



Logging into Salesforce and Freeway CRM

Q3 2025



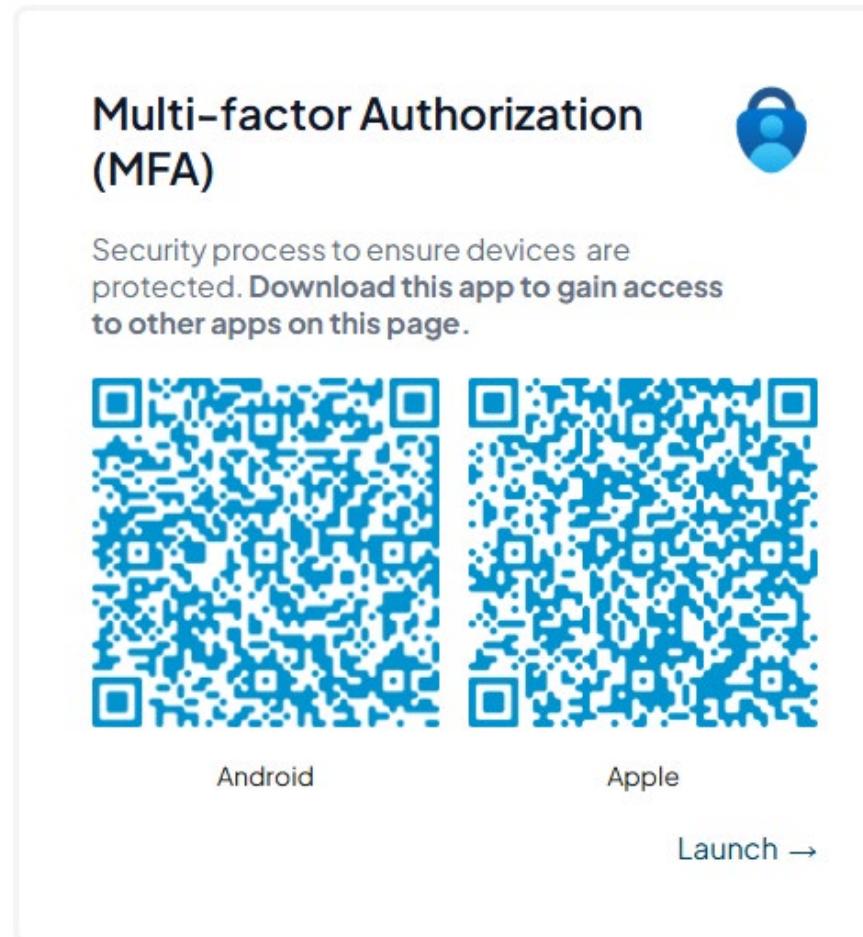
Table of Contents

Multi-factor Authenticator Set up and Access.....	3
Desktop Login & 45-Day Deactivation Rule.....	4-7
MFA Setup & Mobile Application.....	8-9
Vehicle Valuation Tool.....	10-11
Freeway Go Mobile App.....	12-16



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...



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



- [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.



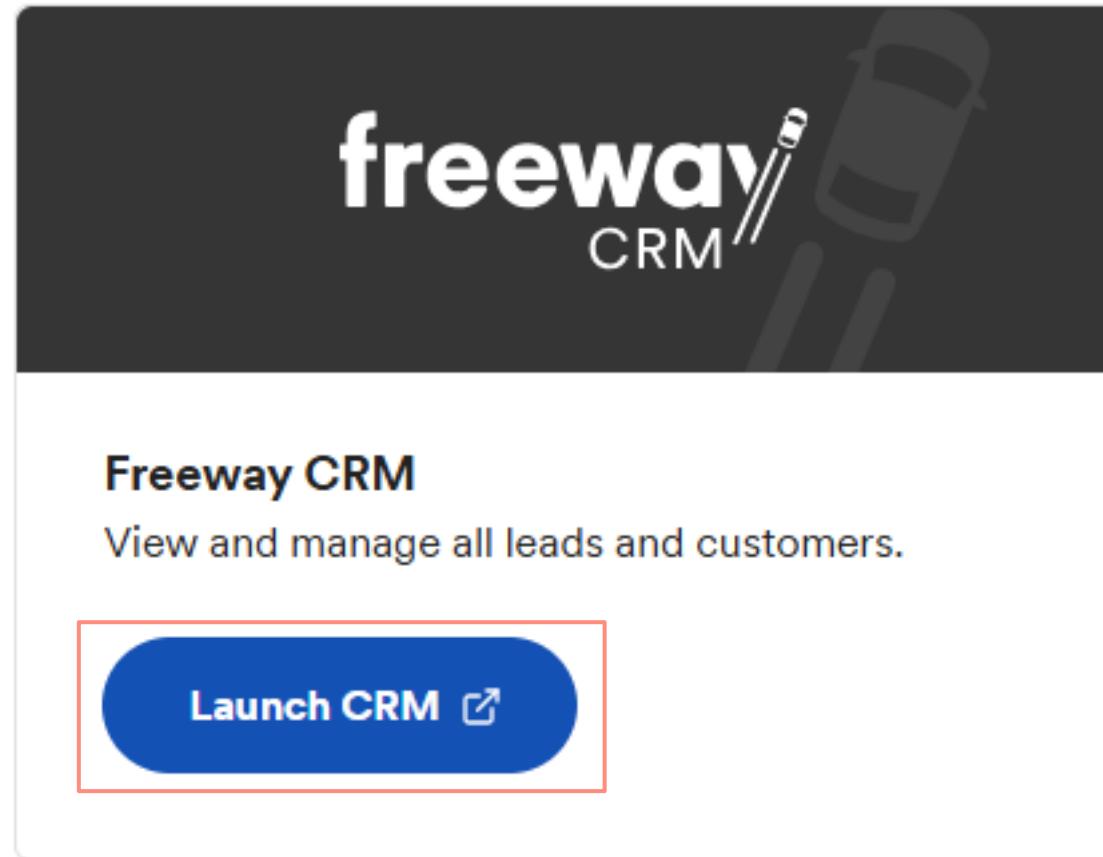
Desktop Login





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)

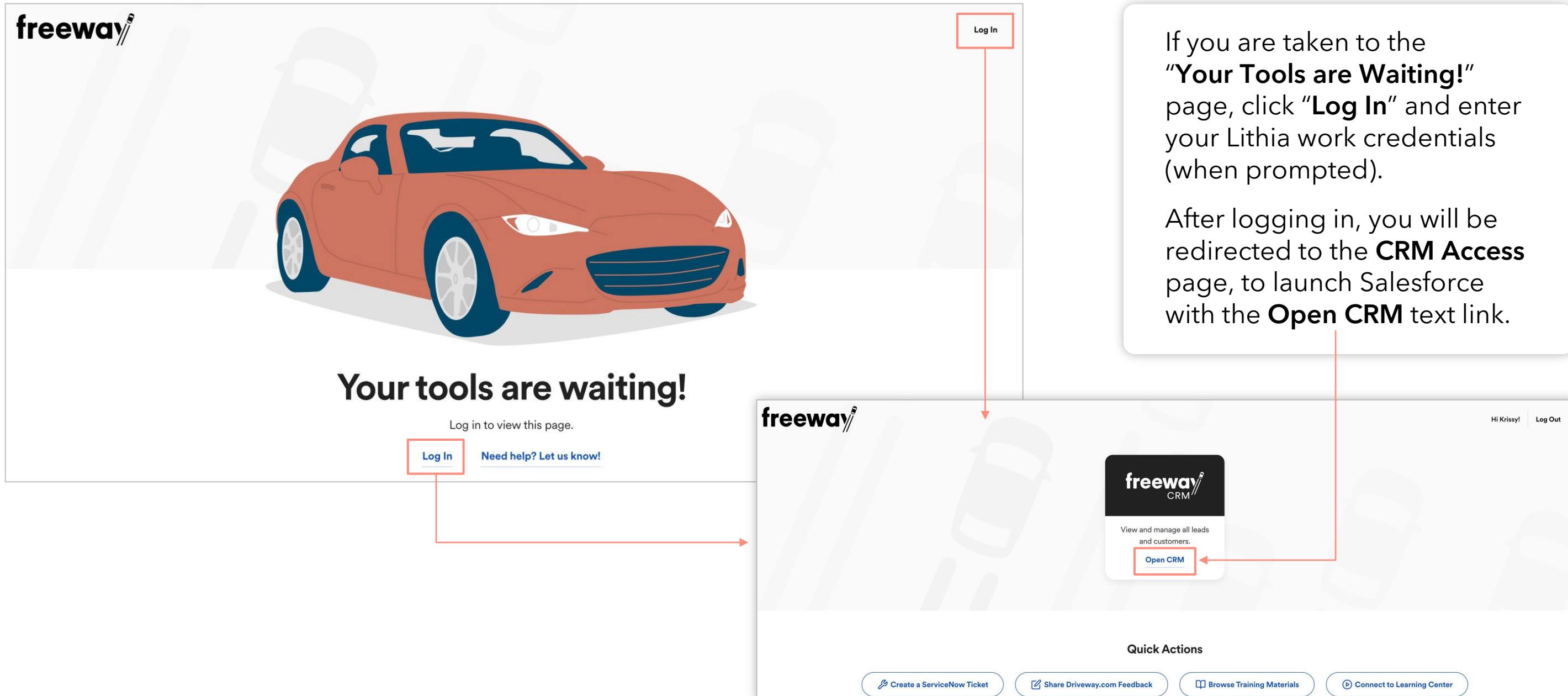
Users not logging in or displaying activity within a 45-day period will have their account deactivated.

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.





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

DCC Console Home

Search...

Summary Holding Queue Home

Cases My Past Due Follow-ups

0 items • Sorted by Subject • Filtered by M

Subject ↑ Status Time in Status Next Follow-up Details Follow Up Type Last Outbound Communication Status Last Inbound Type

No items to display.

Printable View New

Search this list...

Updated a minute ago

Cases My Scheduled Follow-Ups this Week

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

Subject ↑ Status Time in Status Next Follow-Up Date Next Follow-Up Details Last Outbound Comm... Communication Stat... Last Inbound Comm... Last Inbound Type

No items to display.

Printable View New

Search this list...

Updated a minute ago

Cases My Actionable Cases (Engaged)

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

Subject ↑ Status Time in Status Last Outbound Communication Status Communication Status Last Inbound Communication Status 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

Printable View New

Search this list...

Updated a minute ago

Cases My Actionable Cases (Unengaged)

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

Subject ↑ Follow Up # Weighted Priority Last Outbound Comm... Communication Status Last Inbound Communi... Last Inbound Type Priority

No items to display.

Printable View New

Search this list...

Updated a minute ago

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.



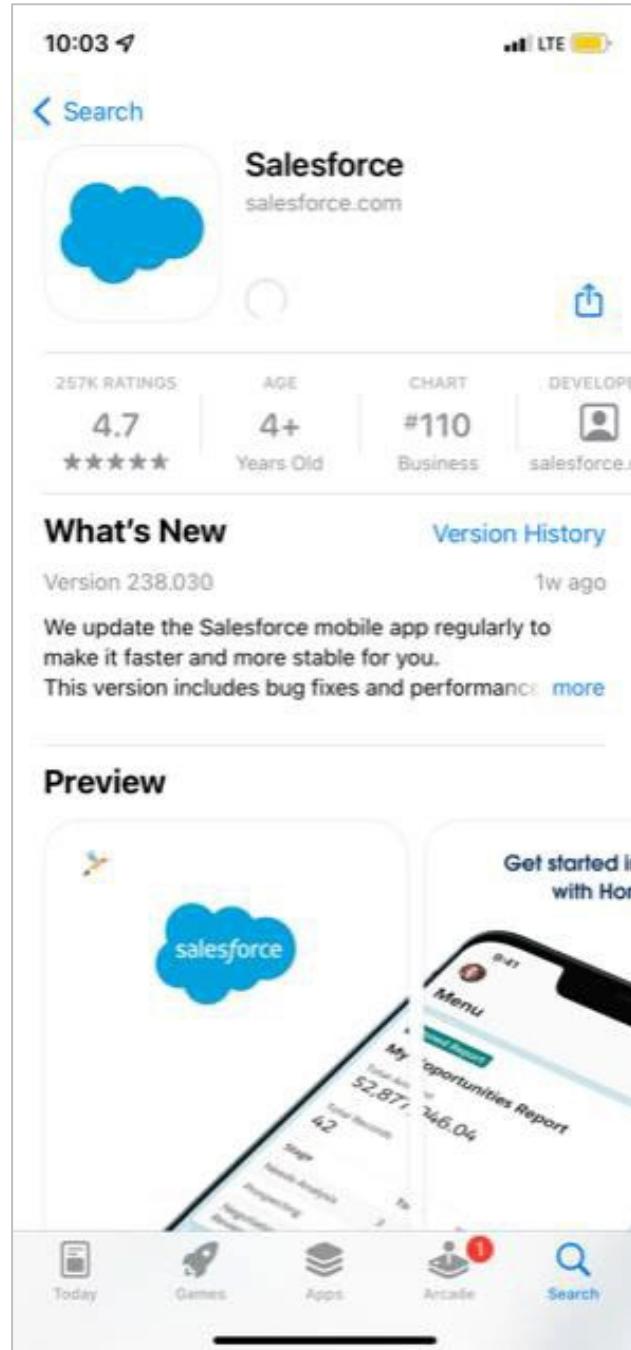
Mobile App
(Dealership Users ONLY)



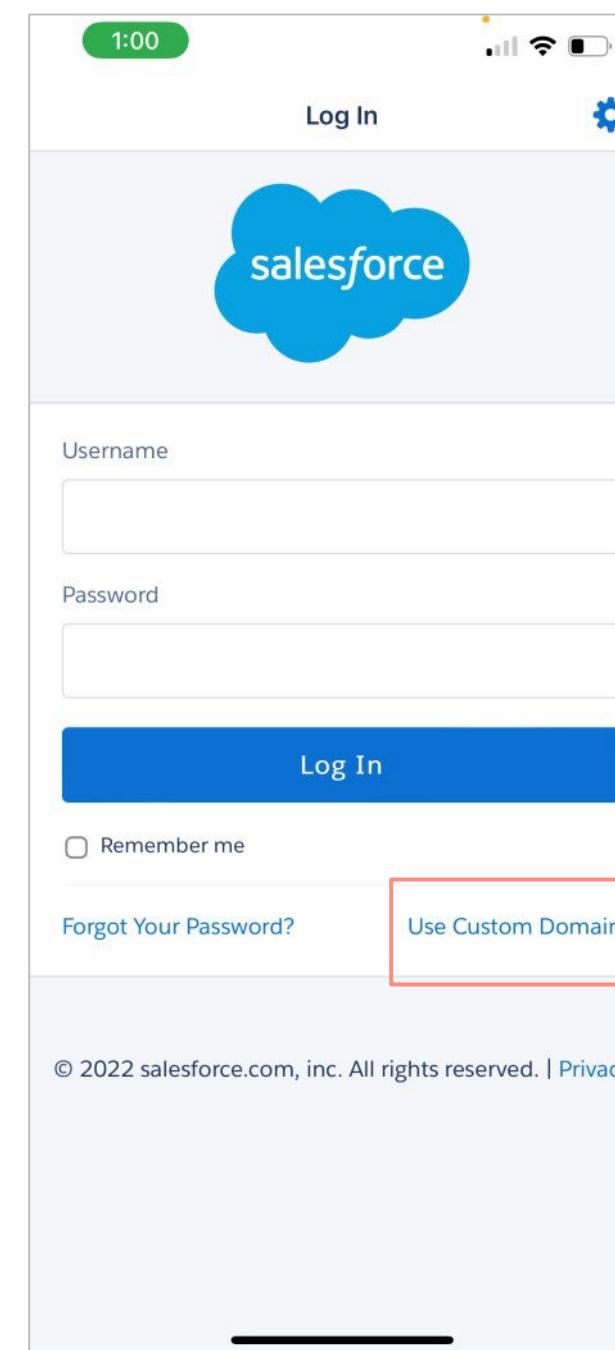
LOGGING INTO FREEWAY CRM - SALESFORCE: MOBILE APP



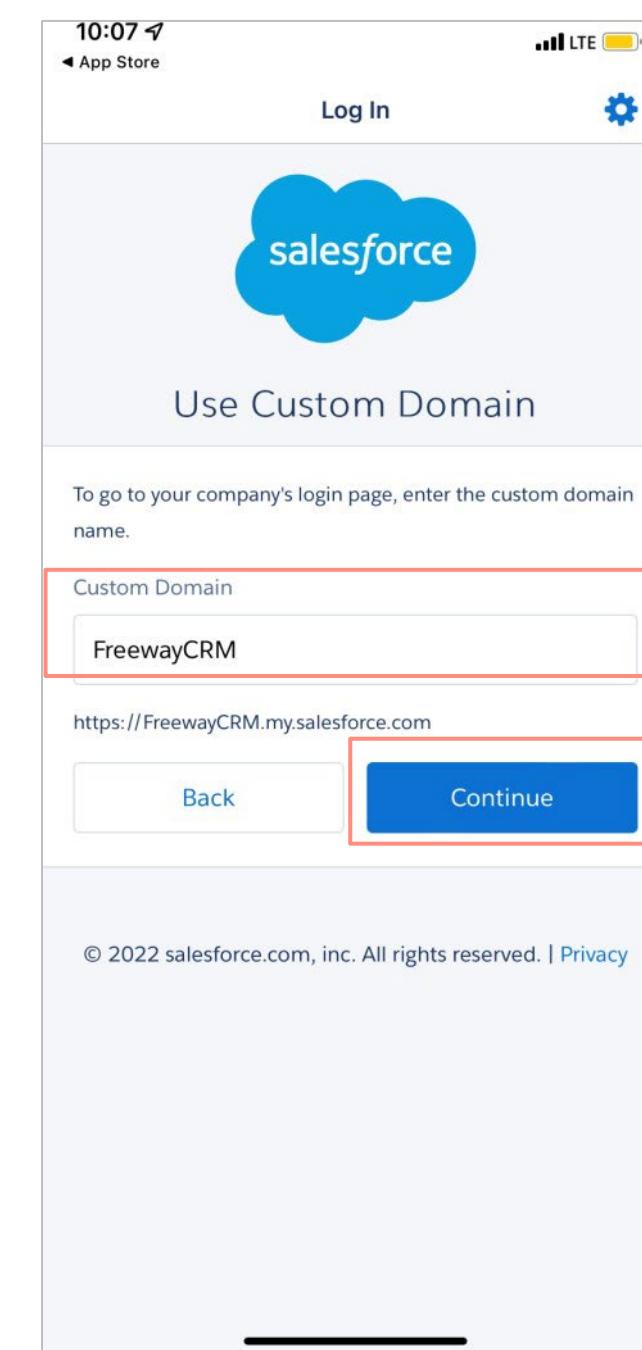
- 1 Download the Salesforce Mobile App from app store.
[Salesforce App for Android](#)
[Salesforce App for Apple](#)



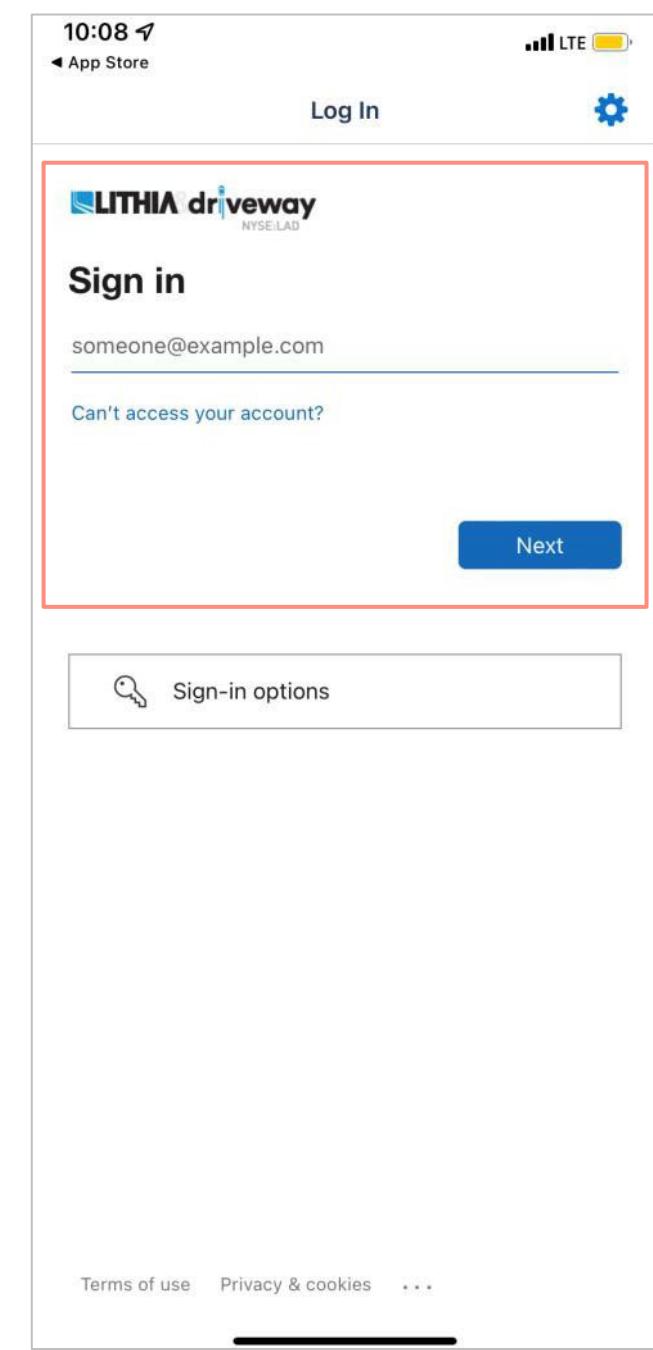
- 2 Open the Salesforce App on your device. Click "Use Custom Domain".



- 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.

The screenshot shows the Freeway software interface. At the top, the word "freeway" is displayed in a white, lowercase, sans-serif font. Below it, a user profile for "Octavio Diaz" is shown, including a small circular profile picture with the letters "Octavio Diaz" and the text "Octavio Diaz, External Acquisition Man... OctavioDiaz@lithia.com". The main menu includes "Home", "Announcements", and a prominent blue button labeled "\$ Vehicle Valuation".

[Vehicle Valuation Tool](#)

[Sell to Driveway!](#)

(Resource Document)

The screenshot shows the "Driveway Vehicle Valuation" tool. The title is "Driveway Vehicle Valuation" in a large, bold, dark font. Below the title, a subtext states: "Offers are updated daily & match valuations from Driveway. They are based on license plate or VIN, location, trim, features, & vehicle condition." To the right of this text is a small image of a blue car. The main form is titled "Identify Vehicle" with an "Edit" button. It features two radio buttons: one selected for "VIN" and one for "License Plate". A text input field for "VIN" contains the placeholder "Ex: 1GCCW80H7CR161832". Below the input field is a note: "Must be exactly 17 characters in length and never include the letters 'I', 'O', and 'Q'." At the bottom right of the form is a "Next" button.

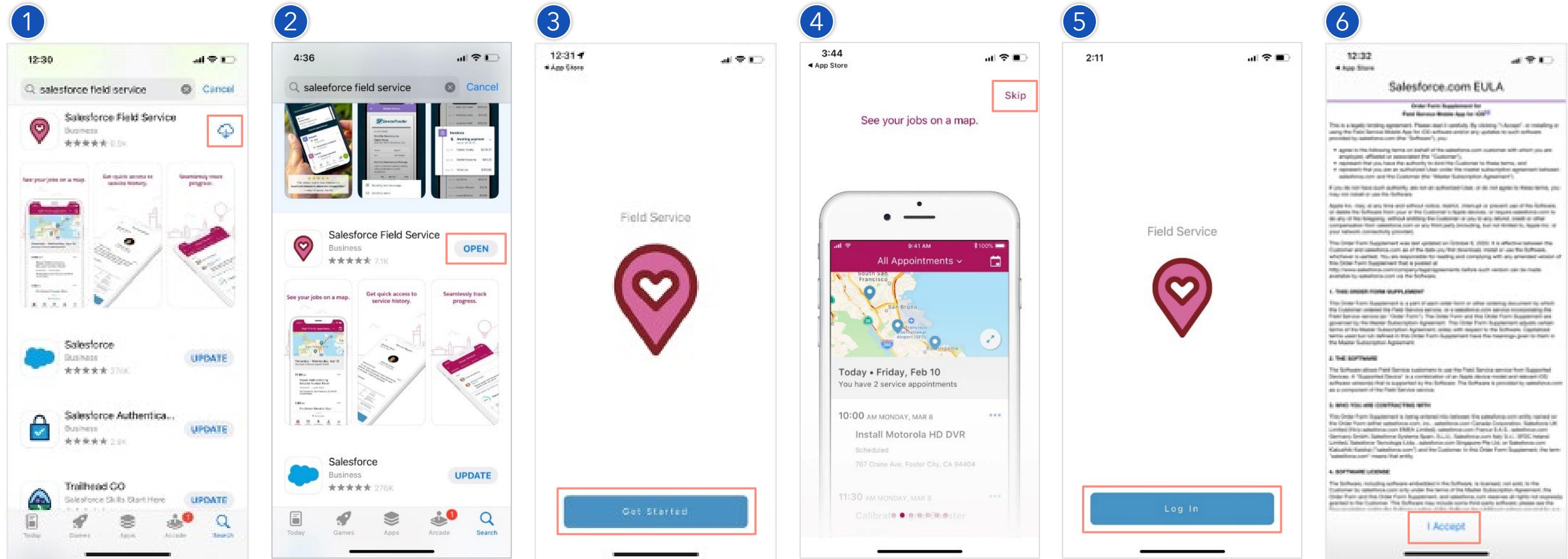
The **Vehicle Valuation Tool** is a unique ICO offered to our **Dealer Partners** with existing Freeway access. If you don't have Freeway access, reach out to SelltoDW@Lithia.com or [Octavio Diaz](mailto:Octaviodiaz@lithia.com) (Octaviodiaz@lithia.com) for assistance.



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.

LOGGING INTO FREEWAY CRM - SALESFORCE: MOBILE APP



7

8

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11

12

Click the **gear icon**.

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

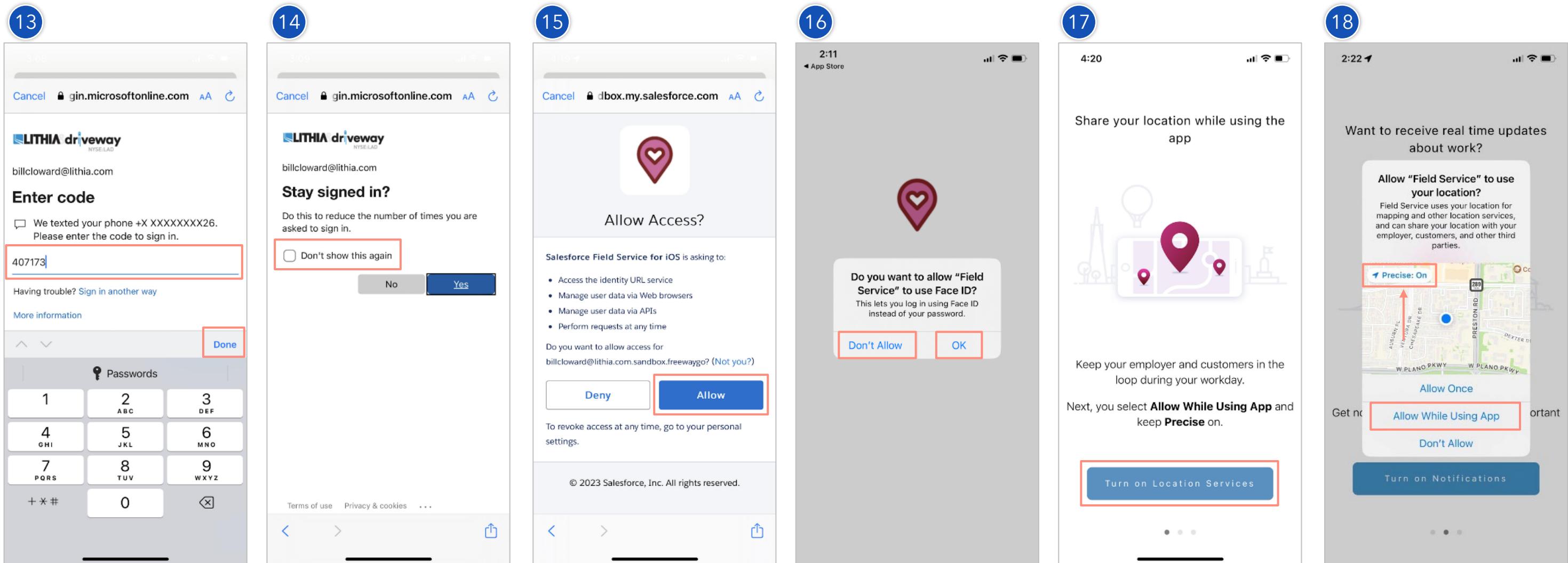
In the **Host** field, type "freewaycrm.my.salesforce.com" In the **Label** field, enter "Freeway Go Production" then click **"Done"**.

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**.

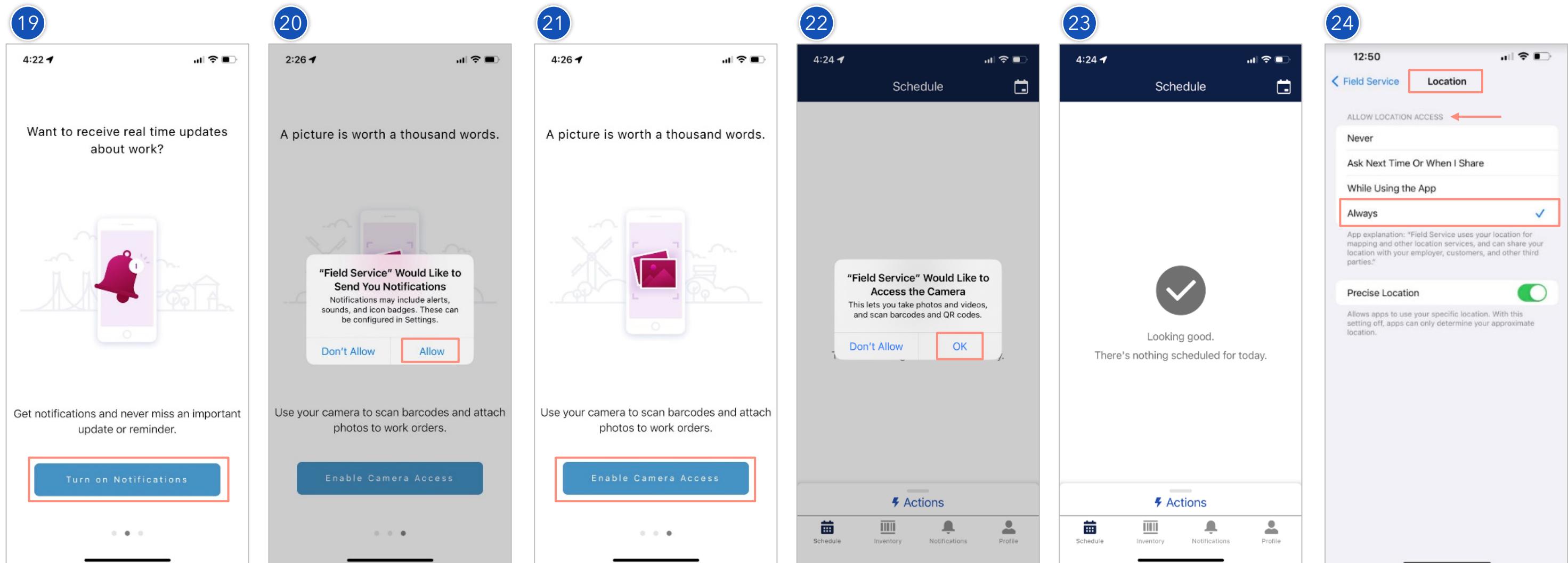
Click the **Allow** button.

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**.**