

How do I link a social network?

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Before you can begin posting content, you will need to connect the social networks for your location to the SOCI platform.

In order to do so, please have your login credentials for each network available, and follow the steps below.

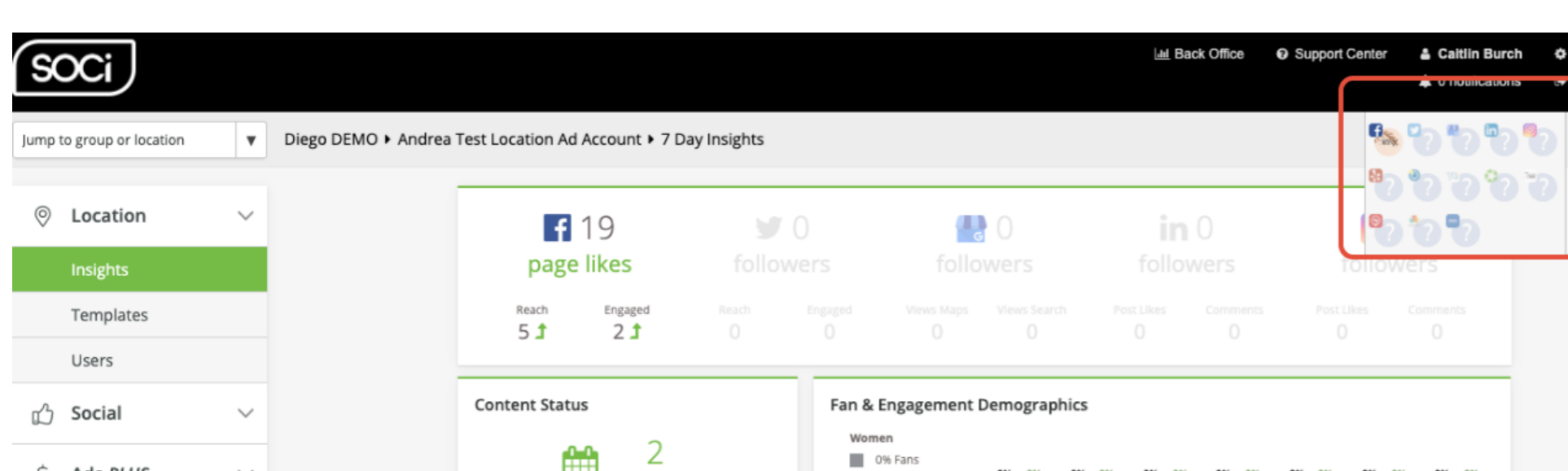
Note: If you begin this process and do not see the network(s) you're looking for, please check to ensure you're logged into Facebook, LinkedIn, or Google My Business using the accurate credentials.

From the Account level dashboard:

1. Ensure you are at the Account level and can see your Dashboard to the right (clicking on your logo in the upper left hand corner will bring you back to the Account level)
2. Click the "Locations" tab
3. Select the location you are looking to sync networks to
4. If you have never connected a network, you will be asked to select one from a list of options that include social networks and any enabled reputation networks
5. Choose each network you have the credentials for, log in and sync
6. When done, click "Done Connecting Networks"

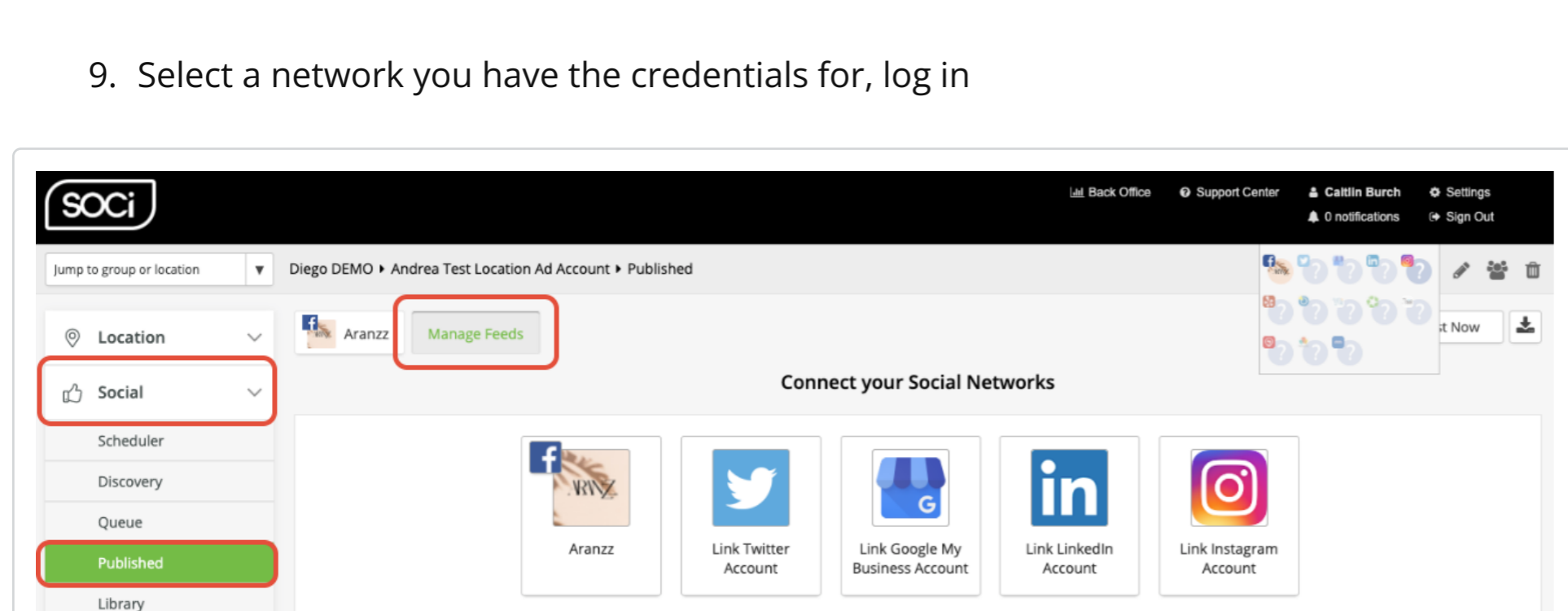
If you already have at least 1 network synced, and need to connect additional networks:

1. Ensure you are at the Account level and can see your Dashboard to the right (clicking on your logo in the upper left-hand corner will bring you back to the Account level)
2. Click the "Locations" tab
3. Select the location you are looking to sync networks to
4. You will be directed to that location's dashboard
5. Either click on the social icons on the far right, or you can simply click on the icons at the top of the dashboard



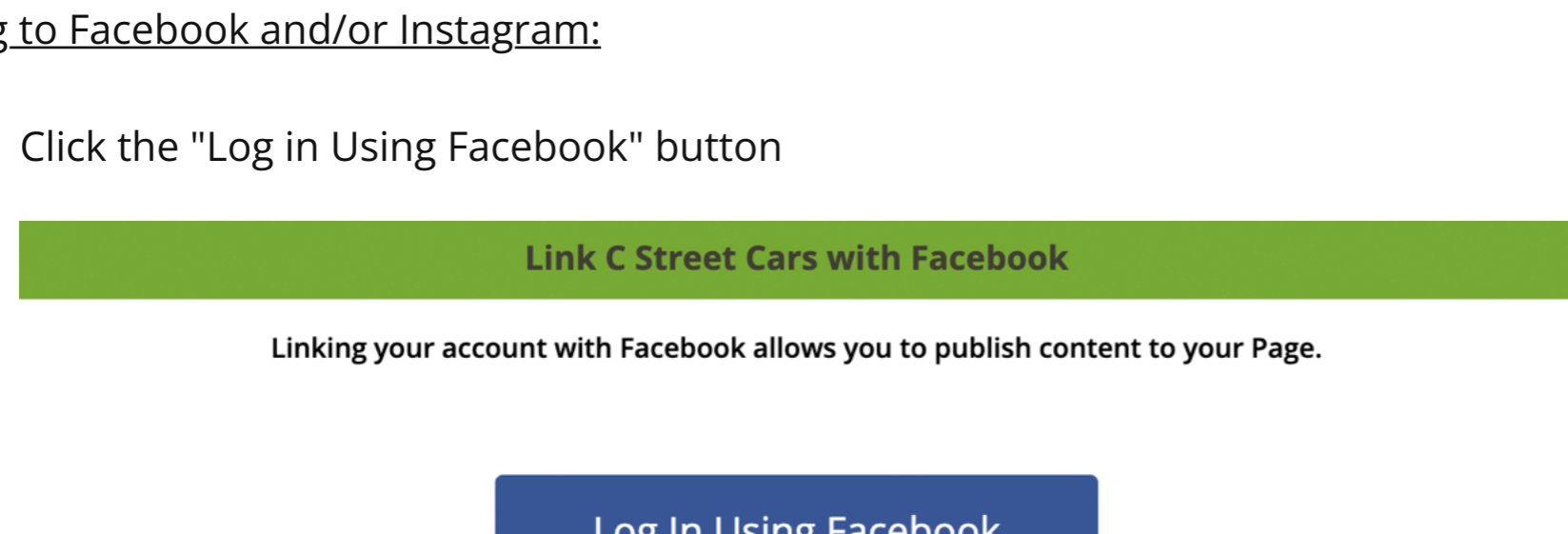
By visiting the Content > Published > Manage Feeds area within a Location:

1. Ensure you are at the Account level and can see your Dashboard to the right (clicking on your logo in the upper left-hand corner will bring you back to the Account level)
2. Click the "Locations" tab
3. Select the location you are looking to sync networks to
4. You will be directed to that location's dashboard
5. Click Social
6. Click Published
7. Along the top, you'll see tabs for each synced network, and a "Manage Feeds" tab
8. Click Manage Feeds
9. Select a network you have the credentials for, log in

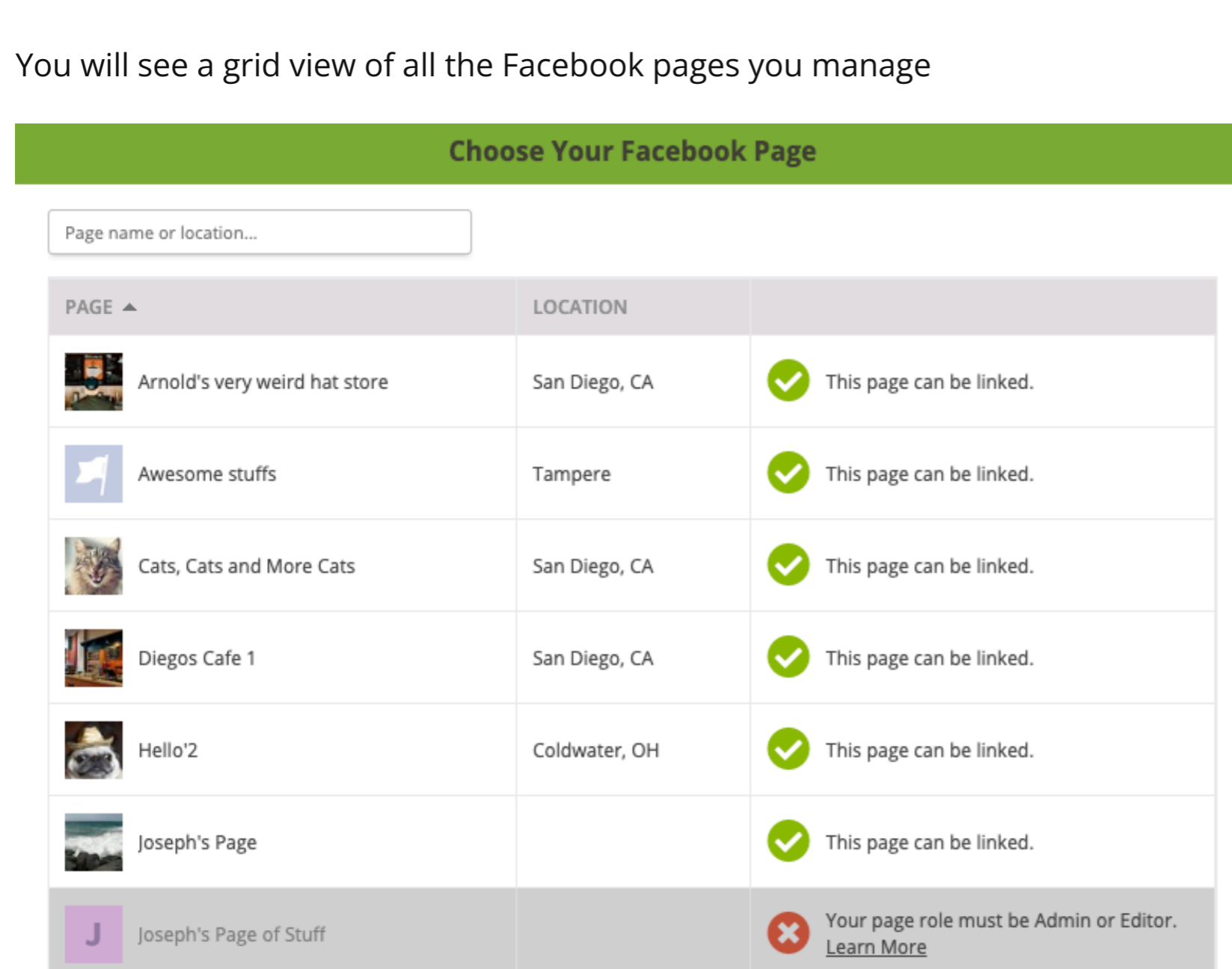


Linking to Facebook and/or Instagram:

1. Click the "Log in Using Facebook" button



2. You will see a grid view of all the Facebook pages you manage

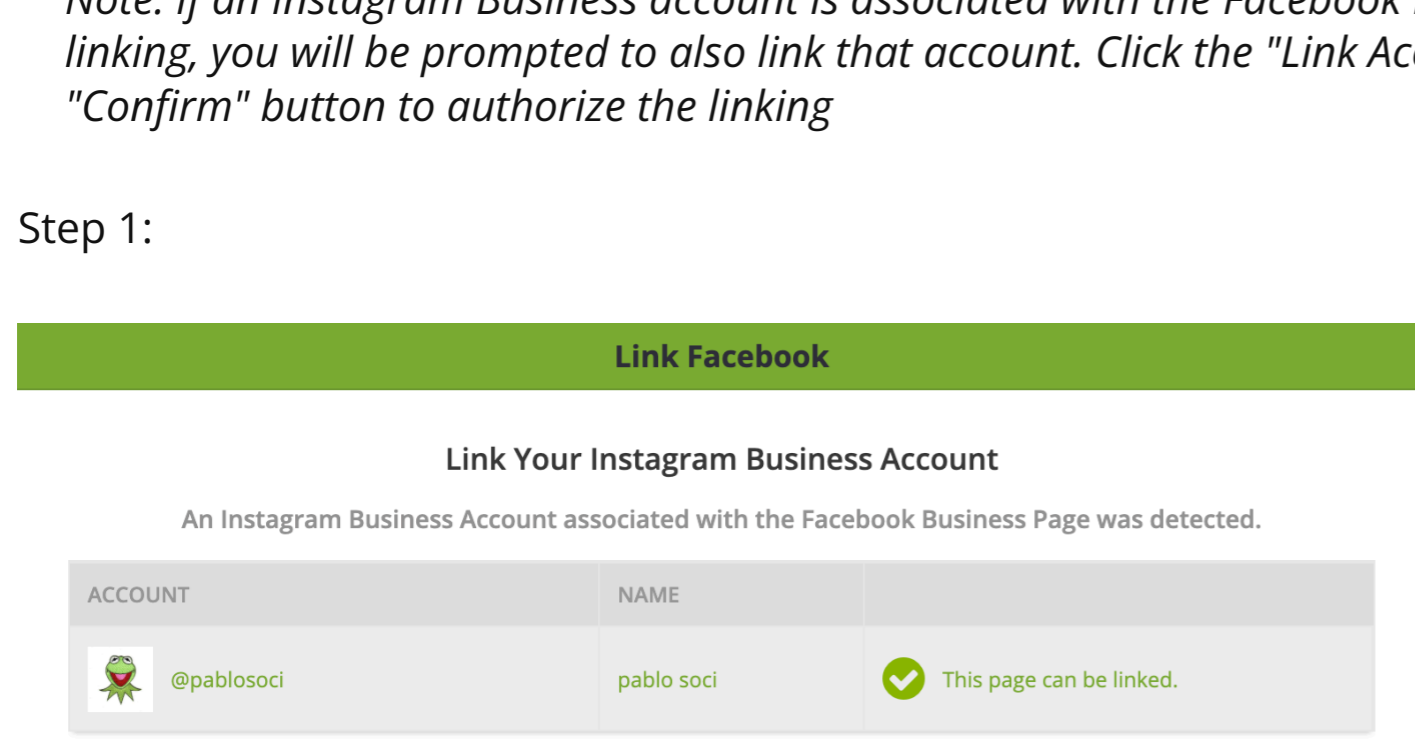


Note: You can search or sort your Facebook pages by name or location. You will see a green checkmark if your page can be linked. You will see a red X if your Facebook page role and permissions need to be updated before you can link. You can click "Learn More" to follow the steps to update your permissions in Facebook.

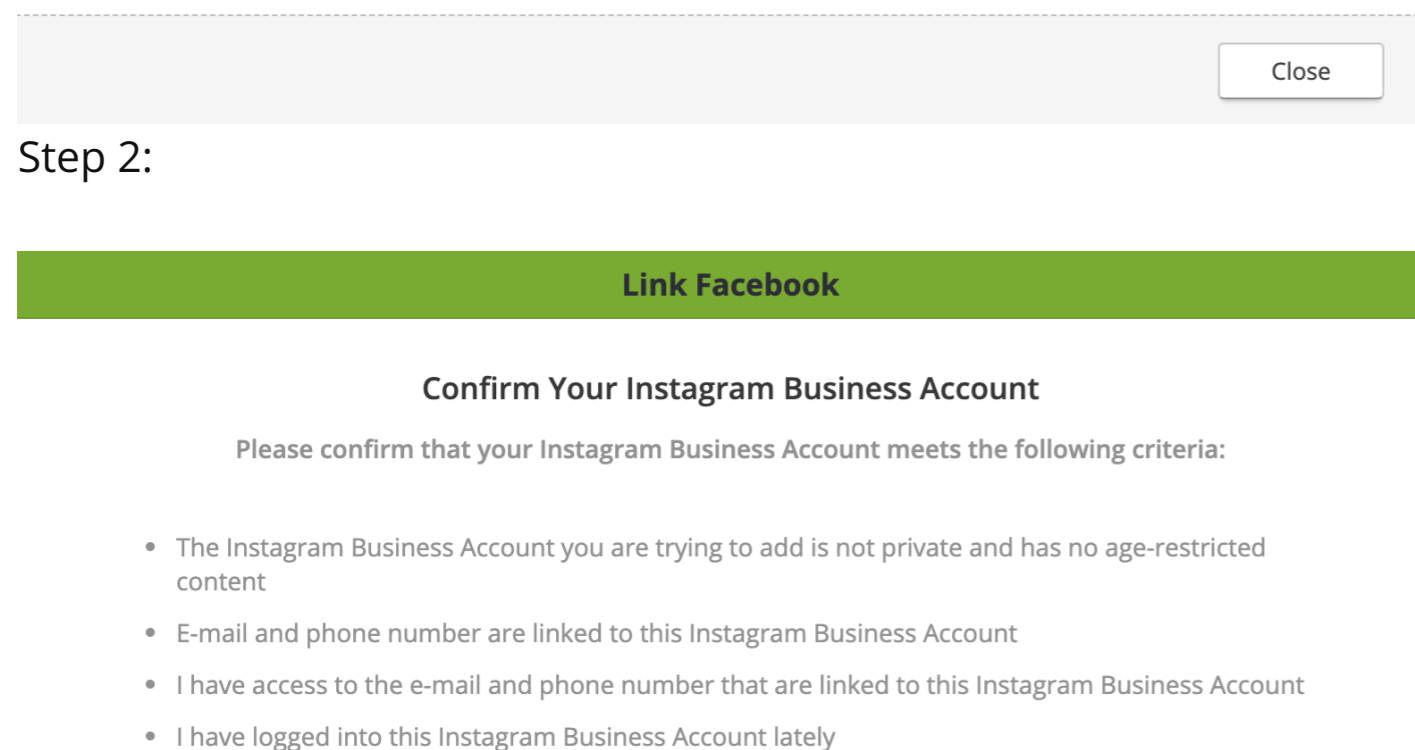
3. Select the Facebook page you'd like to link from the grid and you will be connected

Note: If an Instagram Business account is associated with the Facebook Business page you are linking, you will be prompted to also link that account. Click the "Link Account" button and "Confirm" button to authorize the linking

Step 1:



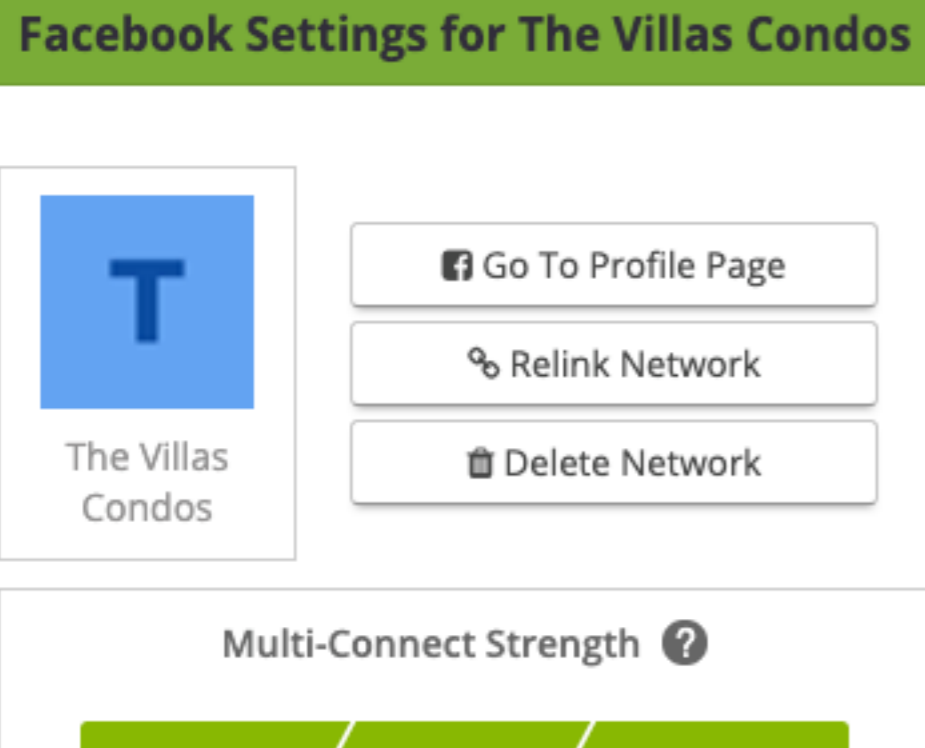
Step 2:



Relinking a Network

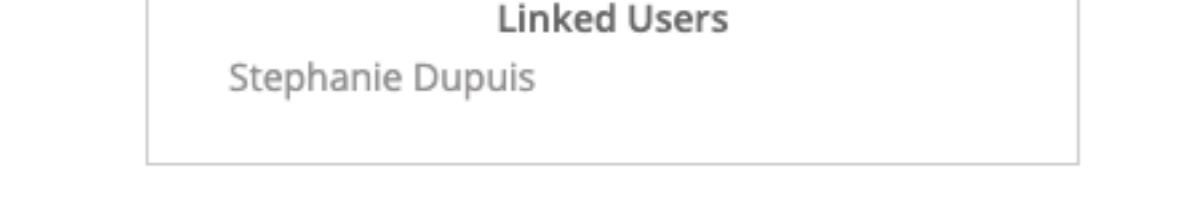
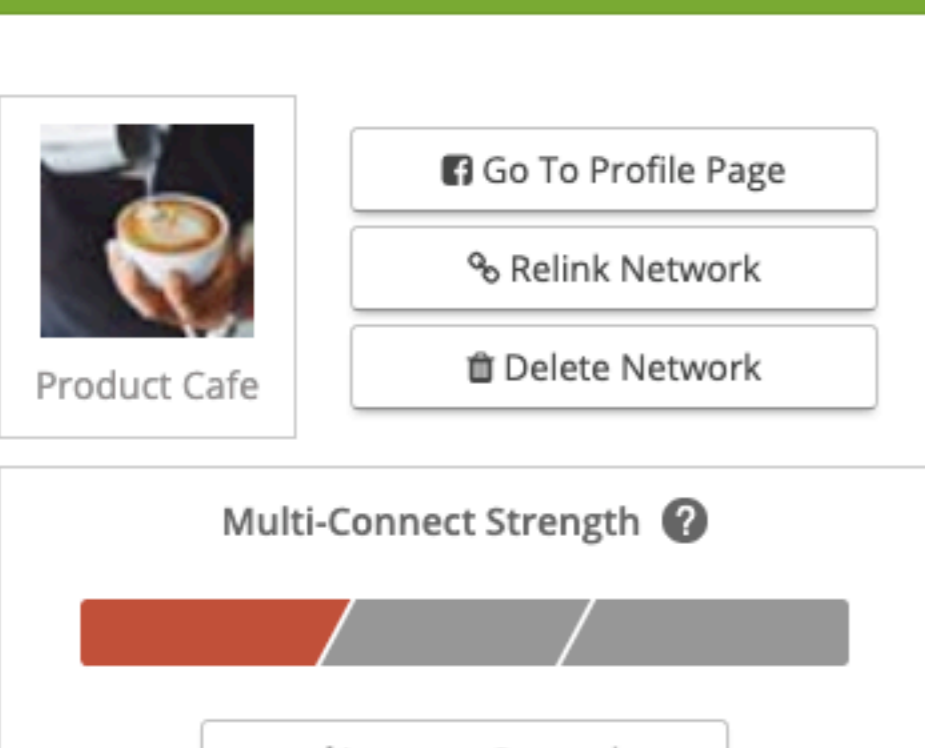
When a network needs to be relinked, follow the same steps as above. In this process, you will see the multi-connect strength bar indicating how strong of a connection your page has with SOCI. The connection strength is based on the number of page Admins or Editors who have authenticated with this network.

Facebook Settings for The Villas Condos



Connection strength can be increased by having multiple users in your account authenticate with Facebook and relink to SOCI. Click "Increase Strength" to authenticate with Facebook and improve the connection strength.

Facebook Settings for Product Cafe



Note: If you have already authenticated with Facebook, you won't see an option to increase strength. Administrators will be able to see which users in their account have linked this network, Managers will not.

Looking to add a network to the platform? Follow the guide attached.

[Adding Social Networks.pdf](#)
(230 KB)

Did you find it helpful? YES NO

Related Articles

- How do I find my location?
- Why don't I see the Scheduler when I click into the Social dropdown?
- How do I link multiple Facebook pages at once?
- Can I manage my business listings in SOCI?
- How do I manage my business listings in SOCI?
- How do I manage my business listings in SOCI?
- How do I return to my Account Insights Dashboard?
- How do I jump to a different Group or Location?
- How do I navigate between levels of the platform?

SOCI Sidebar Menu Updates