Google Managerial Access:
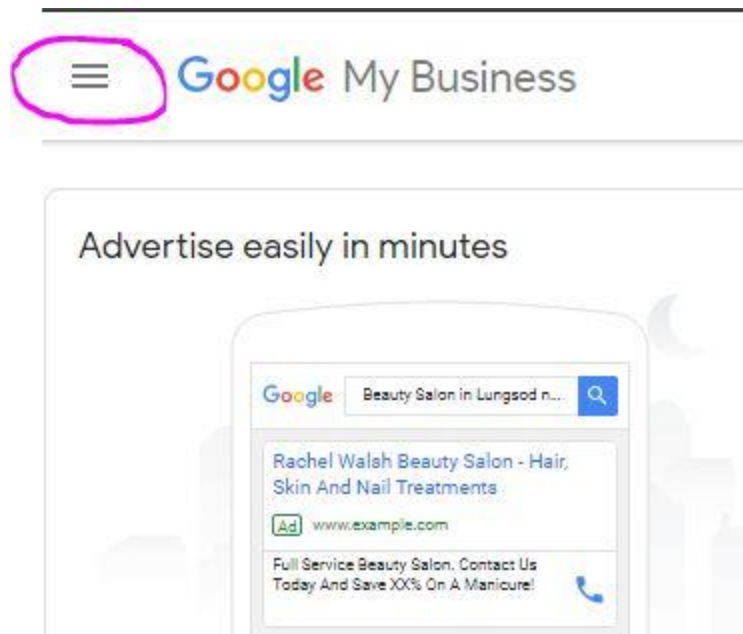
1.) Ask customer to go to www.google.com/places & click on sign in.
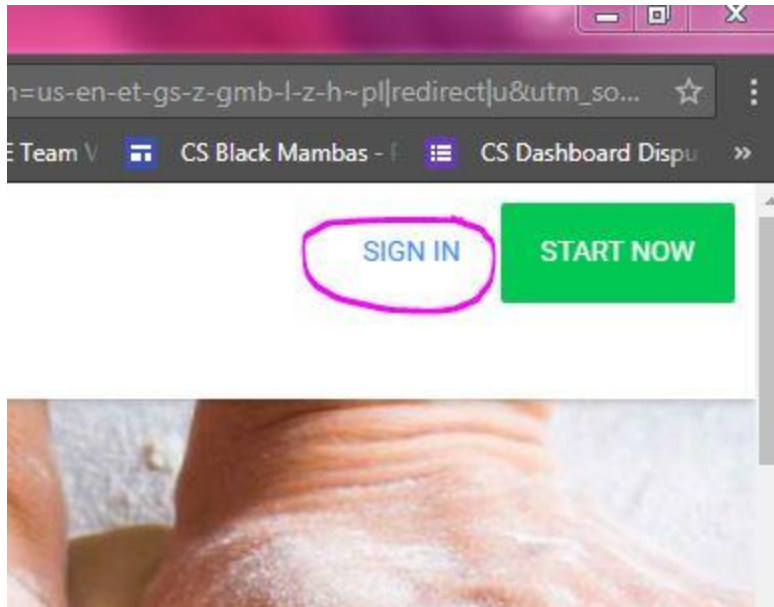
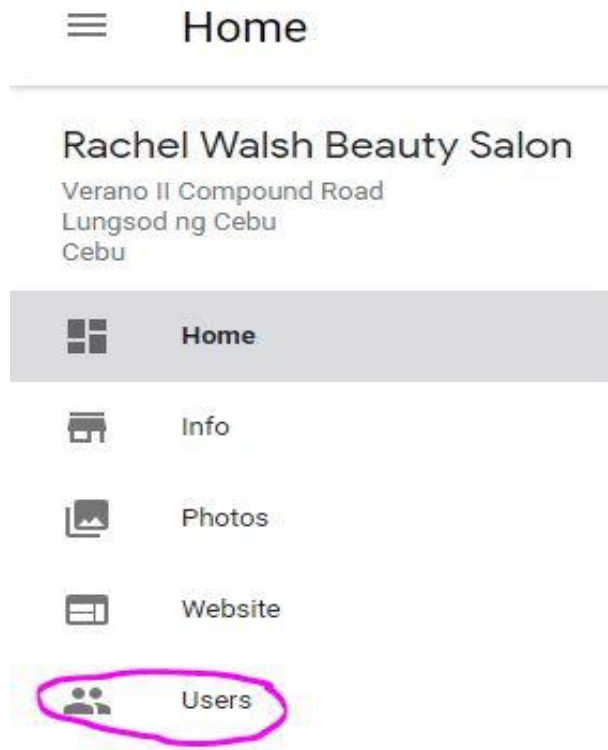2.) Ask customer to log in using the same gmail credentials that they used when they created the google listing.
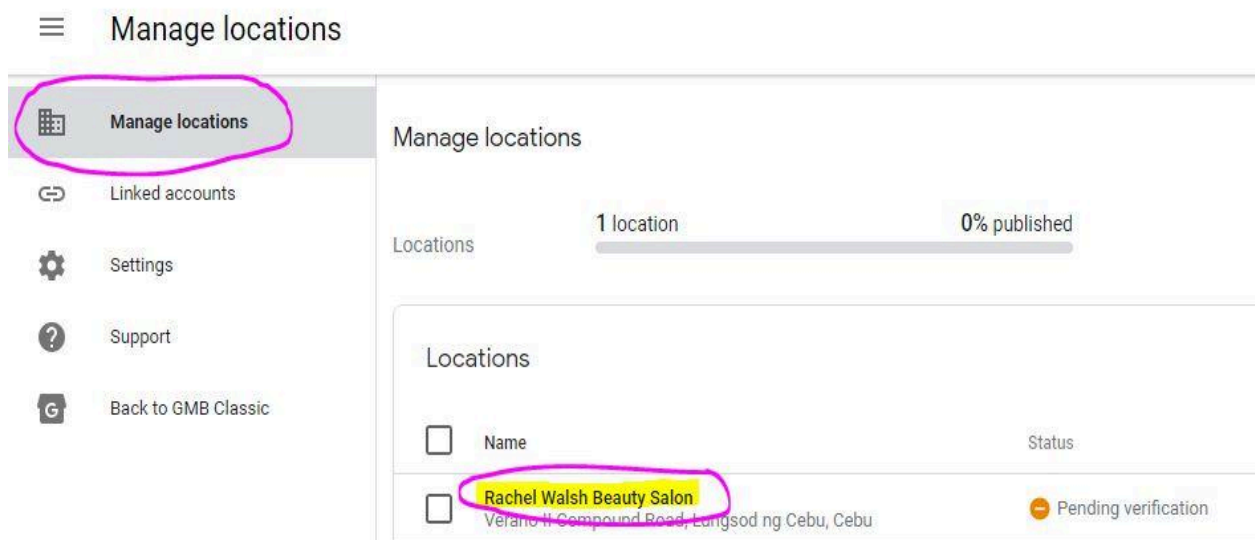

3.) On the upper left hand side of the screen, ask the customer to click on the three horizontal lines.
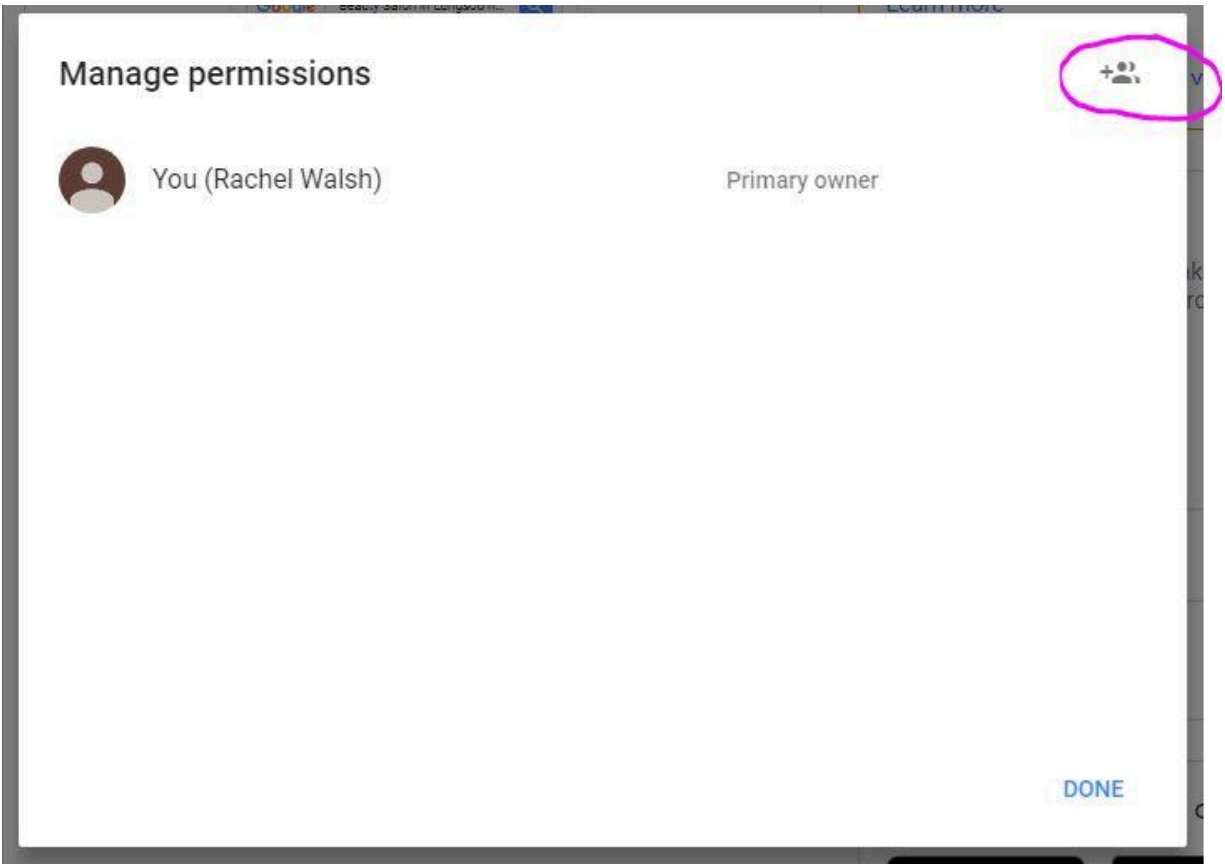
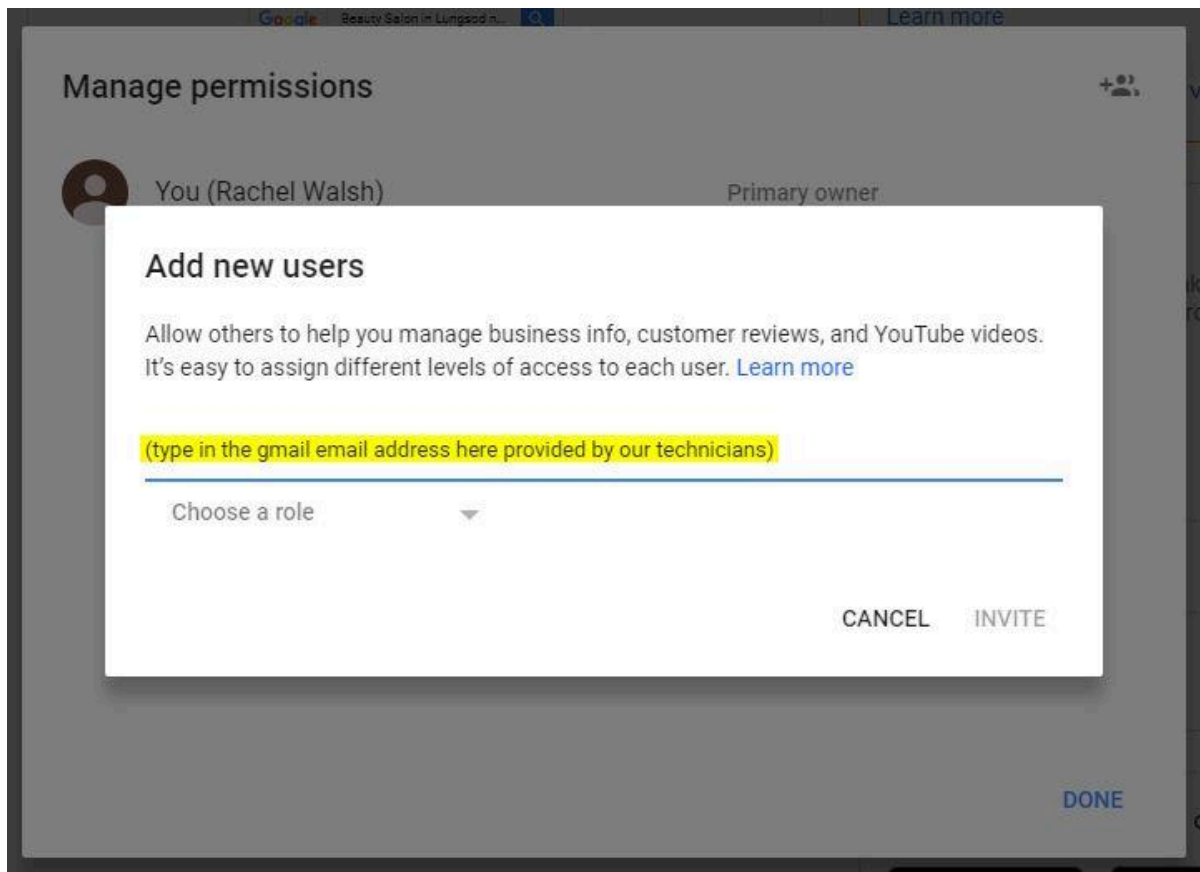4.1) Then ask the customer to click on "Users".

4.2) In the event that the customer can't locate "Users", ask the customer to click on "Manage Locations" first & then click on "Users".
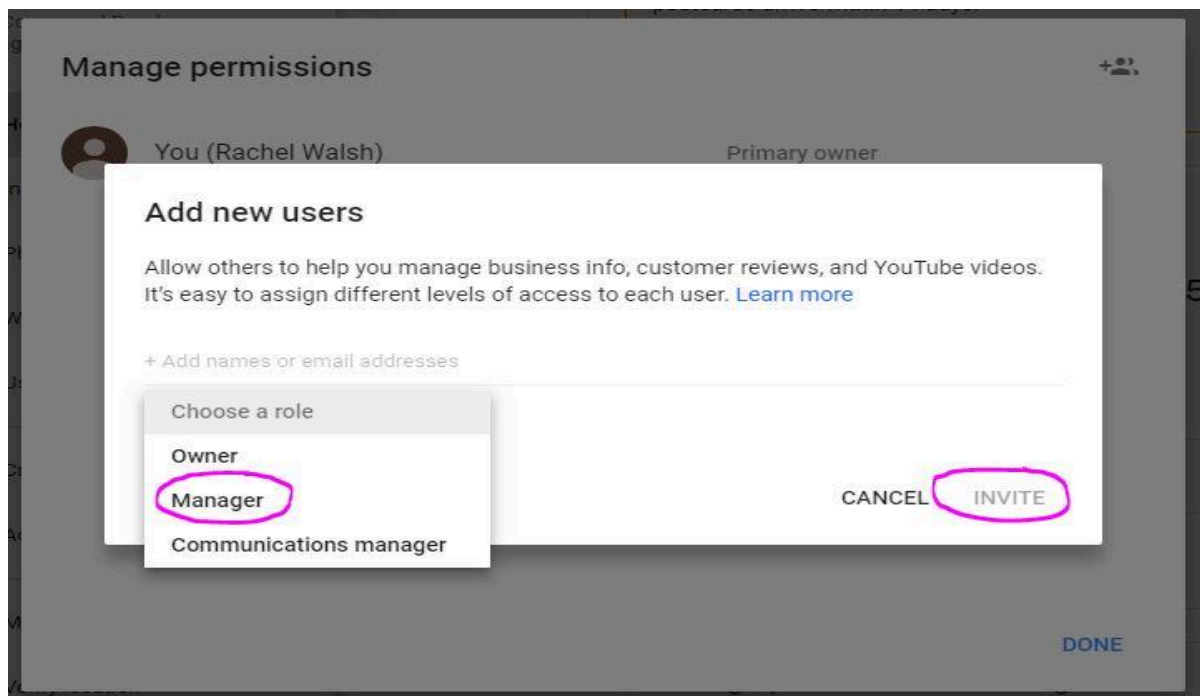
5.) Ask the customer to click on the plus sign located on the upper right hand side of the screen.

Manage permissions

You (Rachel Walsh)   Primary owner
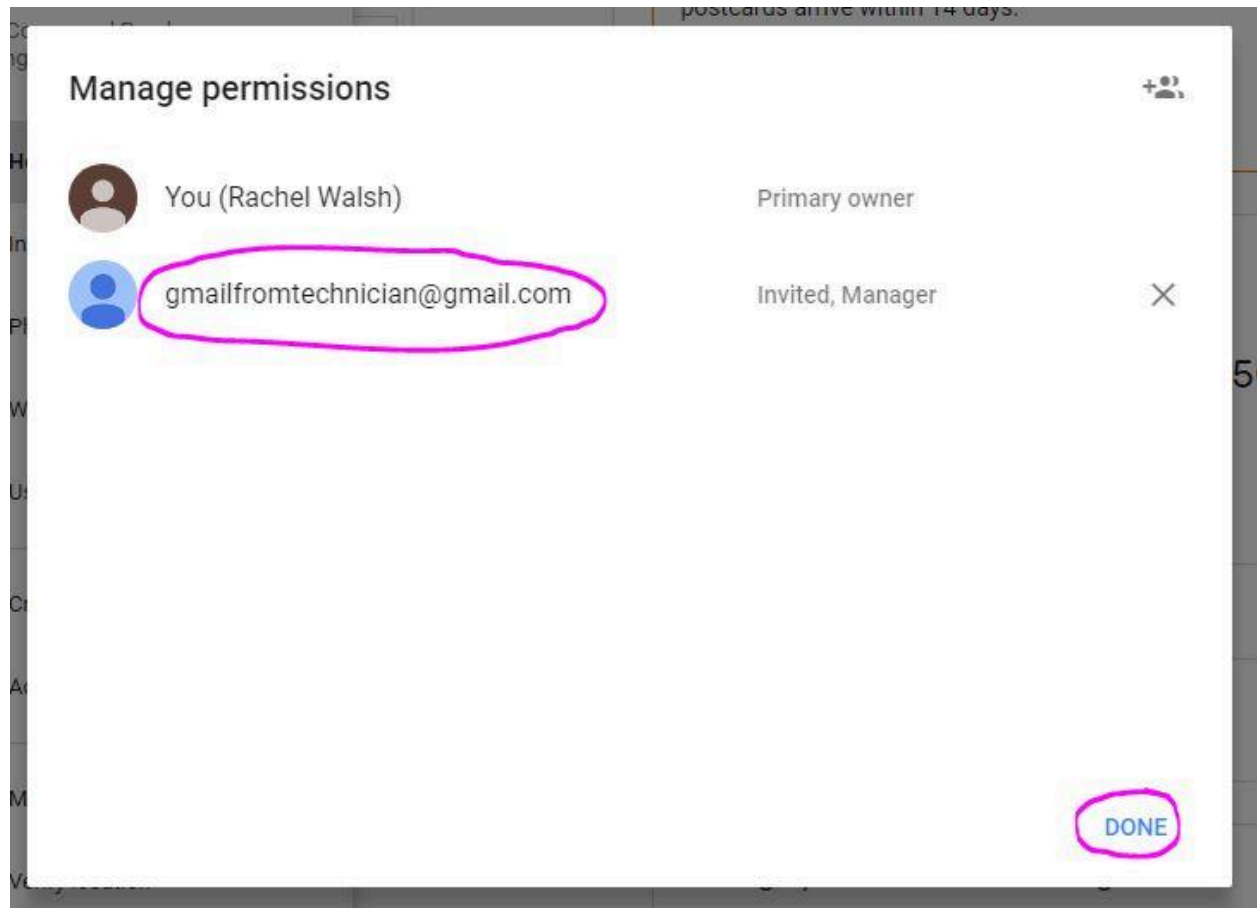
DONE

6.) Then type in the complete gmail email address provided by our technicians based on the TT.

7.) Ask the customer to click on Choose a role & make sure that they will select "Manager" & click on "Invite".

8.) On the Manage Permissions screen, make sure that you will see the complete gmail email address provided by our technicians & click on "Done".

9.) Before you end the call, make sure to validate with our technicians via skype if we are now the "Manager" of the existing listing.

Success! This will allow us to manage the customer's Google My Business listing. Note that they can revoke this access at any time.