

FINDLAW SOCIAL MEDIA PLATFORM RECONNECTION GUIDE

HOW IS FINDLAW SOCIAL MEDIA CONNECTED TO MY FIRM'S SOCIAL PAGES?

Social media sites (Facebook, Twitter and LinkedIn) require an authentication protocol to allow any third-party application, such as the FindLaw Social Media platform, to connect to your firm's social media pages. The initial connections between the FindLaw platform and your social media pages were completed by a representative at your firm who has the necessary login credentials to access and manage your firm's social media pages.

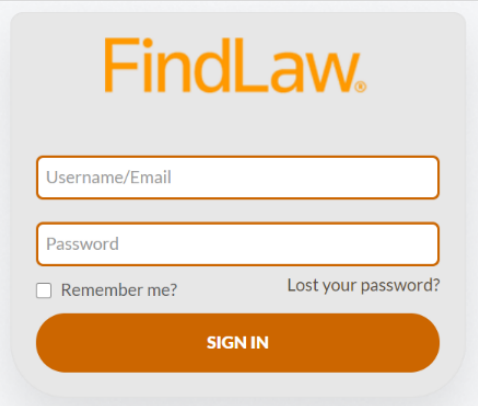
WHY DO PAGES PERIODICALLY HAVE TO BE RECONNECTED?

If your security settings on a social media site were updated, such as email address or password, the account will need to be reconnected to the FindLaw Social Media platform. Also, individual social media sites may periodically require you to reauthorize the connection as a security measure even when no changes were made.

Without an established connection, FindLaw's platform is unable to publish content to your firm's social media pages. The good news is that the process to re-authorize the connection is very simple. Below are steps that need to be completed by a representative at your firm who has direct access to your firm's social media pages.

LET'S GET STARTED!

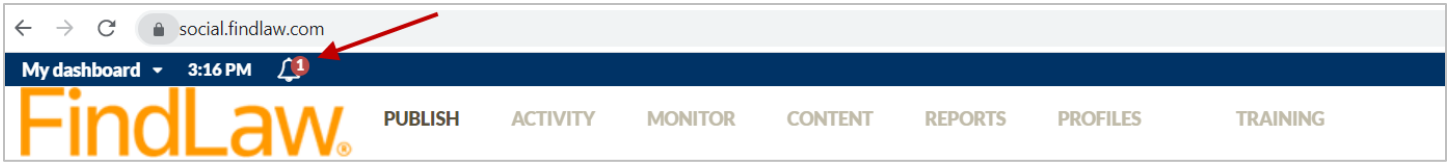
1. Log into social.findlaw.com. If the password is not known, click on the 'Lost your password?' link and enter in the email that is associated to the account.



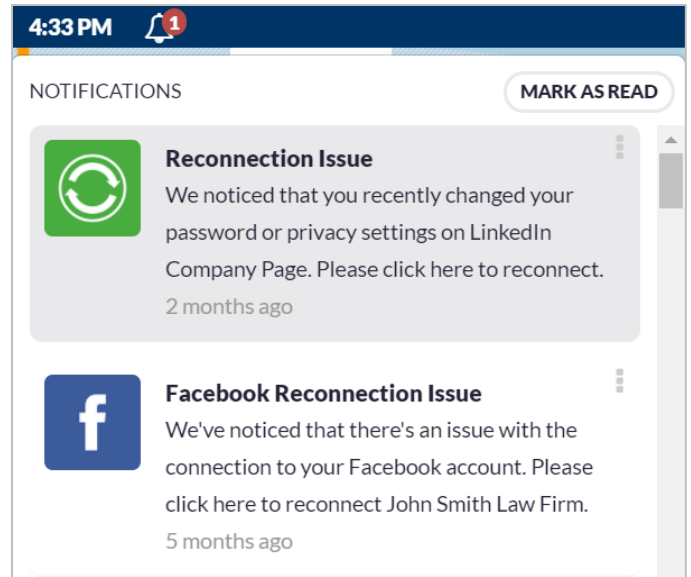
2. Once logged in, there are a couple of ways to identify which profile needs to be reconnected:
 - A) You can go to PROFILES, select **My Profiles** from the dropdown, then check the box for "Disconnected Only" to see if an account is listed as needing to be reconnected.



B) Alternatively, you can go to the upper left corner and look for the bell icon next to the time. Any new notifications will be indicated by a number in a red circle.



Click on the bell to see connection issue notifications. Reconnect each account that has a connection need by following the corresponding instructions below.



Note: As you follow the steps to add the connections, you might notice that our platform asks for permission to connect to Sendible. We're working directly with this third-party company to help us provide the best possible experience. Due to increasing changes within the social media industry, we have found partnering with this provider to be the best way forward.

Click below for reconnection instructions:



Facebook



Twitter

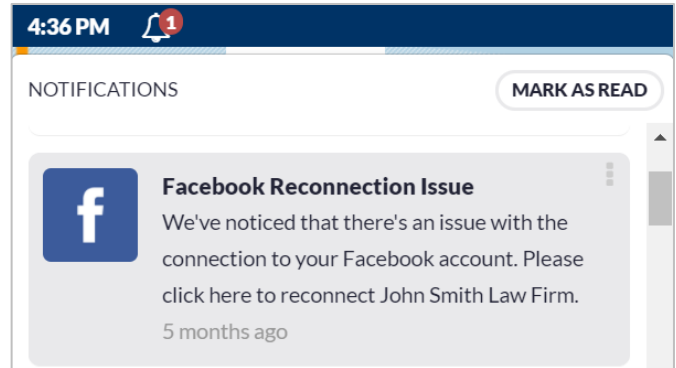


LinkedIn

f RECONNECTING FACEBOOK

1. Begin by clicking Facebook in the Disconnected list or Reconnection Issue notification.
2. A pop-up window will appear and reload to show a Facebook login screen. Enter your Facebook login information, then click **Sign In**.*

*You will sign in using your personal Facebook login information, which should have administrative permissions for your firm’s Facebook page. We will not have access to your personal Facebook page.



3. Confirm the account you signed in as then click Continue
4. Once you have accepted the permissions, the window to the below will open. Review and make sure the following settings are as follows:

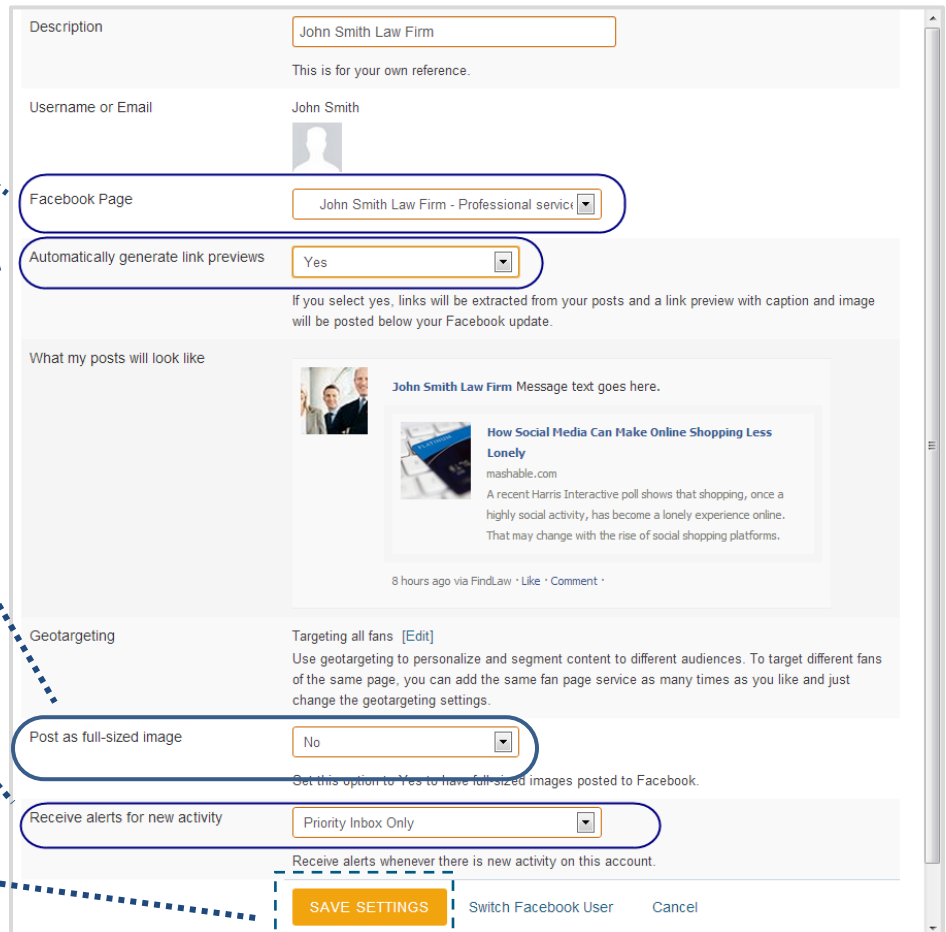
A) Facebook Page – Your firm’s page name is selected from the drop-down.

B) Automatically generate link previews –Yes

C) Post as full-sized image – No

D) Receive alerts for new activity – Priority Inbox Only (where alerts will only appear in dashboard.)

E) Click **UPDATE ACCOUNT/SAVE SETTINGS** to close this window.



5. Be sure to go to facebook.com to log out of your account if you no longer wished to be signed into it.

Want to verify that your account was reconnected?
[Click here for further instructions](#)

Need to reconnect another service? Click below for instructions:



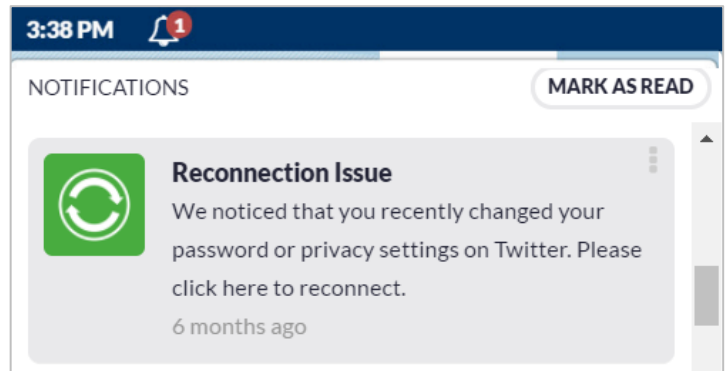
Twitter



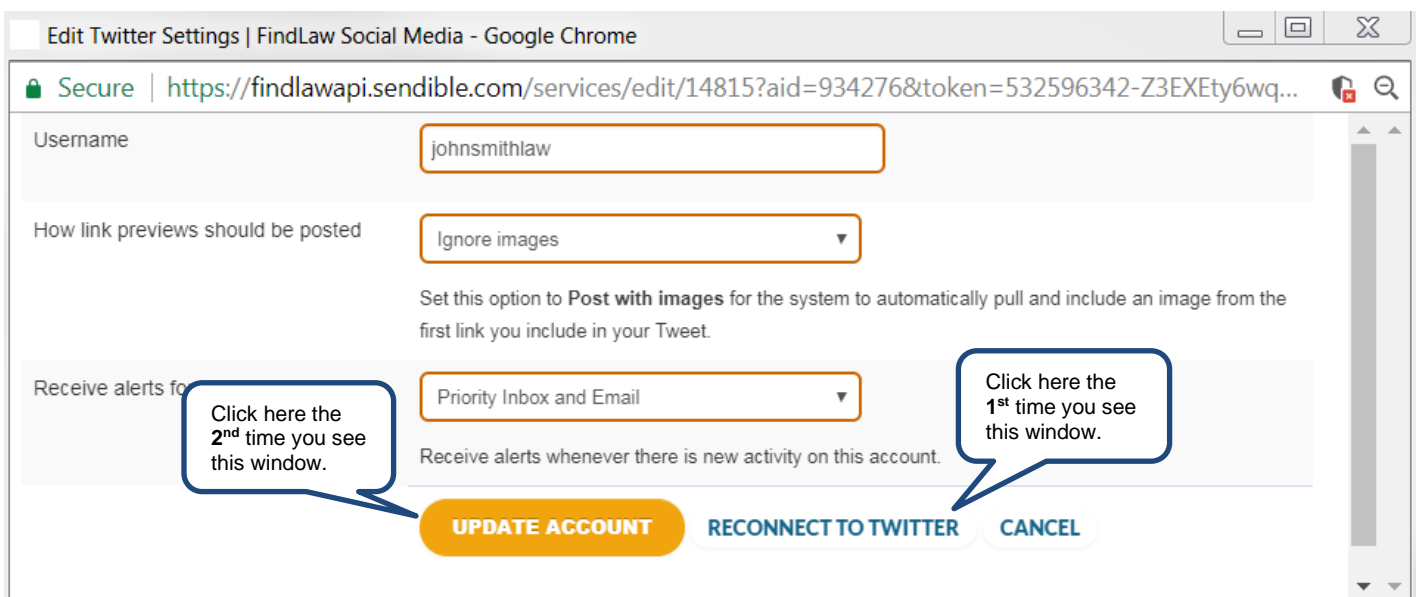
LinkedIn

RECONNECTING TWITTER

1. Begin by clicking Twitter in the Disconnected list or the **Reconnection Issue** notification.



2. In the next window, click **RECONNECT TO TWITTER**.



3. The screen will reload and you will see a Twitter login screen. Enter your Twitter login information, then click **Authorize App**.
4. You will be redirected to the first pop-up window. Click **UPDATE ACCOUNT** to close this window.
5. Be sure to go to twitter.com to log out of your account if you no longer wished to be signed into it.

Want to verify that your account was reconnected?
[Click here for further instructions](#)

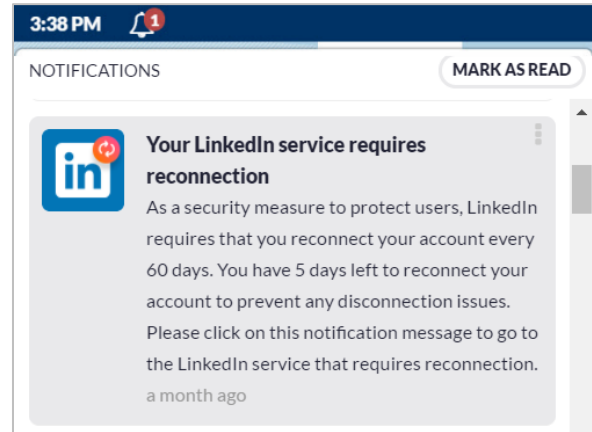
Need to reconnect another service? Click below for instructions:



RECONNECTING LINKEDIN

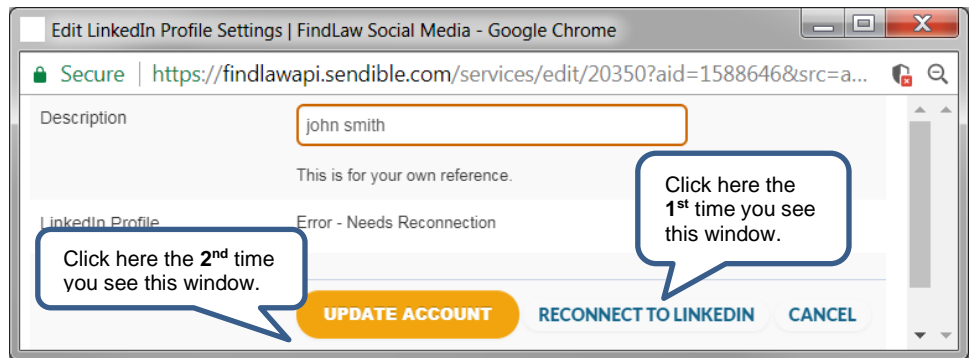
Follow this [link](#) to watch a video of the the LinkedIn reconnection process or follow the steps below.

1. Begin by clicking LinkedIn in the Disconnected list or the **Reconnection Issue** notification.



2. In the next window, click **RECONNECT TO LINKEDIN** (please see following image).

3. The screen will reload and you will see a LinkedIn login screen. Enter your LinkedIn login information, then click **Allow**.



4. You will be redirected to the first pop-up window. Click **UPDATE ACCOUNT** to close this window.

5. Be sure to go to [linkedin.com](https://www.linkedin.com) to log out of your account if you no longer wished to be signed into it.

Want to verify that your account was reconnected?
[Click here for further instructions](#)

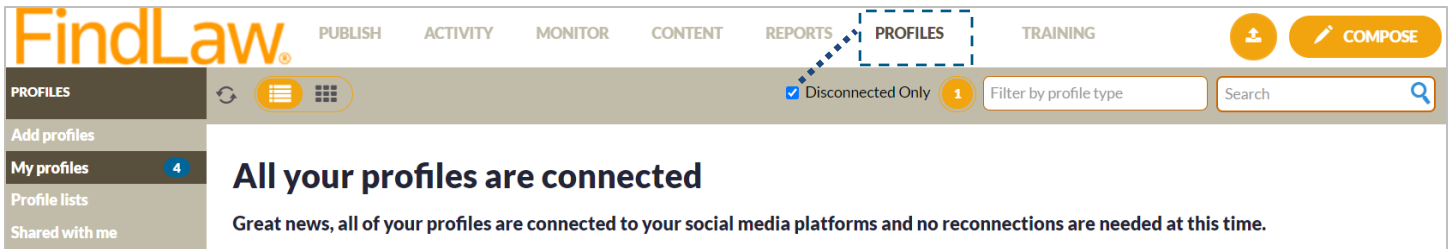
Need to reconnect another service? Click below for instructions:



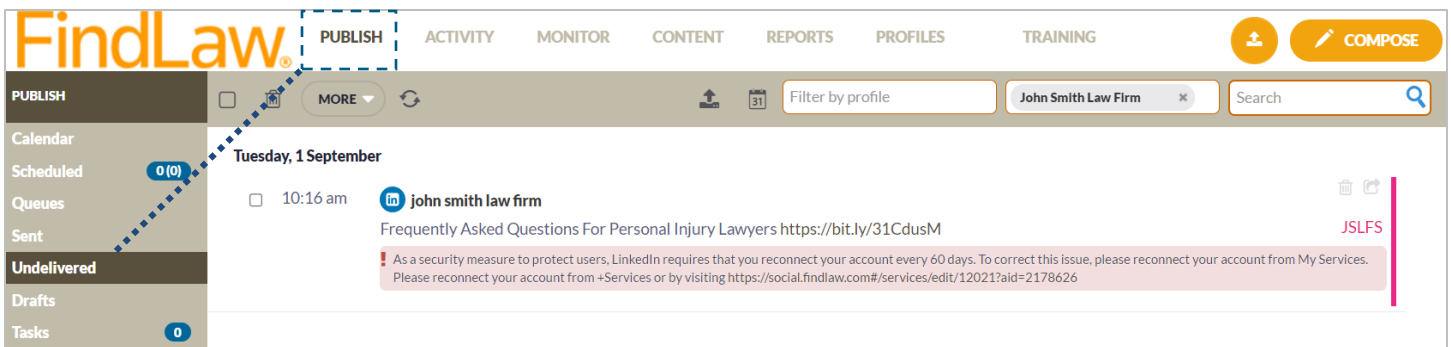
How do I verify that my account is reconnected?

There are a couple of ways to know whether your account is reconnected:

1. When you go to PROFILES, select My Profiles from the dropdown, then check the box for “Disconnected Only” you will see a message that says “All your profiles are connected”



2. Or you can go to the PUBLISH tab, then select the **Undelivered** folder from the left side of the platform. Previous messages that were not able to post can be found in the **Undelivered** folder and can be reposted to the social media account. **Repost** the most recent message to Facebook, Twitter or LinkedIn, then check the social media page to ensure the post successfully published and did not end up in the **Undelivered** folder again.



FINDLAW SOCIAL MEDIA

For additional training resources, please visit
<http://engagement.findlawtraining.com/>



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