

Social Account Credentials: How to Reauthorize

When you have a Social Account Credential registered to your team, these credentials are authorized by Twitter, Facebook, Instagram or Google+ to allow you to pull data from those social networks into *ForSight*. However there maybe the odd occasion where these social account credentials will need to be reauthorized, due to either:

- The social account password has been changed by the account owner
- The social account password has been locked by the social network due to multiple failed login attempts
- The social network has de-authorized all accounts authorized to pull data into ForSight, something which seldom happens

In the event a credential is deauthorized, you will only be able to reauthorize any credential you have added to your team(s). When reauthorizing a Social account credential, you will be prompted to sign-in to the social network, unless you are already logged in within the same web browser. Only users who have 'Data Management' privileges can do this. To reauthorize please follow these steps:

In New ForSight

1. Navigate to the team's administration page (user name initials > "Team Admin").
2. Select 'Credentials' from the menu on the left.
Here you'll see the list of credentials registered to your team. You simply need to click the 'reauthorize' link next to the failed account credential.
3. If you are **already logged** in to the social network account in the same web browser, the social account credential will be automatically reauthorized on your team.

If **not already logged** into a social network account in the same web browser, you will be taken to the login screen of the chosen social network. Once you have signed in the social account the credential will be reauthroized on your team, and you will be re-directed back to ForSight.



In Original ForSight

1. Navigate to the team's administration page (user name initials > "Team Admin").
2. Select 'Credentials' from the menu on the left.
Here you'll see the list of credentials registered to your team. You simply need to click the 'reauthorize' link next to the failed account credential.
3. If you are already logged in to the social network account in the same web browser, the social account credential will be automatically reauthorized on your team.

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Note: If you trying to reauthorize a Facebook account credential and you're faced with an error message, this means you are being Rate Limited. If you retry adding the credential 30-60 minutes after your first attempt, you should be successful doing so.