

JODENA CONSULTING

GOOGLE REVIEW PROTOCOL

Getting a review from a patient who has a gmail account. Bookmark to the Place Page. Sign in with the patient's gmail account. Rate the experience (# of stars). Write the review and then publish. Very easy!!

Getting a review from a patient who does not have a gmail account. Bookmark to the Place Page. When you select write a review you are prompted to enter the gmail and password - but since you can't do that, you have to hit **create an account**. This opens up to a full screen. Put in the patient's existing email address. As a password – for simplification purposes – use the patient's first name and last name all as one word. Unclick ‘stay signed in” and “enable web history”. Enter the patient's date of birth. Enter the security code. When you submit this data, it will say account has been set up.

Now that the gmail account has been set up, go back to the Place Page. Select write a review. This prompts you to sign in with the new account information (email address and password) that was just created. That now brings up another screen where you are required to enter the patient's first name. That brings up another screen that says “start rating”. For some reason that brings up a new screen that says “rate a restaurant”. Click off that screen and that brings you back to the Place Page where you can write the review – rate it with # of stars - and publish.