WebLandscapes

Client guide · weblandscapes.com/guides/

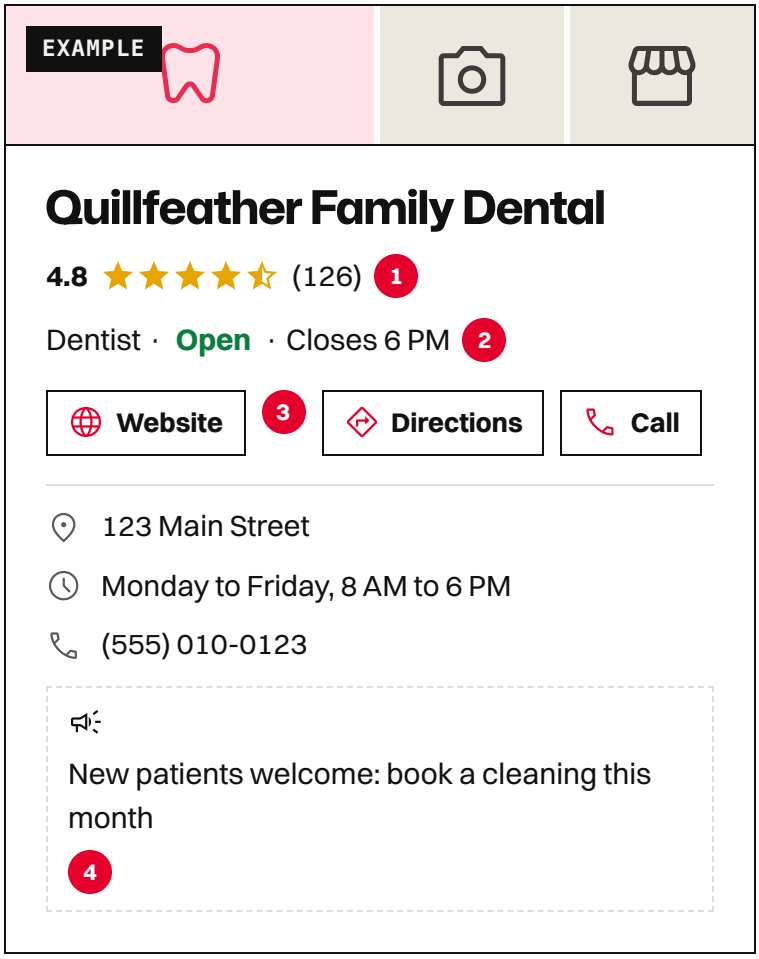
# Give us access to your Google Business Profile

Your Business Profile is the listing that shows your business on Google Search and Maps. As a manager we can update your hours, photos, posts and website link, while you stay the owner.

| Time | You'll need | Role to choose |
| --- | --- | --- |
| **About 5 minutes** | **The Google account that owns your profile** | **Manager** |

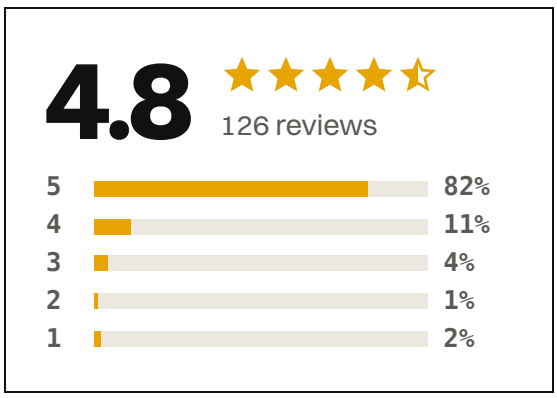
## What your profile shows

When someone searches for your business, or for what you do nearby, Google shows a profile like this one. Here's an example for an invented dental office, and what we keep up to date on yours.




1. **Rating and reviews**
   The average of your customers' stars, and how many reviews you have. Owners and managers can reply to each one.
2. **Hours**
   Regular hours, plus holiday hours so nobody drives to a closed door.
3. **Website button**
   Points to your new site, to the page that turns visitors into customers.
4. **Posts and photos**
   Offers, news and fresh photos, which show the profile is active.

## How reviews work




### Everyone sees them

Your stars show next to your name on Search and Maps, before anyone visits your site.

### Reply to every one

A short, polite reply, good or bad, tells future customers someone is listening.

### Ask happy customers

Your profile has a review link you can share. Send it after a good visit, while it's fresh.

### Never buy or fake them

Google removes paid or self-written reviews and can suspend the profile. You can't delete a real review, but you can report one that breaks Google's rules.

## Before you start

- Sign in with the Google account that owns the profile. Only an owner can add people.
- The email address to invite is `contact@weblandscapes.com`. Copy it exactly. If we gave you a different address for your project, use that one.
- No profile yet, or Google says someone else owns it? Skip this guide and tell us: we'll help you claim it first.

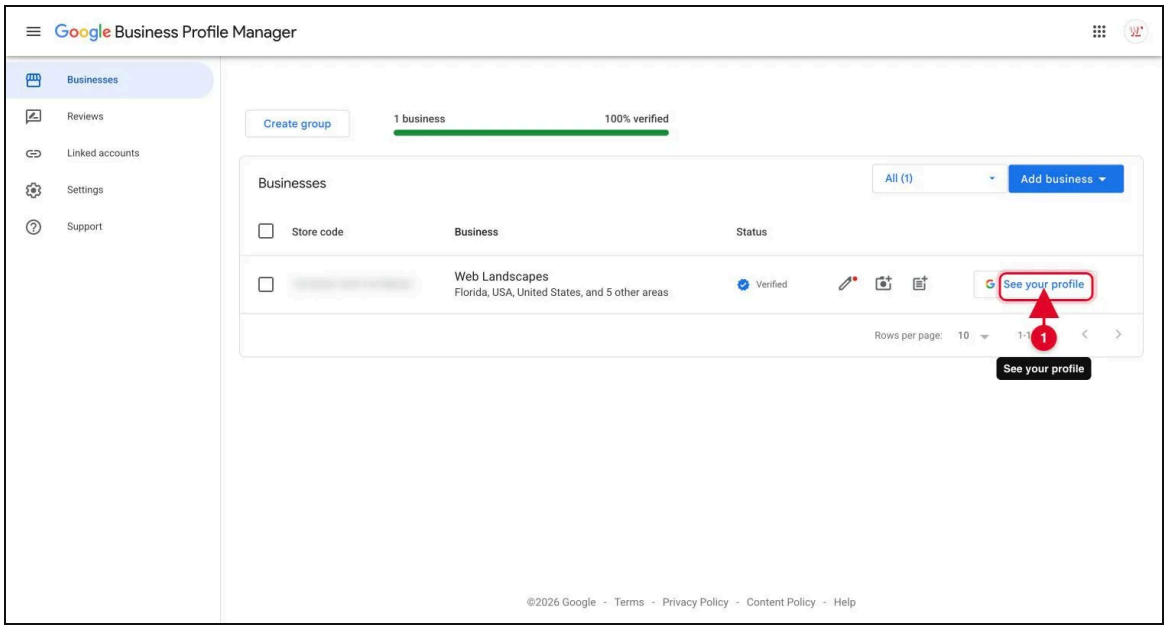
**Important**

Choose **Manager**, not Owner. A manager can make changes to the profile but can't add people, remove you or transfer ownership. Owner can do all of that, and we never need it.

# Steps on a computer

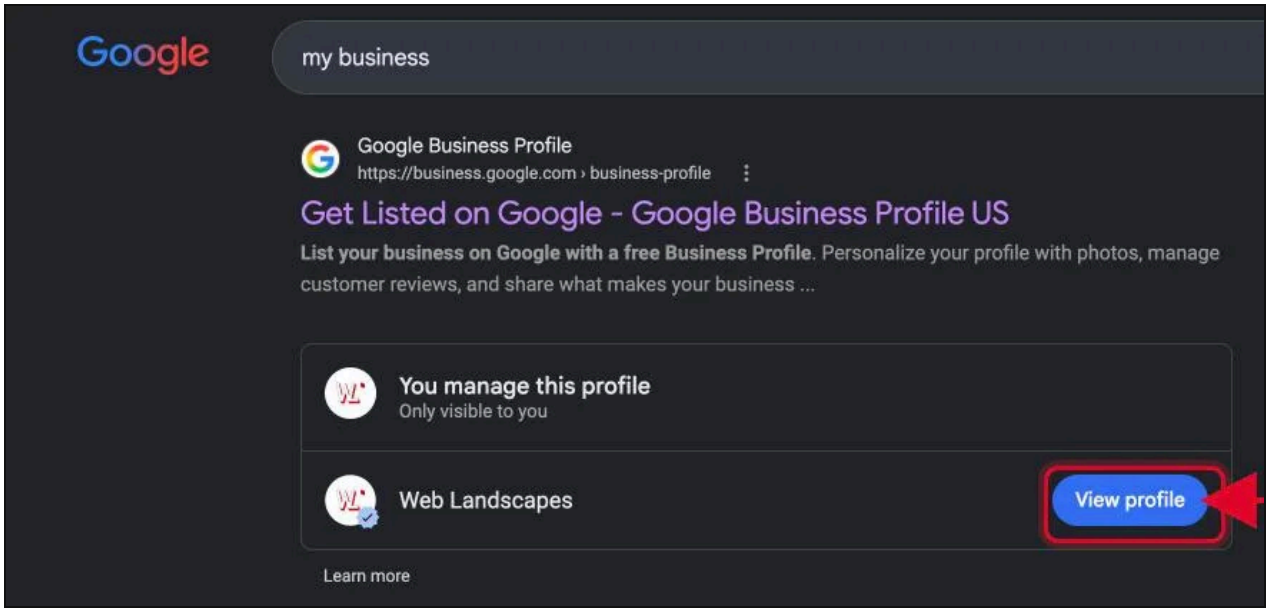
## 1 Open your Business Profile

Go to business.google.com and sign in. In **Business Profile Manager**, select **See your profile** next to your business (number 1). Google opens your profile on Search, with a **Your business on Google** panel only you can see.



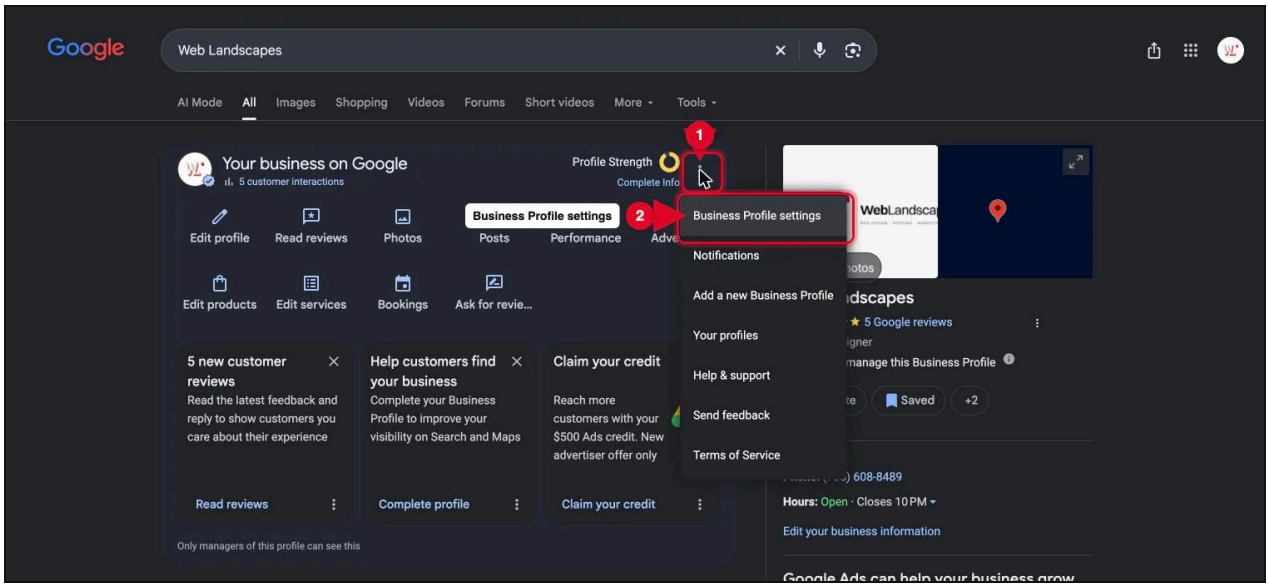

**Tip**

Shortcut: search Google for **my business** while signed in, and select **View profile**.




## 2 ⋮ Open Business Profile settings

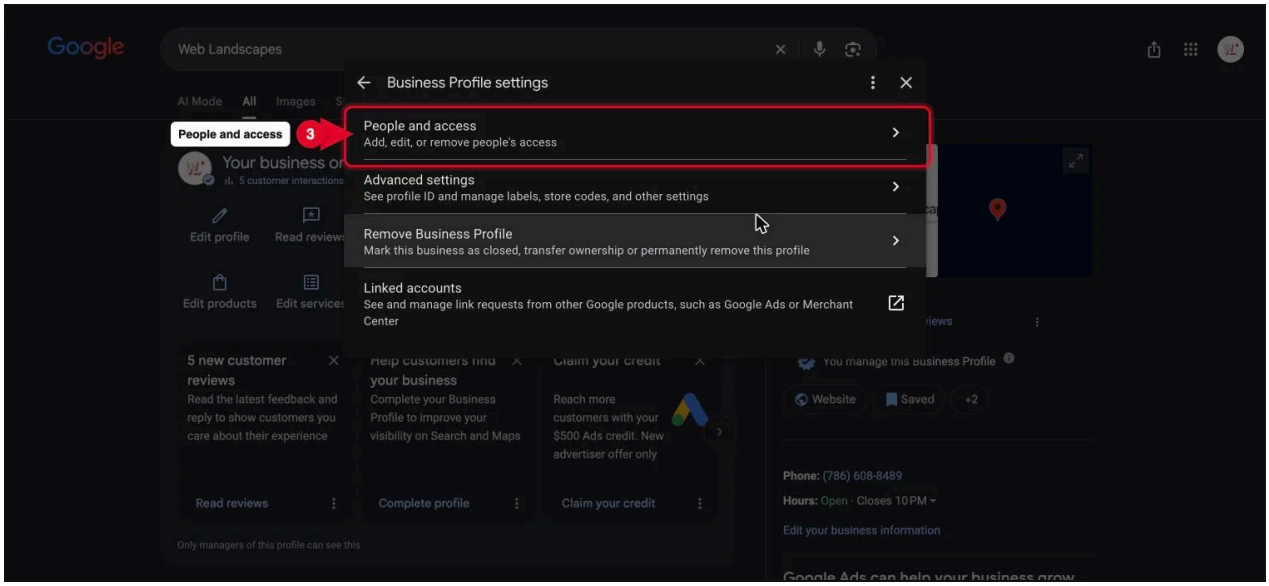
In the **Your business on Google** panel, select the three dots at the top right (number 1), then **Business Profile settings** (number 2).



3

## Select People and access

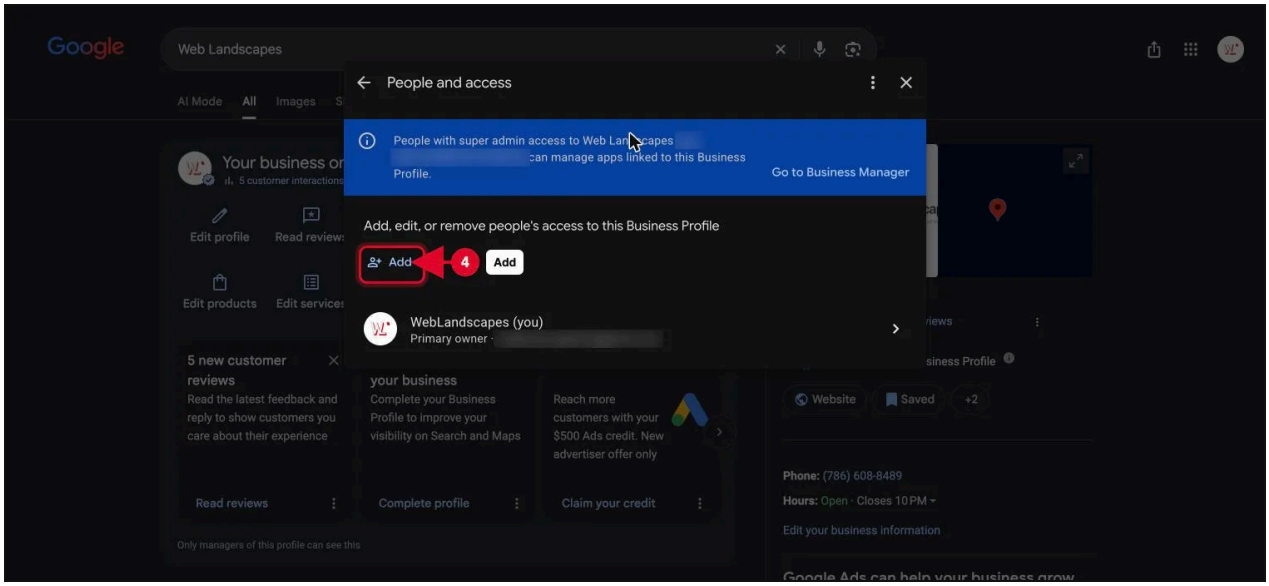
Select **People and access** (number 3). It lists everyone who can manage the profile.




> **Important**
>
> Only use People and access. Never select **Remove Business Profile** in this list: it closes or deletes your listing on Google.

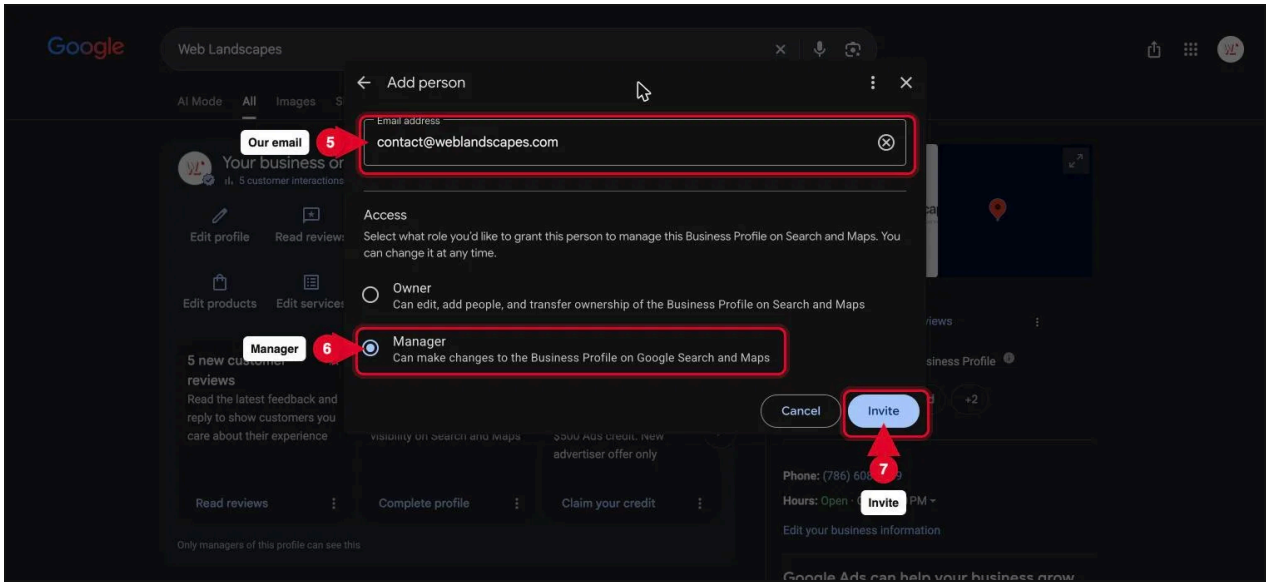
## 4 Select Add

Select **Add** (number 4).




## 5 Type our email and choose Manager

Type `contact@weblandscapes.com` in **Email address** (number 5). Under **Access**, choose **Manager** (number 6).



**6**

### Select Invite

Select **Invite** (number 7 in the picture above). Google emails us the invitation, and we accept it.

## On a phone instead

In the Google Maps app or the Google app, signed in with the owner's account, open your Business Profile. Then select the three dots, **Business Profile settings**, **People and access** and **Add**, and follow steps 5 and 6 above.

## You'll know it worked when

- Our address shows under People and access as invited.
- Once we accept, it shows with the role Manager.
- We email you to confirm.

## If something goes wrong

| | |
|---|---|
| **I don't see People and access** | You're probably signed in with a Google account that is a manager, not an owner, or with a different account altogether. Switch accounts from your picture at the top right, or ask the profile's owner to send the invite. |
| **I can't find my profile at all** | It may not be claimed or verified yet. Tell us the business name and address and we'll help you claim it. |
| **The invite has been pending for days** | In People and access, cancel the pending invite and send it again. Check the address is spelled exactly as above. |
| **I want to remove your access later** | In People and access, select our name, then remove access. Your profile stays as it is. |

## Stuck on a step?

Tell us which step and what you see on the screen, and we'll walk you through it. A screenshot helps. Never send us a password or a backup code: we won't ask for one.

**Contact@WebLandscapes.com** **+1 786 608 8489**

**Book a call and do it together**

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📖 Official help: Add or remove owners and managers (https://support.google.com/business/answer/3403100)