



Enabling Social Media Connections

User Guide

SEPTEMBER 2018

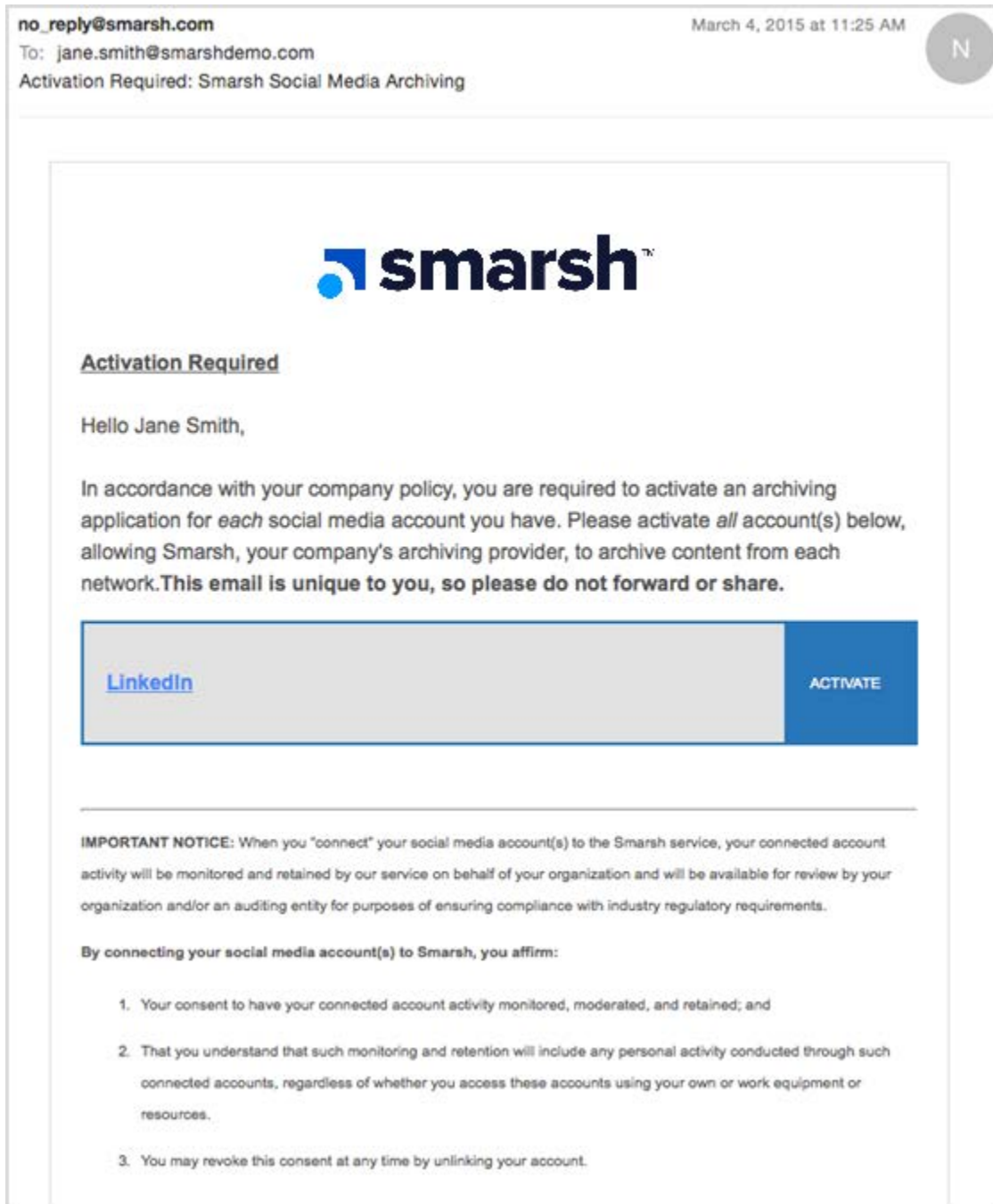
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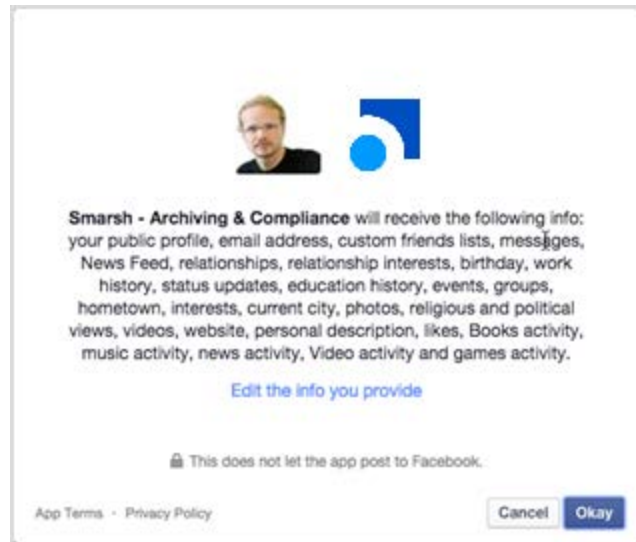
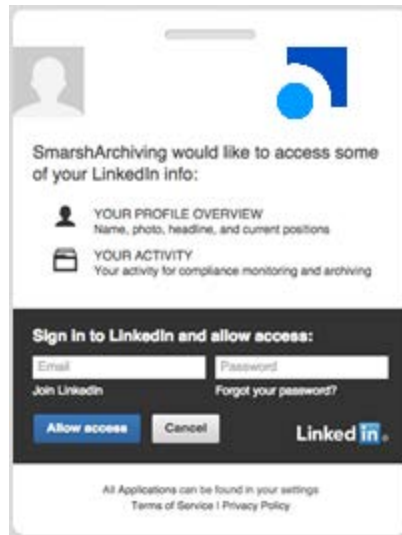
Enabling the Connection

When a company administrator has provisioned you for social media archiving, you will receive an email that includes link(s) for each network enabled. Below is a sample provisioning email.

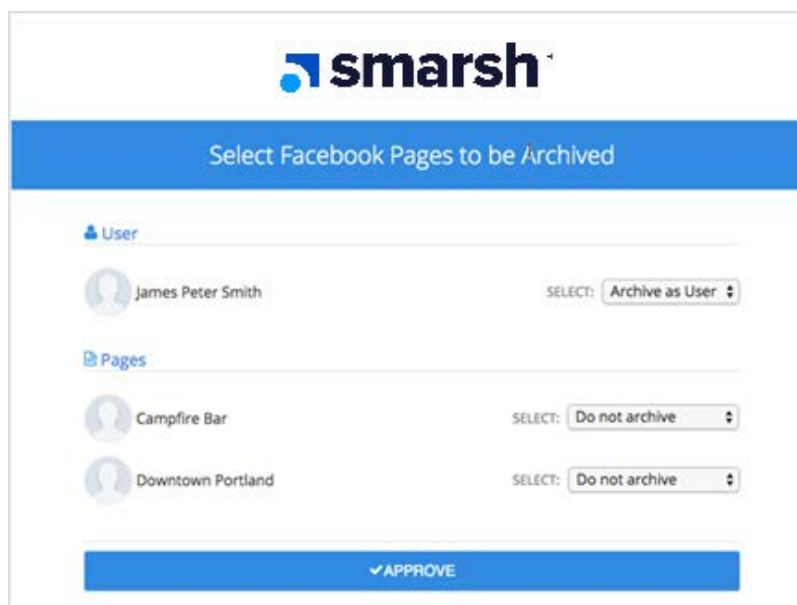


1. Click on each network link to begin the activation process.
 - a. NOTE: The link(s) are unique to your user account, please do not forward or share them with anyone.

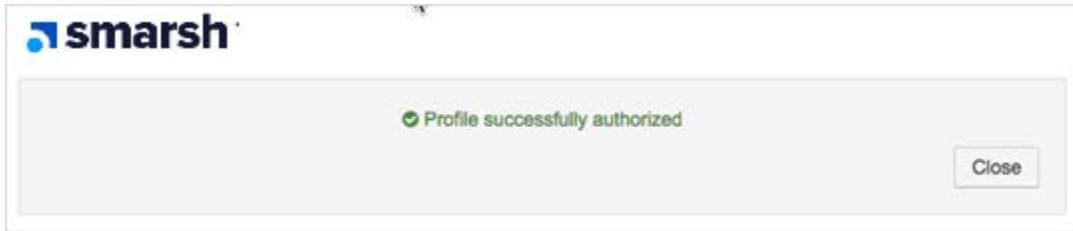
2. A web browser window will open to the specific network clicked. If you are not already logged in, you will be prompted to do so.
3. Click to allow Smarsh to archive your social media activity for that network.
 - a. The button is slightly different from network to network—for example, for LinkedIn, click **Allow Access**; for Facebook, click **Okay**.



4. The next page is will display all accounts for which you are an administrator.
 - a. If the page that needs to be archived is your individual profile, or is a Company or Fan page that represents you, choose **Archive as User** from the drop down for that account.
 - b. If the page that needs to be archived is a Company or Fan page that represents an organization, select **Archive as Company** from the drop down for that account. This option is only available if you have been granted this permission.



5. Click **APPROVE**.
6. The message “Profile successfully authorized” will appear.



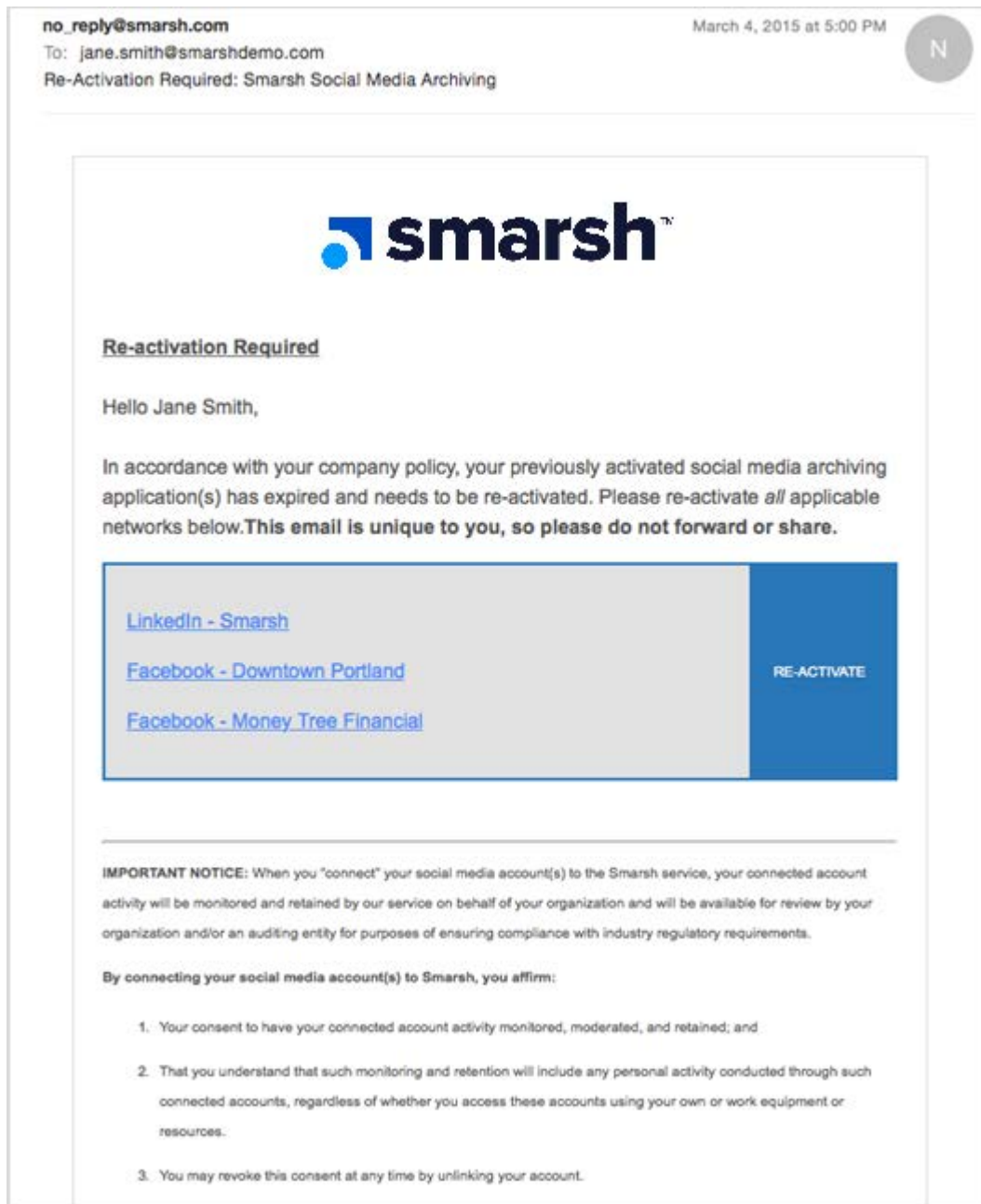
7. Repeat for each network link.

Re-Enabling Social Media Archiving

Some social media networks expire the tokens that maintain the connections between your profile and their app.

In the event that one of more of your accounts expires, or if the app has been mistakenly removed from your social media account, you will receive an email that includes link(s) for each expired account. To re-enable your account, simply click the links in the email and follow the process described above in [Enabling the Connection](#).

Below is a sample re-activation email.



Additional Help

- Common support questions:** [Visit Smarsh Central](#) for on-demand help. You must log in to view all our available resources.
- Submit a support case:** [Open a case](#) with our support team to get assistance from a Smarsh technician.