

How-To: Use Spectrum's Reviews Management Tool to Request More Company Reviews

Log In

Please enter your username and password to log in

Log in

EMAIL

PASSWORD

Log in

[Forgot Password](#)

[Spectrum: Login here](#)

Utilizing Email Templates

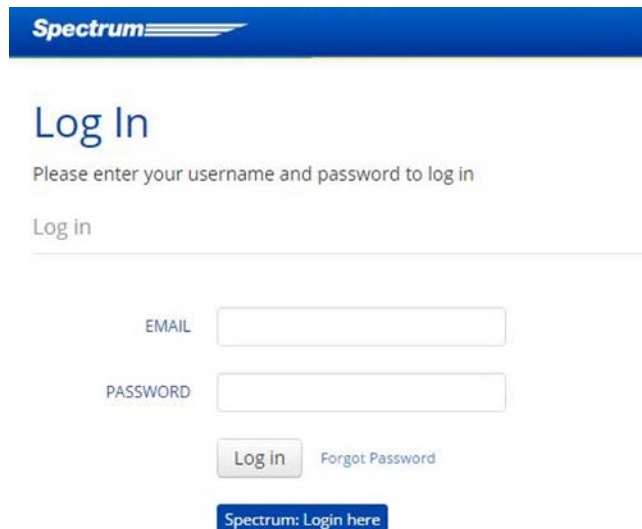
Please use the following instructions to send out emails through the admin to request more reviews.

Please Note

- Only request reviews from customers you know have had a good experience with your company.
- We have the ability to filter reviews that come through the website, but not reviews that go through social platforms.
- You will have more success requesting Google+ reviews from customers who already have a Gmail account (i.e. their email is name@gmail.com).
- We can make various email templates that can request customers to post reviews on different sites (your website, Google+, etc...). Please let us know what you are interested in sending your customers and we can set up the templates for you.

Step 1

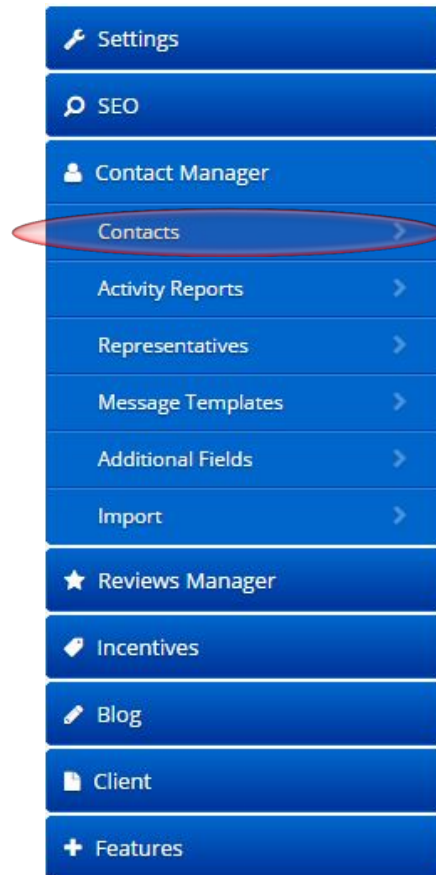
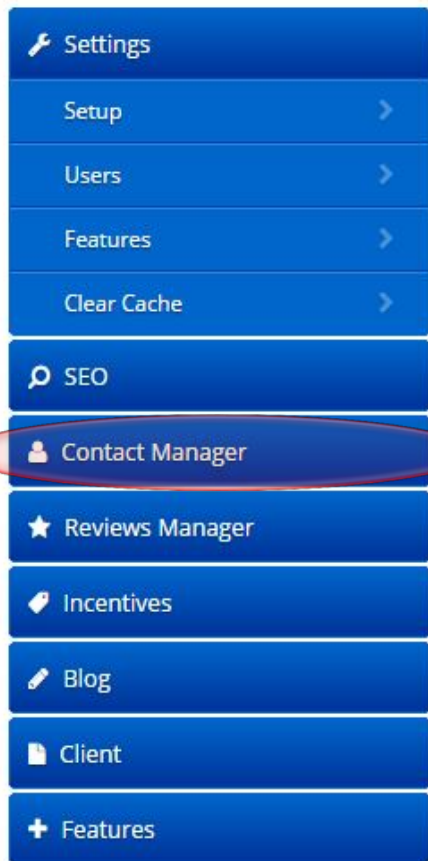
- Go to the admin page of your site by typing /admin at the end of your website's URL.
- Login to the website platform using your admin email and password.



The screenshot shows the Spectrum website's login interface. At the top is the Spectrum logo. Below it is the heading "Log In" followed by the instruction "Please enter your username and password to log in". There is a "Log in" label above a horizontal line. Below the line are two input fields: "EMAIL" and "PASSWORD". To the right of the "PASSWORD" field is a "Forgot Password" link. Below the input fields is a "Log in" button. At the bottom of the form is a blue button labeled "Spectrum: Login here".

Step 2

- Once in the website dashboard, click on “Contact Manager” in the left hand navigation and then click on “Contacts” after the section expands.



Step 3

- Click on the specific contact(s) you want to request a review from.

Contacts Total Count 2

User

cour



Add New Contact

View Archived

	INITIAL ?	DATE	FIRST NAME	LAST NAME	EMAIL	PHONE
<input type="checkbox"/>	+	03/12/2015	courtney	sutherland	courtneys@spectruminc.com	(444) 444-4444
<input type="checkbox"/>	☎	12/23/2014	Jane	Smith	janes@gmail.com	(123) 456-7890

Step 4

- Click on "Actions" and then "Send a Message" from the drop-down that appears.

courtney sutherland ☎ (444) 444-4444 ✉

courtneys@spectruminc.com

⬅ Back

About

⌵ Actions

👤 Contact Information

Name

courtney sutherland

Email

courtneys@spectruminc.com

Phone 1

(444) 444-4444

Phone 2

Address 1

Address 2

Country

Select

City

State/Province

Select

Zip/Postal

⌵ Actions

✉ Send Message

📅 Create Appointment

🔄 Create Follow Up

📌 Add Note

Step 5

- Click on “Get More Reviews” from the “Message Template” drop down menu
- Click on your specific market from the “Market” drop down menu.

courtney sutherland 📞 (444) 444-4444 ✉️

courtneys@spectruminc.com

🏠 Back About ⌵ Actions

✉️ Send Message

Message Template

Get More Reviews ▼

Market

San Jose ▼

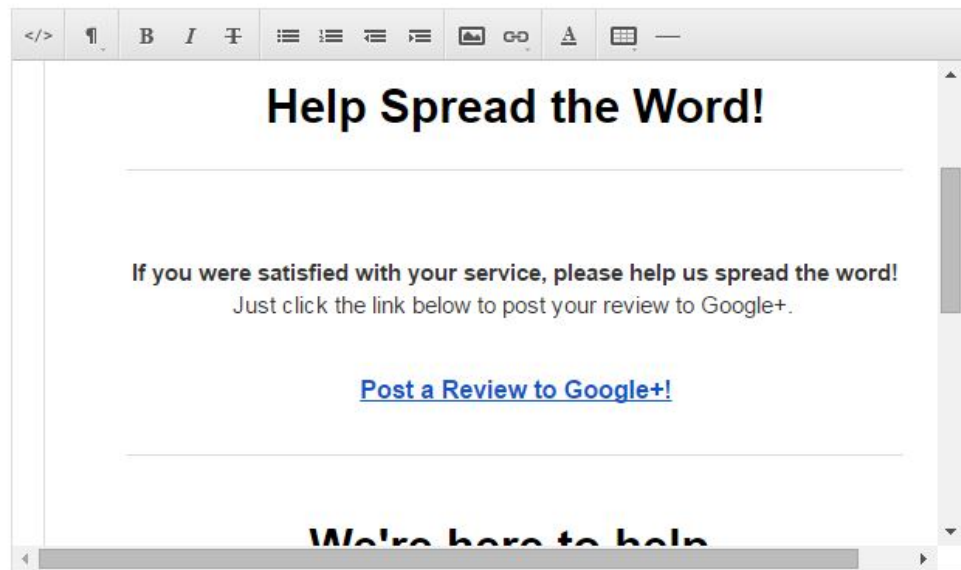
Subject

Help Spread the Word!



Step 6

- Your message template will appear in the box below. Feel free to edit and customize the information in the template as you see fit.
- Click the “Send” button to send it to your customer.



+ Available Fields

Send

Result

- Your email will appear like this to your customer (including your company logo). The link will take them to your Google+ page for the customer to post a review.

Help Spread the Word!

If you were satisfied with your service, please help us spread the word! Just click the link below to post your review to Google+.

[Post a Review to Google+!](#)

We're here to help.

If you have any questions, or would like additional information please give us a call.

Toll Free (123) 456-7890

Now Watch Your Reviews Flow in!

- For any questions or concerns about this process, contact your Account Manager today.