

# Chatmeter and Your Google Business Profile

Chatmeter initiates the transfer of new or updated location information for your Google listings. This requires that you have set a Google Business Profile, verified your ownership, and that we have owner access to the group on your Google Business Profile. Unless we need to merge duplicates, providing Chatmeter with Manager access on the Google profile is also acceptable.

## Verifying your Google Business Profile and locations

To add or update location information on Google, you must verify the Google Business Profile for the business and locations. You can verify locations from your Google Business Profile. Chatmeter users can also verify single-location Google listings from LocationHQ.

## How to verify a listing from your Google Business Profile

To verify from your Google Business Profile, follow the directions in Google Business Profile help. There are a variety of methods to verify, including phone or text, email, video recording, live video call, or postcard. The basic steps are summarized in this section.

### Verifying for the first time

1. Add or claim your profile on Google. Learn how from Google Business Profile help: [How to add or claim your Business Profile on Google](#).
2. You can verify through phone or text, email, video recording, live video call, or postcard, depending on your business category, region, support hours, and other factors. It takes a day or two for a scheduled phone call and five to ten days for a postcard verification. Video and multiple verifications can take more time. Review the options and pick a verification method type. Learn how from Google Business Profile help: [Google Business Profile help](#).
3. Google reviews verifications, which may take up to seven business days. You'll get a notification. If they aren't able to verify your business using the method you chose, the **Get Verified** button shows up again. If this happens, try another verification method.
4. After you verify, Google says it can take a few weeks for updated information to show across the platform. You can update and add information at any time. Learn how from Google Business Profile help: [Edit your Business Profile on Google](#).

### Re-verifying your profile

Google sometimes asks you to re-verify or to update or supplement business information. If this

happens, follow the steps in Verifying for the first time.


## Verifying in bulk


You or Chatmeter can request bulk verification of chain businesses with more than 10 locations operating under the same business name. You'll need a branded email address to verify your association with the business. Learn how from Google Business Profile help: [Request bulk verification for 10+ profiles](#).

## How to verify a listing from LocationHQ

To drill down to the listing you want to verify, in the **Listings Optimization** report, follow these steps:



1. Login to your Chatmeter account in LocationHQ.
2. Go to **Locations > Listings Optimizations** to display the **Listing Optimizations Report**.
3. Use the filter to navigate to the listing you'd like to verify.
4. Select **Verify Listing**.

**Google**  
Last Updated: 3/8/19




Notes


Tasks

**Found Listing**  
**asdf**  
**5005 South 153rd Street**   
Omaha, NE 68137  
**No Phone Number**   
No Website  
**Hours:**  
Sunday: **None Specified**  
Monday: **None Specified**  
Tuesday: **None Specified**  
Wednesday: **None Specified**  
Thursday: **None Specified**  
Friday: **None Specified**  
Saturday: **None Specified**  
**Categories:** Insurance agency, Economy  
**Verification**  
Found Listing  
<https://maps.google.com/?cid=982093298169800050>  
☐ **Verify Listing**

5. In the **Verify Listing** dialog box, select a user to assign to the verification request. If necessary, you can manage the Google users in Chatmeter by selecting **External Logins**.


 **Verify Listing**

**Google User**  
Select a Google User to assign this verification request.  
To manage Google Users for this account, visit [External Logins](#).

Select Google User 

6. Select a verification method to use to receive your verification PIN/code. Depending on your account, potential verification options include a phone call, SMS text, email, or a postcard sent to you through the mail.

The Chatmeter listings team has found the most common method to be through the mail. If you select a phone call, make sure that the phone line does not have an automated answering system. If it does, the call won't go through. If you select SMS text, make sure that the phone line can receive SMS text messages.


username@google.com 

**Verification Method**  
In order to fully manage and represent this business on Google, you will need to confirm you are associated with it.  
Select from the following options:  
  
☒ Phone Call to 888-888-8888  
☐ SMS to 888-888-8888  
☐ Mail postcard to 12345 Streetname, City, State 88888  
☐ Email to info@buisnessname.com  
  

Cancel

Send Code

7. Once you've received your PIN from Google, enter it into LocationHQ.

 **Verify Pending**


**Google User**  
Username@google.com

**Date Submitted**  
9/2/20

**Verification Method**  
Phone Call

**Verify**

8. After you've entered the PIN, you'll see a checkmark to indicate that the listing has been verified.

 **Verified**

**Google User**  
Username@google.com

**Date Verified**  
9/2/20

## Finding whether Chatmeter has access to your Google Business Profile

To find out what access Chatmeter has already on the Google Business Profile, in your Google Business Profile, select **Group Settings**, then **Manage Users** to see all users and access level shared with each.

## Sharing your Google Business Profile access with Chatmeter

To share Owner or Manager access to your Google Business Profile with Chatmeter, follow the steps in the Google Business Profile Help page [How to add & remove owners & managers for your Business Profile](#). You'll need to have the Chatmeter agency identification number to do this. If

you don't have it already, contact your Customer Success Manager or email [support@chatmeter.com](mailto:support@chatmeter.com) for this identification number.

## Changing ownership of or access to a Google Business Profile

If your Google Business Profile is owned by someone not affiliated with your business anymore, you might need to request access or have it transferred.

To transfer ownership of a business profile, follow the steps in the Google Business Profile Help page [Transfer primary ownership of a Business Profile](#). Google also has a video explaining the process: <https://www.youtube.com/watch?v=lChAZYRW14M>.

If a former employee hasn't relinquished control over a location, you can request access. Follow the instructions in the Google Business Profile Help page [Request ownership of a Business Profile](#). If the request is rejected, you can appeal the decision.

## Fields Chatmeter can't access

Some additional actions on Google listings—such as updating products, services, or nesting locations in another location—can't be done for you by Chatmeter because the fields aren't available through API submissions or Google doesn't offer it.

Contact your Customer Success Manager or email [support@chatmeter.com](mailto:support@chatmeter.com) if you have questions.

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