF

Mobile App

Action	
Org has always has been a [my.salesforce.com](#) Domain with Enhanced Domains enabled	**Org updated from a [Cloudforce.com](#) Domain or [my.salesforce.com](#) without Enhanced Domains enabled**
No action required.	Communicate the new Domain URL to all users. [How to distribute the mobile app to users](#)

Go to **Policies** > open any Policy, scroll to the bottom of the Policy and here you will find the new Mobile App URL link.
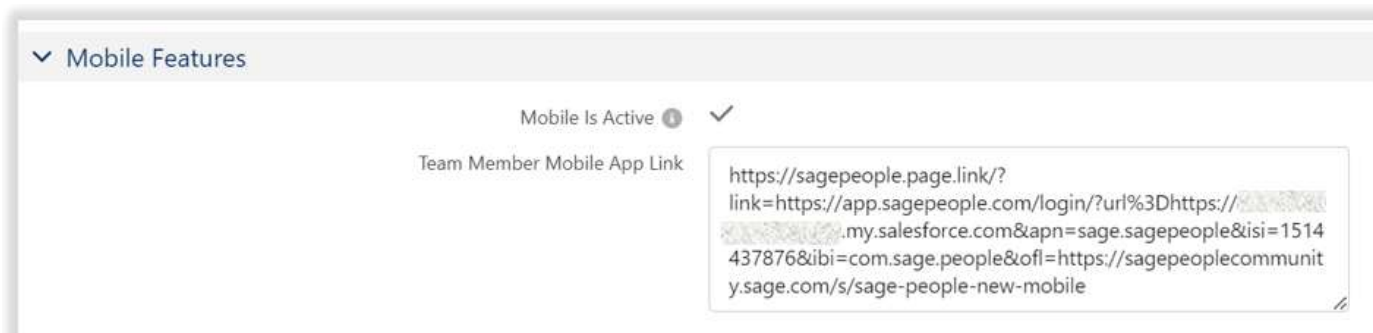
If the user already has the app installed when the link is followed, the deep link will automatically configure the organization's sign-in URL for the app.

Users accessing the link from a desktop device are taken to a webpage with instructions on how to install the app.

After the app sign-in URL has been configured using the deep link, users can follow the usual procedure for authenticating with the app using their Sage People login credentials or Single Sign-On details.

HCM Form Definitions

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action is required.	Once Enhanced Domains has been enabled, the HCM Forms Site URL will automatically change and this new URL needs to be referenced in all HCM Form Definitions. To get the new HCM Forms Site URL, go to Setup > Sites.

From the HR Portal, go to **App Launcher** and search for **HCM Forms Definitions** and click on the link.

The following steps need to be completed for **every active** HCM Form Definition.

Select a form by clicking the link of the Definition Name e.g. Change of Bank Details.

Click **XML Edit**. Paste in the new HCM Forms Site URL in the **Request Prefix** field, add in a **/** to the end of the URL you have just pasted in and click **Save**. Repeat the steps for all HCM Forms Definitions.

Note: If you have referenced URL links within the HCM Form Definition, these will also need to be updated to reflect the new my.salesforce.com Domain URL.
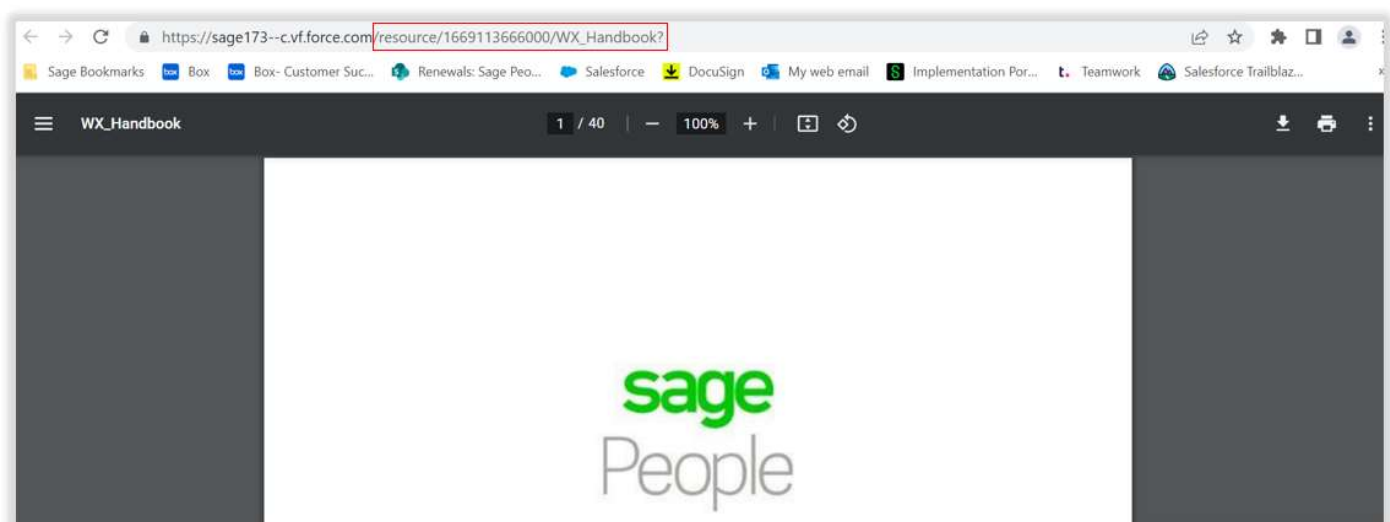
Static Resources

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action is required.	Once Enhanced Domains has been enabled, Static Resource URLs will change. If Static Resources are referenced in Internal Communications, Stylesheets and HR Noticeboards then these URL links will need to be reviewed and may require updating with the new Static Resource URL.

Static Resources are used in several areas in Sage People:

- Internal Communications

- Stylesheets; these are referenced in HCM Forms Definitions

- HR Noticeboards

These are referenced as 'URL' links so **every active** Internal Communications, Stylesheets and HR Noticeboards will need to be checked to make sure that the updated Static Resource URL is referenced.

If the Static Resources referenced URL begins with **/resource**, no further action will be needed as the URL will update dynamically when Enhanced Domains is switched on. If a **full** URL is referenced, then these URLs will not change dynamically and will need to be updated. When you make the updates, only copy the URL from **/resource/......onwards**; this will ensure that going forward the URL links will continue to update dynamically.

Where do we find the Static Resource URL ?

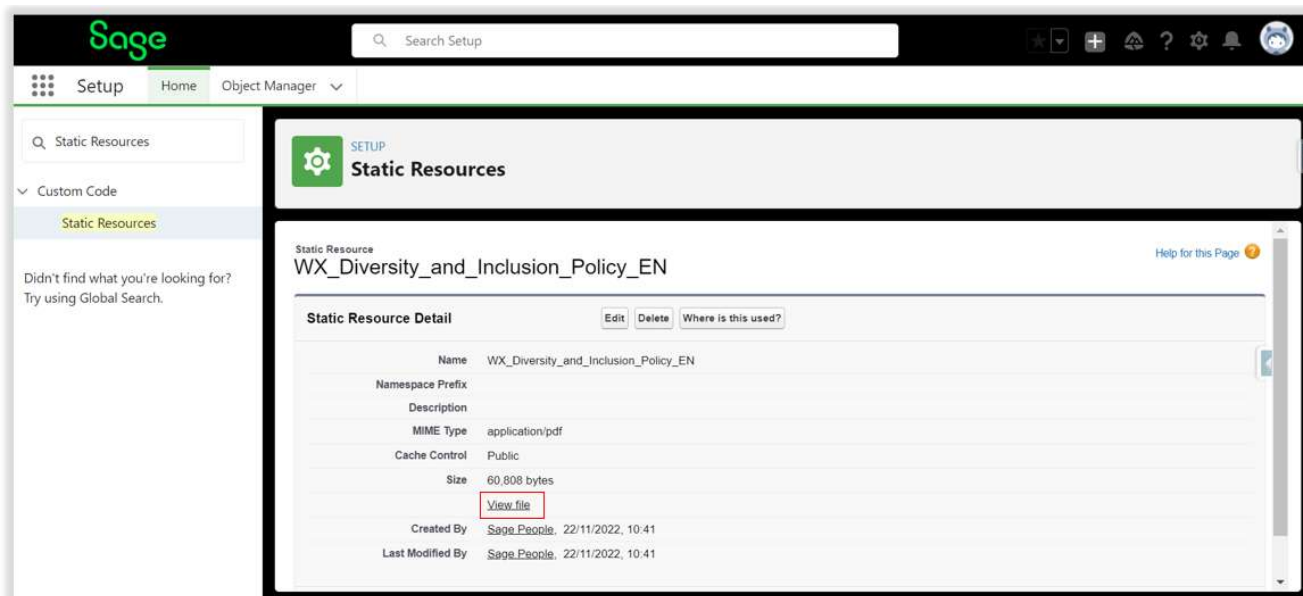Once Enhanced Domains has been enabled, Static Resource URLs will change.

Go to **Setup**.
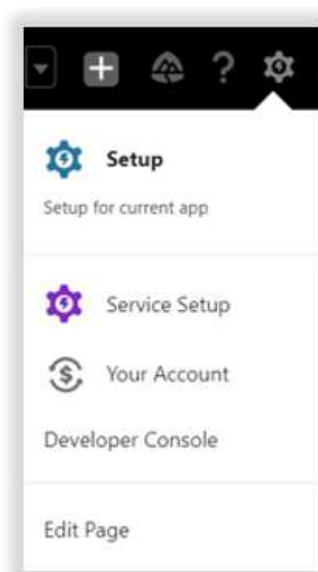
In the Quick Find box, type in **Static Resources** and click on the **Static Resources** link.
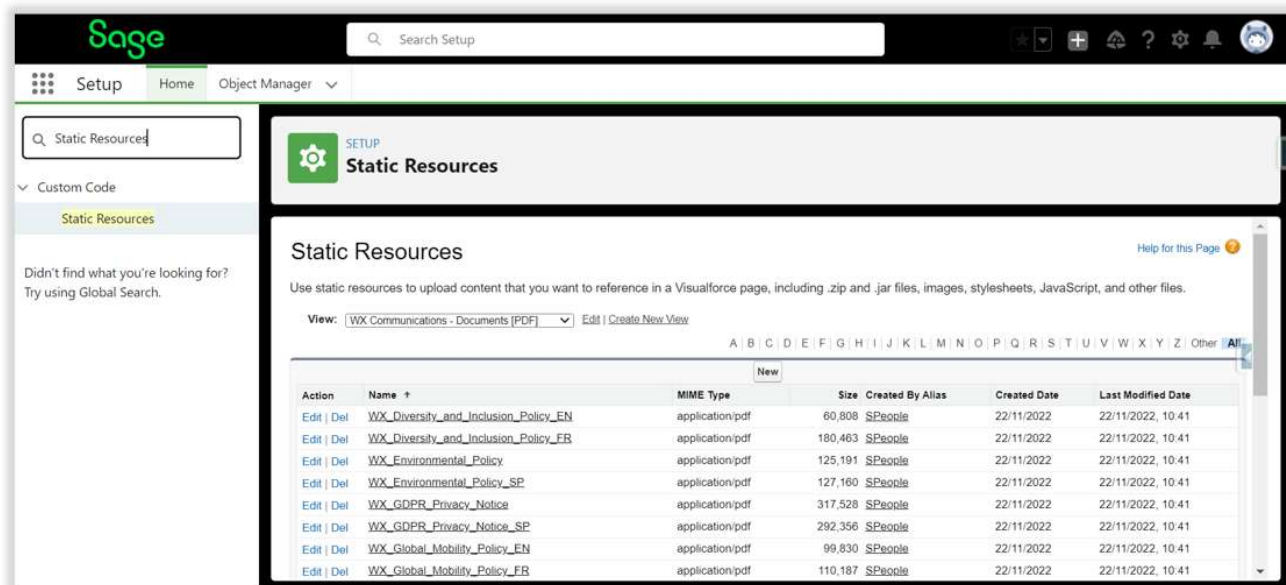
Find the relevant Static Resource and click on the 'Name' link. Click **View file**.

If the URL in your internet browser is different to the URL referenced in the Internal Communications and/or Stylesheets and/or HR Noticeboards, then copy the URL from **/resource…onwards** and paste into the relevant URL field.
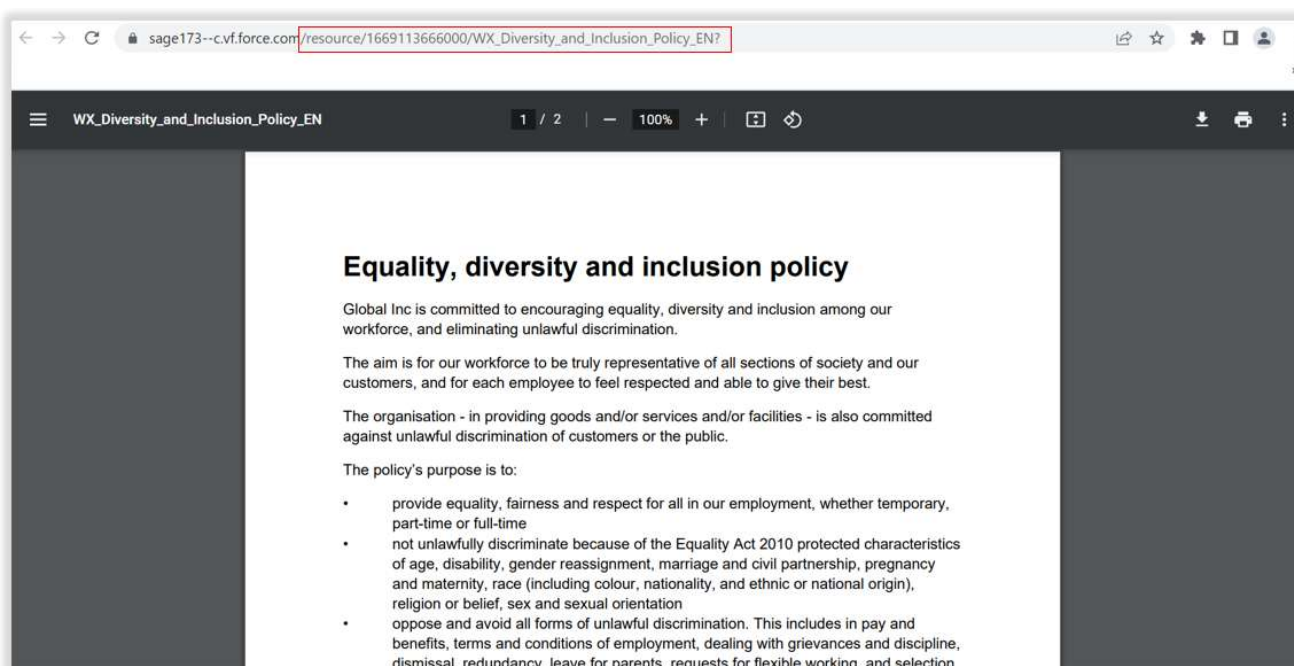
Where do we check and update Internal Communications that use a Static Resource URL?

Action	
Org has always has been a <u>my.salesforce.com</u> Domain with Enhanced Domains enabled	**Org updated from a <u>Cloudforce.com</u> Domain or <u>my.salesforce.com</u> without Enhanced Domains enabled**
No action required.	Check and update (if required) all **Rich Text** Internal Communications that reference a Static Resource URL.

From the HR Portal, go to **App Launcher** and search for **Internal Communciations** and click on the link.
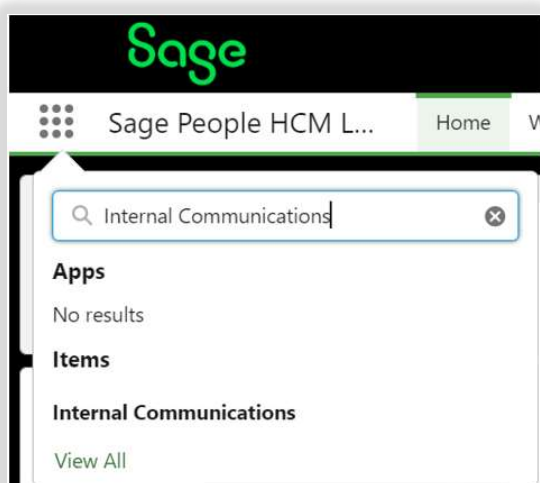
The following steps need to be completed for **every active Rich Text** Internal Communication.

Sort the 'Internal Communications' List View by **Tile Type**; click on the **Tile Type** column. This will organise your 'Internal Communications' into descending or ascending order.

You will need to check all Internal Communications with 'Tile Types' and/or 'Detail Type' which reference 'Rich Text'. If an image is included with a 'Rich Text Internal Communication' then a URL is used rather than a file upload; this can be found by double clicking the image in Edit mode.

Click the Internal Communication Name link and click **Edit**.

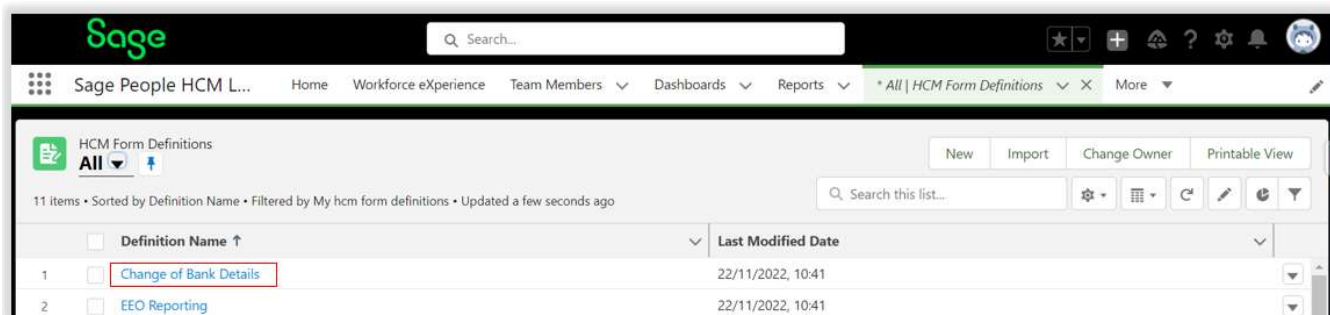Double click the image in the **Tile Content** section.
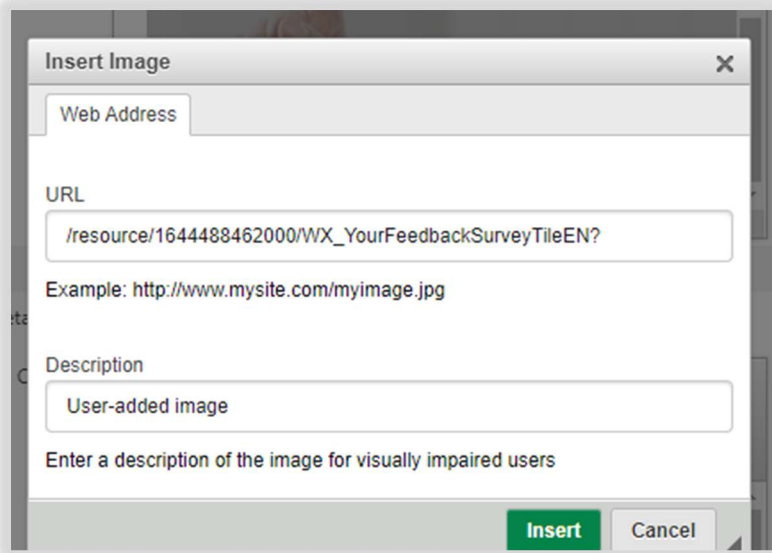
This action displays the details of the URL. For the purpose of this example, because the URL begins with **/resource.....** no further action is required as the URL will update dynamically when Enhanced Domains is switched on.

If the URL link is displayed in full (example below), the URL will need to be updated. Click here for the steps explaining how to find the Static Resource URL. Paste in the new URL from **/resource....onwards** and click **Save**.

https://sage111--c.visualforce/resource/1672922768000/xxxxxxxx

How do we check and update the Stylesheet Static Resource URL in HCM Form Definitions?

Stylesheets as referenced as Static Resources within 'HCM Form Definitions'. To check the URL that is being referenced, please follow the guidance below.

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	Check and update (if required) all Stylesheets linked to active HCM Form Definitions to ensure the correct Static Resource URL is being referenced. Please follow the guidance below.

From the HR Portal, go to **App Launcher** and search for **HCM Forms Definitions** and click on the link.
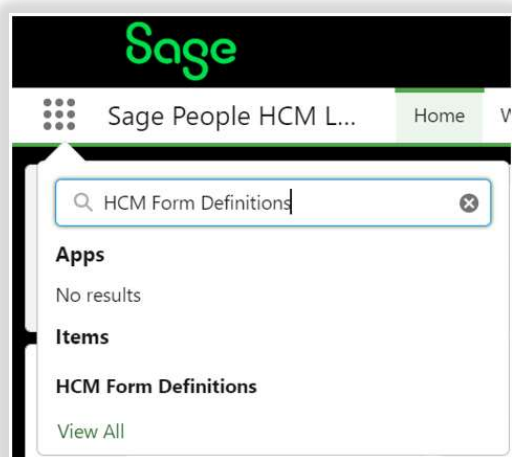
The following steps need to be completed for **every active** HCM Form Definition.

Select a form by clicking the link of the Definition Name e.g. Change of Bank Details.

Click **Visual Edit**.

Click **Advanced Mode**.

The Static Resouce URL is referenced in the 'Stylesheet' field.

For the purpose of this example, because the URL begins with **/resource.....** no further action is requires as the URL will update dynamically when Enhanced Domains is switched on.

If the URL link is displayed in full (example below), the URL will need to be updated. Click [here](#) for the steps explaining how to find the Static Resource URL. Paste in the new URL from **/resource....onwards** into the **Stylesheet** field and click **Save**.

[https://sage111--c.visualforce/resource/1672922768000/xxxxxxxx](#)

How do we check and update an HR Noticeboard Static Resource URL?

An HR Noticeboard may also reference Static Resource URL links which will need to be checked to ensure that the correct Static Resource URL is being referenced.

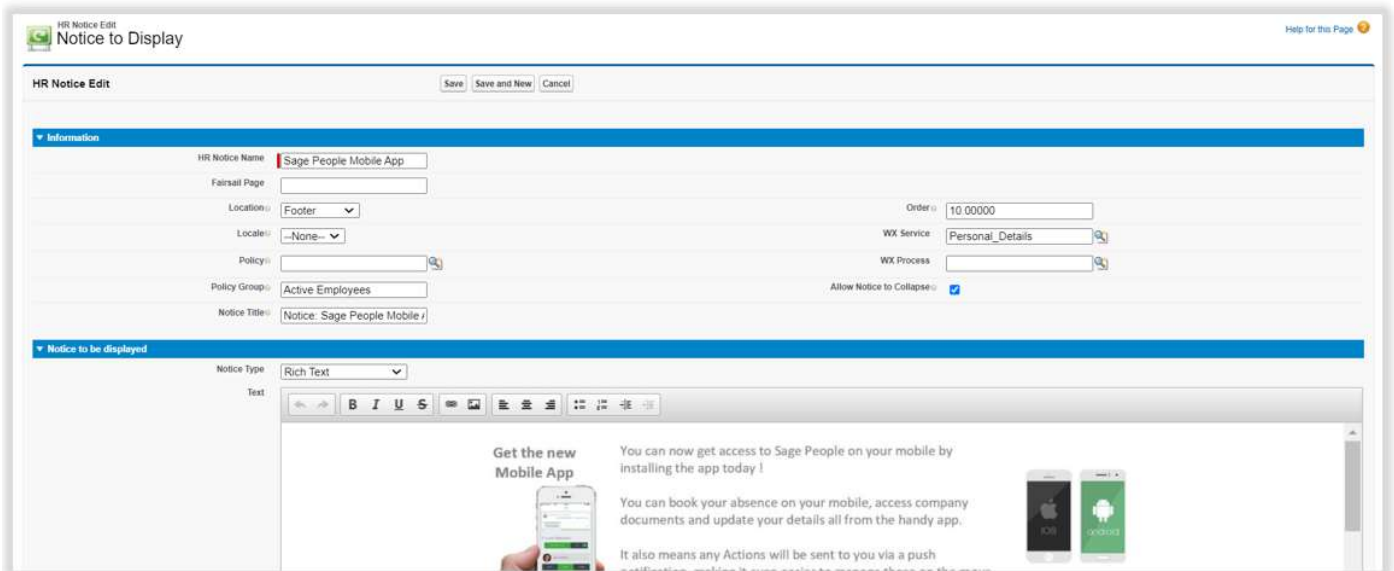| Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	Check and update (if required) all HR Noticeboards to ensure the correct Static Resource URLs are being referenced. Please follow the guidance below.

From the HR Portal, go to **App Launcher** and search for **HR Noticeboard** and click on the link.
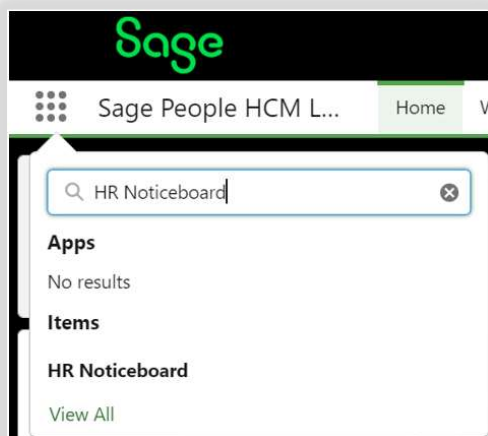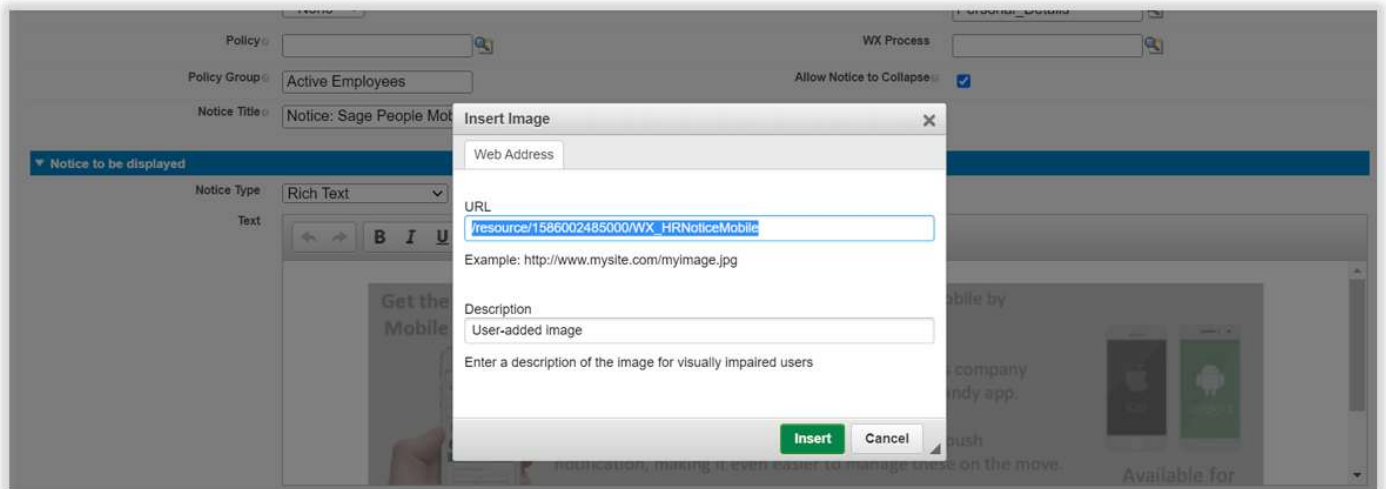

The following steps need to be completed for **every active** HR Noticeboard. Click on the HR Notice Name link.
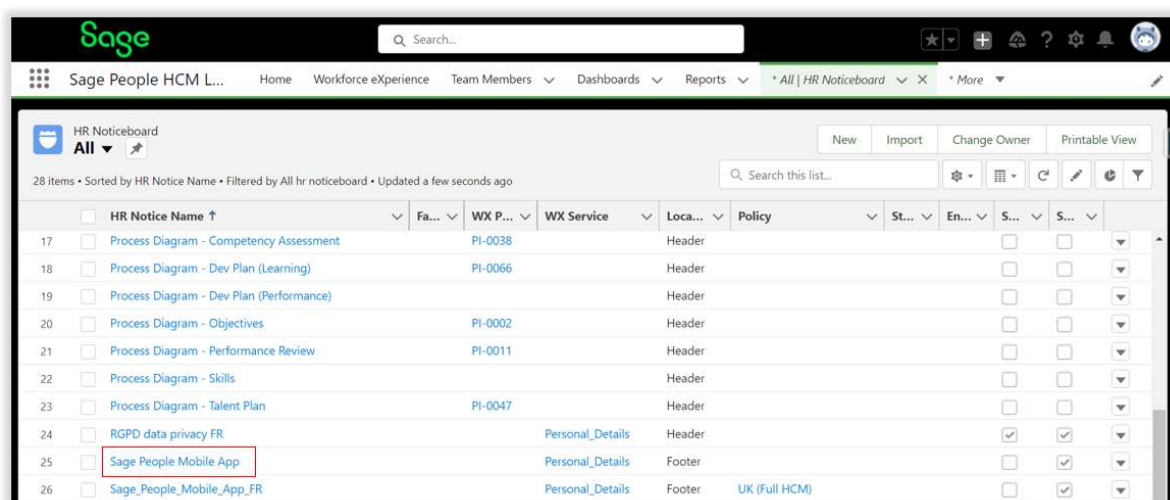
Click **Edit**.

Double click the image in the **Text** section.

This action displays the details of the URL. For the purpose of this example, because the URL begins with **/resource.....** no further action is requires as the URL will update dynamically when Enhanced Domains is switched on.

If the URL link is displayed in full (example below), the URL will need to be updated. Click here for the steps explaining how to find the Static Resource URL. Paste in the new URL from **/resource....onwards** into the HR Noticeboard **URL** field and click **Save**.

https://sage111--c.visualforce/resource/1672922768000/xxxxxxxx

How do we update Custom Formula Fields that contain URLs?

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	Review and update (if required) all custom Formula fields that contain a URL that have been created for your org specifically. The steps below need to be completed for **every Object** you have created custom Formula Fields for.

Go to **Setup**.
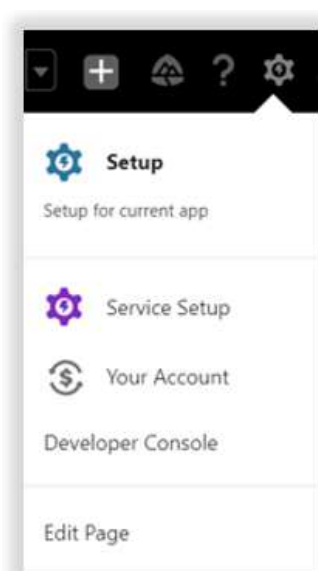
Select **Object Manager**. In the **Quick Find** search box, type in the applicable Object Name e.g. Team Member.

Click **Fields & Relationships**. Click the **Data Type** column name to sort the fields by type. Scroll down the page until you get to the fields with a Data Type of **Formula (Text)**.

Identify which Formula (Text) fields require action i.e. these will have been manually created for you and the name of these fields may reference your company name for example, acme_has_a_car which makes them easy to identify.

Click the **Field Label** link and scroll down to the **Formula Options** section. In this example you can see there is a reference to Static Resource URL i.e. /resource/1236345112000. As the URL begins with **/resource.....** no further action is requires as the URL will update dynamically when Enhanced Domains is switched on.

If the URL link is displayed in full (example below), the URL will need to be updated. Click here for the steps explaining how to find the Static Resource URL. Paste in the new URL from **/resource....onwards** and click **Save**.

https://sage111--c.visualforce/resource/1672922768000/xxxxxxxx

## Will Classic Email Templates be impacted?

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action is required.	Update the **Email Template Link** Custom Field.
	Review Classic Email Templates to check if any deep URL links have been used and amend if required.

Where do we need to go to update the Email Template Link (dynamic link) used in our emails?
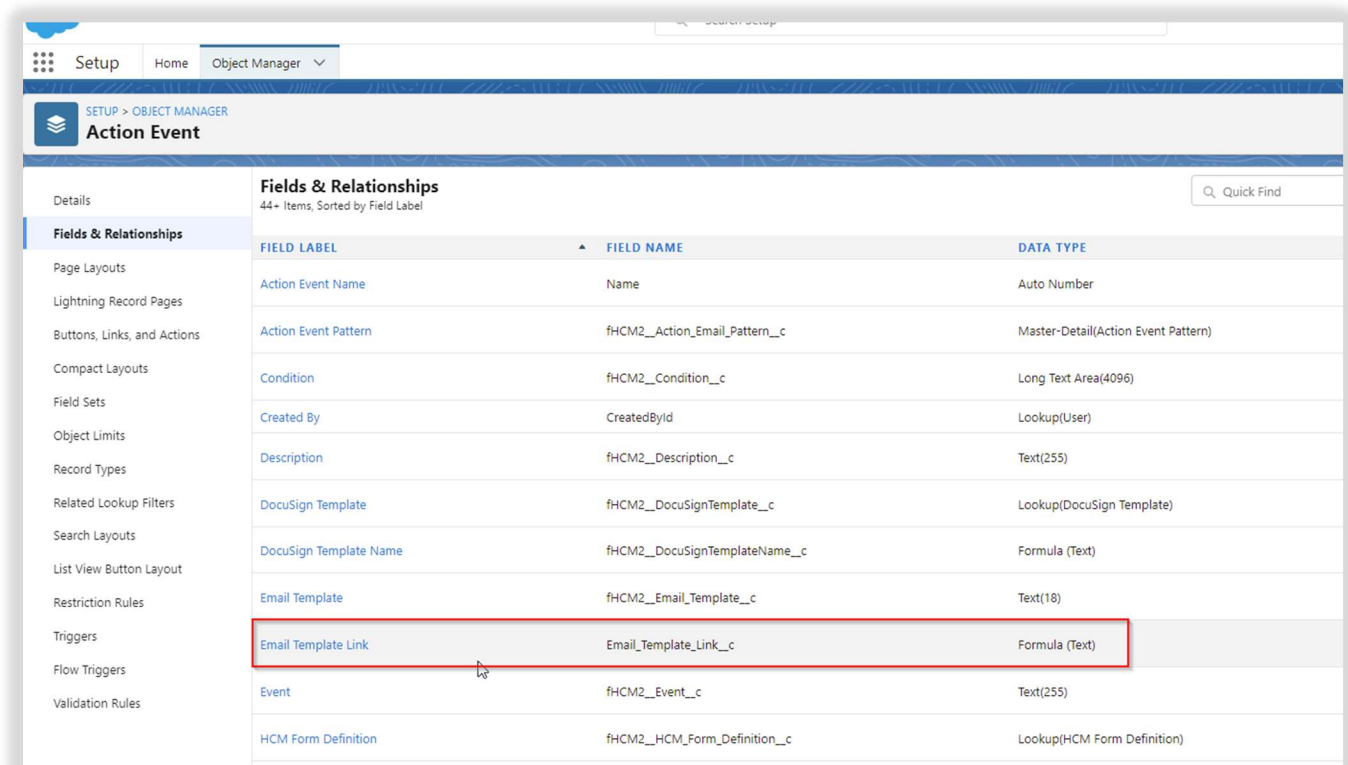
Go to **Setup**.
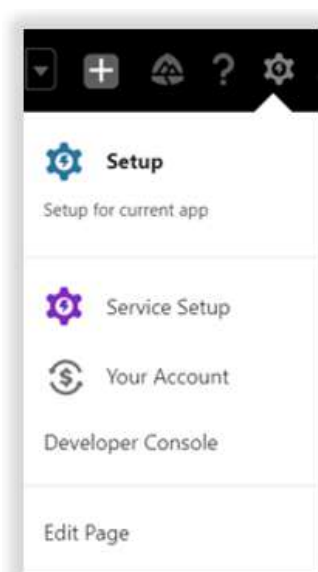
Select **Object Manager**. In the **Quick Find** search box, type in **Action Event** and click on the Label link.
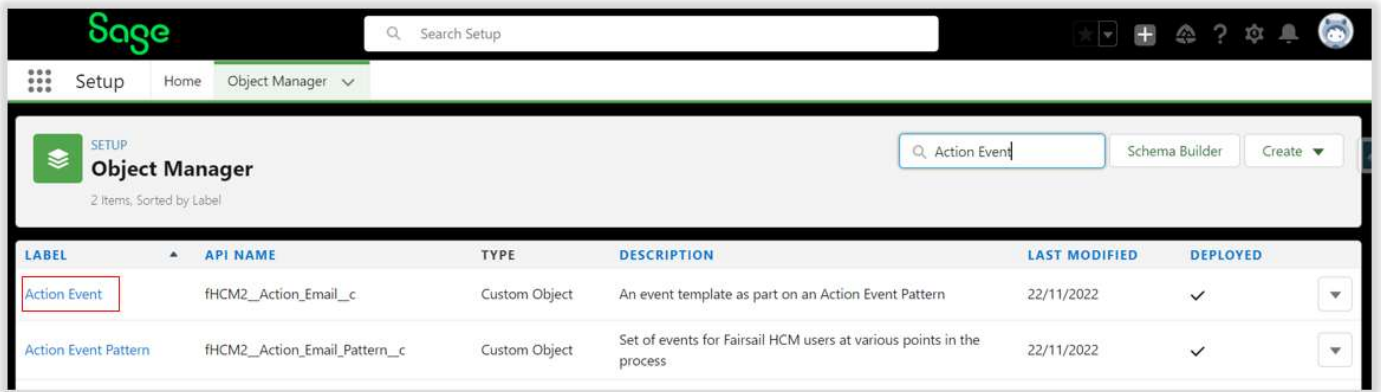
Click **Fields & Relationships**. Scroll down until you find the **Email Template Link** field, click the Field Label link.

Click **Edit**. In the **Formula Options** section, replace the text with the correct URL for your new Domain for example, **https://{insertmydomainhere}. my.salesforce.com/** leaving the **&fHCM2__Email_Template_c** as it is. Click **Save**.

Action Event Custom Field
Email Template Link
Back to Action Event

Custom Field Definition Detail

Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

Field Label	Email Template Link
Field Name	Email_Template_Link
API Name	Email_Template_Link__c
Description	
Help Text	
Data Owner	
Field Usage	
Data Sensitivity Level	
Compliance Categorization	
Created By	Sage People System Support, 17/09/2021, 11:00

Formula Options

Data Type	Formula

'REPLACE THIS TEXT WITH https://fs-xxxx.cloudforce.com/' & fHCM2__Email_Template__c
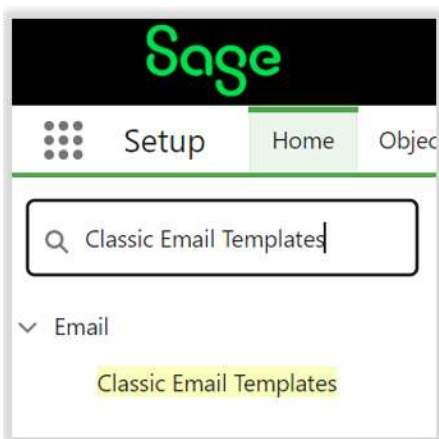
If we have deep links in our Classic Email Templates where do we need to go to update these?

In some cases, you may have email templates that have been configured with a non-dynamic URL link for example, a new starter email may contain a link to WX.
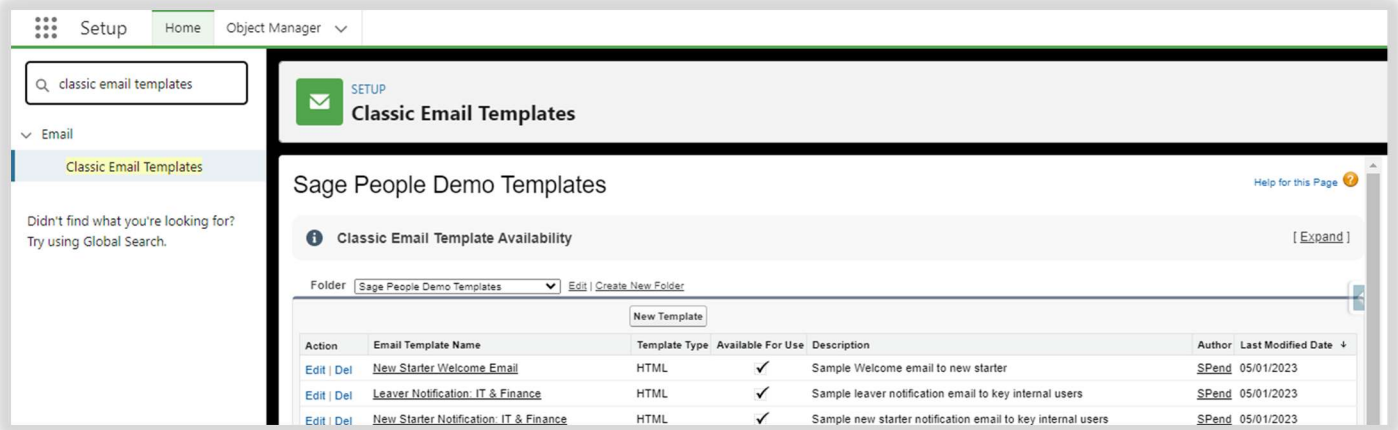
Go to **Setup**.
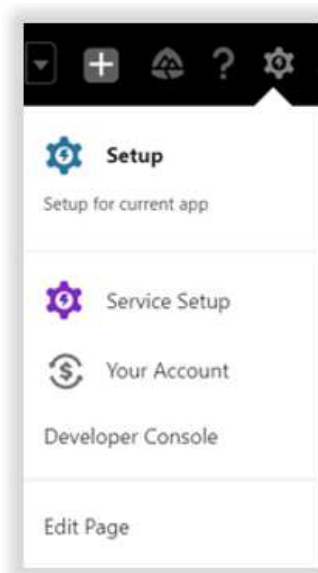
In the Quick Find box, type in **Classic Email Templates** and click on the **Classic Email Templates** link.

Click on **Email Template Name** link for the template you want to update.

Scroll to the bottom of the page until you come to the **Email Template** section. In this example, the template is referencing the cloudforce.com Domain URL. This will need to be updated to my.salesforce.com/.
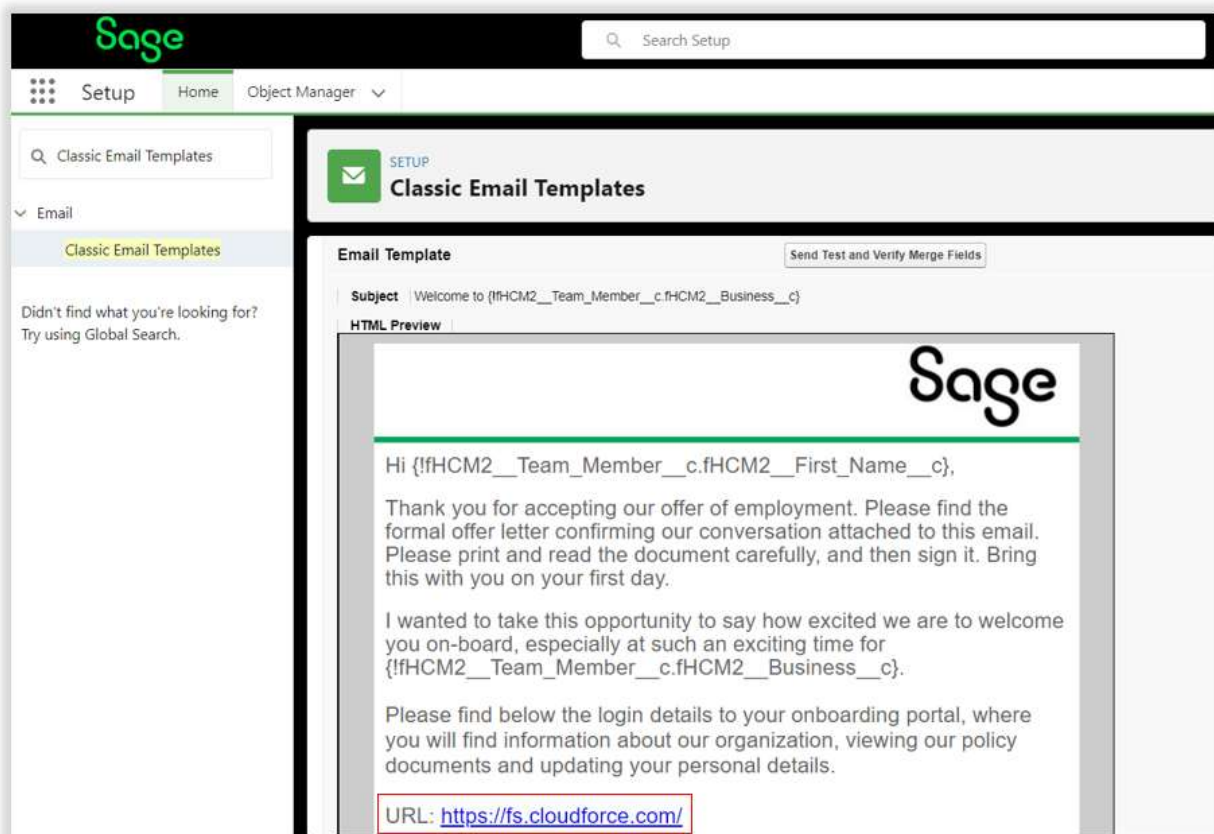
To make changes to the URL, click **Edit Text Version** and paste in the relevant new site URL and click **Save.**

NOTE: If you have something similar to 'click here' as a hyperlink in an email template e.g. to complete an onboarding form, the URL behind this will have automatically updated if you have already updated the HCM Form Site URL in HCM Form Definitions. Use a test record to check that the email template triggers and when clicking the **click here** hyperlink, it opens to the correct form.

If you try to click the hyperlink in Edit Classic Email Templates mode, you will see an error message similar to the example below as you can't test the URL from this Edit screen, the only way to test is as mentioned above.

npe-hr.my.salesforce.com refused to connect.
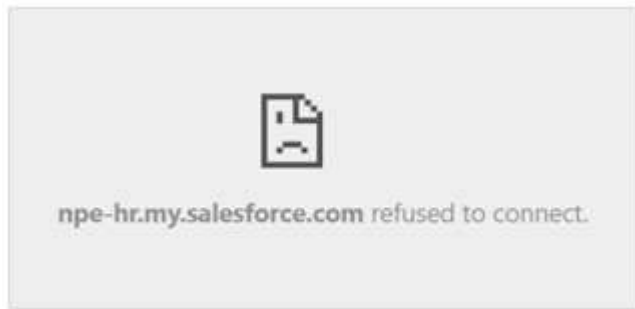
PlanSource (US Benefits) Configuration Checks

If you are using Sage People US Benefits powered by PlanSource and your Domain was my.salesforce.com previously, no action is required.
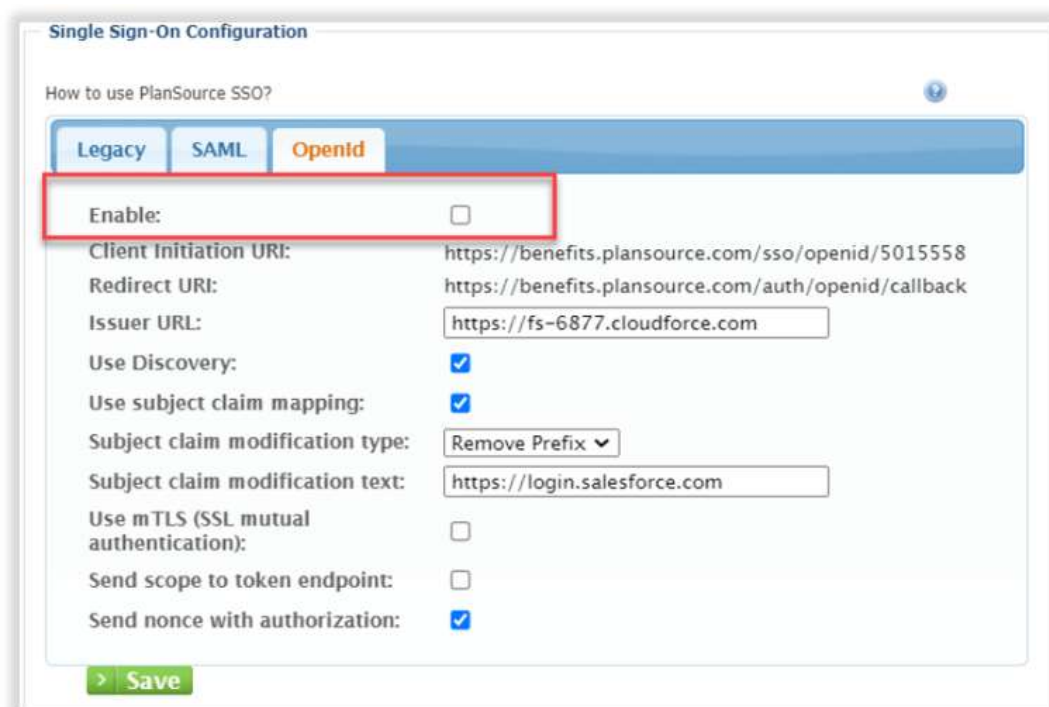
If you had a cloudforce.com Domain:

Login to PlanSource as a System Administrator.

Go to **System > Single Sign On**.

Select the **OpenID** tab.

Clear the **Enable** box.

Click **Save**.

Recruit Configuration Checks

The Base URL within the **Sage People Recruit Installed Package** will need to be updated once Enhanced Domains has been enabled.
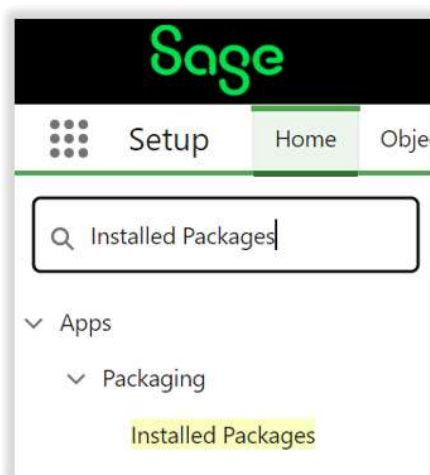
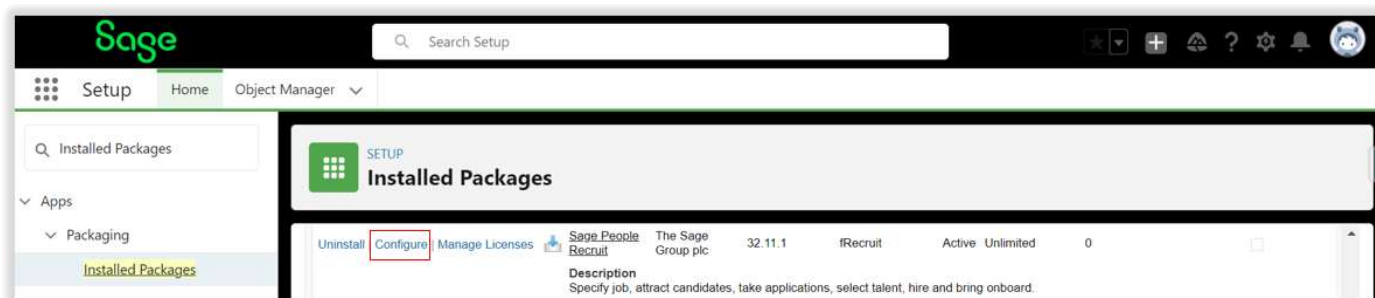| Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	Base URL needs to be updated. Once Enhanced Domains has been enabled, the Recruit Site URL will automatically change and this new URL needs to be referenced in the Recruit Base URL. To get the new Recruit Site URL, go to Setup > Sites > copy the URL and paste this into the Base URL field in the Recruit Installed Package.
	Update all vacancy links on 3rd party sites that were created before Enhanced Domains was enabled.

Go to **Setup**.

In the Quick Find box, type in **Installed Packages** and click on the **Installed Packages** link.

Scroll down to the **Sage People Recruit** Installed Package and click the **Configure** link.

Update the Base URL field by pasting in the relevant new site URL; add in a **/** to the end of the URL you have just pasted in and click **Save.**

How do we update the URL Links in our Recruit Email Templates?

Action	
Org has always has been a my.salesforce.com Domain with Enhanced Domains enabled	**Org updated from a Cloudforce.com Domain or my.salesforce.com without Enhanced Domains enabled**
No action required.	Please refer to guidance in this section for the guide.

Additional Resources

For more information about Enhanced Domains, please refer to the Salesforce resources below:

- [Enhanced Domain Timeline](#)

- [Considerations for Enhanced Domains](#)

- [Enable Enhanced Domains](#)

- [Enhanced Domains FAQs](#)

Sage