



Email and Duplicate Scan Frequently Asked Questions

How does the Email and Duplicate Scan work?

In three easy steps:

1. Register with your name and organization, download the app and install it on your Windows or macOS computer. We will automatically create and activate a trial license that will last 7 days.
2. Run the scan app on your computer. Log-in to your Salesforce instance (production or sandbox) and launch the scan with just a click of a button.
3. After a few minutes or up to an hour (depending on the size of your database), you see the results of the scan in the app, in the form of a graphical report. We'd love to discuss the scan with you, please contact us to review your results with us so we can recommend your next steps. We can be reached at 800-961-8205.

How long does it take to complete the scan?

Depending on the size of your database, it can take as little as a few minutes and as long as two hours (some scans might take longer for large databases).

Is there a size limit for the CRM database?

The scan will process up to 3,000,000 records when detecting duplicates (1,000,000 records per each object type). It will accept larger databases but any records above the limit will be ignored.



How does Validity access my Salesforce and what happens with my data?

During the assessment, the app will:

1. Log you into the Salesforce servers with credentials you've entered (via OAuth) and establish a data connection to your Salesforce instance
2. Connect to Validity license servers to check that your app license is valid and active
3. Connect to your Salesforce instance and read data for the scan from your computer. The application accesses information about leads, contacts and accounts, all locally from the computer it is running on. **No CRM records ever leave your network.**
4. Validate 1,000 randomly selected leads or contact email addresses via Validity BriteVerify, the industry-leading email verification service. The app encrypts and sends a list of emails to our cloud servers anonymously for verification, and encrypted results are sent back to the app within a couple of minutes.
5. Collects usage data (never your actual CRM data) to help us understand how our customers use our products, and to improve our software and services in the future.

What data does Validity access in Salesforce?

The scan identifies duplicates among leads, contacts and accounts using their standard fields. Optionally, the app randomly picks up to 1,000 email addresses of leads or contacts and validates them anonymously in our industry leading BriteVerify email verification service.

Is the Data Assessment app free?

Yes, Email and Duplicate Scan is free for 7 days after activation.

Can I extend the 7 days trial period or purchase the Email and Duplicate Scan app?

Please contact our sales team if you are interested in extending your trial beyond the trial period. You can reach us at 800-961-8205.

