



Logging into Salesforce and Freeway CRM

Q3 2025



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Prior to utilizing Salesforce and Freeway CRM, be sure to download and set up the **Microsoft Multi-factor Authenticator**.

Use this **QR code** to download the application...

Multi-factor Authorization (MFA)

Security process to ensure devices are protected. Download this app to gain access to other apps on this page.






Android

Apple

Launch →

...or find it in the **Employee Resources** tile on the **Spark** page.



Employee Resources

Guides and tools to support Growth Powered by People

Learn more about Lithia from our comprehensive guides. Take personal ownership of your career and discover what drives our high-performance culture.

Employee Handbook

Community Relations

Ethics Hotline

New Team Member Links

New Team Member Hub

Office Directory

Work From Home Guide

[Click Here](#) for further assistance on how to navigate MFA set up.



Desktop Login



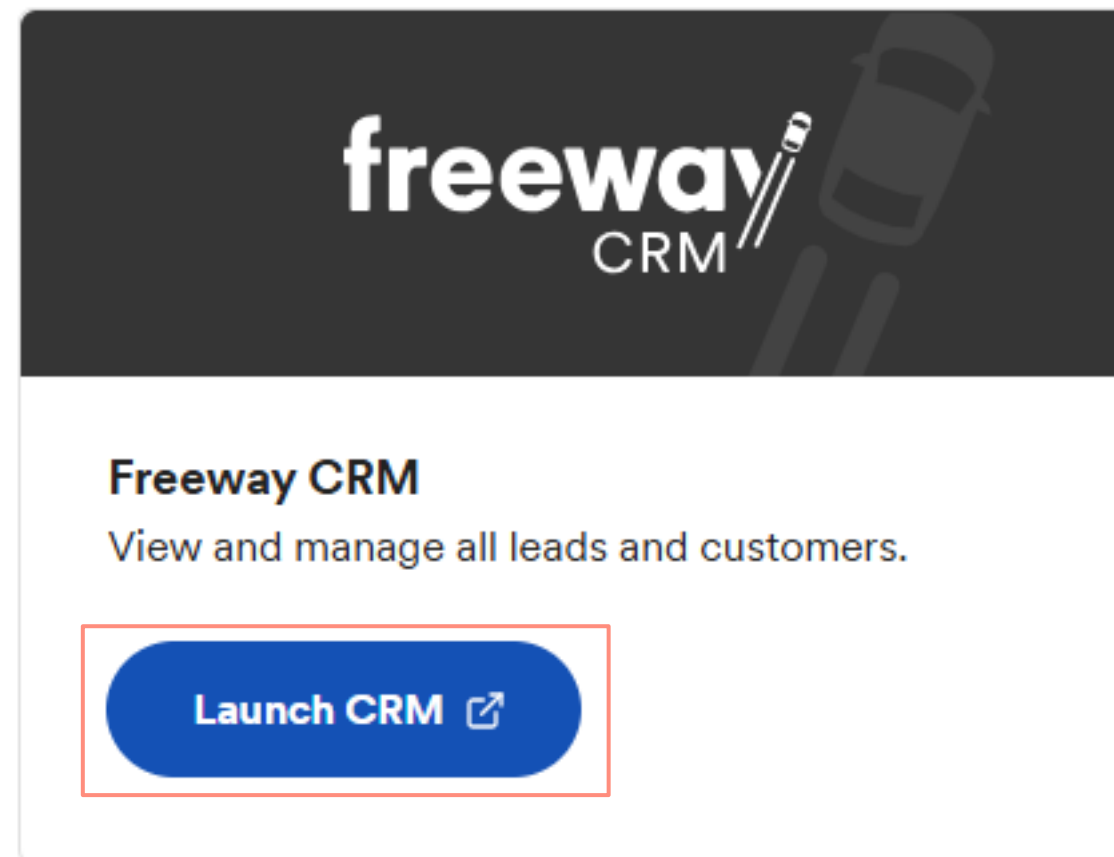


Salesforce is accessed through the **Freeway CRM** online portal. Open the portal here: <https://freeway.driveway.com>

On the portal homepage, click on '**Launch CRM**' located on the righthand portion of the screen.



You will be taken to **Salesforce**, where you should be automatically signed in through the single-sign-on (SSO)



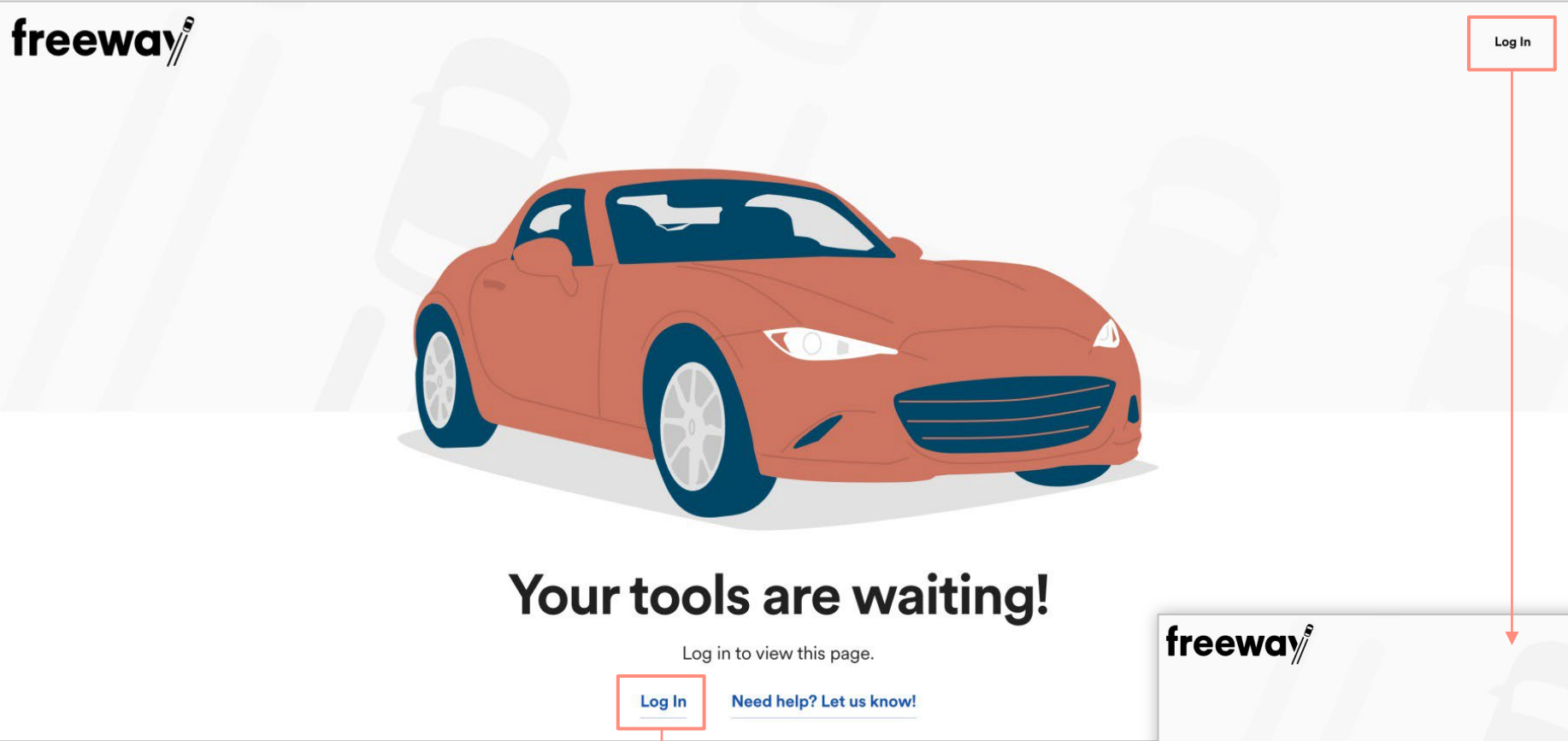
Users not logging in or displaying activity within a 45-day period will have their account deactivated.

If you are experiencing deactivation difficulties, please reach out to:

DrivewayStoreSupport@Lithia.com

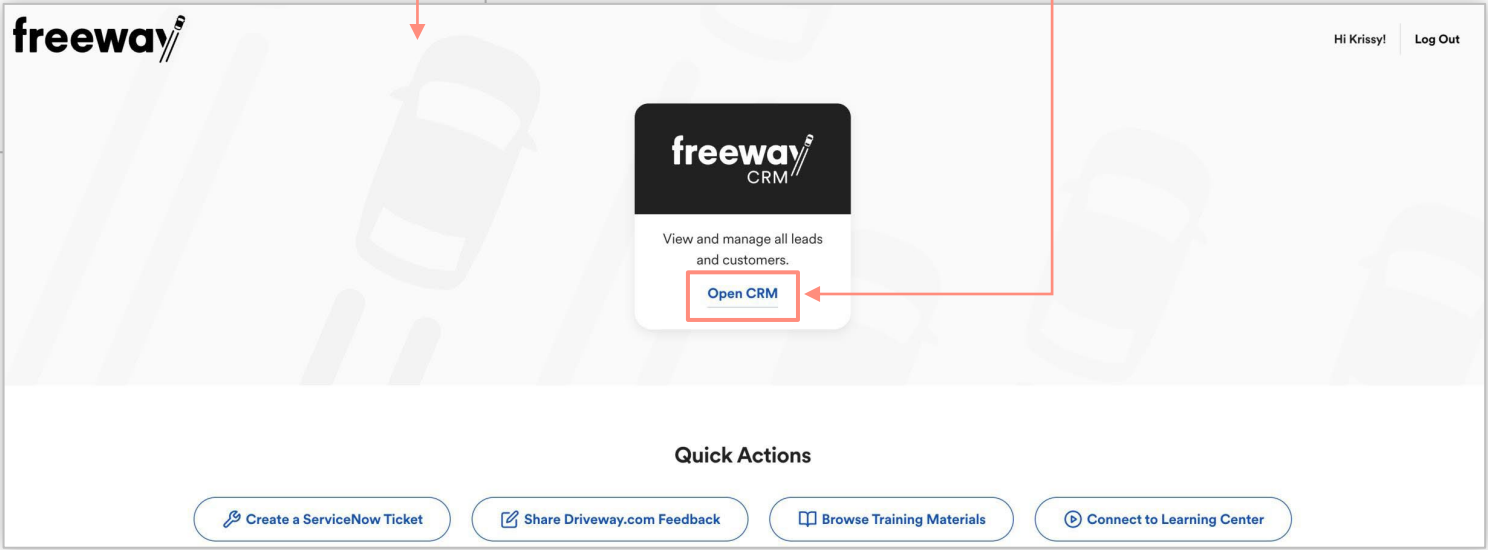


If you are not already logged in through the single-sign-on (SSO) when first accessing Freeway in a web browser, you may see the **Your Tools are Waiting!** screen.



If you are taken to the **"Your Tools are Waiting!"** page, click **"Log In"** and enter your Lithia work credentials (when prompted).

After logging in, you will be redirected to the **CRM Access** page, to launch Salesforce with the **Open CRM** text link.





This is an example of a **Freeway homepage** and what you should see after logging into **Salesforce** and launching the **Freeway CRM** with a successful single-sign-on (SSO).

freeway

Search...

DCC Console

Home

Summary

Holding Queue

Home

Cases

Vehicles

Accounts

Tasks

Inventory

Edit

My Past Due Follow-Ups

0 items • Sorted by Subject • Filtered by My cases • Next Follow-Up Date • Updated a minute ago

Search this list...

Printable View

New

Subject	Status	Time in St...	Next Follo...	Next Follow-Up Details	Follow U...	Last Outb...	Communication Status	Last Inbo...
No items to display.								

My Scheduled Follow-Ups this Week

0 items • Sorted by Subject • Filtered by My cases - Next Follow-Up Date • Updated a minute ago

Search this list...

Printable View

New

Subject	Status	Time in Status	Next Follow-Up Date	Next Follow-Up Det...	Last Outbound Com...	Communication Stat...	Last Inbound Comm...	Last Inbound Type
No items to display.								

My Actionable Cases (Engaged)

1 item • Sorted by Subject • Filtered by My cases - Communication Status, Closed, IsEngaged • Updated a minute ago

Search this list...

Printable View

New

Subject	Status	Time in Status	Last Outbound Communica...	Communication Status	Last Inbound Communicati...	Last Inbound Type
1 Driveway ShopTesting: Shop - Cash Purchase	Engaged	50.72	6/7/2022, 8:51 AM	Customer Needs Response	6/7/2022, 8:52 AM	Email

My Actionable Cases (Unengaged)

0 items • Sorted by Subject • Filtered by My cases - Communication Status, Closed, IsEngaged • Updated a minute ago

Search this list...

Printable View

New

Subject	Follow Up #	Weighted Priority	Last Outbound Commu...	Communication Status	Last Inbound Communi...	Last Inbound Type	Priority
No items to display.							

Sort by: Most Recent Activity

Search this feed...

It's all about you

Watch this space for posts to your profile and places where you're @mentioned.

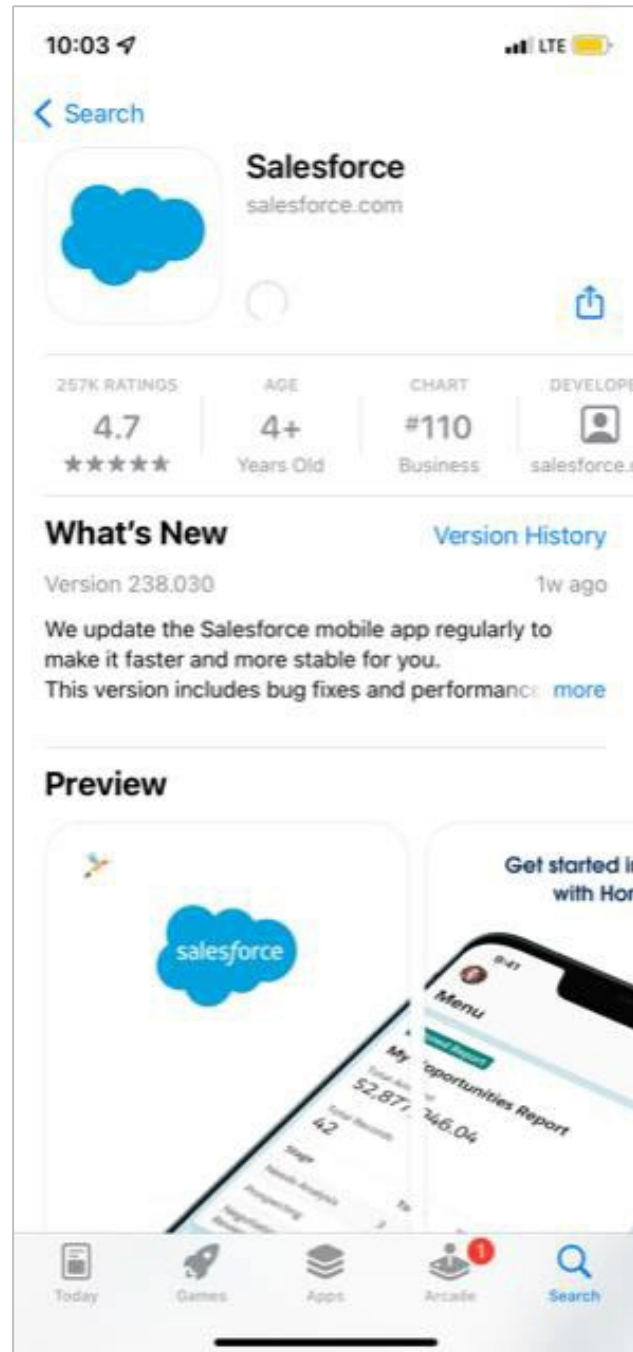


Mobile App (Dealership Users ONLY)

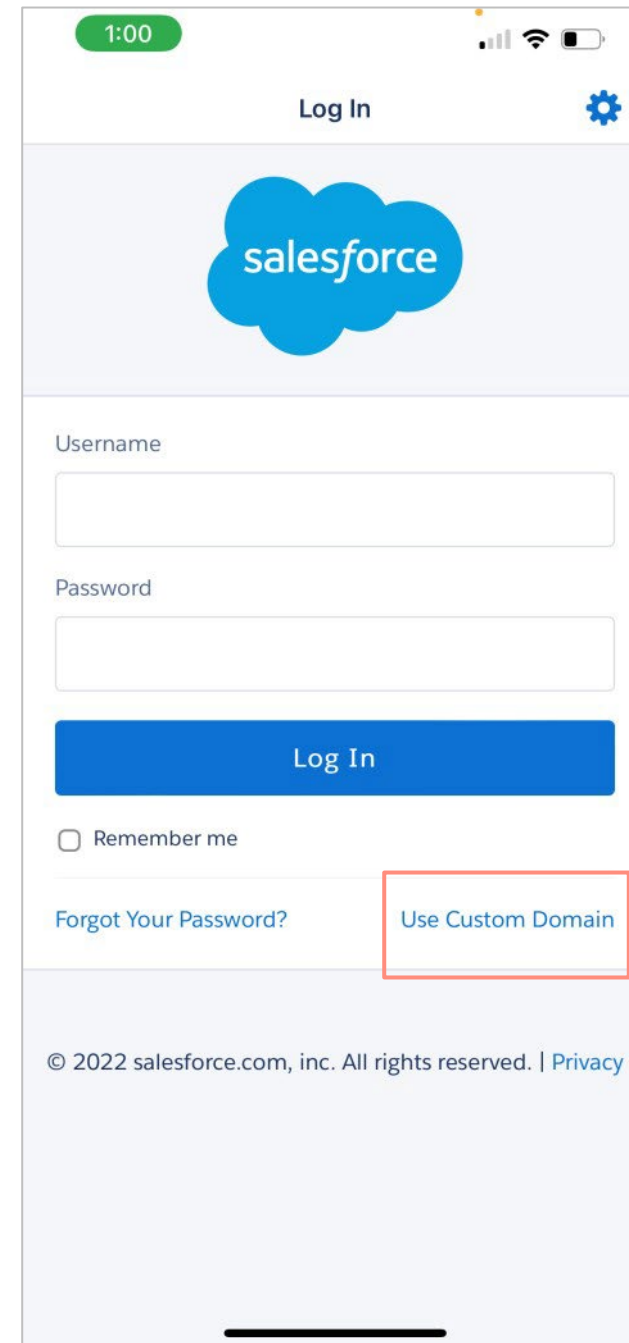




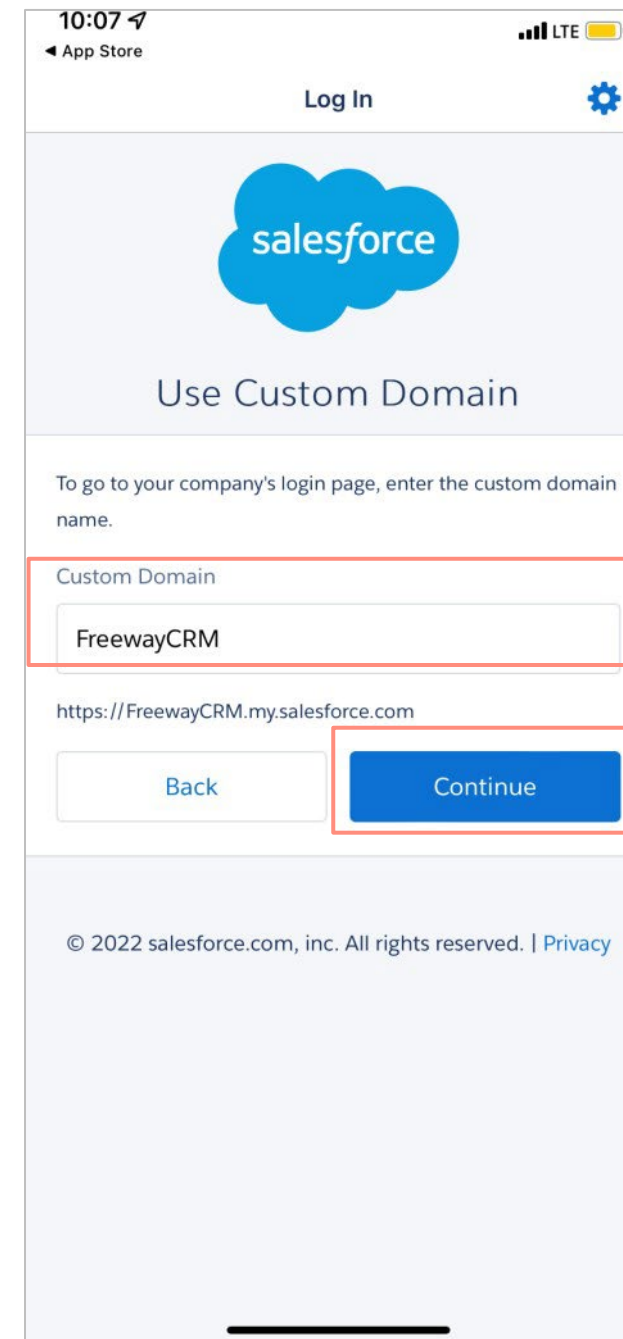
- 1 Download the Salesforce Mobile App from app store.
[Salesforce App for Android](#)
[Salesforce App for Apple](#)



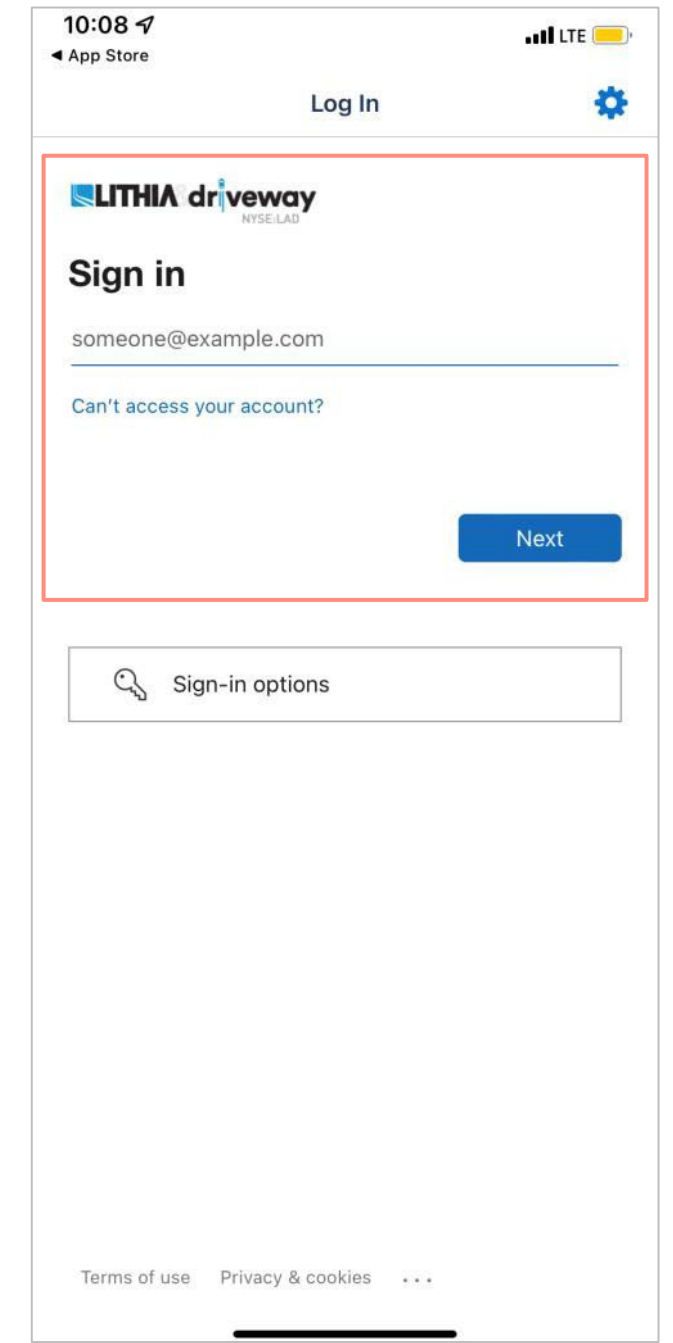
- 2 Open the Salesforce App on your device. Click "Use Custom Domain".



- 3 Enter FreewayCRM as the custom domain. Click "Continue".



- 4 Enter your Lithia work credentials to sign-in.



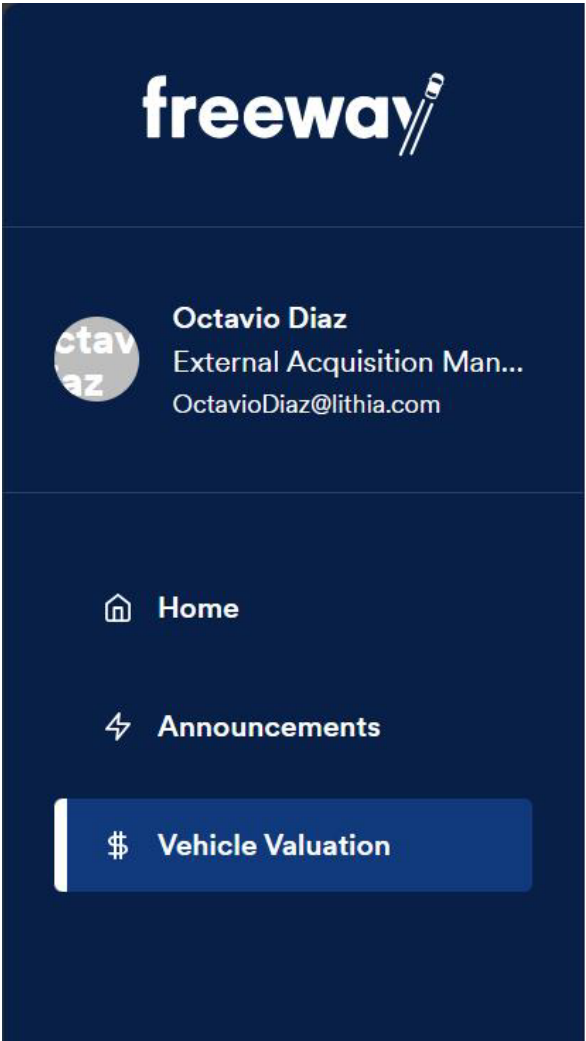


Vehicle Valuation Tool (Freeway Users)





Driveway is offering LAD members unique access to our **Vehicle Valuation Tool**, which can be utilized to sell fresh trades and aged inventory to Driveway.



[Vehicle Valuation Tool](#)

[Sell to Driveway!](#)

(Resource Document)



Driveway Vehicle Valuation

Offers are updated daily & match valuations from Driveway. They are based on license plate or VIN, location, trim, features, & vehicle condition.

Identify Vehicle

Edit ^

☒ VIN

☐ License Plate

VIN

Ex: 1GCCW80H7CR161832

Must be exactly 17 characters in length and never include the letters "I", "O", and "Q."

Next

The **Vehicle Valuation Tool** is a unique ICO offered to our **Dealer Partners** with existing Freeway access. If you don't have Freeway access, reach out to SelltoDW@Lithia.com or **Octavio Diaz** (octaviodiaz@lithia.com) for assistance.

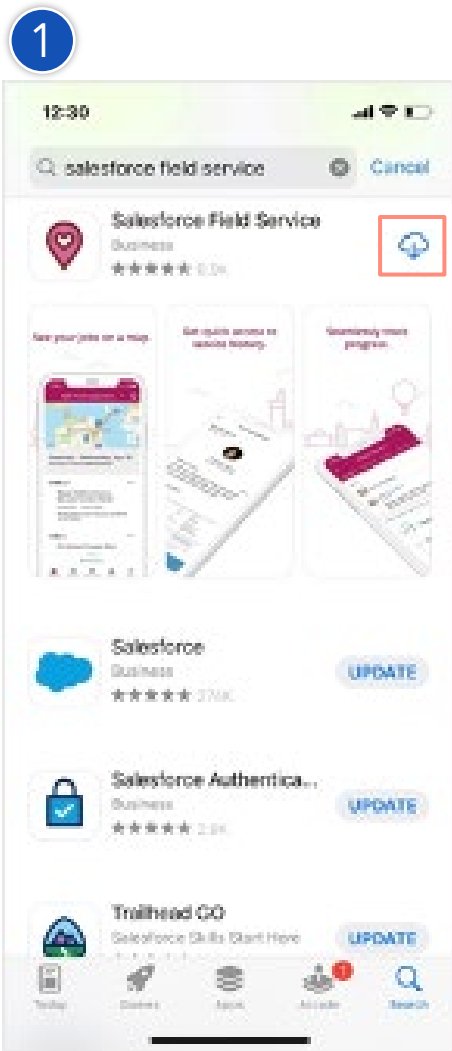


Freeway Go Mobile App

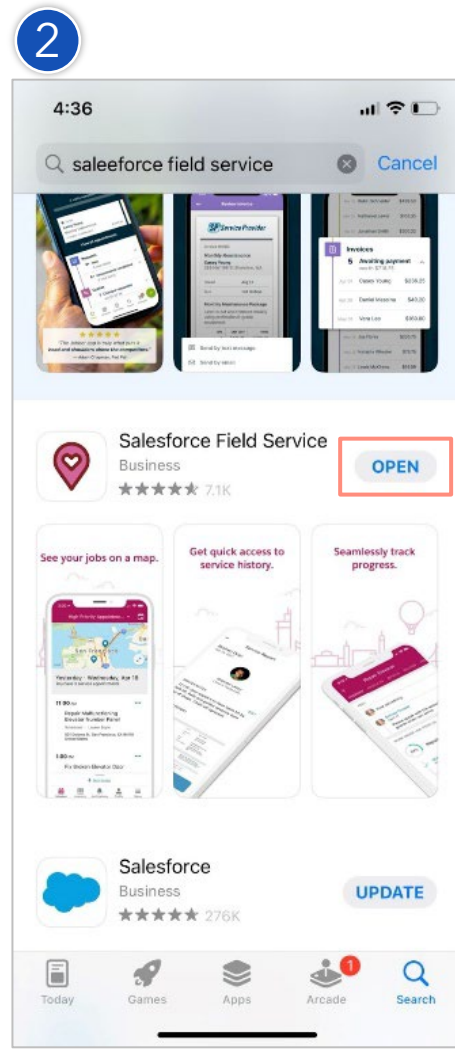
(Valet Users)



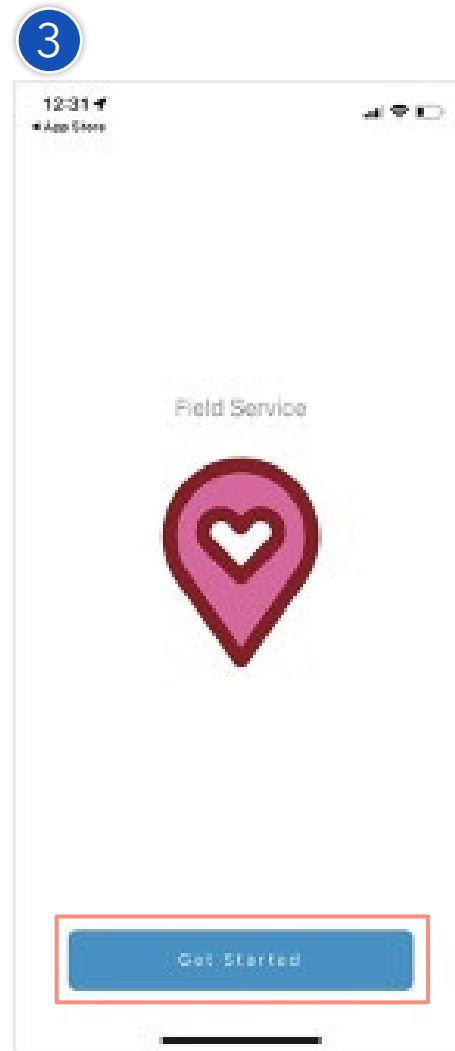
LOGGING INTO FREEWAY CRM - SALESFORCE: MOBILE APP



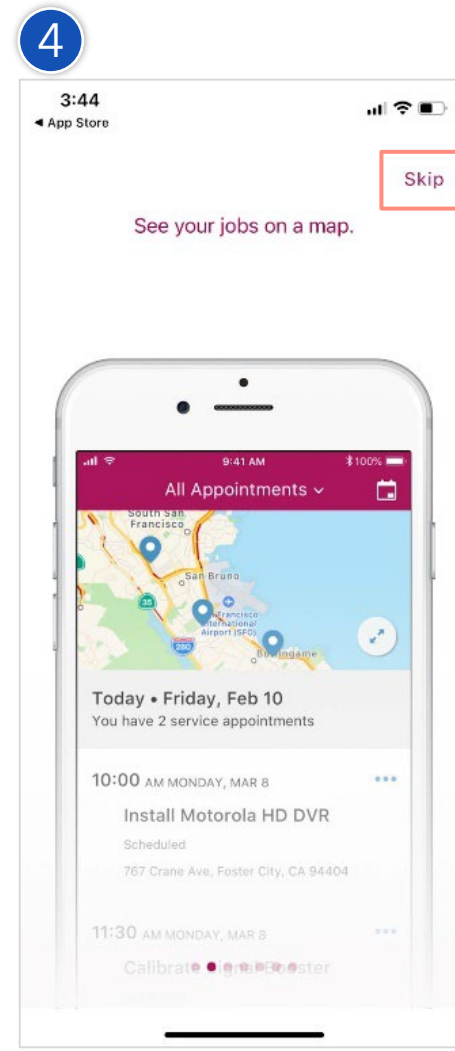
Search for the **Salesforce Field Service** app and click the **download icon**.



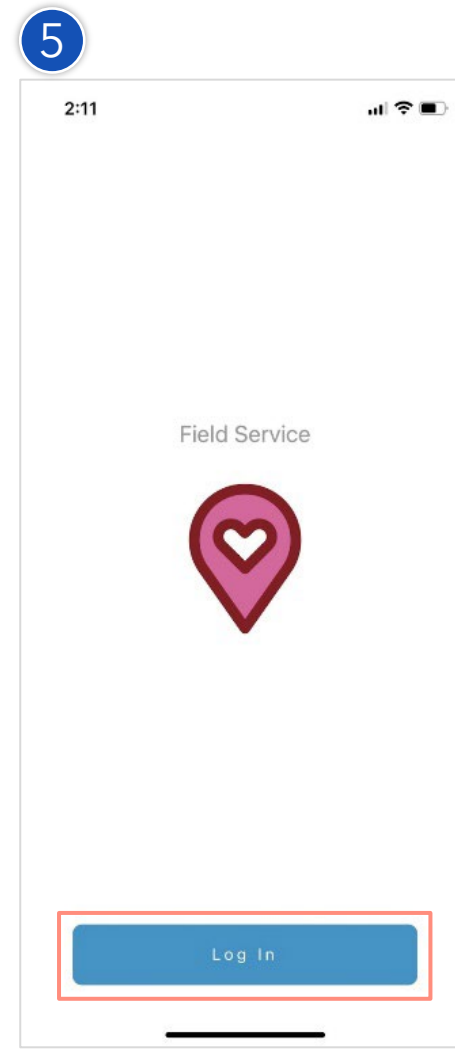
Once the app download is complete, click **Open** to launch it.



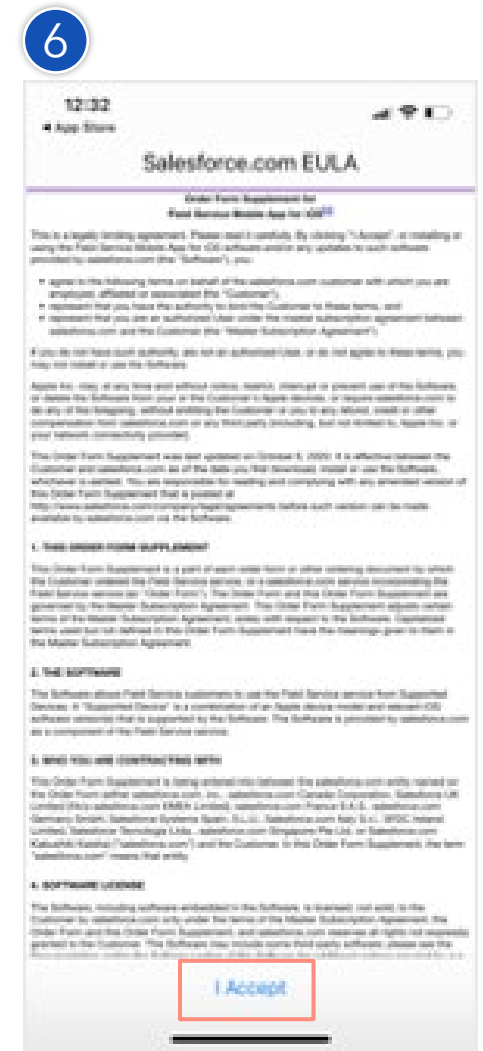
Click the **Get Started** button.



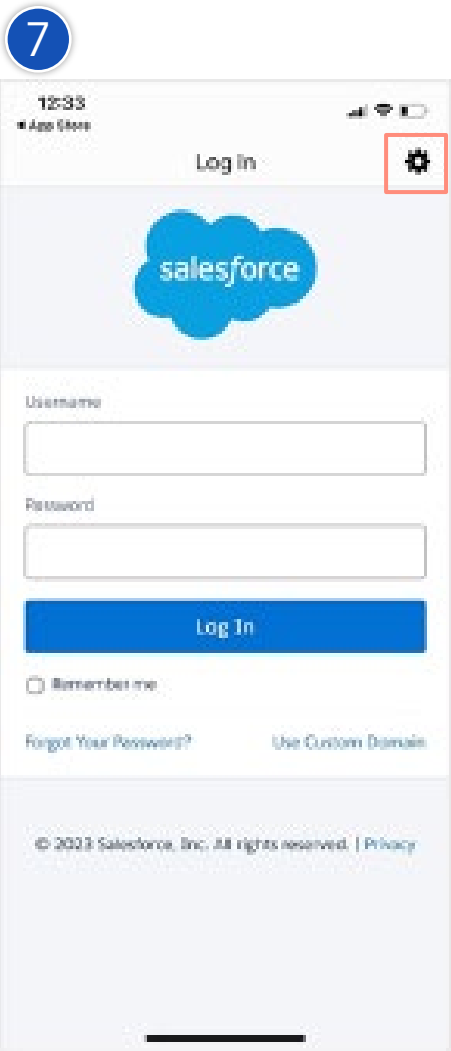
View the brief introductory slides or click **Skip** and you'll arrive at the **Login screen**.



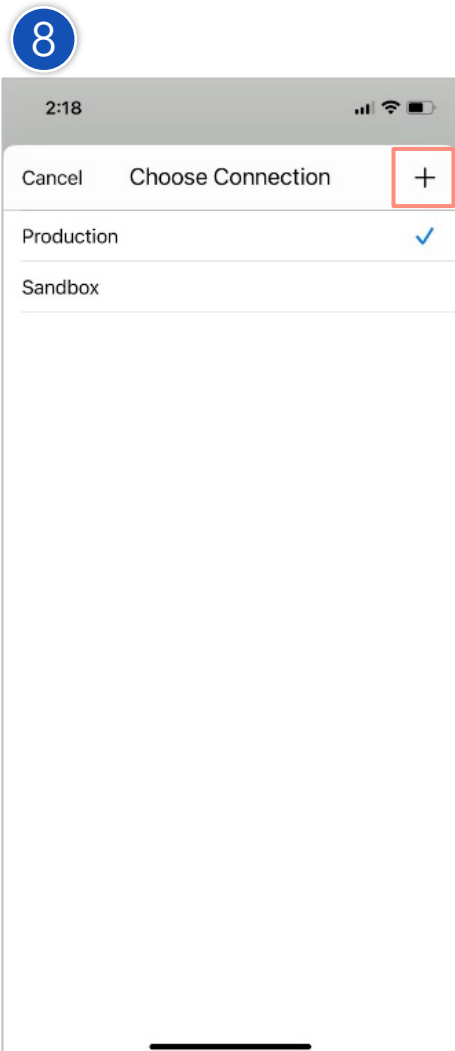
Click the **Log In** button.



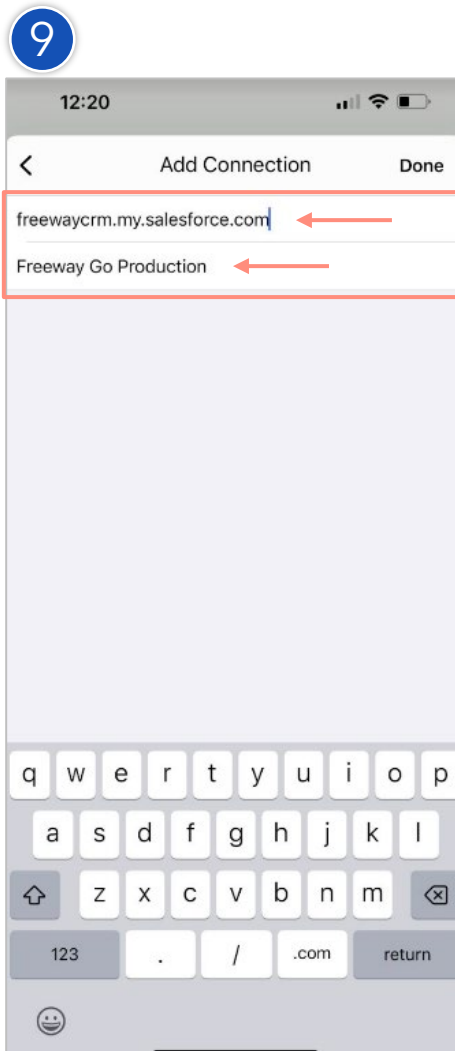
Click the **I Accept** link.



Click the **gear icon**.

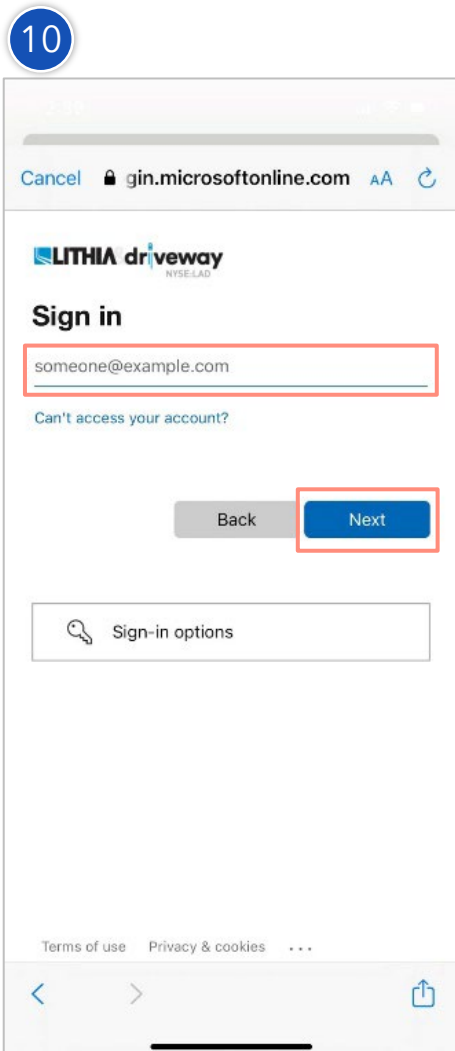


Click the **+ (plus) icon**.

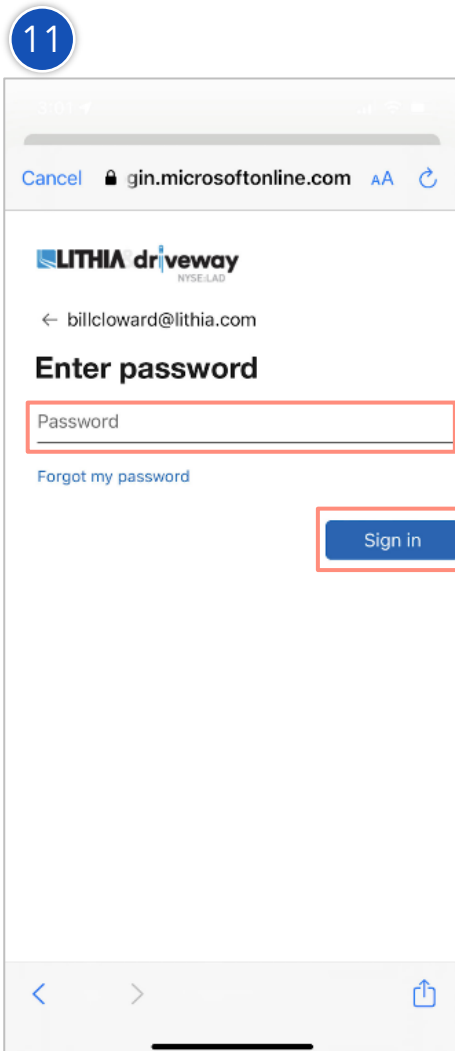


In the **Host** field, type "freewaycrm.my.salesforce.com"
In the **Label** field, enter "Freeway Go Production"
then click "**Done**".

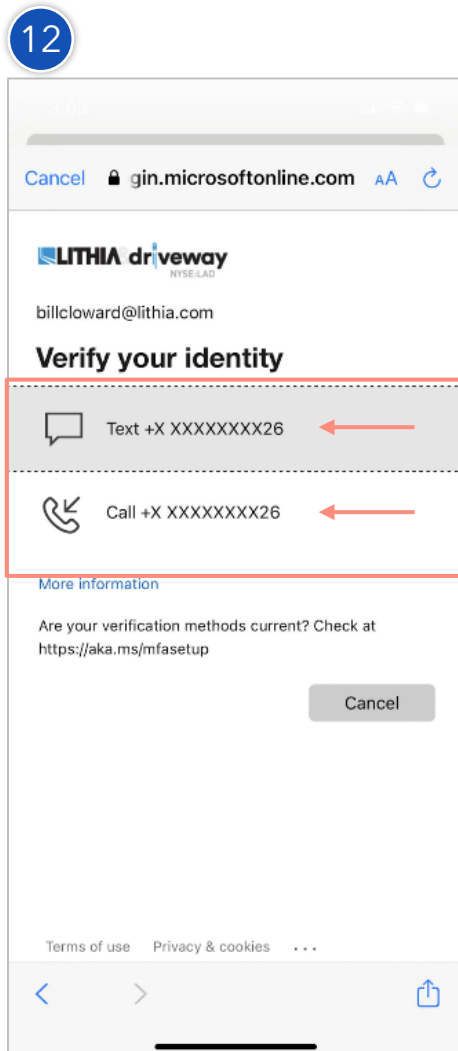
Note: This screen capture is from an iPhone. On an Android phone device, the order of the My Domain and Label fields are reversed.



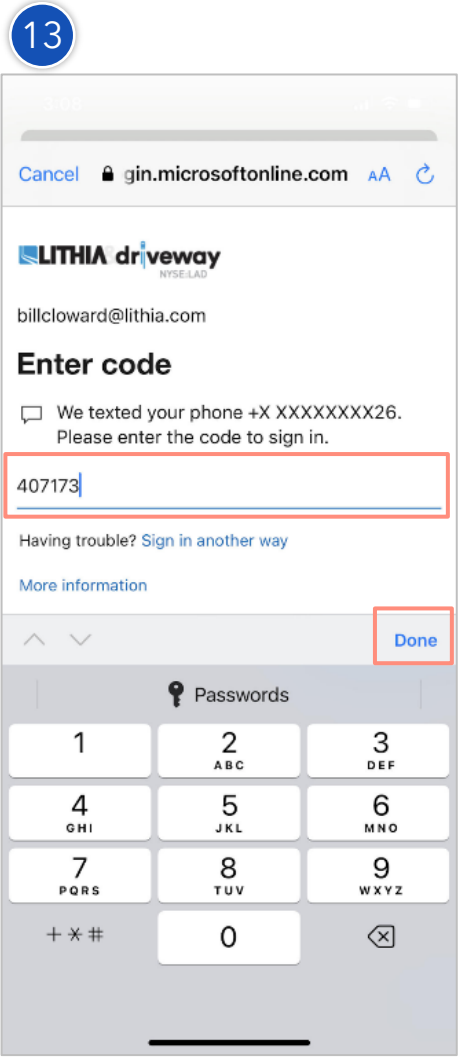
Lithia&driveway **Sign in** page displays.
Enter your **corporate email address** and click **Next**.



Enter your **password** and click **Sign in**.



If your device is not connected to the Lithia network, you will be prompted to verify your identity (multi factor authentication).
Select the **Text** or **Call** option to receive a unique temporary code.

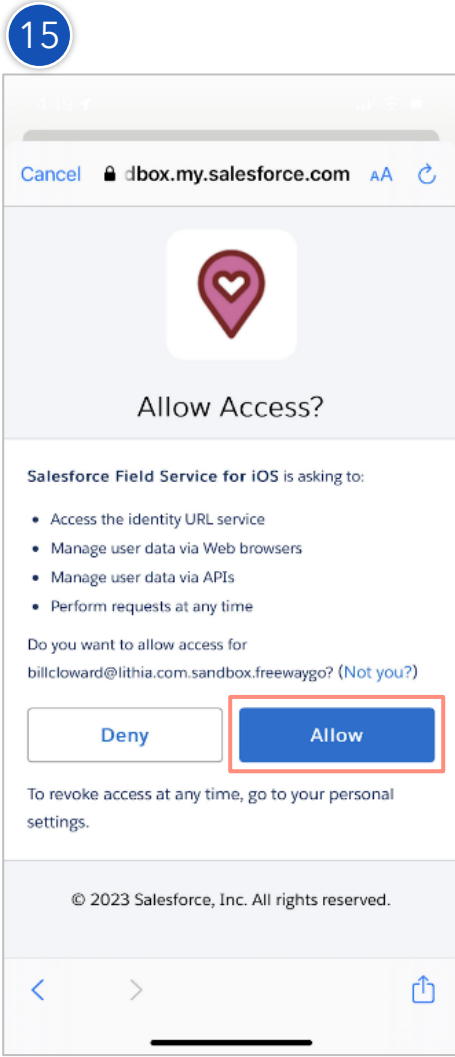


Enter the code you received via text or voice call and click **Done**.

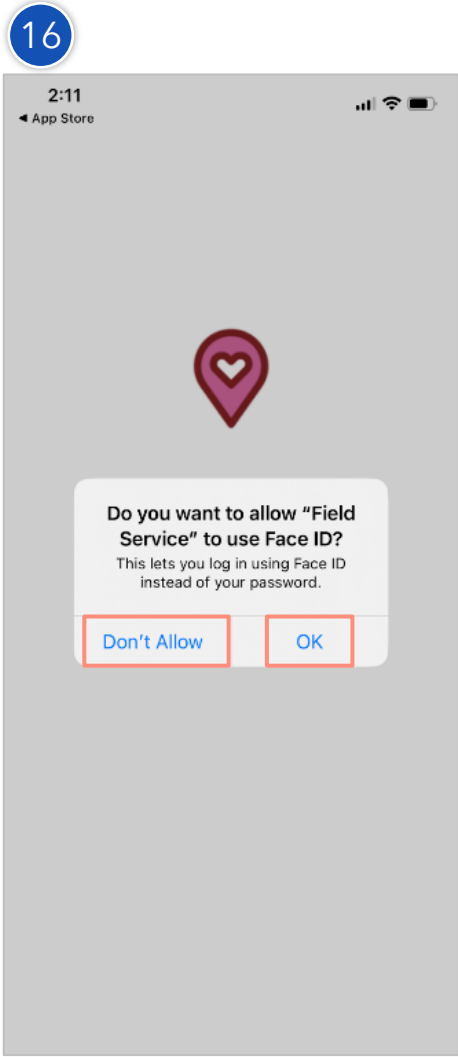


To reduce the number of times you need to sign in, select the **"Don't show this again"** checkbox and click **Yes**.

If not, click **No**.

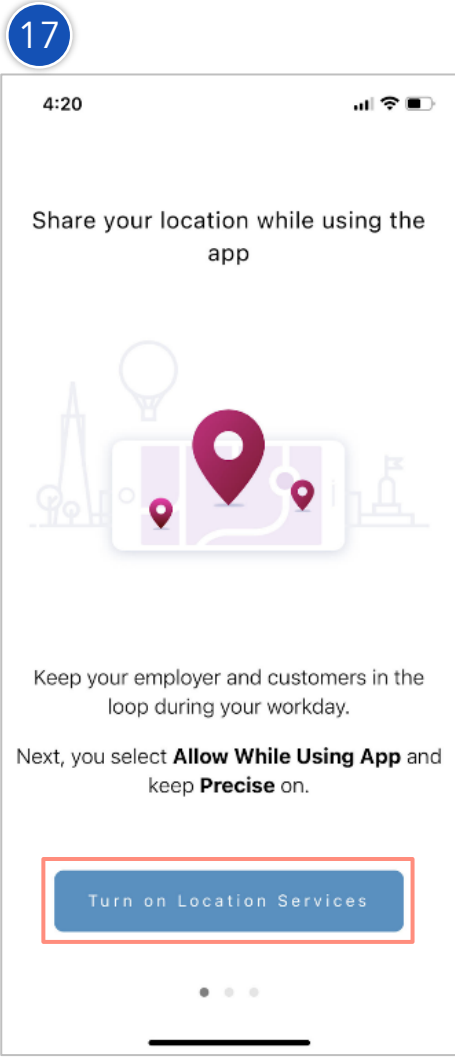


Click the **Allow** button.

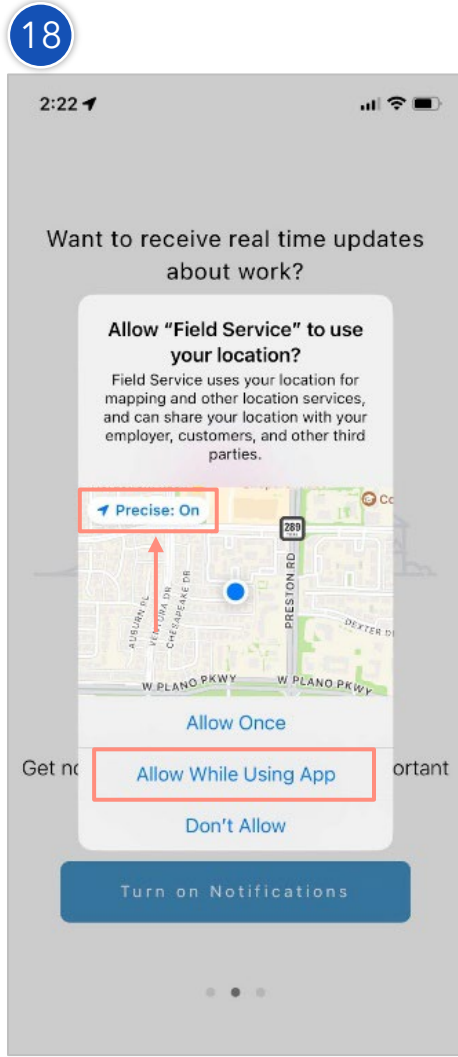


To allow signing in using **Face ID**, click **OK**. To require a password, click **"Don't Allow"**.

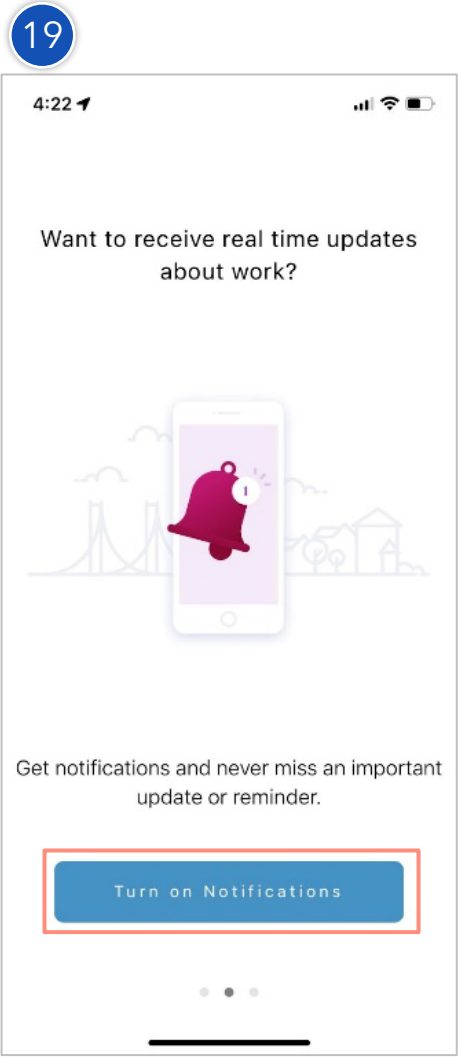
Note: The screen shown is from an iPhone. Android can prompt you to allow signing in using Touch ID.



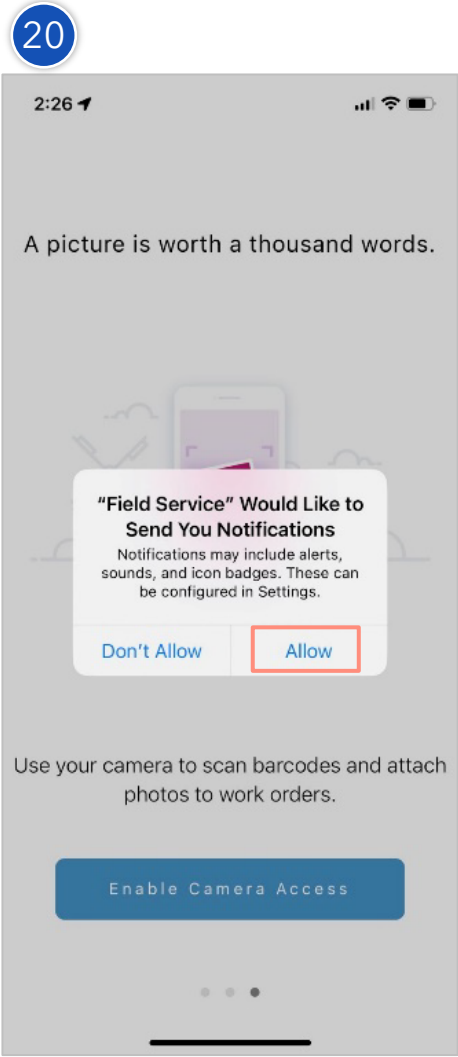
Click **"Turn On Location Services"**, which opens a **Settings** popup.



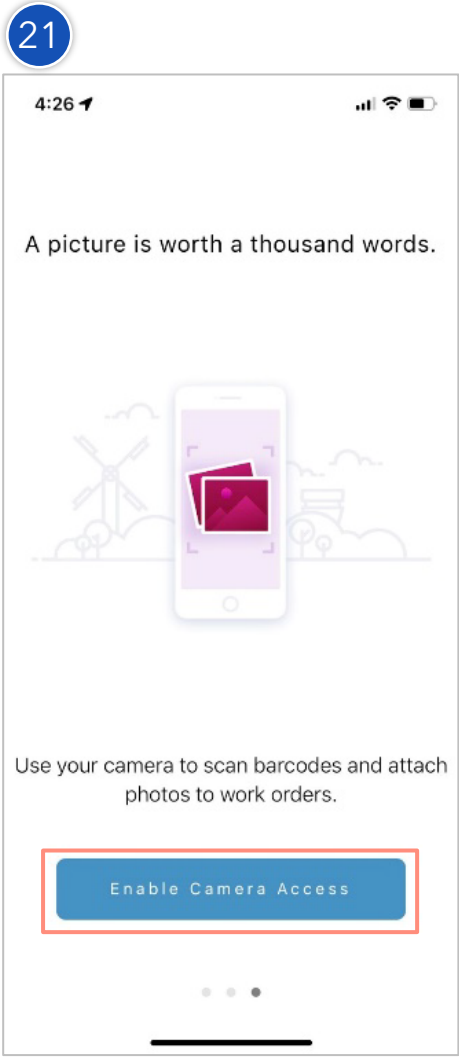
On the popup keep the **Precise** button **enabled** and click on **"Allow While Using App"**.



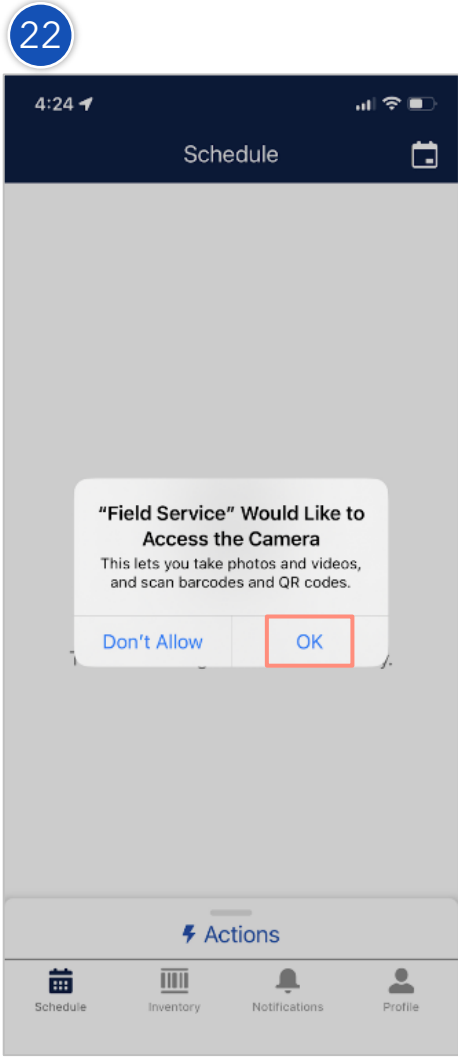
Click **"Turn on Notifications"**, which opens a Settings popup.



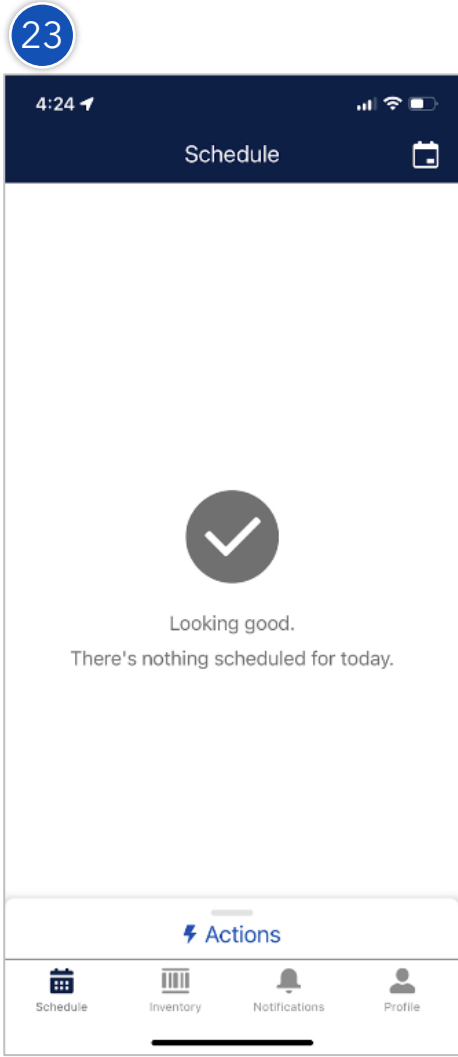
On the popup click **Allow**.



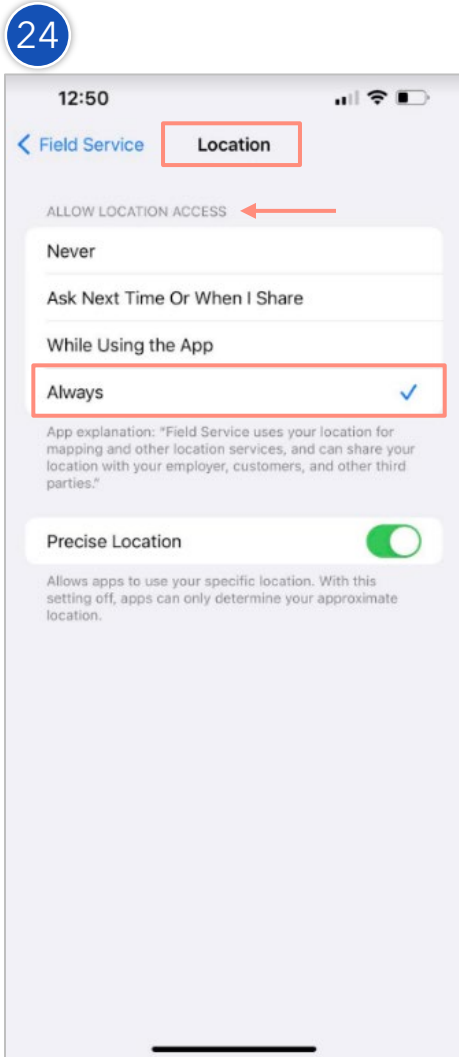
Click **Enable Camera Access**, which opens a Settings popup.



Click **OK** on the popup.



You have reached the Field Service Mobile app's **home page** and are ready to begin using the app.



Navigate into the device's **Location** settings and set **Allow Location Access** as **Always**.