

Rev. 1-30-2019

## G 3-Step Simple Integration Process

Below are the three steps to get the Google Reviews / Google My Business API integrated into your Snap21 account. If you have any questions along the way, please give us a call.

Go to the **'Sites'** tab of the Snap21 Dashboard for the organization you want to configure. Tap **'Edit.'** 



Press the big blue button labeled **'Authorize with Google.'** If you have admin access to multiple businesses, make sure you **select the correct location** and then **'Save'** to apply your authorization.



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Choose the two Recommended Google Review settings and consider if the third is right for your business then 'Save.' and you're done!



Import and Send Notifications for Google Reviews

Recommended - Retrieve Google reviews and alert team members as new ones are identified.

## Allow Team to Respond to Google Reviews

Recommended - Managers in the *Respond to Reviews* role will be able to publicly reply to Google reviews directly from the Snap21 Review Details page via the authorized Google account.

## Automatically Respond to Positive Google Reviews

Optional - The system will post dynamic responses to positive Google reviews with text content.

Managers in the *Respond to Reviews* role will have 24 hours to preview the response and modify or cancel before it goes live.

You'll still need to write manual responses for reviews with negative ratings.

