

FINDLAW SOCIAL MEDIA PLATFORM RECONNECTION STEPS

How is FindLaw Social Media connected to my firm's social pages?

Social media sites (Facebook, Twitter, LinkedIn, and Google+) 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 the firm who has the necessary login credentials to access and manage the firm's social media pages.

Why do pages periodically have to be reconnected?

If the security settings on the social media sites such as email address or password were updated, 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 the firm who has direct access to the firm's social media pages.

Steps to reconnect account(s):

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.

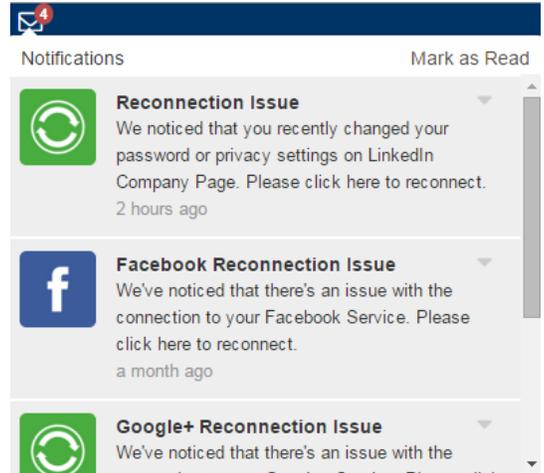


The image shows a login form for FindLaw. At the top is the FindLaw logo. Below it are two input fields: 'Username/Email' and 'Password'. There is a checkbox labeled 'Remember me?'. Below the fields is an orange 'SIGN IN' button. At the bottom right of the form is a link that says 'Lost your password?'.

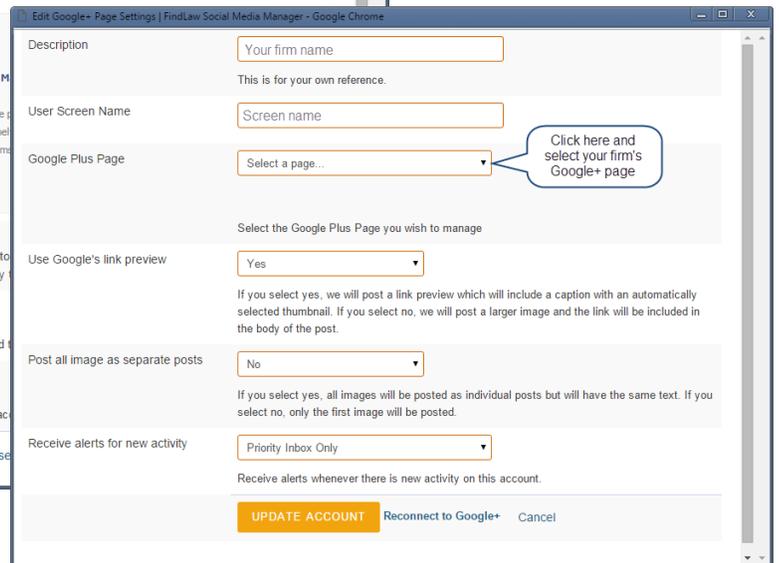
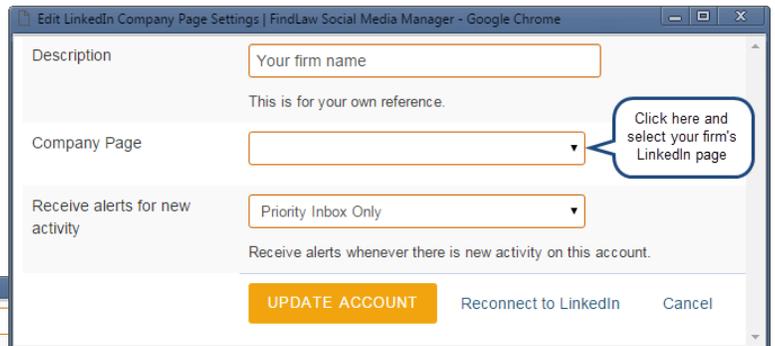
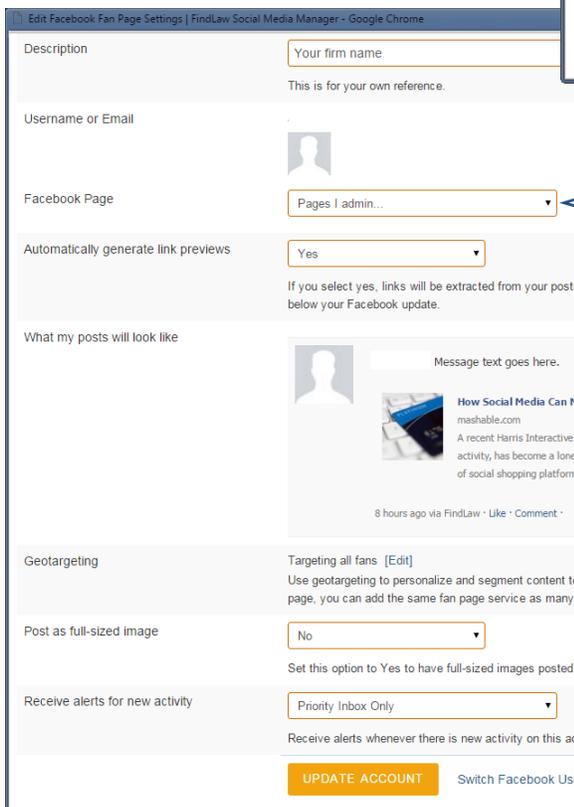
2. Once logged in, go to the upper left corner and look for the envelope icon next to the time. Any new notifications will be indicated by a number in a red circle.



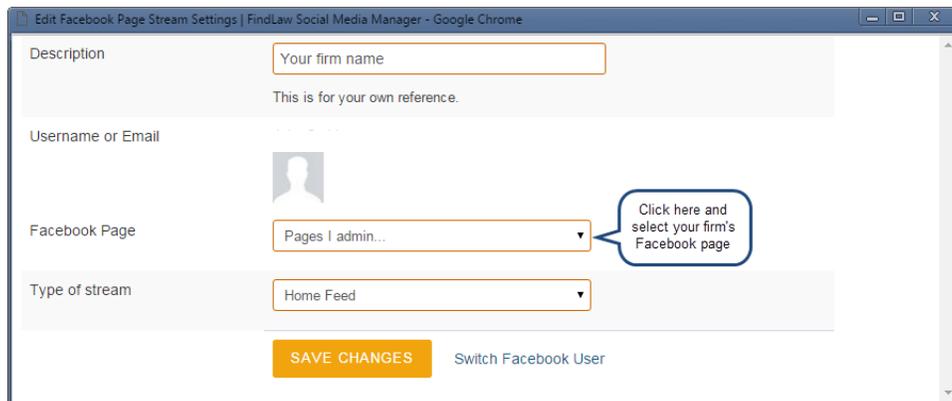
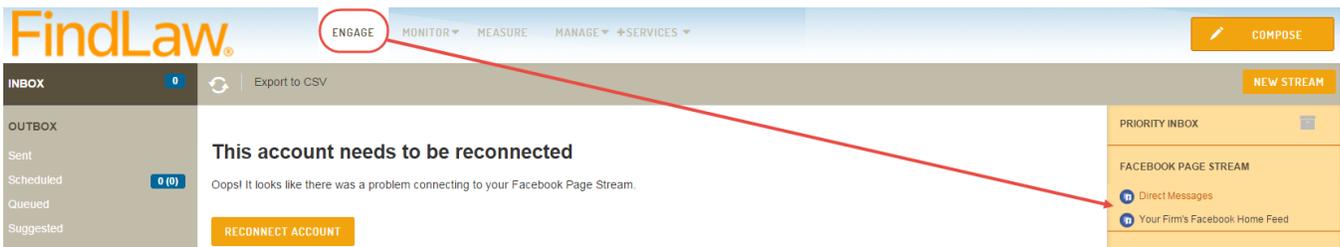
- Click on the envelope and for any unread notifications, click into the message and follow the onscreen instruction in the pop-up window to reconnect your service. You may be prompted to sign in to your firm's social media account to allow and confirm authorized access.



- When access to your firm's social media account is allowed, make sure that your firm's business page is selected in the FindLaw platform's Page Settings window then click **Update Account**. Please refer to provided example screenshots:



5. If Facebook was an account that had a reconnection issue, you may also need to reconnect the page stream.
 - a) Go to the **ENGAGE** tab and on the right side look under **FACEBOOK PAGE STREAM**. For each stream listed, click on the link.
 - b) In the middle of the screen may display **“This account needs to be reconnected”** message with the **RECONNECT ACCOUNT** button, please click on that and follow the onscreen instruction in the pop-up window to reconnect your service.
 - c) Make sure that your firm’s business page is selected in the FindLaw platform’s Page Settings window then click **Update Account**.



How do I verify that accounts are reconnected?

1. When an account is connected, the social media site’s page stream in the platform’s **ENGAGE** tab can be viewed without displaying the **“This account needs to be reconnected”** message.
2. Previous messages that weren’t able to post can be found in the **‘Bounced’** folder and can be reposted to the social media account. Repost the message then check the social media page to ensure the post successfully published and did not end up in the **‘Bounced’** folder again.

Now you should have successfully reconnected your account(s). If you encounter difficulty reconnecting your accounts, please reach out to your FindLaw Account Manager. He or she can put you in touch with a specialist who may be able to assist you.