

Citysnap PRO+ FAQ's



What is the process to remove a bad review?

In terms of removing reviews, Google will rarely do so unless the review uses inappropriate language or is clearly not meant for the reviewee. Since Google Reviews are moderated by Google any request to remove a 'bad review' can be submitted directly to Google through their [Request Review Removal link](#). We encourage that agents respond to all reviews, good and bad, from their Citysnap PRO+ dashboard.

How do I request a review from my clients?

As added value on Citysnap PRO+ you have a "One-Click" review tool. This tool has three options to streamline requesting reviews:

1. A link has been created for you that you can share directly with your clients or embed in your email signature.
2. You can enter emails or phone numbers on the management tool and we will send the communications to the recipient of your choice.
3. When logged in we will curate a list of agents in your office and you can select the professional peer you would like to survey for a review.

Where is the Homeowner information on Citysnap PRO+ sourced from?

This is a compilation of data that CoStar receives from several sources. None of this data is sourced from the RLS.

How long do I have to wait for my Google Business Profile to be linked to my Dashboard?

It can take up to 10 business days or the connection to be established with your Google Business Profile and your Citysnap PRO+ Management Page. In most cases, this can be done sooner.

How can I manage or see the reviews I have?

Leveraging the "Manage" section you can see and reply to reviews. We encourage you to reply to positive and negative reviews.

What is the advantage of Citysnap managing my Google Business Profile?

Citysnap will post content weekly on your behalf to keep your profile relevant on Google and boost SEO to drive traffic to your business.

How can I update my information on my Google Business Profile?

Visit your "My Google Profile" Management center. You can modify your name, phone number, business hours, business description, your website link, media, posts, and post settings.

If I transfer ownership access to Citysnap can I retain ownership access in the future?

Absolutely! If you ever want ownership access back email support@citysnap.com and we will send you access.

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I have an existing Google Business Profile, how can I ensure Citysnap manages my established profile?

For Citysnap to Manage your Google Business Profile on your behalf we need ownership access to your page to enable us to post on your behalf. When enrolling in Citysnap PRO+ we have a prompt for you to input your Google Business Profile link. If you do that, we will send you an access request to the email associated to your Google Business Profile.

Where is the Homeowner information on Citysnap PRO+ sourced from?

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Where is the Mortgage information on Citysnap PRO+ sourced from?

This is a compilation of data that CoStar receives from several sources. None of this data is sourced from the RLS.

Why aren't all my reviews showing on my Google Business profile?

All reviews will show on your Google Business profile after Google processes them. You will have to click on the "reviews" tab to see all of them. Note, that sometimes there is a delay with Google processing the reviews on their end.

What happens to the listing landing page when my listing sells/is rented?

After a property sells or is rented, the listing landing page shows the new status for registered users, instead of being displayed as active. For an anonymous consumer, they will only see a property record once the listing is sold/rented unless they register for an account.