Salesforce Connector Usage Restriction Update

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Overview

Salesforce announced a change of usage restrictions for connected apps, requiring action from FormAssembly accounts using Salesforce Connectors. Salesforce's full announcement is available at this link .

For a brief overview of the announcement and required actions, please read on.

What's Changing?

In early September 2025, Salesforce will begin restricting the usage of uninstalled connected apps. This usage restriction blocks end users from using uninstalled connected apps.

When?

- For orgs created before August 28, 2025: enforced on a rolling basis in Summer '25 starting September 2, 2025.
- For orgs created after August 28, 2025: enforced immediately upon org creation.

How will this affect FormAssembly Users?

FormAssembly users who have never configured and authenticated their Salesforce Connector will be blocked from doing so if FormAssembly is an uninstalled connected app.

To avoid disruption, administrators must install FormAssembly as a trusted connected app in Salesforce, allowing users to connect without issue.

How to Install FormAssembly as a Trusted Connected App in Salesforce

Within Salesforce:

- Open the **Setup Menu** and select **Setup** to access the Setup page
- Use the **Quick Find** menu to locate "**Connected Apps OAuth Usage**"
- Locate the **FormAssembly Connector** Connected App
- Select **Install** in the Actions column
- Confirm installation by selecting **Install** again in the "Install connected app?" window

Note:

- This change applies to all Production and Sandbox environments, so your Salesforce admin must perform these steps for all Salesforce environments for your organization.
- These actions are still needed even if the FormAssembly AppExchange package is installed.

Connected App Installation

Full Installation Walkthrough for New Instances