

Updating Password

Changing your password helps to keep your account safe.

As soon as you sign in using the credentials sent with the welcome email, you should change the initial password by clicking **Settings** on the left sidebar.

	G Google 👷 👷 😭 Aug 18, 2023 💿 ULTIMATE HALE GYM	Review	
	Samuel Jackson	Search	۹
MATE H/ 🔤 🗸	I started seeing David when I started rehab on my knee after significant ligament	Assessment	
Peviews	David is one of the best in the sports profession I have ever come across. His advise and	ifr (aji -
Get Deviews	have remained with him for three years with my online gym program which has been	Туре	
Review Link	extremely beneficial. To add to all this David is a top bloke, 10/10 rating from me!	All	~
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Settings ^		All	*
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l.	Incredible team and facility. It's a big family who have your back and really care about your physical journey		
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unt	Reply Remove from Widgets Share on Social		
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Then click **Account**.

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	Samuel Jackson	Search	Q
	I started seeing David when I started rehab on my knee after significant ligament	of the off	~
	damage. After countless physios that were unable to help I was recommended David.	Assessment	
	knowledge is second to none. He helped me recover and strengthen from my injury and I		
👚 Reviews	have remained with him for three years with my online gym program which has been	IIII III	- 1
Get Reviews	extremely beneficial. To add to all this David is a top bloke, 10/10 rating from me!	Туре	
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Integrations /		Date	
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Notifications	Reply Remove from Widgets Share on Social		
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You'll be presented with the field to enter your **New Password**.

	Account	
	Change your password to ensure the secur	ity of your account.
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Repeat the same password in the **Confirm Password** field

	Change your password to ensure the security of your account
	change your password to ensure the security of your account.
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Finally, click **Save**.

Keep your password safe. Moving forward, use your new password to log into your account.

	Account Change your password to ensure the security of your account.
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Integrations

To start integrating review platforms, firstly click **Settings** on the left sidebar. Then click **Integrations**.

	Integrations						
	Integrate the platform	s where you receive	or want to receive rev	views. Connect with G	oogle and		
	Facebook directly via	the login, so you car	n reply to reviews from	the Public reviews se	ction. For the		
	other platforms, simpl	y enter your page li	nk to import reviews. \	We don't import all the	e reviews but the		
	most recent ones.						
🎓 Reviews	All	E-Commerce	Restaurants	Hospitality	Legal	Healthcare	Ca >
Get Reviews							
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SMS Service	Tripadvisor	Cu	istom Integration	MioDottor	re	iDoctors	
Agency Mode	Integrate		Integrate	Integrate		Integrate	

You can integrate over twenty different review platforms. To connect your platform, simply click **Integrate** below each platform.

	Integrations Integrate the platform Facebook directly via other platforms, simpl most recent ones.	is where you receiv the login, so you ca ly enter your page l	e or want to receive re n reply to reviews fron ink to import reviews.	views. Connect with Goo n the Public reviews sect We don't import all the r	ogle and clon. For the reviews but the	ł	
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Integrations Widgets Social	Edit		Edit	Edit		Integrate	
Notifications	6		*	8		Doctors	
SMS Service	Tripadvisor	C	ustom Integration	MioDottore		iDoctors Integrate	

After hitting the **Integrate** button, you will see on-screen instructions, guiding you through the platform integrating process.

For instance, the following screenshot shows the integration instructions of the Facebook page.



We need to link your business's Facebook page to import reviews. Sign in with the account that manages the page, select your page, and allow access to Online Reviews.

If you've linked other pages before, press "Change Settings" and check the page you want to connect, without removing the others.

Important: Before submitting review requests make sure the "reviews" tab on your Facebook page is active.



Reviews

Platform feed automatically updates four times a day with new reviews.

On the left sidebar of **Reviews** section, you will see the list of integrated platforms with rating and number of reviews.

Whereas, on the right sidebar you can search and find reviews with entering keywords, filter reviews by *Assessment*, *Type*, *Answer* and *Date*.



We give you an opportunity to monitor and respond to all reviews right from the platform.

To do so, just go ahead and click **Reply** under each review.

	G Google 🔶 🚖 🚖 🖕 Aug 18, 2023 💿 ULTIMATE HALE GYM	Review	
1	Samuel Jackson	Search	Q
мате ни 🔤 🗸	I started seeing David when I started rehab on my knee after significant ligament damage. After countless physios that were unable to help I was recommended David. David is one of the best in the sports profession I have ever come across. His advise and	Assessment	
Reviews	knowledge is second to none. He helped me recover and strengthen from my injury and I have remained with him for three years with my online own program which has been	if (- 44 C
Get Reviews	extremely beneficial. To add to all this David is a top bloke, 10/10 rating from me!	Туре	
Review Link	Reply Remove from Widgets Share on Social	All	~
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Log Out	G Google 😫 🚔 🚔 🚔 Aug 3, 2023 🚳 Ultimate Hale Gym	Date	
	Rob Pelle	All	~
109 5.0	Incredible team and facility. It's a big family who have your back and really care about your physical journey		
	Reply Remove from Widgets Share on Social		

AI Reply

We use the latest AI technology to generate AI replies for your reviews, which ultimately saves you time. After clicking Reply on each review, then simply click -AI Reply. The platform automatically generates the reply for your review. If you want AI to generate a new response, simply click a little "reload" button.



Review Link

Review Link is the link your customers visit for leaving a review. You can customize the review link by clicking **Review Link** on the left sidebar.



From **Review Link** you can edit review link URL and link preview title.

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Reviews Get Reviews Review Link Analytics Edit Review Utim Edit the Edit the	view Link URL nate-hale-gym- 24/40 💿 Save e link preview title & Review Us Edit	How was your experience with 🧭
Choose	the initial page 🛛 🖗	DLIIMATE HALE GYM?

Click **Desktop Image** and then, **a little pencil** icon in the top left corner to update the desktop image. Image size - 720 px x 900 px.



On **Platform Choice** section, you can enable or disable platforms you'd like to showcase on the Review Link.

Once you choose platforms of your choice, make sure to save changes by clicking the green checkmark button.

ULTIMATE HJ 📧 🗸	Edit your Review Link This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.	Edit Evaluation 2 Distance Chains
Reviews	Edit Review Link URL ultimate-hale-gym-XQOx3K 24/40 👩 Save	Negative Feedback Private Feedback help us gro and better serve our customers like y
 Review Link Analytics Settings 	Edit the link preview title Rate & Review Us Edit	E G Google
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Negative Feedback section shows the page your customers see when they want to write a

1, 2 or 3-star review. We ask your dissatisfied customer to leave their contact information to follow-up later on, in order to answer their concerns privately.

	Customize the page by changing texts an	nd images.	
	contract the page by changing eavily an	n mague	
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If your customers want to write a 4 or 5-star review, a Negative Feedback page **will not be presented**.

Showing **Negative Feedback** page / Internalizing negative feedback is optional, and you can disable it by clicking **Review Link** and choose **Star filter disabled**.

	Edit your Review Link This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.	≡ Edit
CITIMATE HJ REVIEWS CEEL REVIEWS Review Link CANalytics Settings Log Out Cont	Edit Review Link URL ultimate-hale-gym-XQOX3K 24/40 Seve Edit the link preview title Rate & Review Us Edit Choose the initial page @	Leave us a review, it will help us gro and better serve our customers like y G Google Video testimonials Trustpilot VellowPages Powered by

Private Feedback section shows the page your customers see when they want you to leave a private feedback from your review link.

	Edit your Review Link This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.	Edit Platform Choice Private Executionski
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Customers can leave private feedback/rate their recent experience by choosing 1 to 5 stars, filling out a quick form and then click **Send**.

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Request Reviews

You can request reviews by clicking **Get Reviews** on the left sidebar and start requesting reviews via SMS, Email, WhatsApp and QR Code.

To send review requests, you can Upload a CSV file or invite customers individually by entering Name and Number/Email manually (to add a new customer, click "Add line").

Make sure you have consent to send messages. Check *I have consent to send messages to this contact* and then click **Request a review.**

•	SMS Email	WhatsApp QR Code
	Request reviews via email	
Teviews.	Invite your customers 3	Monthly limits: 🕫
Review Link	Do you have a list of contacts? O Upload a CSV	9
Settings V	4 Name:	Email 0
3 5.0 109	Add line	Request a review
	Edit Template	🖋 Customize the Review Lini
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Once you are in the **Get Reviews** section, just scroll, and you can customize review request templates for SMS, Email and WhatsApp.

You can optionally send an automatic SMS/Email reminder after 3 and/or 7 days if the customer doesn't leave a review on the initial request.

We give you an opportunity to customize SMS/Email reminder templates too.

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+ Get Reviews	<u>kalcimate-</u> hale-gym-XQOx3K	us a review.
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	review.	~~ ···· 2000
	Trigger reminders after 3 days	Trigger reminders after 7 days
Doutour		
Cat Davisure	Customize the message	Customize the message
Get Reviews	Hi Name,	Hi Name,
Review Link	Thanks for choosing us. We ask you to leave us a review.	Thanks for choosing us. We ask you to leave us a review.
Analytics	Your link	Your link
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	Insert	Insert
€ ¹⁰⁹ 5.0	Company name Name Your link	Company name Name Your link

Website Widgets

We have five types of website widgets (Carousel, Feed, Video, Pop-up, Badge) showcasing 4 and 5-star reviews with text on the customer's website.



You can scroll down and further customize website widgets using different filters: **Remove "Verified By"** on the website widget, **Dark mode**, **Hide scores** of the integrated review platforms, **Hide profile photos** of the reviewers, **Hide "leave a review"** of the website widget.

After choosing your favorite website widget type with customization, simply copy the HTML code and paste it on your website.

		109 Reviews	
ULTIMATE H/ 📰 🗸	 Samuel Jackson August 18, 2023 I started seeing David when I starte rehab on my knee after significant ligament damage. After countiess physios that were unable to help I was recommended David. David is 	G Rob Pelie August 3, 2023 Incredible team and facility. It's a big family who have your back and really care about your physical journey	Connor Brien July 21, 2023 From both and athletic performance and rehab standpoint it's best decision I've ever made. Fantastic bunch of very knowledgeable people creations of the structure
 Review Link Analytics Settings 		Vertfied by •	
Integrations			
Widgets	Filters	HTML Code	
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Widgets Social Notifications Account 5M5 Service	Filters Remove "Verified by" Dark mode Hide scores Hide profile photos	HTML Code <pre></pre>	= document.createElement("script")sc.setAttribute("defr .

Social Sharing

With the social sharing feature, you can connect your Facebook/Instagram accounts and customize the post template.



Now go ahead and start sharing reviews by clicking **Share on Social** under each review.

<u></u>	G Google 🚖 😭 😭 😭 Aug 18, 2023	O UL	TIMATE HALE GYM	Review	
	Samuel Jackson			Search	Q
ате ни 🔤 🖌	I started seeing David when I started rehab on m	ly knee after significant ligament damage. A Inded David, David is one of the best in the s	fter countless	Assessment	
eviews	I have ever come across. His advise and knowled from my injury and I have remained with him for	ge is second to none. He helped me recover three years with my online gym program w	and strengthen hich has been	(16)	di
et Reviews	extremely beneficial. To add to all this bavid is a	top bloke, toy to facing from mer		Туре	
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100	Incredible team and facility. It's a big family who	have your back and really care about your p	hysical journey		
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	🔓 Google 🔶 🚖 🛉 🛉 🛉 Jul 21, 2023	© UL	TIMATE HALE GYM		
	La Connor Brien				
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Analytics

The Analytics section enables you the opportunity to visualize your growth with charts, populated with data that's updated once a day.

Analytics section shows Number of **New Public Reviews**; **Reviews Growth** chart, representing the number of reviews over time; **Average Rating Growth** representing the average of the reviews over time, which have been normalized on a scale from 1 to 5.

Reviews Funnel consists of:

Invites Sent: Total number of email, SMS and WhatsApp campaigns sent in the selected time frame.

Total Visits: The total number of visits to your Review Link in the selected time frame.

QR Code Visits: the total number of visits to the Review Link deriving from the QR code in the selected time frame.

New Public Reviews: reviews on public platforms (e.g. Google) in the selected time frame. Video reviews and private reviews are excluded.

Negative Feedbacks: private reviews resulting from negative customer experiences in the selected time frame.

	Analytics Monitor how your online reputation is imp	roving over time. The reported data is updated once a day.
Reviews	Last 7 Days	Reviews Growth 👩
Get Reviews	(+ 0)	137
Review Link	New Public Reviews	130
Analytics	Mumber of New Dublic Devices	120
F Settings ∨	0 5	110
Log Out	4 0	100
* 109	3 0	90
5.0	2 0	80
	1 0	74 October 24 October 25 October 26 October 27 October 28 October 29 October 30

Notifications

To receive email notifications for new reviews, please go to **Settings,** then click **Notifications.**

Make sure **Notifications** toggle is on. Then go ahead and enter your email in the following fields: *Email for notifications* and *Email for replies to review requests*.

Reviews	
Get Reviews Email not	tifications and replies
Get notified	whenever you receive a new review on the integrated platforms, a negative feedback or a
video testim	ionial. Edit the email your clients will reply to when receiving review requests.
Settings ^ Notification	ions 🕄 👝
itegrations Email for	notifications
/idgets	Edit
ocial (2)	
otifications	
ecount Email for	replies to review requests
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tegrations fdgets coial 2 otifications ccount MS Service b 5:0 109 5:0 109	notifications Edit Edit Edit Edit Edit

SMS Service

SMS Service enables you to connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

To access SMS service, click $\textbf{Settings} \rightarrow \textbf{SMS}$ Service

Set up Twilio by entering **Account SID** and **Auth Token.** Once you're done, click **Save** to save changes.

Reviews Get Reviews Review Link Apolytics	SMS Service Connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.
Settings	Setup Twilio Connect your Twilio account to send SMS with your own Twilio phone number. To register a 10DLC campaign via Twilio click here.
Social Notifications Account SMS Service	Account SID Auth Token
G 50 109	Reset All Save

You can also set up Telnyx by entering the Api Key and click **Save**.

	Andread States at
Reviews	SMS Service
Get Reviews	Connect your own messaging provider to send SMS review requests. If you are sending SMS to United
	States numbers, your connected phone must have an approved 10DLC or toll-free campaign.
Review Link	
Analytics	Twilio Telnyx
🔅 Settings 🗠	
Integrations	Setup Tenyx
Widgets	Connect your Telnyx account to send SMS with your own Twilio phone number. To register a 10DLC campaign via Telnyx <mark>click here</mark> .
Social	
Notifications	Api Key
Account 2	
SMS Service	Reset All
C Law Out	
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