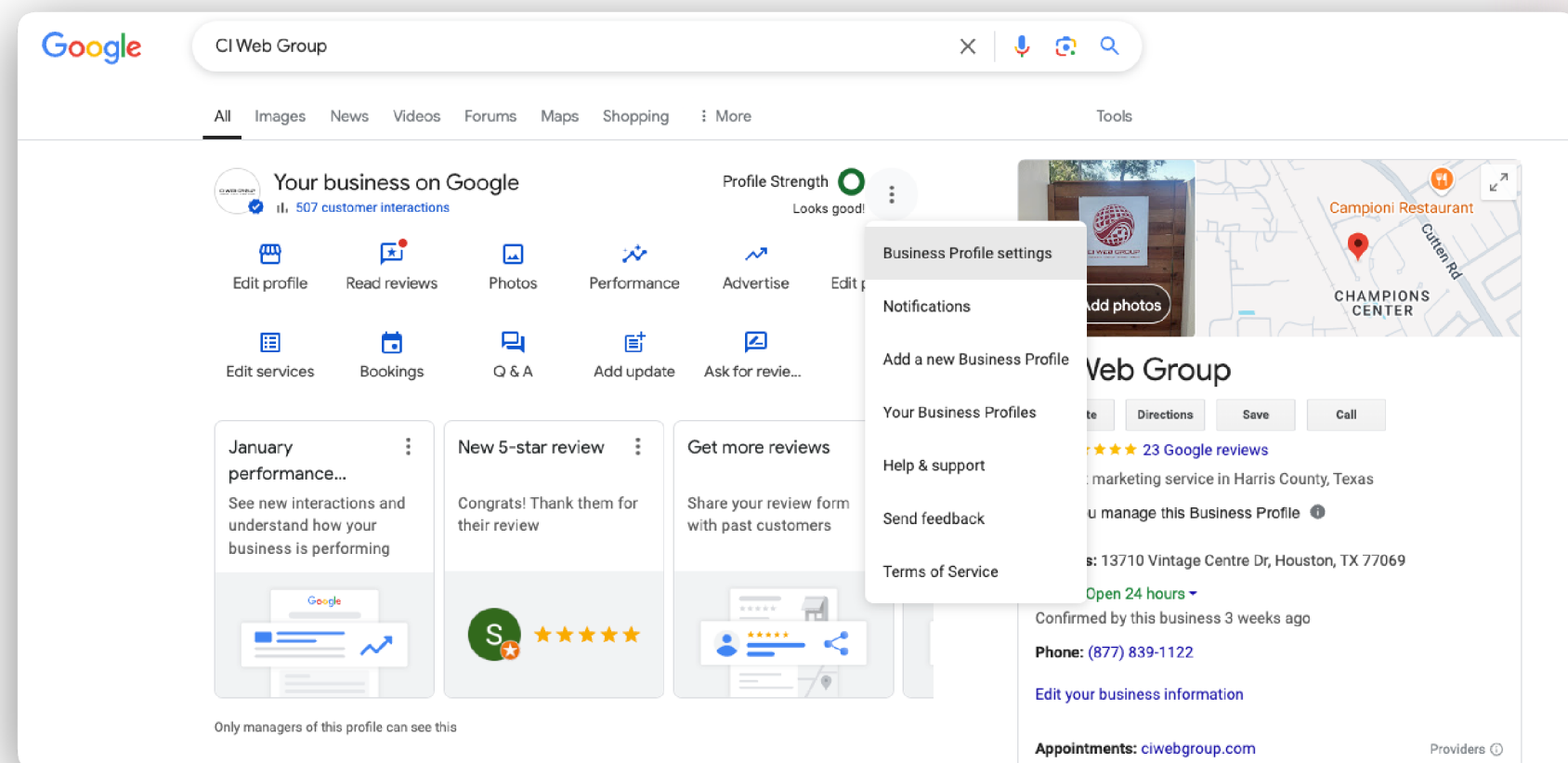


GUIDE TO GOOGLE BUSINESS REVIEWS



CI WEB GROUP

1. LOG IN TO YOUR BUSINESS PROFILE ACCOUNT AND CHOOSE THE HELP AND SUPPORT OPTION.



- To update your Business Profile, Google uses various sources such as user reports and licensed content. [Learn how to manage Google updates.](#)



Manage your Business Profile on Google Search & the Google Maps app

To manage your profile directly on Google:

1. Go to your Business Profile. [Learn how to find your profile.](#)
2. To manage your business:
 - With Google Search, select options like **Edit profile**, **Add photo**, **Read reviews**, and more.
 - With Google Maps, tap **Business** to start managing your Business Profile.

Change access or stop managing your Business Profile

- You can add, remove, or transfer the people who can manage your profile. [Learn how to update access to your profile.](#)
- You can remove an open or closed business from your Google Account:
 - If the business is still open, you can [remove the Business Profile from your account.](#)
 - If the business is closed, before you remove it from your account, you can [mark a business as permanently closed.](#)

Manage multiple profiles

You can manage individual profiles in Google Search. If you have multiple profiles, you can manage them in the [Business Profile Manager](#). Bulk functionalities like uploading and downloading in spreadsheet and bulk insights are available. [Learn how to manage profiles in bulk.](#)

Related resources

- [Request ownership of a Business Profile](#)
- [Manage your Business Profiles on Search & Maps](#)
- [Edit your business info](#)

[Give feedback about this article](#)



[Get help from Small Business Advisors](#)

Want to receive one-on-one guidance and tailored recommendations on how to make the most out of your Business Profile? [Try booking an appointment with Small Business Advisors.](#)

Important: This service cannot troubleshoot issues, including Business Profile verification or suspension, or Google Ads billing.

**2. CLICK ON
"CONTACT US"
AT THE
BOTTOM OF
THE PAGE.**

Need more help?

Try these next steps:

Post to the help community
Get answers from community members

Contact us
Tell us more and we'll help you get there

Contact Us

Step 1

What can we help with?

Which business do you need help with?

 CI Web Group

Only you can see this info

Tell us what we can help with:

missing reviews

15/100

Choose the best description of this issue

Review missing

Fix posts that don't show

Posts removed

Transfer reviews

Remove reviews

Other

Next step

2 Resources

3 Contact options

**3. IN THE SEARCH BOX,
TYPE “MISSING
REVIEWS” AND SELECT
“REVIEW MISSING” FOR
THE BEST DESCRIPTION.**

**4. FILL OUT THE FORM,
PROVIDING COMPLETE
DETAILS ON EVERYTHING.**

What is your name? *

What is your email address? *

What is the official email address used to manage your Google Business Profile?

Your phone number *

Your number is protected by Google's privacy policy and will not be provided to third parties.

Note: We will do our best to email you, but we still might call you if we need any quick clarification or information about your issue

What is your relationship to the business?

The information you provide helps us direct your question.

Business name *

As seen on Google Search & Google Maps

Business address *

What is your Business Profile ID?

Find the Business Profile ID [using these steps](#)

Has the profile recently been suspended or disabled? *

- Yes
 No
 I'm not sure

Does the profile belong to a elementary, secondary, or high school? *

- Yes
 No
 I'm not sure

How many reviews are missing from the profile? *

Are new reviews being published on the profile?

- Yes
 No
 I'm not sure

What's the time frame in which the reviews have gone missing? (For example, did they disappear all within the last week? Or have you noticed they were consistently disappearing over a longer period of time?) *

Reviewer Name(s)

If applicable, provide the names of reviewers whose reviews are missing

Describe your issue. *

What is your issue?

Related Case ID(s)

If you have any related requests, either resolved or outstanding, enter the applicable case IDs in the field above. Feel free to provide extra information on why you have listed these case IDs.

Submit

**5. CLICK
SUBMIT.**

YOU'LL RECEIVE A CONFIRMATION EMAIL NOTING THAT SUPPORT HAS RECEIVED YOUR REQUEST. WE RECOMMEND REPLYING TO THAT EMAIL WITH THE SAME INFORMATION FOR EVEN QUICKER SUPPORT.

TIPS

**MAKE SURE THE PERSON
SUBMITTING THE REQUEST HAS
ACCESS TO THE GOOGLE BUSINESS
PROFILE ACCOUNT**

**KEEP DOCUMENTS &
SCREENSHOTS FOR YOUR
RECORDS, INCLUDING THE CASE-ID
YOU'LL RECEIVE FOR THIS TICKET**

**BE PATIENT
THROUGH THIS
PROCESS**