



FAQs

Updated 1/2025

What do I get for free with Lookup Helper Free Edition?

Lookup Helper Free Edition includes 2 lookup settings that can be run manually, on a schedule, or in real-time.

How often does Lookup Helper run?

Lookup Helper processes via manual batch, scheduled batch, or in real-time; the more records you have, the longer a batch run will take. Lookup Helper settings can be scheduled to run as frequently as every hour; however, please keep in mind the processing time when creating a schedule – schedules should not be more frequent than the processing time for the batch. Running in real-time means that whenever you create or update a child record, the Lookup Helper setting will process just for that record. Please see the question, “Is Lookup Helper compatible with Group Edition (GE) / Professional Edition (PE)?” below for real-time limitations with Professional or Group Edition.

Are there any limits to be concerned about?

The maximum number of relationship fields per object allowed by Salesforce is 40.

Is Lookup Helper compatible with Group Edition (GE) / Professional Edition (PE)?

Yes! Please note that unless the API package has been purchased from Salesforce, only triggers that are part of the managed package will be able to be used. Settings will need to be run in manual or scheduled batch, or near real-time for any standard objects that are not enabled out of the box or for any custom objects. For a near real-time workaround that does not process in batch, please contact: support@passagetech.com

Where can I view my list of deployed triggers?

Deployed triggers can be viewed under the “Enable Real Time” tab even if the setting has been deleted.

Can Lookup Helper be installed in testing environments?

Yes, it is a good idea to install Lookup Helper first in a testing (sandbox) environment and the recommended process is to first create your use case in Sandbox before moving to Production.

Is Lookup Helper native to Salesforce?

Yes, Lookup Helper is 100% native to Salesforce. Your data is not stored or processed anywhere else but in the Salesforce cloud/your org. We do not have access to your data unless you explicitly grant us login permissions for troubleshooting purposes. [Read more about product security here.](#)

What is your release process?

Our release process can be found [here](#). Lookup Helper release notes can be found [here](#).

Where do I go for help?

For self-service, you can look at all of our [Lookup Helper support resources](#).

If you need to reach out to ask questions, we have live chat on our website, and you can submit a question to support@passagetech.com. We also recommend that you join our [Trailhead Group](#). Here you can post new questions and click the small magnifying glass right above the feed to search for previous questions and answers.



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