

How to Claim Your Google+ Business Page

1. You'll need a Google account to get started. To create a new Google account visit <https://accounts.google.com>.
 - a. If you are creating an account for the first time please setup the account using a business owner's email address or general clinic inbox.
 - b. If the business owner or practice already has an account with Google you may use this same account and do not need to setup a separate account.
2. Go to <https://google.com/business> and login using your Google account login credentials.
3. Choose "**Storefront**" as your business category.
4. Enter the name or address of your business and select your business if it appears in the drop-down menu.
 - a. If your business does not appear in the drop-down menu please view documentation titled "*How to Create a New Google+ Business Page*".
5. Check the box that says, "I am authorized to manage this business and I agree to the Terms of Service." and select Continue.
6. To make sure the basic information you submit is accurate, Google ask you to verify it. There are two options to verify your business on Google.
 - a. Verification by postcard –
 - i. On the postcard request screen, make sure your address is displayed accurately on your postcard. You can also add

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an **Optional contact name** to help your postcard reach you.

Then click **Send postcard**.

- ii. When you receive your postcard, enter your verification code into your dashboard by logging in at <https://google.com/business>.

b. Verification by phone –

- i. Make sure you can directly answer your business phone number to receive your verification code. If your practice has an automated answering system you will have to verify your business by Postcard (see 6a)
- ii. Click **Verify by phone** to have the code sent to your phone via automated message.
- iii. Enter the code from the message.

7. Once you've verified, you may see a banner asking you to review your information and make any changes.

- a. Please see documentation for "*Optimizing and Branding Your Google+ Business Page*".

How to Claim My Google+ Business Page FAQs

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- Why should I use a business owner or clinic email address when I setup my account? **To keep the account under close watch. This will prevent having to take ownership from an ex-employee in the future.**
- What if an ex-employee claimed the page already? **Try to reach out to the employee and request he/or she add you as a manager to the page. Once you become manager remove the ex-employee from the page. Step by step directions can be found here**
<https://support.google.com/business/answer/3403100?hl=en>.
- What if someone has already claimed my page but I don't know who it is? **You may contact Google to dispute this. You will be required to provide documentation to verify you are the business owner. Fill out this request form to speak to a specialist**
https://support.google.com/business/contact/business_c2c_na?rd=1 *Note: A majority of practices are able to resolve the issue using this method.*
- I see multiple listings for my business on Google. I see one for me and one for my associate(s) (or former associate). Should I claim these as well? **Yes. You may then delete the page after you have claimed ownership. To learn more about how to delete the extra page after you've already claimed it visit this resource**
<https://support.google.com/business/answer/4569146?hl=en>

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- Will I be able to respond to reviews as the business once I claim my Google+ Business Page? **Yes. It is always recommended you reply back to reviews using your Google+ Business Page.**

