

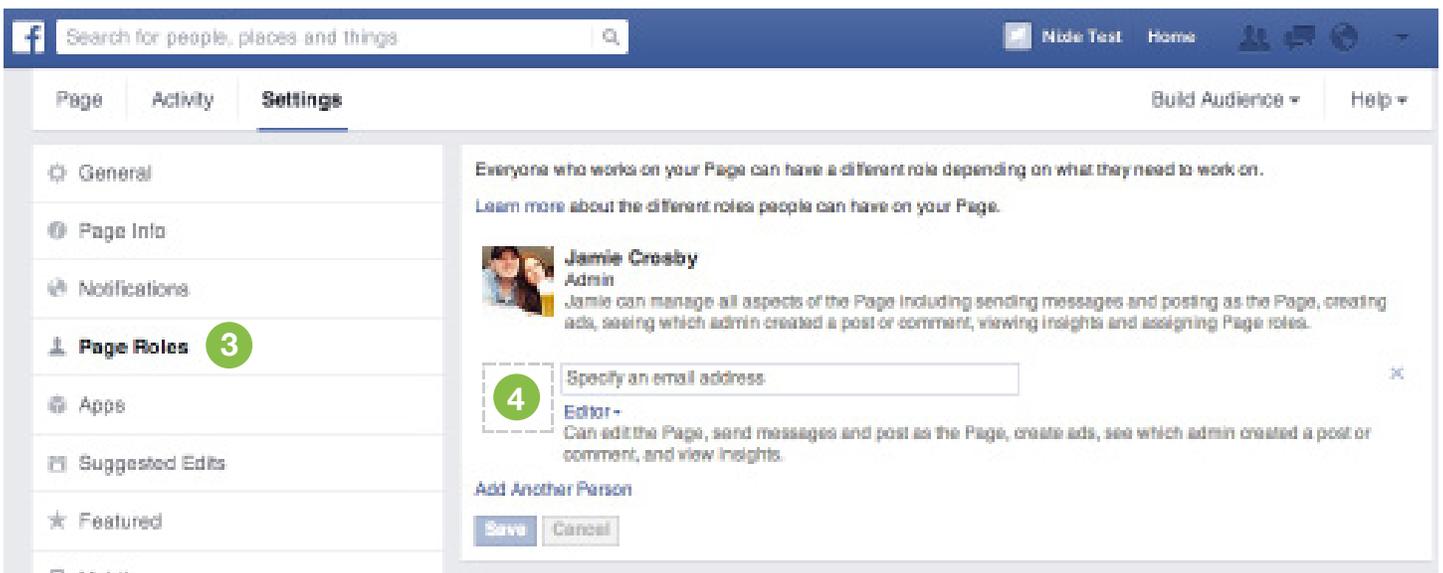
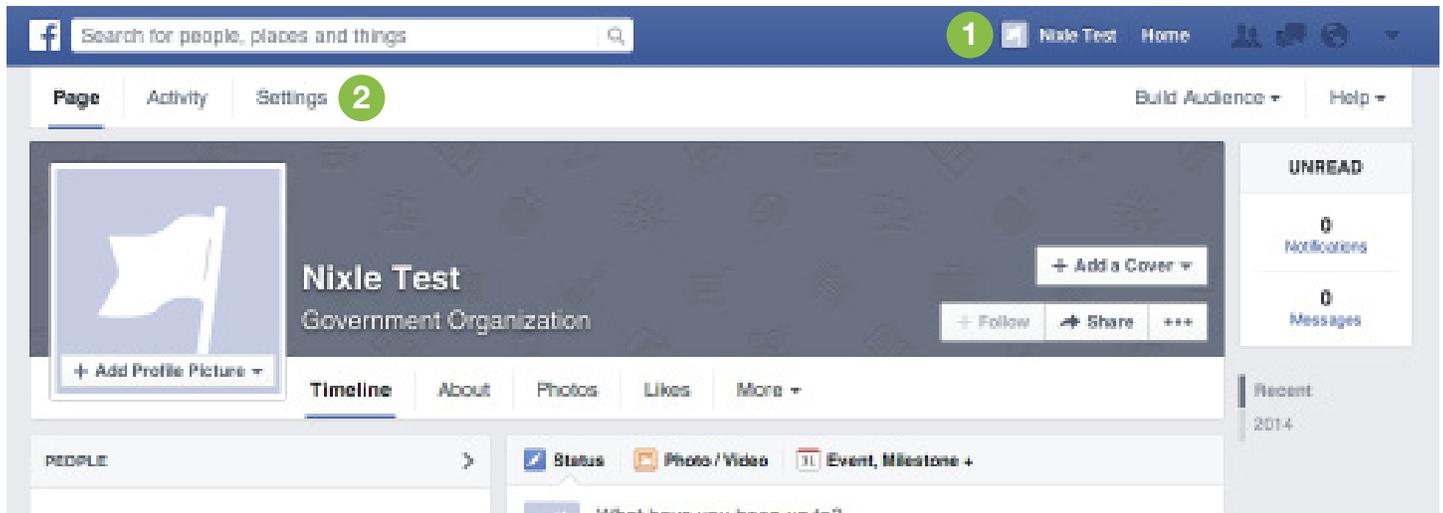
Resolving Facebook Permission Issues

Recently, Facebook has made changes to the way that their Organization and Business pages interact with third party applications such as Nixle. Changes like this often result in Nixle messages not automatically posting to the Facebook platform due to inadequate Facebook account permissions.

To resolve these issues, please follow the steps outlined in this document.

Important Note: This guide follows two separate Facebook layouts. If your Business or Organization Page layout is not consistent with Page 1, please proceed to Page 2.

New Page Layout



1 Log into Facebook using the account you typically use to access your Agency's Page. Navigate to your Agency's Page by clicking your Agency's name.

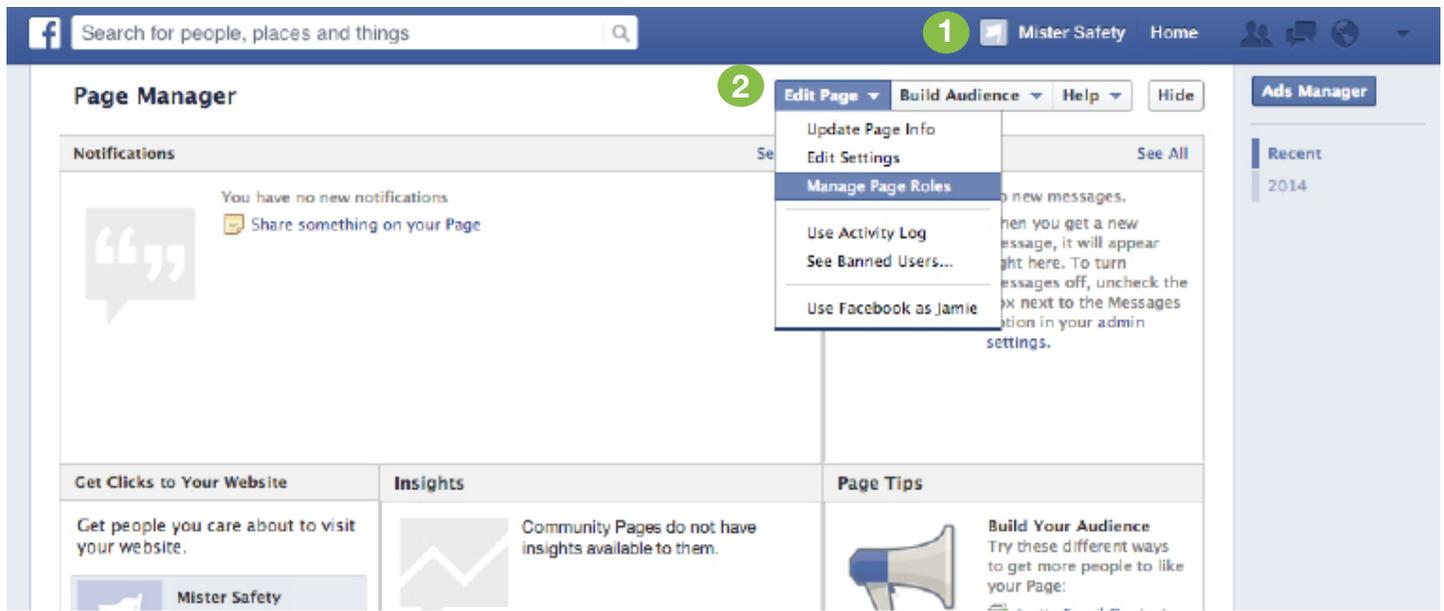
2 In the top toolbar, you will see "Page", "Activity", and "Settings". Click on the 'Settings' button.

3 On the left side of the page, click "Page Roles".

4 Enter the email address of the person that you would like to add as the administrator for your Agency's Facebook Page. This email address must already be associated with a personal Facebook account.

When this is correctly provisioned, the name on the individual's Facebook account will appear (as seen above with Jamie Crosby). If it is just the email, the permissions will not work.

Old Page Layout



Mister Safety

[View Page](#)

[General](#) [Page Info](#) [Notifications](#) [Page Roles](#) [More...](#)

Everyone who works on your Page can have a different role depending on what they need to work on.

Learn more about the different roles people can have on your Page.



Jamie Crosby

Admin

Jamie can manage all aspects of the Page including sending messages and posting as the Page, creating ads, seeing which admin created a post or comment, viewing insights and assigning Page roles.



John Frank

Admin

John can manage all aspects of the Page including sending messages and posting as the Page, creating ads, seeing which admin created a post or comment, viewing insights and assigning Page roles.



3

Specify an email address



Editor

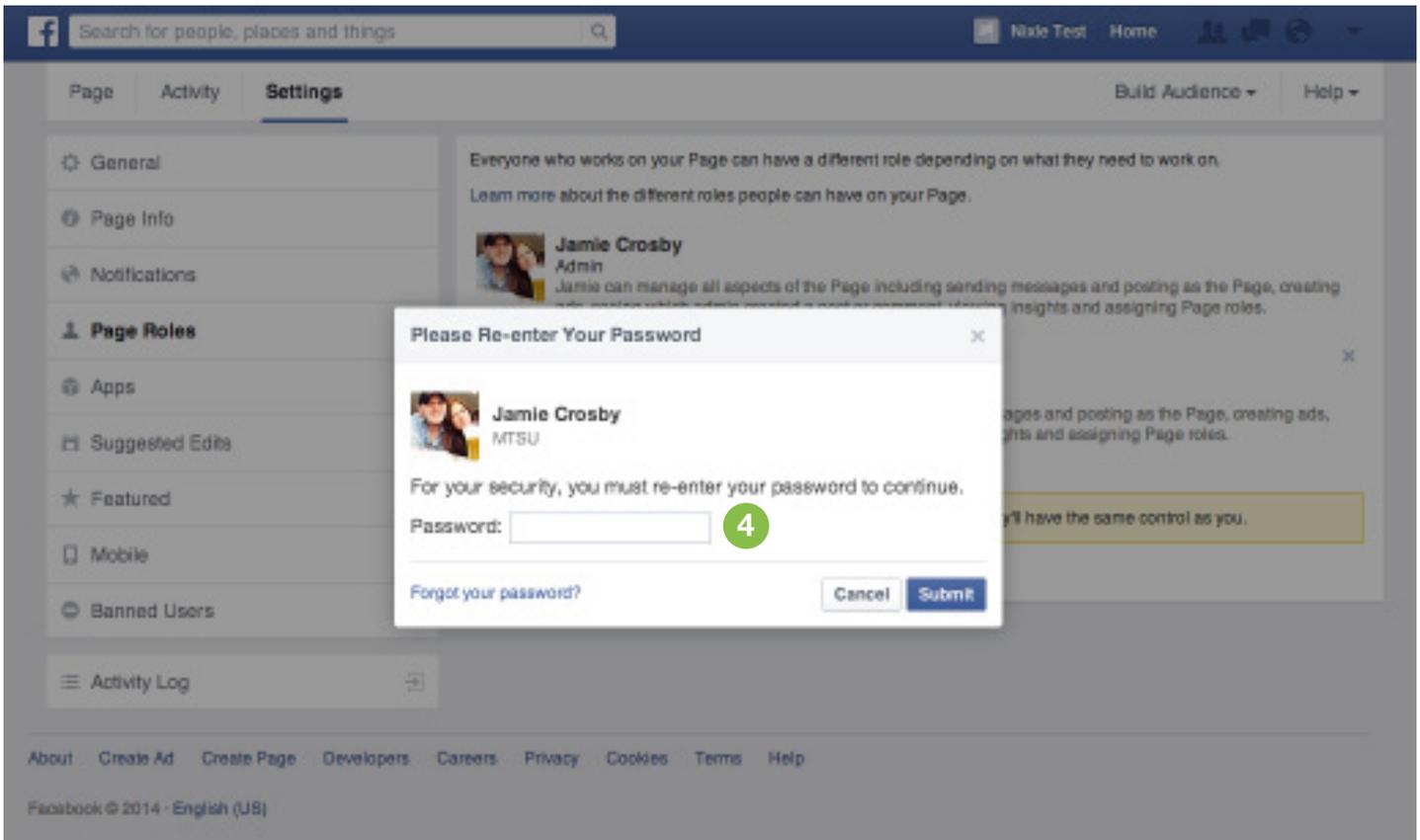
Can edit the Page, send messages and post as the Page, create ads, see which admin created a post or comment, and view insights.

1 Log into Facebook using the account you typically use to access your Agency's Page. Navigate to your Agency's page by clicking your Agency's name.

2 Under the "Edit Page" tab, select "Manage Page Roles".

3 Enter the email address of the person that you would like to add as the administrator for your Agency's Facebook Page. This email address must already be associated with a personal Facebook account.

When this is correctly provisioned, the name on the individual's Facebook account will appear (as seen above with Jamie Crosby or John Frank). If it is just the email, the permissions will not work.



- 4 Once you submit the request, you will be prompted to re-enter your password.
- 5 Log out of Facebook and log in again using the email address of the new Page Administrator. Once logged in, accept the invitation to join your Agency's Page as an administrator. Leave this browser tab open, and open a new tab.

Nixle Demo - Jamie (360)

[Plan Information](#) [Products](#) [Agency Information](#) [Personal Information](#) [Users](#)

Agency Details

Nixle Demo - Jamie (360) (SMS: 360 DEMO (JC-314))
594 Howard St
San Francisco, CA 94105
America/Los_Angeles Time Zone

To edit your agency information or logo, please [contact support](#).

Security Mode: Agency Detection
Your current IP Address:
[To modify these settings, contact support](#)

Linked Accounts: [Twitter Settings](#)
1 [Facebook Settings](#)
[Facebook Comments Administration](#)

Agency Website: <http://www.nixle.com/>

Nixle website: <http://local.nixle.com/nixle-demo---jamie-360>

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Facebook Settings

You have not given Nixle permission to post your messages to your Facebook wall or to Fan Pages that you administer, or those permissions have expired.

In order to post future messages to your Facebook Wall and to Fan Pages that you administer,

2 [Log into Facebook and Grant Permission to Nixle](#)

After you log into Facebook and grant Nixle permission, you can choose which of your Facebook pages will receive your messages.

1 Using the new browser tab, log in to your Nixle Agency account, and navigate to “My Account” -> “Agency Information” -> “Facebook Settings”.

2 Next, click on the “Log into Facebook and Grant Permissions to Nixle” button to sync Nixle and Facebook.

If your account is currently synced, you will need to click the “Revoke Permissions” button before proceeding to Step 2.

Nixle Demo - Jamie (360)

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Facebook Settings

You have given Nixle permission to post your messages to your Facebook wall or to Fan Pages that you administer.

Where do you want Nixle to post your alerts?

Select	Location
<input type="checkbox"/>	Your Facebook Wall
1 <input checked="" type="checkbox"/>	Fan Page: Nixle Test

2 [Select Destination\(s\)](#)

[Revoke Permission](#)

Nixle Demo - Jamie (360)

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Facebook Settings

You have given Nixle permission to post your messages to your Facebook wall or to Fan Pages that you administer.

Your alerts will be posted to the following Facebook destinations:

Location
3 Nixle Test

[Revoke Permission](#)

1 Select Fan Page : [Your Agency's Facebook Name]. You can also select "Your Facebook Wall" if you want Nixle posts to go to the Page Administrator's personal Facebook wall (rarely done).

2 Click the "Select Destination" button to sync your Nixle and Facebook accounts.

3 Double check that under 'Location' it shows your Agency's Facebook Page and any other pages you selected in Step 2.

At this point, your Facebook and Nixle account should be properly synced and working correctly. If you have any questions, please email them to securedesk@nixle.com.