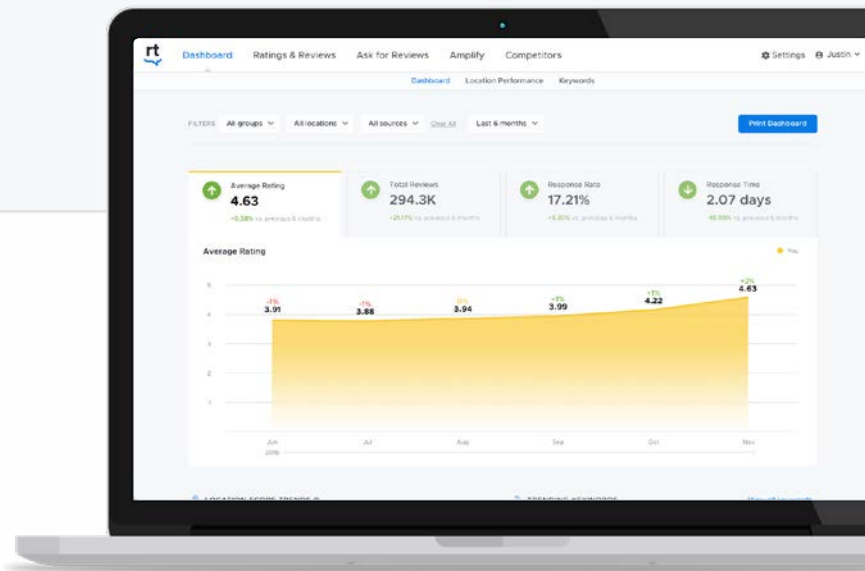


# Frequently Asked Questions



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## 1. What does my ReviewTrackers plan include?

Your plan includes:

- Dashboard
- Review monitoring for Google, Facebook, Yelp, TripAdvisor and relevant industry sources
- Review Alerts
- Mobile App

## 2. How do I set up additional users?

To set up new users:

1. Navigate to Settings in the upper right corner
2. Select the Users subsection
3. Click the “Add New User” button and follow the steps to set up your new User!

## 3. How do I reset my password?

To reset your password:

1. Navigate to <https://app.reviewtrackers.com/login>
2. Click the “Forgot Password?” button in the lower right corner
3. Enter the email address you have associated with your ReviewTrackers account and select the “Reset Password” button
4. ReviewTrackers will send you an email with that Password Reset link

For support, please call 1-800-846-4472

## Frequently Asked Questions CONTINUED

### 4. How do I add new alerts?

Alerts can be added during the user creation process (see above #2) or via the Alerts Tab:

1. Select “Settings” in the upper right corner
2. Select the “Alerts” tab
3. Click “Add New Alert.”
4. Select the user who should receive this alert, the email type, review type, and specify which source(s) you’d like alerts from
5. Choose from which locations you’d like to receive alerts and click “Create”

Or via a User Profile

1. Select “Settings” in the upper right corner
2. Select the “Users” tab
3. From the Users list, select the user you’d like to create an alert for
4. In their User profile, select the Alerts tab
5. Click “Create a new alert”
6. Set the type of review that should trigger the alert, along with how frequently you’d like this user to receive the alert
7. Specify which source(s) you’d like alerts from
8. Choose from which locations you’d like to receive alerts and click “Create”

### 5. How do I edit/delete my alerts?

To edit your alerts:

1. Select “Settings” in the upper right corner
2. Click the “Alerts” tab
3. Select the Alert you’d like to edit
4. Adjust to the desired settings and click “Update”

To delete your alerts:

1. Select “Settings” in the upper right corner
2. Click the “Alerts” tab
3. Select the Alert you’d like to delete
4. Click the “Delete Alert” button. A pop-up window will appear asking you if you’re sure you want to delete your alert. Select “Delete” to confirm.

### 6. Where are my Facebook reviews?

Your Facebook reviews should be appear in the Ratings & Reviews section of your platform. If you’re not seeing them, there are a few things you could check.

First, make sure you’re integrated with your Facebook account:

1. Navigate to “Settings” in the top right corner of the platform and then select “Integrations”
2. If you’re not integrated, you’ll need to enable the integration before your Facebook reviews will be pulled in to the platform. If you are integrated, but still not seeing your Facebook reviews, you’ll need to make sure there are no integration issues
3. Under “Settings,” click on “Locations” to see if there are any issues with the current integration. Any issues will display next to the location.
4. If an issue is identified, please call the support number located at the bottom of the page.

**For support, please call 1-800-846-4472**

## Frequently Asked Questions CONTINUED

### 7. How do I integrate my account?

Integrating your Facebook and GMB accounts can be done right from our Integrations page.

1. Sign into ReviewTrackers with Admin credentials
2. Click on “Settings” in the top-right corner
3. Click on the “Integrations” subsection

#### For Facebook:

4. Click “Connect” in the Facebook integration section
5. From there, you’ll be taken to Facebook to select the Facebook profile to integrate with (be sure to select the profile that is affiliated with all of the locations in ReviewTrackers)
6. Follow the prompts to complete the integration (just a heads up, if you update your Facebook password in the future you’ll need to re-integrate Facebook). Allow it to sync overnight and reviews should begin appearing within 24 hours

#### For Google (GMB):

4. Click “Connect” next to the Google integration
5. From there, it will open up a browser and prompt you to select from a list of Google profiles. Be sure to select the Google profile that is affiliated with all of your locations within ReviewTrackers. Follow the prompts to complete the login. Please note that if you update your password in the future you’ll need to reconnect your Google integration. Allow it to sync overnight and reviews should begin appearing within 24 hours

### 8. How can I download reports from the platform?

There are multiple ways to download reports from the platform.

#### From the Dashboard:

1. Select the “Print Dashboard” button in the top right of your Dashboard to pull a PDF report. The option to print will pop up and you will select the option to “Save as PDF” next to the destination drop down menu. Select that and save your PDF

#### From the Ratings & Reviews Section:

1. Export a CSV or download a PDF from the Ratings & Reviews section
2. At the top left of the page, click either the “download CSV” or “Print” button to download your data.

**For support, please call 1-800-846-4472**