

Social Account Credentials: Overview

To be able to pull data from Facebook, Instagram, and Google+, you need to register a social account credential to your team; This information is also essential to create Social Account Monitors.

How to add a single credential:

When adding 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 to that social network). If you have 'Data Management' privileges, you add social networks at any time by following these steps:

1. Select the cogwheel in the top right corner, click on 'Team Admin'
2. Select 'Credentials' from the menu on the left
3. Click the 'Add New Credential' button
4. On this page, select the social network account to add
5. If you are already logged in to the social network within the same web browser, the social credential will be automatically added to your team.
6. If you are 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 credential will be added to your team, and you will be re-directed back to *ForSight*.

Note: When trying to add a Facebook account credential and you are 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.

How to add multiple credentials:

We always advise customers to add as many social account credentials to their team as possible, to increase the ability to pull data reducing the risk of being Rate Limited.

If you have access to other social account credentials beyond your own credentials, to enable the ability to tie more than one social account credential per social network to your team, please follow these instructions:

1. In your web browser access the social network you wish to add a credential for and ensure you're not logged in to an account
2. Now create a new account using a different email address, then make sure you remain logged in with the newly registered account



3. In *ForSight* go to *Team Admin* (select the cogwheel / team name initials > *Team Admin* > *Credentials*) to add new social account credentials
4. Select '*Credentials*' from the menu on the left
5. Click the '*Add New Credential*' button
6. On this page, select the social network account to add
7. If you are already logged in to the social network the social credential will be automatically added to your team.

Why?

The request for your social account credentials is actually coming directly from the third party and you are prompted through *ForSight* as an alternative route.

This request is for verification purposes, stating that an actual user is requesting information. The account used during this request can either be a personal account, corporate account, or any other valid account that is associated with *ForSight* you're requesting information from. We will save your information in a secure area and only use it for repeat requests on your behalf so that you do not need to log in every time a request is made. Crimson Hexagon will never use your credentials to gather personal information of any sort.