Force.com Sites Implementation Guide

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FORCE.COM SITES

Force.com Sites enables you to create public websites and applications that are directly integrated with your Salesforce organization—without requiring users to log in with a username and password. You can publicly expose any information stored in your organization through a branded URL of your choice, and make the site's pages match the look and feel of your company's brand.

Salesforce organizations contain valuable information about partners, solutions, products, users, ideas, and other business data. Some of this information would be useful to people outside your organization, but only users with the right access and permissions can view and use it. In the past, to make this data available to the general public, you had to set up a Web server, create custom Web pages (JSP, PHP, or other), and perform API integration between your site and your organization. Additionally, if you wanted to collect information using a Web form, you had to program your pages to perform data validation.

With Force.com sites, you no longer have to do any of those things. Force.com Sites enables you to create public websites and applications that are directly integrated with your Salesforce organization—without requiring users to log in with a username and password. You can publicly expose any information stored in your organization through a branded URL of your choice. You can also make the site's pages match the look and feel of your company's brand. Because sites are hosted on Force.com servers, there are no data integration issues. And because sites are built on native Visualforce pages, data validation on collected information is performed automatically. You can also enable users to register for or log in to an associated portal seamlessly from your public site.

> **Note:** Force.com Sites is subject to these additional Terms of Use.
>
> For information on Site.com, which is a Web content management system (CMS) that makes it easy to build dynamic, data-driven Web pages and edit content in real time, see Community Builder (Site.com).

The following examples illustrate a few ways that you can use sites:

- Create an ideas site—Use sites to host a public community forum for sharing and voting on ideas about your company, services, or products. Ideas websites can be made public using sites.
- Publish a support FAQ—Provide helpful information on a public website where customers can search for solutions to their issues.
- Create a store locator tool—Add a public tool to your portal that helps customers find stores in their area.
- Publish an employee directory—Add an employee directory to your company's intranet by creating a site restricted by IP range.
- Create a recruiting website—Post job openings to a public site and allow visitors to submit applications and resumes online.
- Publish a catalog of products—List all of your company's products on a public website, with model numbers, current prices, and product images pulled dynamically from your organization.

Because Force.com sites are served directly from the Salesforce organization, a site's availability is directly related to the organization's availability. During your organization's maintenance window for major releases, your sites will be unavailable; users who try to access a site will see a Force.com-branded maintenance page or your custom Service Not Available Page. It's a good idea to inform your site users of the release maintenance windows and related sites unavailability in advance. You can view specific maintenance windows, listed by instance, at `trust.salesforce.com/trust/status/#maint`.

The Force.com Domain

For each of your sites, you determine the URL of the site by establishing the site's domain name. You can choose one of the following domain options:

- Use your Force.com domain name, which is your unique *subdomain prefix* plus `force.com`. For example, if you choose *mycompany* as your subdomain prefix, your domain name would be `http://mycompany.force.com`. The name is case sensitive.

  Note: Your Force.com domain name is used for all the sites that you create. For example, your company could create one public site for partners, another for developers, and a third for support. If your company's domain is `http://mycompany.force.com`, those three sites might have the following URLs:

  - `http://mycompany.force.com/partners`
  - `http://mycompany.force.com/developers`
  - `http://mycompany.force.com/support`

- Create a branded, custom Web address, such as `http://www.mycompanyideas.com`, by registering through a domain name registrar. Create CNAME records to redirect your branded domain and subdomains to your Force.com domain without exposing the `force.com` name in the URL. It can take up to 48 hours for your Force.com domain to become available on the Internet. Custom Web addresses aren't supported for sandbox or Developer Edition organizations.

  Note: The format of the secure URLs for your Force.com sites depends on the organization type or Edition. Your unique subdomain prefix is listed first, followed by Edition or environment type, then instance name and the force.com suffix. In the following examples, the subdomain prefix is "mycompany," the sandbox name is "mysandbox," the instance name is "na1," and the sandbox instance name is "cs1":

Organization Type	Secure URL
Developer Edition	`https://mycompany-developer-edition.na1.force.com`
Sandbox	`https://mysandbox-mycompany.cs1.force.com`
Production	`https://mycompany.secure.force.com`

  The subdomain prefix for Developer Edition is limited to 22 characters. The secure URL is displayed on the Login Settings page. The URL is case sensitive.

SETTING UP FORCE.COM SITES

Force.com Sites enables you to create public websites and applications that are directly integrated with your Salesforce organization—without requiring users to log in with a username and password.

To set up a Force.com site:

1. From Setup, enter *Sites* in the `Quick Find` box, then select **Sites**.

2. Register a custom Force.com domain for your organization.

3. Create and configure your site.

4. Develop and use Visualforce pages for your site, use or hide standard pages, and customize or replace out-of-box error pages. Associate these pages with your site.

5. Choose a site template. Use the lookup field to find and select a template that you've developed, or use the out-of-box template provided. The site template provides the page layout and stylesheet for your site and overrides any formatting inherited from the associated portal.

6. Enable a portal for login or self-registration, then associate it with your site.

7. Optionally, modify public access settings.

8. When you are ready to make your site public, click **Activate** on the Site Details page. You can also activate your site from the Site Edit and Sites pages.

After you have set up a site, you can:

- Run reports and dashboards on your site.
- Create workflow rules that trigger email alerts when site-related criteria are met.

REGISTERING A CUSTOM FORCE.COM DOMAIN

Your company's Force.com domain is used for all the sites that you create. Even if you register a branded Web address for your site, you must choose a Force.com domain. The branded URL will be redirected to the Force.com domain.

📝 **Note:** CNAME records must include your domain name, your 18–character organization ID, and the suffix live.siteforce.com. For example, if your domain name is www.mycompany.com and your organization ID is 00dx00000000001aaa, then the CNAME must be `www.mycompany.com.00dx00000000001aaa.live.siteforce.com`. You can find the organization ID on the new domain page in Domain Management within Setup.

To register your Force.com domain:

1. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.

2. Enter a unique name for your Force.com domain. A Force.com domain name can contain only alphanumeric characters and hyphens, and must be unique in your organization. It must begin with a letter, not include spaces, not end in a hyphen, and not contain underscores or periods. Salesforce recommends using your company's name or a variation, such as `mycompany`.

   ⚠️ **Warning:** You can't modify your Force.com domain name after you have registered it.

3. Click **Check Availability** to confirm that the domain name you entered is unique. If it isn't unique, you are prompted to change it.

4. Read and accept the Sites Terms of Use by selecting the checkbox.

5. Click **Register My Force.com Domain**. After you accept the Terms of Use and register your Force.com domain, the changes related to site creation are tracked in your organization's Setup Audit Trail and the Site History related list. It may take up to 48 hours for your registration to take effect.

📝 **Note:** The format of the secure URLs for your Force.com sites depends on the organization type or Edition. Your unique subdomain prefix is listed first, followed by Edition or environment type, then instance name and the force.com suffix. In the following examples, the subdomain prefix is "mycompany," the sandbox name is "mysandbox," the instance name is "na1," and the sandbox instance name is "cs1":

Organization Type	Secure URL
Developer Edition	`https://mycompany-developer-edition.na1.force.com`
Sandbox	`https://mysandbox-mycompany.cs1.force.com`
Production	`https://mycompany.secure.force.com`

The subdomain prefix for Developer Edition is limited to 22 characters. The secure URL is displayed on the Login Settings page. The URL is case sensitive.

CREATING AND EDITING FORCE.COM SITES

After registering your Force.com domain, create a Force.com site using the following steps:

1. From Setup, enter *Sites* in the `Quick Find` box, then select **Sites**.
2. Click **New** or click **Edit** for an existing site.
3. On the Site Edit page, define the following:

Field	Description
Site Label	The name of the site as it appears in the user interface.
Site Name	The name used when referencing the site in the SOAP API. This name can contain only underscores and alphanumeric characters, and must be unique in your org. It must begin with a letter, not include spaces, not end with an underscore, and not contain two consecutive underscores.
Site Description	An optional description of the site.
Site Contact	The user who will receive site-related communications from the site's visitors and Salesforce.
Default Web Address	The unique Force.com URL for this site. Force.com provides the first part of the URL based on the domain name that you registered; you must add a unique site name to the end. Unless you configure a custom Web address through a domain name registrar, this is the URL that the public will use to access your site.
Active	The option that activates your site when you are ready to make it available to the public. You can also activate your site from the Sites and Site Details pages. When the site is inactive, users will see the page specified in the `Inactive Site Home Page` field.
Active Site Home Page	The landing page that users are directed to when this site is active. Use the lookup field to find and select the Visualforce page that you developed for your site's home page. Choose the UnderConstruction page if you just want to test your site.
	For ideas sites, you must use the IdeasHome page and for answers sites you must use the AnswersHome page. The "look and feel" for your Ideas site or Answers site will be inherited from its associated portal unless you select a site template.
	If you deployed a site before the Summer '10 release, you can set AnswersHome as your default landing page if you create a Visualforce page using `<apex:page action="{!URLFOR('/answers/answersHome.apexp')}"/>`

Field	Description
`Inactive Site Home Page`	The landing page that users are directed to when this site is inactive. Use the lookup field to find and select the page that you want to use. You can, for example, select a page to indicate that the site is under construction or down for maintenance.
`Site Template`	The template that provides the page layout and stylesheet for your site. The site template overrides any formatting inherited from the associated portal. Use the lookup field to find and select a template that you've developed, or use the out-of-box template provided. ✎ Note: The site template specified here is used only for Visualforce pages using the `$Site.Template` expression.

`Site Robots.txt`	A file that determines which parts of your public site Web spiders and other Web robots can access. Web robots are often used by search engines to categorize and archive websites. HTML tags are not allowed, as they are not compatible with `robots.txt` spiders. For Visualforce pages, add `contentType="text/plain"` to the `<apex:page>` tag.
	
	Example disallowing all robots from indexing all pages:
	
	``
	<apex:page contentType="text/plain">
	    User-agent: * # Applies to all robots
	    Disallow: / # Disallow indexing of all pages
	</apex:page>
	``
	
	Example allowing all robots to index all pages:
	
	``
	<apex:page contentType="text/plain">
	            User-agent: * # Applies to all robots
	            Disallow: # Allow indexing of all pages
	
	            </apex:page>
	``

`Site Favorite Icon`	The icon that appears in the browser's address field when visiting the site. Use this field to set the favorite icon for your entire site instead of for each page. Changes will be reflected on your site one day after you make them, due to caching.
`Analytics Tracking Code`	The tracking code associated with your site. This code can be used by services like Google Analytics to track page request data for your site.
`URL Rewriter Class`	An Apex class to use for rewriting URLs for your site, from Salesforce URLs to user-friendly URLs. With this class, you can make rules to rewrite site URL requests typed into the address bar, launched from bookmarks, or linked from external websites. You can also create rules to rewrite the URLs for links within site pages.
`Enable Feeds`	The option that displays the Syndication Feeds related list, where you can create and manage syndication feeds for users on your public sites. This field is visible only if you have the feature enabled for your organization.
`Clickjack Protection Level`	You can set the clickjack protection for a site to one of these levels: • Allow framing by any page (no protection) • Allow framing by the same origin only (recommended)

Field	Description
	• Don't allow framing by any page (most protection)
	📝 Note: Same-origin framing allows the site's page to be framed only by pages on the same domain name and protocol security.
	📝 Note: Salesforce Communities have two clickjack protection parts—one for the Force.com Communities site which is set from the Force.com site detail page and another for the Site.com Communities site which is set from the Site.com configuration page. It's recommended that both are set to the same value.
Require Secure Connections (HTTPS)	When this checkbox is enabled for a Force.com Site, a Site.com site, a Salesforce Communities Force.com Site, or a Salesforce Communities Site.com site, requests that use HTTP are redirected to HTTPS.

4. Click **Save**.

📝 Note: You define Custom URLs from Domain Management in Setup.

MANAGING FORCE.COM SITES

To get started using Force.com sites, from Setup, enter *Sites* in the `Quick Find` box, then select **Sites**. From this page, you can:

- Register your Force.com domain, if you have not yet done so.
- View all sites hosted on your Force.com domain.
- Click **New** to create a new site.
- Click **Edit** to make changes to an existing site.
- Click **Activate** or **Deactivate** to change the active status for your site.

  ⚠ **Warning:** Be careful not to expose any information that you do not want to make public.

- Click the site's label to view that site's details.
- Click the site's URL to open that site in a browser.

MANAGING FORCE.COM SITE VISUALFORCE PAGES

Force.com sites uses Visualforce pages for all site and error pages. Sample error pages use the SiteSamples static resource for their stylesheet and images.

⚠ **Warning:** Don't rename or delete SiteSamples or you may get an error.

All pages that you want to expose on a site must be associated with that site. If a page is not listed under Site Visualforce Pages, an authentication or page-not-found error is displayed based on the existence of the page.

To enable Visualforce pages for your site:

1. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.
2. Click the name of the site you want to modify.
3. Click **Edit** on the Site Visualforce Pages related list.
4. Use the **Add** and **Remove** buttons to enable or disable Visualforce pages for your site.
5. Click **Save**.

📝 **Note:** If you select a Visualforce page for any of the lookup fields on the Site Detail page, any of the error pages, or the `Change Password Page` under login settings, that page is automatically enabled for your site. If you remove a page from this list, but it is still selected in one of these places, public users can access that page. To completely remove pages from your site, disable them here and make sure they are not selected in any lookup fields for your site.

If you don't want to enable a Visualforce page for your entire site, you can also enable pages for specific profiles.

The My Profile Page

The My Profile page is a Visualforce page associated with a Customer Portal or site user's profile. The My Profile page enables users logged into either your Force.com site, or your Customer Portal from Force.com sites, to update their own contact information. When they make changes to this page, the corresponding portal user and contact records are updated.

The My Profile page can be enabled either for your entire site or in a more restricted way by assigning it to the site guest user profile.

The My Profile page is also delivered as part of the Customer Portal Welcome component on your home page layout.

MANAGING FORCE.COM SITE STANDARD PAGES

Force.com sites uses Visualforce pages for all site and error pages. Force.com also provides some standard pages that you can use.

All pages that you want to expose on a site must be enabled for that site. If a page is not listed under Site Standard Pages, Salesforce displays an authorization required error.

To control which standard pages users see for your site:

1. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.

2. Click the name of the site you want to view.

3. Click **Edit** on the Site Standard Pages related list.

4. Use the **Add** and **Remove** buttons to enable or disable the following standard pages for your site:

    *   Home Page—The standard page associated with the Home tab (`/home/home.jsp`).

    *   Ideas Pages—The standard pages associated with ideas. If you want to use default ideas pages (for example, IdeasHome), enable these pages.

    *   Answers Pages—The standard pages associated with answers. If you want to use default answers pages (for example, AnswersHome), enable these pages.

    *   Search Pages—The standard Salesforce search pages. To allow public users to perform standard searches, enable these pages.

    *   Lookup Pages—The standard Salesforce lookup pages. These are the popup windows associated with lookup fields on Visualforce pages.

5. Click **Save**.

> **Note:** Make sure to disable any pages that you are not actively using in your site. Otherwise, they may be accessible to public users. Also, make sure to set up private sharing to restrict search and lookup access for public users.

EDITIONS

Available in: Salesforce Classic

Available in: **Developer**, **Enterprise**, **Performance**, and **Unlimited** Editions

USER PERMISSIONS

To create and edit Force.com sites:
*   "Customize Application"

ASSIGNING FORCE.COM SITE ERROR PAGES

Force.com sites uses Visualforce pages for all site and error pages. Sample error pages use the SiteSamples static resource for their stylesheet and images.

⚠ **Warning:** Don't rename or delete SiteSamples or you may get an error.

To set the error pages for your site:

1. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.
2. Click the name of the site you want to modify.
3. Click **Page Assignment** on the Error Pages related list.
4. Using the lookup fields, assign a Visualforce page or static resource for each of the standard error conditions listed:

   - `Authorization Required Page`—The page users see when trying to access pages for which they do not have authorization.
   - `Limit Exceeded Page`—The page users see when your site has exceeded its bandwidth limits.
   - `Maintenance Page`—The page users see when your site is down for maintenance.
   - `Service Not Available Page`—The page users see when Salesforce servers are unavailable. This custom page is rendered from a static resource that you choose. The static resource is uploaded to the cache server when assigned as the Service Not Available page, and when updated after assignment. The custom page is shown for HTTP requests only; caching is not used for HTTPS. Not available for Developer Edition or sandbox organizations.

     If you haven't set a custom page for a site that uses a site prefix, the custom page for the root site is used when servers are unavailable. For example, if `http://mycompany.force.com/sales` doesn't have a custom page, but `http://mycompany.force.com` does, that custom page is used. Otherwise, the Maintenance page is shown by default.

     📝 **Note:** The static resource:
     - Must be a public .zip file 1 MB or smaller.
     - Must contain a page named `maintenance.html` at the root level of the .zip file. Other resources in the .zip file, such as images or CSS files, can follow any directory structure.
     - Must contain only files that have file extensions.

   - `Page Not Found Page`—The page users see when trying to access a page that cannot be found. You can use the action attribute on an `<apex:page>` component to redirect the Page Not Found error page. Using this kind of redirect on any other error pages will redirect users to the Maintenance page.
   - `Generic Error Page`—The page users see when encountering generic exceptions.

     📝 **Note:** When using static resources in a custom error page—such as a large image file or a large CSS file contained in a static resource .zip file—each individual resource must be no larger than 50KB. Otherwise, a 404 not found error is returned for that resource.

5. Click **Save**.
6. On the Site Details page, click **Preview** to view the associated page as it would appear in a browser.

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> 💡 **Tip:** Add the `<site:previewAsAdmin />` component right before the closing `</apex:page>` tag in your custom Visualforce error pages to view detailed site error messages in administrator preview mode.

VIEWING 24-HOUR FORCE.COM SITES USAGE HISTORY

Monitor the bandwidth and request time usage for each of your sites by viewing the usage data tracked on this related list. By closely monitoring your sites, you can avoid exceeding your limits.

To view the 24-hour usage history for your site:

1. From Setup, enter *Sites* in the `Quick Find` box, then select **Sites**.

2. Click the name of the site you want to view.

3. View the 24-Hour Usage History related list. Usage information may be delayed by up to several minutes due to processing time.

The 24-Hour Usage History related list tracks and displays the following usage metrics for your site:

Metric	How It's Calculated
Origin Bandwidth	Bandwidth is calculated as the number of megabytes served and received from the site's origin server. The `Daily Limit` applies to a rolling 24-hour period.
Request Time	"Service request time" is calculated as the total server time in minutes required to generate pages for the site. The `Daily Limit` applies to a rolling 24-hour period.

"Origin server" refers to the Web server that hosts your site. "Rolling 24-hour period" refers to the 24 hours immediately preceding the current time.

For each metric, the related list displays `Current Usage`, `Daily Limit`, and the `Percent Used`.

VIEWING FORCE.COM SITE HISTORY

To view the site history:

1. From Setup, enter *Sites* in the `Quick Find` box, then select **Sites**.
2. Click the name of the site you want to view.
3. View the Site History related list.

The Site History related list tracks and displays the changes made to your site. All of the following events are tracked in the site history, along with the user who made the change and the time it occurred:

Event	Description
Site Creation	Logs when each site was created.
Site Detail Changes	Changes to the following site values are logged: • Site Label • Site Name • Site Description • Site Contact • Default Web Address • Custom Web Address • Active Status • Active Site Home Page • Inactive Site Home Page • Site Template • Site Robots.txt • Site Favorite Icon • Analytics Tracking Code • Enable Feeds
Site Standard Pages	Logs when any standard page is enabled or disabled.
Site Error Pages	Logs when any error page assignment is changed.
Login Settings Changes	Changes to the following login settings are logged: • Portal • Change Password Page • Require Non-Secure Connections (HTTP)

Event	Description
URL Redirect Changes	Logs when any URL redirect is created, deleted, enabled, disabled, or changed.

USING WORKFLOW FOR FORCE.COM SITES

With workflow for sites, you can create workflow rules that trigger email alerts when certain site-related criteria are met. For example, create a rule that sends your site administrator an email alert when bandwidth usage reaches 80% of the daily bandwidth limit or when a site's status changes from the active state.

Setting up the right site usage workflow rules can help you keep your sites from exceeding rolling 24-hour limits for bandwidth and service request time, and monthly limits for page views and logins. Workflow rules that are created on the Site object are evaluated every hour for all sites within the organization, unless your criteria is limited to certain sites. Workflow rules that are created on the Organization and User License objects are evaluated every three hours.

Only email alert actions are supported for site usage workflow rules. Other workflow actions, such as field updates, tasks, and outbound messages, are not available.

To create a site usage workflow rule, create a workflow rule with the following settings:

Select Object

When selecting an object, choose one of the following:

- `Organization` (for monthly page views allowed and monthly page views used fields)
- `Site` (for site detail, daily bandwidth and request time, monthly page views allowed, and other fields)
- `User License` (for the monthly logins allowed and monthly logins used fields)

The Organization and Site objects are only available if Force.com sites is enabled for your organization. The User License object isn't dependent on sites, and is only available if you have Customer Portals or partner portals enabled for your organization.

Rule Criteria

Enter your rule criteria by doing one of the following:

- Choose `criteria are met` and select the filter criteria that a site must meet to trigger the rule. For example, to trigger the rule every time the active status changes for a site within your organization, set the filter to `Site Status not equal to Active`. To add more rows or to set up Boolean conditions, click **Add Filter Logic**.
- Choose `formula evaluates to true` and enter a formula. The rule is triggered if the formula returns "True."

  For example, the following formula triggers the rule when bandwidth usage reaches 80% of the daily bandwidth limit:

  ```
  DailyBandwidthUsed >= 0.8 * DailyBandwidthLimit
  ```

  In the next example, the formula triggers the rule when time usage reaches 80% of the daily time limit:

  ```
  DailyRequestTimeUsed >= 0.8* DailyRequestTimeLimit
  ```

Workflow actions

When adding workflow actions, click **Add Workflow Action** and choose `New Email Alert` or `Select Existing Action`.

> 💡 **Tip:** To create custom email templates using Site merge fields, from Setup, enter `Email Templates` in the `Quick Find` box, then select **Email Templates**, then **New Template**. When configuring the template, use Site merge fields by selecting **Site Fields** in the `Select Field Type` drop-down list of the Available Merge Fields section.

TROUBLESHOOTING FORCE.COM SITES USING ADMINISTRATOR PREVIEW MODE

Available in: **Developer**, **Enterprise**, **Performance**, and **Unlimited** Editions

If you see errors on site pages and can't figure out the cause, use administrator preview mode to look at them in context and in greater detail.

> **Note:** Administrator preview mode is available for all active sites, including those with a branded custom Web address.

To access administrator preview mode:

1. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.

2. Click the name of the site you want to preview.

3. In the Site Detail section, click the **Preview as Admin** link. A new browser window opens with a preview of your site, and the enhanced error message appears at the bottom of the page.

4. Click **Logout of Administrator Preview Mode** to clear the administrator cookie and be redirected to the site's home page.

The detailed error messages in administrator preview mode are driven by the `<site:previewAsAdmin />` component in your Visualforce error pages. Starting with Summer '10, new organizations include the `<site:previewAsAdmin />` component by default in standard error pages. You must add the component manually to all custom error pages and pages from older organizations. We recommend that you add it right before the closing `</apex:page>` tag, like this:

```
    <site:previewAsAdmin />
</apex:page>
```

> **Note:** The `<site:previewAsAdmin />` component contains the `<apex:messages />` tag, so if you have that tag elsewhere on your error pages, you will see the detailed error message twice.

PUBLIC ACCESS SETTINGS FOR FORCE.COM SITES

Public access settings control what public users can do on each Force.com site. To set the public access settings for your site:

1. From Setup, enter *Sites* in the `Quick Find` box, then select **Sites**.
2. Click the name of the site you want to control.
3. Click **Public Access Settings** to open the Profile page for your site profile.

This page includes all the functionality for viewing and editing profile permissions and settings, but you can't clone or delete the profile.

In the site profile, you can:

- Set the object permissions for your site. You can grant "Read" and "Create" permissions on all standard objects except products, price books, and ideas; and "Read," "Create," "Edit," and "Delete" on all custom objects. All permissions that aren't set by default must be set manually.

    ⚠ **Warning:** We recommend setting the sharing to private for the objects on which you grant "Read" access for your site. This ensures that users accessing your site can view and edit only the data related to your site.

    We also recommend securing the visibility of all list views. Set the visibility of your list views to `Visible to certain groups of users`, and specify the groups to share to. List views whose visibility is set to `Visible to all users` may be visible to public users of your site. To share a list view with public users, create a new public group for those users and give them visibility. If the object's sharing is set to private, public users won't be able to see those records, regardless of list view visibility.

- Control the visibility of custom apps. If you want to expose a custom app and its associated tabs to public users, make only that app visible and make it the default to avoid exposing other pages. If any of your site pages use standard Salesforce headers, other visible applications may be seen by public users.
- Set the login hours during which users can access the site.
- Restrict the IP address ranges from which you can access the site. Force.com sites ignore company-wide IP range restrictions in order to provide public access; however, you can restrict the IP range here.

    📝 **Note:** To set restrictions based on IP or login hours, HTTPS is required. You must use the secure URL associated with your Force.com domain to access your site.

    To enforce HTTPS on all Force.com sites pages and allow all IP addresses to access your site, create the following IP ranges: `0.0.0.0` to `255.255.255.255`, `::` to `::fffe:ffff:ffff`, and `::1:0:0:0` to `ffff:ffff:ffff:ffff:ffff:ffff:ffff:ffff`. However, as this may degrade the performance of your site, don't enforce HTTPS unless it is absolutely required. Changing from HTTP to HTTPS doesn't affect logged in users until the next time they log in.

    The IP addresses in a range must be either IPv4 or IPv6. In ranges, IPv4 addresses exist in the IPv4-mapped IPv6 address space `::ffff:0:0` to `::ffff:ffff:ffff`, where `::ffff:0:0` is `0.0.0.0` and `::ffff:ffff:ffff` is `255.255.255.255`. A range can't include IP addresses both inside and outside of the IPv4-mapped IPv6 address space. Ranges like `255.255.255.255` to `::1:0:0:0` or `::` to `::1:0:0:0` aren't allowed.

- Enable Apex controllers and methods for your site. Controllers and methods that are already associated with your site's Visualforce pages are enabled by default.
- Enable Visualforce pages for your site. Changes made here are reflected on the Site Visualforce Pages related list on the Site Details page, and vice versa.

MANAGING FORCE.COM SITE LOGIN AND REGISTRATION SETTINGS

Use login settings if you want to let users register for and log in to your portal from your public Force.com site. For example, users browsing through an ideas site can register and login directly from that site, and as authenticated users, they can then vote, add comments, and participate in the ideas community. When users successfully log in, they leave the public site and enter the associated portal seamlessly.

> **Note:** Only Customer Portals can be used for self-registration. Partner portals do not support self-registration.
>
> The Authenticated Website high-volume portal user license is specifically designed to be used with Force.com sites. Because it's designed for high volumes, it should be a cost-effective option to use with Force.com sites.

Force.com sites provides built-in registration and login logic. Default Force.com-branded Visualforce pages are associated with registration, login, forgot password, and password changes. You can modify these pages or replace them with your own.

The following login, and registration pages are provided by default:

Page Name	Description
SiteLogin	Default login page. Used to log users in to the associated portal from your Force.com site.
SiteRegister	Default registration page. Used to register new users for the associated Customer Portal from your Force.com site.
SiteRegisterConfirm	Default registration confirmation page. The page that users see on successful registration to the associated Customer Portal.

> **Note:** The login and registration forms must be secure. Set the `forceSSL` attribute to `true` for these forms. However, Salesforce recommends that you set `forceSSL` to `false` for forms accessed by users who have already been authenticated, such as portal users. Since the `forceSSL` attribute forces a redirect to a secure URL, authenticated users would encounter an error.

The built-in login process:
- Checks to see whether the site is enabled for logins
- Checks to see whether the user is a valid user for the site
- Allows users to reset expired passwords

The built-in registration process:
- Checks new user information against existing users for the Customer Portal associated with the site
- Checks to see if a contact already exists for the new user
- Creates a new contact, if one doesn't already exist, and associates it with the account for the site.

> **(!) Important:** You must update the SiteRegisterController with the Account ID using the following steps:
>
> 1. From Setup, enter `Apex Classes` in the `Quick Find` box, then select **Apex Classes**.
> 2. Click **Edit** next to SiteRegisterController.
> 3. Find the `private static Id PORTAL_ACCOUNT_ID = '<Account_ID>';` line and insert the ID for the account that you want to associate with new users. The line should look similar to this:
>
> ```
> private static Id PORTAL_ACCOUNT_ID = '001DoooooolQpyk';
> ```
>
> 4. Click **Save**.

- Enables the Customer Portal for the new user and sends an email confirmation message
- Optionally, allows users to create passwords on the registration page, avoiding the standard email confirmation process

> **(✎) Note:** You can create and enable a person account as a Customer Portal user using the `createPersonAccountPortalUser` Apex method. Use `createPersonAccountPortalUser` to create a person account using either the default record type defined on the guest user's profile or a specified record type, then enable it for the site's portal. Person Accounts can only be enabled as high-volume portal users.

To enable public login and registration for your portal:

1. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.
2. Click the name of the site you want to control.
3. Click **Login Settings**.
4. Click **Edit**.
5. From the Enable Login For list, select a portal to associate with your site. The portal you choose must have the `Login Enabled` option selected. For Customer Portals, you must also select the `Self-Registration Enabled` option. Force.com Sites leverages the following portal settings:

   - `Logout URL` is used if you want to take users to a specific page on logout. If this value is left blank, users are taken to the page specified in the `Active Site Home Page` field for your site.
   - `Lost Password Template` is used for the forgot password process.
   - `Header`, `Footer`, `Logo`, and `Login Message` are used for the look and feel on IdeasHome and AnswersHome pages.
   - For Customer Portals:
     - `New User Template` is used on self-registration if a password is not provided.
     - `Default New User License`, `Default New User Role`, and `Default New User Profile` are used for self-registration.

6. Select a **Change Password Page**. A default page is provided, but you can select your own page instead, using the lookup field.
7. Select `Require Non-Secure Connections (HTTP)` to override your organization's security settings and exclusively use HTTP when logging in to the portal from your site. If this checkbox is not selected, the `Require Secure Connections (HTTPS)` setting on the Session Settings page in Setup determines the security level.

   The following table illustrates the relationship between these settings.

Site-Level Security: Require Non-Secure Connections (HTTP)	Organization-Level Security: Require Secure Connections (HTTPS)	Description
Not checked	Not checked	• Organization can use either HTTP or HTTPS • Site uses HTTP for the post-login session
Checked	Not checked	• Organization can use either HTTP or HTTPS • Site uses HTTP for the post-login session
Not checked	Checked	• Organization uses only HTTPS • Site uses HTTPS for the post-login session • Upon login, users see the `secure.force.com` domain
Checked	Checked	• Organization uses only HTTPS • Site uses HTTP for the post-login session

> ⚠ Warning: If the `Require Secure Connections (HTTPS)` checkbox on the Session Settings page is selected, and the `Require Non-Secure Connections (HTTP)` checkbox on the Login Settings page is not selected, users logging in to the associated portal from the site will see the `secure.force.com` domain. For example, if you registered `mycompany.force.com` as your custom domain, the URL changes to `https://mycompany.secure.force.com` upon login.
>
> Customers using a script to login to sites can use the optional `refURL` URL parameter to retain the custom domain name after login. This parameter has no effect if `Require Non-Secure Connections (HTTP)` has been set for the site or `Require Secure Connections (HTTPS)` has been set for the organization. An example URL using `refURL` is: `http://mysite.secure.force.com/SiteLogin?refURL=http://mysite.com`.

8. The `Secure Web Address` field shows the unique Force.com URL for this site when using SSL.

9. Click **Save**.

You can also enable Sites to use your identity provider for single sign-on.

ASSOCIATE A PORTAL WITH FORCE.COM SITES

You can enable users to register for or log into an associated portal seamlessly from your site.

The Authenticated Website high-volume portal user license is specifically designed to be used with Force.com sites. Because it's designed for high volumes, it should be a cost-effective option to use with Force.com sites.

1. Enable the portal for login using the following steps:

   a. From Setup, enter `Customer Portal Settings` in the `Quick Find` box, then select **Customer Portal Settings**, or from Setup, enter `Partners` in the `Quick Find` box, then select **Settings**.

   b. If you have not enabled your portal, select `Enable Customer Portal` or `Enable Partner Relationship Management` and click **Save**.

   c. Click **Edit** for the portal you want to modify.

   d. Configure the portal as follows:

      i. Select the `Login Enabled` checkbox.

      ii. Select a user for the `Administrator` field.

      iii. Optionally, set the `Logout URL`. If this is not set, users are taken to the site home page on logout.

      iv. Click **Save**.

2. If you are using a Customer Portal and want to allow self-registration, follow these steps:

   a. From Setup, enter `Customer Portal Settings` in the `Quick Find` box, then select **Customer Portal Settings**.

   b. Click **Edit** for the portal you want to associate with your Force.com site.

   c. Configure the Customer Portal as follows:

      i. Select `Self-Registration Enabled`.

      ii. Select Customer Portal User for both the `Default New User License` and `Default New User Profile` fields. Depending on your portal license, you may want to select a different profile for the `Default New User Profile` field.

      iii. Select User for the `Default New User Role` field.

      iv. Click **Save**.

   📝 Note: Consider the following when allowing self-registration:
   - Sites does not support the use of Person Accounts for self registration.
   - On self-registration through a site:
     - Validation rules are enforced on user creation.
     - Validation rules are ignored on contact creation.

EDITIONS

Available in: Salesforce Classic

Available in: **Developer**, **Enterprise**, **Performance**, and **Unlimited** Editions

USER PERMISSIONS

To create and edit Force.com sites:
- "Customize Application"

3. Associate the site pages with the default portal users:

    a. From Setup, enter `Customer Portal Settings` in the `Quick Find` box, then select **Customer Portal Settings**, or from Setup, enter `Partners` in the `Quick Find` box, then select **Settings**.

    b. Click the name of the portal that you want to associate with your site.

    c. Click the name of each profile associated with your portal users and do the following:

        i. Scroll down to the Enabled Visualforce Page Access section and click **Edit**.

        ii. Add the appropriate public site pages to the `Enabled Visualforce Pages` list. This allows portal users with that profile to view these pages.

                 Note: By default, portal users can see all pages enabled for the associated public site, so you only have to enable the pages that require authentication.

        iii. Click **Save**.

4. Associate your site with the login-enabled portal:

    a. From Setup, enter `Sites` in the `Quick Find` box, then select **Sites**.

    b. Click the site label of the site you want to configure.

    c. Click **Login Settings**.

    d. Click **Edit**.

    e. From the `Enable Login For` drop-down list, select the name of the portal where you want to allow login.

    f. Select the `Change Password Page`.

    g. Click **Save**.

For sites with Ideas, Answers, Chatter Answers, you must make the zone visible in the portal and enable the IdeasHome or AnswersHome page for the site. To associate the zone with one or more portals:

1. From Setup, search for one of the following in the `Quick Find` box.

- **Ideas Zones**
- **Chatter Answers Zones**
- **Answers Zones**

2. Click **Edit** next to the zone you want to make public.

3. From the `Portal` drop-down list, select the portal to use for this zone. You can choose to show the zone in all portals.

     Note: For ideas to work with sites, the organization must have an active portal associated with that zone. Otherwise, users will encounter errors.

FORCE.COM SITES SECURITY

Consider the following security issues when setting up your Force.com site:

- If the `Require Secure Connections (HTTPS)` checkbox on the Session Settings page is selected, and the `Require Non-Secure Connections (HTTP)` checkbox on the Login Settings page is not selected, users logging in to the associated portal from the site will see the `secure.force.com` domain. For example, if you registered `mycompany.force.com` as your custom domain, the URL changes to `https://mycompany.secure.force.com` upon login. For more information, see Managing Force.com Site Login and Registration Settings.

- Customers using a script to login to sites can use the optional `refURL` URL parameter to retain the custom domain name after login. This parameter has no effect if `Require Non-Secure Connections (HTTP)` has been set for the site or `Require Secure Connections (HTTPS)` has been set for the organization. An example URL using `refURL` is: `http://mysite.secure.force.com/SiteLogin?refURL=http://mysite.com`.

- To set restrictions based on IP or login hours, HTTPS is required. You must use the secure URL associated with your Force.com domain to access your site.

- To enforce HTTPS on all Force.com sites pages and allow all IP addresses to access your site, create the following IP ranges: `0.0.0.0` to `255.255.255.255`, `::` to `::fffe:ffff:ffff`, and `::1:0:0:0` to `ffff:ffff:ffff:ffff:ffff:ffff:ffff:ffff`. However, as this may degrade the performance of your site, don't enforce HTTPS unless it is absolutely required. Changing from HTTP to HTTPS doesn't affect logged in users until the next time they log in.

- Authenticated and non-authenticated users may see different error messages for certain conditions—for example, on Apex exceptions.

- Only production organizations have the valid `secure.force.com` SSL certificates to access sites using HTTPS.

  > **Note:** If a site within a sandbox (non-production) organization is accessed using HTTPS, a certificate name mismatch warning may appear.

- Cache settings on static resources are set to private when accessed via a Force.com site whose guest user's profile has restrictions based on IP range or login hours. Sites with guest user profile restrictions cache static resources only within the browser. Also, if a previously unrestricted site becomes restricted, it can take up to 45 days for the static resources to expire from the Salesforce cache and any intermediate caches.

> **Warning:**
> - We recommend setting the sharing to private for the objects on which you grant "Read" access for your site. This ensures that users accessing your site can view and edit only the data related to your site.
> - We also recommend securing the visibility of all list views. Set the visibility of your list views to `Visible to certain groups of users`, and specify the groups to share to. List views whose visibility is set to `Visible to all users` may be visible to public users of your site. To share a list view with public users, create a new public group for those users and give them visibility. If the object's sharing is set to private, public users won't be able to see those records, regardless of list view visibility.

FORCE.COM SITES CONSIDERATIONS

Before creating and using Force.com sites, consider the following:

Packaging

The following apply to packaging for sites:

- Sites are not packageable. However, you can package sample code, Visualforce pages, Apex classes, or components for a site using a managed package.

- You must have Force.com sites enabled to be able to install unmanaged packages that contain Visualforce pages or Apex classes that refer to a site.

Access and Authentication

You can grant "Read" and "Create" permissions on all standard objects except products, price books, and ideas; and "Read," "Create," "Edit," and "Delete" on all custom objects. For additional access, you must authenticate site visitors as portal users.

Custom authentication is not supported. You can authenticate via the following:

- Customer Portals—enable public login and registration
- Partner portals—create partner users

> 💡 **Tip:** You can also enable single sign-on for portals, as well as Sites.

FORCE.COM SITES LIMITS AND BILLING

Force.com sites usage is governed by monthly and daily limits. Understanding these limits is important to the success of your sites. Salesforce provides tools to help you reduce bandwidth consumption and monitor site usage so that you can avoid exceeding these limits.

This topic contains the following sections:

- Limits and Billing Terminology
- Sites Limits and Restrictions
- Bandwidth and Service Request Time Limit Enforcement
- Billing and Monthly Page Views Enforcement
- What Counts as a Page View?
- Monitoring Limits

Limits and Billing Terminology

This section defines the terminology used for Force.com sites limits and billing:

- "Page Views" are calculated as the total number of pages served from either the site's origin server or the cache server.
- "Bandwidth" is calculated as the number of megabytes served and received from both the site's origin server and the cache server.
- "Service request time" is calculated as the total server time in minutes required to generate pages for the site.
- "Rolling 24-hour period" refers to the 24 hours immediately preceding the current time.
- "Origin server" refers to the Web server that hosts your site.
- "Cache server" refers to the CDN server that serves your cached site pages.
- "Current period" refers to the current calendar month for which you are entitled a certain number of page views for your organization.

Sites Limits and Restrictions

The following table lists the site limits for each edition:

Edition	Maximum Number of Sites	Bandwidth Limit (per rolling 24-hour period per site)	Service Request Time (per rolling 24-hour period per site)	Maximum Page Views
Developer Edition	1	500 MB	10 minutes	N/A
Enterprise Edition	25	1 GB for sandbox 40 GB for production	30 minutes for sandbox 60 hours for production	500,000
Unlimited Edition Performance Edition	25	1 GB for sandbox 40 GB for production	30 minutes for sandbox 60 hours for production	1,000,000

Make sure to consider all of the available caching options to help you avoid reaching these limits, and use the Site Usage analytics tools to monitor your sites.

Bandwidth and Service Request Time Limit Enforcement

Bandwidth and Service Request Time limits are tracked and enforced over a 24-hour period. Sites that exceed provisioned limits within the 24-hour period remain available if the host instance has resources to serve the site. However, even if a site is available once limits are exceeded, there's no guarantee in service level.

Billing and Monthly Page Views Enforcement

This section describes how Salesforce enforces limits on monthly page views for sites:

- Billing is based on the number of monthly page views purchased for your organization. This page view limit is cumulative for all sites in your organization.
- If, in a given calendar month, your organization reaches 110% of its page view limit, Salesforce sends the site and billing administrators email notification.
- If your organization exceeds 110% of its page view limit for four consecutive calendar months, your sites are disabled until the next calendar month begins or you purchase more page views. Also, Salesforce sends email notification to the site and billing administrators, as well as the related account executive.
- If, in a given calendar month, your organization reaches 300% of its page view limit, your sites are disabled until the next calendar month begins or you purchase more page views. Also, Salesforce sends email notification to the site and billing administrators, as well as the related account executive.

What Counts as a Page View?

This section describes how page views are counted for sites.

A page view is a request from a non-authenticated site user to load a page associated with one of the sites within your Force.com domain or custom domain. Requests from authenticated portal users are not counted as page views.

Requests that Count as Page Views

Requests for the following *are* counted as page views:

Requests for...	Example URL
Your Force.com domain	`http://mycompany.force.com`
Your custom Web address	`http://mycompany.com`
Any page associated with your site	`http://mycompany.force.com/mypage`
Authorization Required error page	`http://mycompany.force.com/Unauthorized`
AJAX requests such as: - JavaScript remoting (for example, Apex `RemoteAction`) - Visualforce `<apex:actionFunction>` - Visualforce `<apex:actionPoller>`	n/a

Requests that Do Not Count as Page Views

Requests for the following *are not* counted as page views:

Requests for...	Example URL
Salesforce images	`http://mycompany.force.com/img/force_logo_w09.gif`
Your static resources	`http://mycompany.force.com/resource/1233771498000/background`
Robots.txt	`http://mycompany.force.com/robots.txt`
Favorite icon	`http://mycompany.force.com/favicon.ico`
Attachments and Documents	n/a
Error pages, apart from Authorization Required, such as Limit Exceeded and Maintenance	`http://mycompany.force.com/BandwidthExceeded`
Images included with an HTML field	`http://mycompany.force.com/servlet/rtaImage`
Custom file field	`http://mycompany.force.com/servlet/fileField`

> **Note:** Limit Exceeded, Maintenance, Page Not Found, and designated Inactive Home pages aren't counted against page view and bandwidth limits. You can use static resources to brand these pages, but the following limitations apply:
>
> - Static resources must be 50 KB or smaller in size.
> - Static resources must be style sheets (CSS), image files, or JavaScript files.
> - You can't use Apex controllers for these pages.
> - You can't perform SOQL or DML operations from these pages.

Monitoring Limits

Page views, bandwidth, and time consumption are tracked and made available in your org. You can view this information for a site under **Setup** > **Build** > **Develop** > **Sites**. Select a site, and you'll see related lists for page views for the current month's billing cycle, and the 24-hour bandwidth and service request time usage history.

Additionally, you can install the Force.com Sites Usage Reporting app from AppExchange to monitor usage. Keep in mind that the information available in the app might not be as current as the information you'll find directly in your org.

For more information about bandwidth and service request time, see Viewing 24-Hour Force.com Sites Usage History.

CACHING FORCE.COM SITES PAGES

Force.com sites enforces two 24-hour rolling limits—bandwidth and service request time—which vary by organization type. Though the limits are high for active production organizations, your site could exceed the limit due to heavy traffic or pages that consume lots of bandwidth or processing time. "Rolling 24-hour period" refers to the 24 hours immediately preceding the current time.

Sites provide caching options that allow you to leverage the resources of our Content Delivery Network (CDN) partner to improve page load times and site performance, as well as help you avoid reaching bandwidth or service request time limits. Sites allows you to set the cache duration for each of your site pages and optimize content delivery to your end users.

Control the caching behavior for your site by setting the Boolean `cache` attribute and integer `expires` attribute on each Visualforce page. By default, pages that do not have the `cache` attribute set are cached for ten minutes (600 seconds).

For example, a page whose cache is set to expire in 15 minutes looks like this:

```
<apex:page cache="true" expires="900">
```

> **Note:** The CDN is only available for active production organizations. It is not available for sandbox or Developer Edition organizations.
>
> To protect the integrity of sensitive information, SSL sessions and pages requested after authentication are not cached via the CDN.
>
> Attachments to public pages accessed through sites are automatically cached for 10 minutes via the CDN.

Other factors also affect caching behavior, such as the type of user accessing the page, whether the request comes from the caching server, and whether the site is login-enabled. The following tables summarize the caching behavior for each of these cases.

For Requests Coming from the Caching Server

If the site is login-enabled:

Cache Attribute	Caching Behavior	Caching Location
Set to `TRUE`	Cache expires according to user-set value	Caching server only
Not Set	Cache expires in ten minutes	Caching server only
Set to `FALSE`	Not cached	None

If the site is **not** login-enabled:

Cache Attribute	Caching Behavior	Caching Location
Set to `TRUE`	Cache expires according to user-set value	Both caching server and browser
Not Set	Cache expires in ten minutes	Both caching server and browser
Set to `FALSE`	Not cached	None

For Requests Not Coming from the Caching Server

If the site is login-enabled:

Cache Attribute	Caching Behavior	Caching Location
Set to TRUE	Not cached	None
Not Set	Not cached	None
Set to FALSE	Not cached	None

If the site is **not** login-enabled:

Cache Attribute	Caching Behavior	Caching Location
Set to TRUE	Cache expires according to user-set value	Browser only
Not Set	Cache expires in ten minutes	Browser only
Set to FALSE	Not cached	None

TRACKING YOUR FORCE.COM SITE WITH GOOGLE ANALYTICS

Force.com sites provides out-of-the-box integration with Google Analytics. Use Google Analytics to track the usage of your sites and site pages, including number of visits, number of page views, average time spent on site, and more.

> **Note:** The `<site:googleAnalyticsTracking/>` component only works on pages used in a Force.com site. Sites must be enabled for your organization and the `Analytics Tracking Code` field must be populated. To get a tracking code, go to the Google Analytics website.

To track a site using Google Analytics:

1. Sign up for an account at Google Analytics.

2. Add a new profile in Google Analytics and enter the domain or full URL for the site you want to track.

3. Copy the `Web Property ID` from Google's tracking status information and paste it into the `Analytics Tracking Code` field on the Site Edit page for the site you want to track. The Web property ID starts with the letters UA followed by your account and profile numbers. For example, UA-9049246-2.

4. Click **Save**.

5. To track the Visualforce pages associated with your site, enter the following tag in the site template for those pages, or in the individual pages themselves:

```
<site:googleAnalyticsTracking/>
```

Pages that don't contain the tag and aren't associated with a site template that contains the tag won't be tracked. The default site template already contains the tag, so all pages using that template will be tracked—including certain default pages.

> **Note:** Google recommends adding the component at the bottom of the page to avoid increasing page load time.

6. Go to the Google Analytics site and follow their instructions for completing the process. After signing up, it may take up to 24 hours to see initial tracking results in Google Analytics.

> **Tip:** To track multiple sites separately, create separate profiles using the full site URLs and enter a different Web property ID in the `Analytics Tracking Code` field for each site.

REPORTING ON FORCE.COM SITES

To keep track of your site activity and usage, take advantage of the Sites Usage Reporting managed package to analyze your monthly page views, daily bandwidth, and daily service request time so you can avoid reaching monthly and daily limits for individual sites, as well as for your organization.

To get started using Salesforce Reports and Dashboards for sites:

1. Install the Sites Usage Reporting managed package.
2. Use packaged reports to analyze site usage.
3. Optionally, create custom reports to analyze site usage.
4. Use the Site Usage Dashboard to monitor sites.

Installing the Sites Usage Reporting Managed Package

The Sites Usage Reporting managed package, available on AppExchange, contains out-of-the-box reports and a dashboard for monitoring sites usage.

To find the Sites Usage Reporting managed package, go to AppExchange and search on "sites reporting," or go to

`http://sites.force.com/appexchange/listingDetail?listingId=a0N30000001SUEwEAO`.

Using Packaged Reports to Analyze Site Usage

The Sites Usage Reporting managed package contains the following reports for the sites in your organization. You can find these reports in the Site Usage Reports folder under All Reports in the Reports tab. You can also select **Site Usage Reports** in the `Folder` drop-down list, then click **Go**.

> **Note:** Site usage data is aggregated at midnight, GMT, so the current day's page view counts may not be accurately reflected in reports, depending on your time zone. Cache server page views may take a day or more to be reflected in reports.

Report	Description
Current Period Page Views	Shows the total page views for the current period (calendar month), measured against page views allowed. Page views are broken down by site and by day. The current period limit applies to all sites within the organization.
Daily Total Bandwidth Usage	Shows the total bandwidth usage over the last 30 days, broken down by site, by day, and by origin and cache servers.
Daily Total Page Views	Shows the total page views over the last 30 days, broken down site, by day, and by origin and cache servers.
Site Daily Origin Bandwidth Usage	Shows the total origin bandwidth usage over the last 30 days, broken down by site and by day.
Site Daily Request Time Usage	Shows the total origin service request time over the last 30 days, broken down by site and by day.
Top Bandwidth Consuming Sites	Shows the sites that consumed the most bandwidth during the current period.
Top Resource Consuming Sites	Shows the sites that consumed the most service request time during the current period.
Top Sites by Page Views	Shows the sites that generated the most page views during the current period.

Creating Custom Reports to Analyze Site Usage

You can also create custom reports on sites:

1. From the Reports tab, click **New Report**.

2. For the report type, select **Administrative Reports**, then **Site Usage Reports**. You must enable sites for your organization and install the Sites Usage Reporting managed package to see the Site Usage Reports custom report type.

3. Click **Create** to create a custom report. Fields related to your sites, such as `Site Name`, `Site Status`, `Daily Bandwidth Limit`, and `Daily Request Time Limit` can all be used in your custom report.

> **Note:** When you create your own custom reports using the Site Usage Reports custom report type, be aware that the `Origin Bandwidth` column is measured in bytes, and the `Request Time` column is measured in milliseconds. Make sure you consider the difference in units when comparing these columns to the `Daily Bandwidth Limit` and `Daily Request Time Limit` columns, which are measured in megabytes and minutes, respectively.
>
> For the out-of-the-box reports included with the managed package, bandwidth is measured in megabytes and request time is measured in minutes.

Using the Site Usage Dashboard to Monitor Sites

The Sites Usage Reporting managed package contains the Site Usage Dashboard to help you monitor the sites in your organization at a glance. The dashboard contains a component for each of the reports provided in the managed package.

To access the dashboard, from the Dashboards tab:

- Use the `View Dashboard` field.

- Or, click **Go to Dashboard List** and select **Site Usage Dashboard** from the dashboard list.

To modify the dashboard, click **Edit**. You can also create your own custom dashboard using any custom reports you may have created. Consider adding the Site Usage Dashboard as the dashboard snapshot on your home page.

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