Get Found Help Guide

Get Found is a legacy product and is no longer sold. This guide contains archived Help content for Get Found to help answer questions. However, it's no longer being updated as of March 2020.

To find answers in this guide:

- Select any title in the Contents to go directly to a specific Help article.
- Use the **Find** function (**Ctrl + F** for Windows OR **Command + F** for Mac) in your browser to search the whole PDF for specific keywords.

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Is My Business Eligible?

Get Found offers the simplest way available to get your local business listed on top sites across the Web. With our one-stop shop, you submit your business information — such as name, hours, address, phone number — and that information is automatically updated on top sites across the Web. Those sites include social media sites such as Facebook; local review and directory sites such as Yelp, Foursquare and TripAdvisor; plus Google, and other search engine sites.

Businesses Eligible for Get Found

Get Found does not list all types of businesses. To use Get Found, your business must have a valid USPS mailing address, a local phone number (not toll-free) and provide the majority of your goods and services face-to-face with your customers. Eligible face-to-face businesses fall into two categories:

- A **brick-and-mortar business** has a physical location or storefront where customers are welcome to visit during posted business hours. Examples include spas, restaurants, florists, retail stores, and beauty salons.
    - If you provide sales at a brick-and-mortar location, regardless of whether you also have Online or Service Area sales, you are considered a brick-and-mortar business.
- You have a **service-based business** if you do not operate out of a physical location or storefront and instead travel to your customers or meet them in public. Examples include plumbers, photographers, contractors, boat charters and dog walkers.
    - If the majority of your customer interaction is not done face-to-face (e.g.: primarily by phone or email), your business is not eligible for Get Found.

Businesses Not Eligible for Get Found

If you do not work face-to-face with customers or you serve a national or global market, your business is ineligible for Get Found. Examples of these types of businesses include online stores, blogs, online services, and nationwide consultants.

The value of Get Found lies in the extensive partner network we have, and unfortunately, many of our partners do not accept national, global or online-only businesses in their local listings products. As a result, these businesses are not a good fit for Get Found and will be considered ineligible.

The Review Process

Every business that signs up for Get Found enters a quality review process. To improve your customer reach, we encourage you to state on your website whether your business services a local area or whether you work with your customers face-to-face. If our review finds that your business is not eligible, you will receive credit in your GoDaddy account for your Get Found purchase. While your business may not be eligible for Get Found, you may be able to apply the credit toward another GoDaddy online marketing tool, such as Search Engine Visibility or Website Builder.

Other Business Guidelines and Restrictions

- Businesses still under construction or not yet open should not use Get Found.
- Rentals or properties for-sale, such as condos or vacation homes, are not eligible for Get Found. Instead you should list the address of the rental/leasing office for such properties. If the business or property operates at an on-site office, the customer should list the office location.
- Brands or manufacturers cannot create a Get Found account for stores they do not own, even if those stores stock their products.
- Ongoing classes or meetings, and temporary or seasonal businesses operating at a location not owned by the listed business are not eligible for Get Found.
- Blogs, news websites and other online entertainment or promotional websites are not eligible for Get Found.
- Pyramid schemes, mass solicitations, phishing schemes and other forms of deceptive marketing are not eligible for Get Found.
- Manufacturers that provide a majority of services online or over the phone; whose physical location is not a storefront and does not have regular walk-in hours for the public are not eligible for Get Found.

- Businesses that exhibit signs of fraudulent behavior or may be impersonating an established business are not eligible for Get Found.
- Businesses with explicit or illegal content are not suitable for Get Found.
- Each business is allowed a maximum of one Get Found account per location/business model. Duplicate listings will be removed from Get Found.

Note: All Get Found businesses receive verification calls during their posted business hours to maintain accurate business information. Businesses that cannot be reached and verified may be rejected.

Introduction to the Interface

Home Tab

The Home tab shows a general overview of your Get Found account. This tab showcases:

- Basic business listing information such as name, address and phone number
- Menus or price lists in your account
- Social media activity on sites like Facebook® and Twitter®

Profile Tab

Enhance your profile in Get Found to ensure your customers see the most up-to-date and accurate information about your business online. The information you can edit in the Profile tab includes:

- Business Description
- Website URL
- Business Categories
- Contact Information
- Hours

- Business Photos
- Logos
- Types of payments accepted

Menus or Price/Service Lists

If your business has a menu or list of services, you can add it to the Get Found dashboard. From the Menus or Price List tab you can:

- Edit existing menus or price lists
- Customize your menu/price list design
- Print your menu or price list

Sites Tab

This tab allows you to see the top Get Found partner sites. The tab also includes:

- Publish time estimates for partner sites
- Information for adding your menus/price lists to your own website or mobile site
- The Get Found Scanner

> **Note:** The Get Found Scanner allows you to see how your business currently appears online to customers. Missing or inaccurate information will show up in red in the scanner results.

Insights Tab (In Beta)

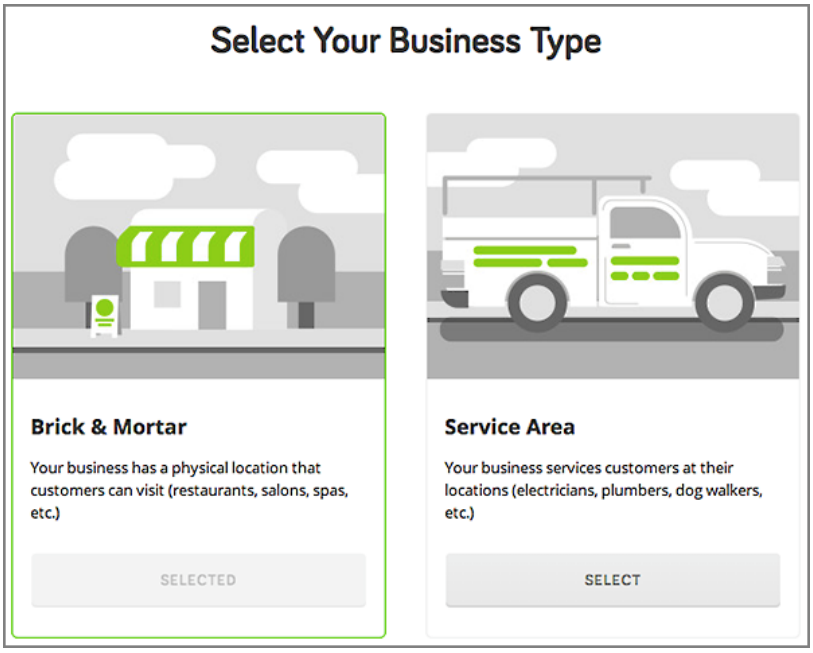
This tab includes graphs and information to help you stay informed on how your offerings and prices compare to those of similar businesses/venues in your areas. In the Insights tab, you can:

- View common items, dishes or services offered by similar venues in your area
- Compare prices of similar products/services offered in your area
- View common terms, services and businesses in your area

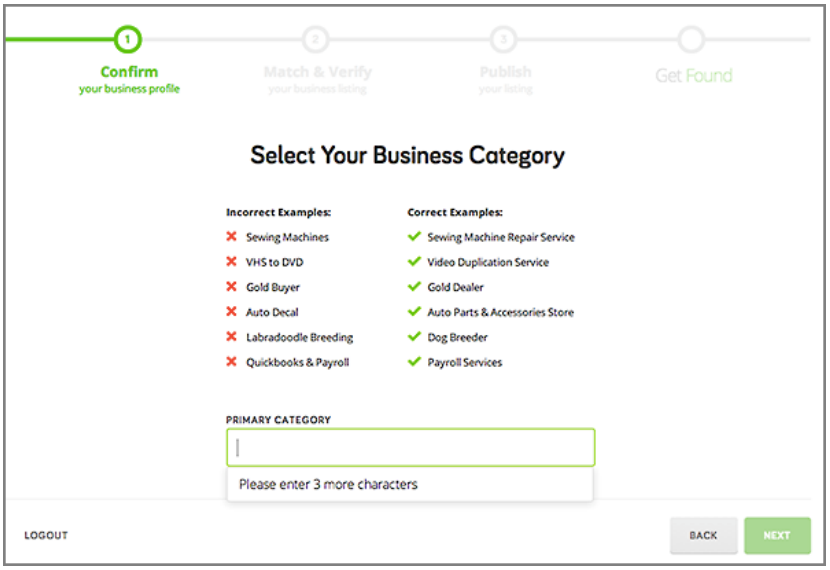
Create a business profile

Welcome to Get Found! You've taken a big step toward getting your business found online. Once you complete the steps below, your business site will be strongly positioned to rank higher in search results at top sites like Google, Bing and Yelp.

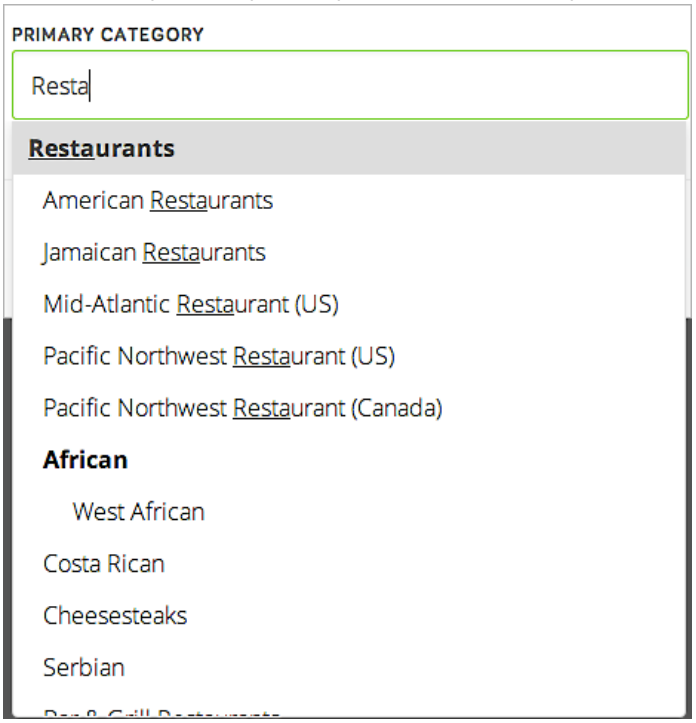
1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. In the **Select Your Business Type** window, select **Brick & Mortar** (the default) or **Service Area**.



4. Click **Next** and Get Found displays business examples based on your choice in Step 3.

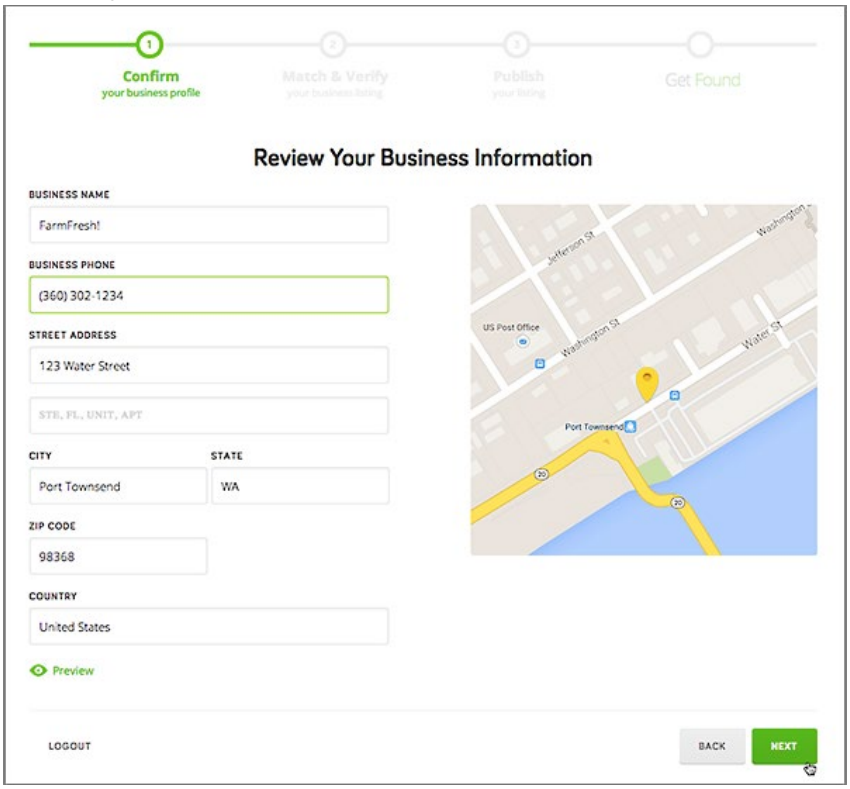


5. Begin entering a word to describe your business in the **Primary Category** and Get Found immediately displays likely choices on the fly.



6. Choose a suggestion from the menu and click **Next**.

7. Use the **Review Your Business Information** window to enter the details of your business, including name, phone and address and click **Next**.



8. If Get Found cannot validate your address, you'll see this error message: "Oops! We couldn't validate this address. Please verify your address with the USPS database and try again." Make sure you've entered the correct address.

9. Get Found will attempt to verify your business:

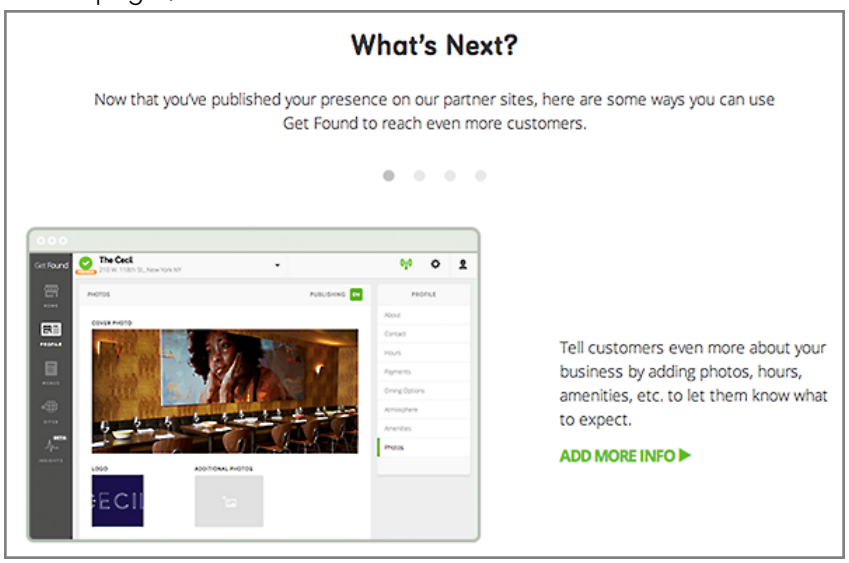
    - If Get Found matches your business listed with any of our partner sites, it will ask you to verify your business by one of three methods: email, phone or document upload. Click **Next** and repeat the process until you're done.
    - If Get Found does not find your business listed with any of our partner sites, it will ask you to verify your business by phone. Click **Next** to continue.

10. Once Get Found verifies your business, you'll see the **Ready to Publish** window. Click **Publish Now** and your updated information will be sent to our partner sites.

    Note: Before your business is published to our partner listings, your information will be reviewed for quality and may be reformatted to meet our publishing partner guidelines.

11. When Get Found confirms your action, click **Next**.

12. The first of four **What's Next** screens highlight other actions you can take: add more info to your profile, add a menu or price list, tweak your page design or check your publish status.
    - Click **ADD MORE INFO** to dive into the first action option. (When you're done with the options, click the **Finish** button and you'll be returned to your Get Found Profile page.)

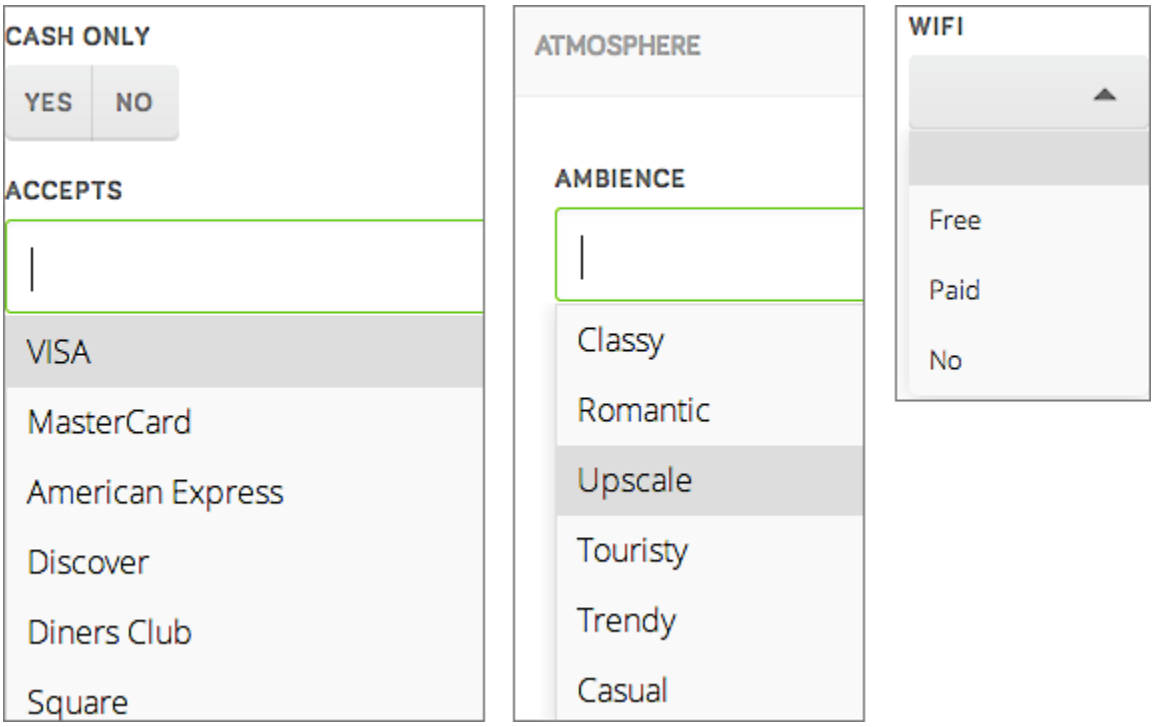


    - To return to the home page, click **Skip Tour** or click **Next** to explore the other three **What's Next** options.

Adding Details to Your Get Found Business Profile

You can easily increase your visibility on our partner sites by adding more details about your business in Get Found. The more detailed your business profile, the more likely your business will show up higher in search results on third-party sites. Filling in as many applicable categories as possible helps get your business out front when customers search for one like yours.

There are plenty of other details you can add to your Get Found business profile: photos, logos, regular and happy hours, parking availability, wheelchair access — much more:

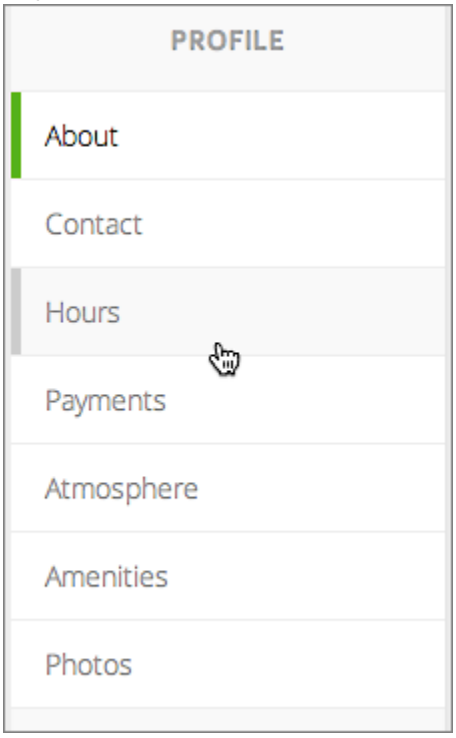


We'll send all this information to our extensive partner network so your customers can learn more about your business.

To Add Details to Your Business Profile

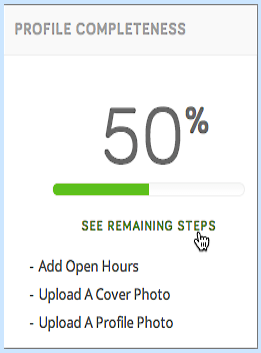
1. Click **Profile** in the left-hand toolbar.

2. Scroll down the Profile page to fill in various fields, or click the right-hand **Profile** menu to jump to a particular section of the page.



3. Once you're done, click **Save & Publish** at the top-left of the page to apply your profile changes. A green banner will confirm the save and note that it can take a week to month for all Get Found's partner sites to display your updated profile.

Note: Wonder if your profile could be better? Your Get Found Home page also displays a reminder about other details to add to your profile.



Updates to my profile

Before updated Get Found profiles are sent to our partners, we manually review any changes made to your profile. This review, which happens every time you change your business information, is done to ensure that your business information is accurate and meets our partners' guidelines.

Business name, address, phone, and website will be reviewed to ensure they meet our partner guidelines.

Note: You can make updates to your existing business information, including the name and address; however, if you start a new business you'll need to purchase a new Get Found account.

Acceptable Updates

Each Get Found account must be used to represent one unique business. All updates are acceptable so long as they are accurate, meet our partner guidelines, and are true to the business originally associated with the account.

Businesses may change the address and name fields when absolutely necessary. Significant changes to these fields are known as relocations and rebrandings. Address changes are allowed only when the last verified address is no longer the location of the business. Both address and name changes are allowed only when the core business model remains intact.

Acceptable Account Update Examples

- Lonnie created a Get Found account for "Sweets & Treats Desserts" on Main Ave in Durango. Lonnie later moved to a new space on E 2nd Ave, and closed his shop on Main Ave. This update was acceptable because Lonnie's existing business relocated.
- Gerald bought Get Found for his business "Razorsharp Landscaping". The following year he changed the name to "Gerald's Landscapes" and updated his Get Found account to reflect the new official business name. This update was acceptable because Gerald's existing business name was changed.

Unacceptable Updates

Our partners will reject any updates that indicate a single Get Found account is being used to represent multiple businesses. The business address or name can only be changed if the original address is no longer the location of the business or the original name is no longer in use. If an additional location is opening up, you must purchase a separate Get Found account to publish the new location's information.

Unacceptable Account Update Examples

- Elliott recently opened a second location for his shop "Polly's Dollies." He updates the address in Get Found even though the original location is still open. Elliott is attempting to use a single Get Found account for two separate locations. He can keep the old Get Found account and create a new account for the new location.
- Sarah updated her Get Found account for her landscaping business "Pacific North Landscaping" to "Pacific West Painting" to promote her second painting business. Sarah is attempting to use her single Get Found account for two distinct businesses. This considered account misuse and the update will be rejected. If both businesses are active, Sarah can keep the old Get Found account and create a new account for "Pacific West Painting."

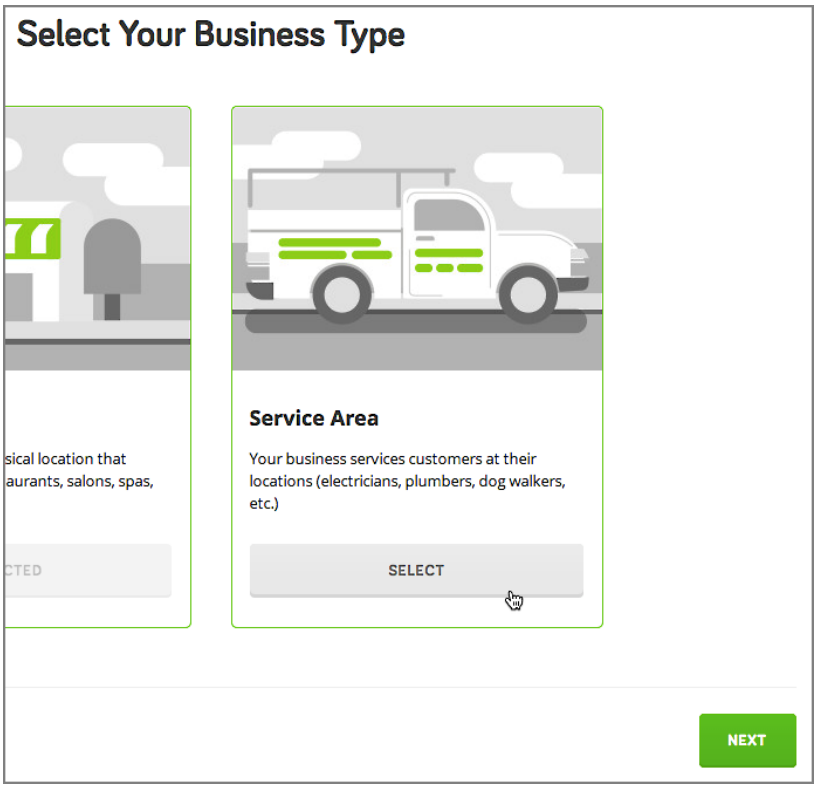
Hide my service area business address

Get Found offers the simplest way available to get your local business information listed on top sites across the Web. With our one-stop shop, you submit your business information — such as name, hours, address, phone number — and that information is automatically updated on top sites across the Web.

If you are a business that serves a local area without a physical location or store-front, you are considered a *Service Area* business. Some examples would be plumbers, food truck, contractors, boat charters and dog walkers.

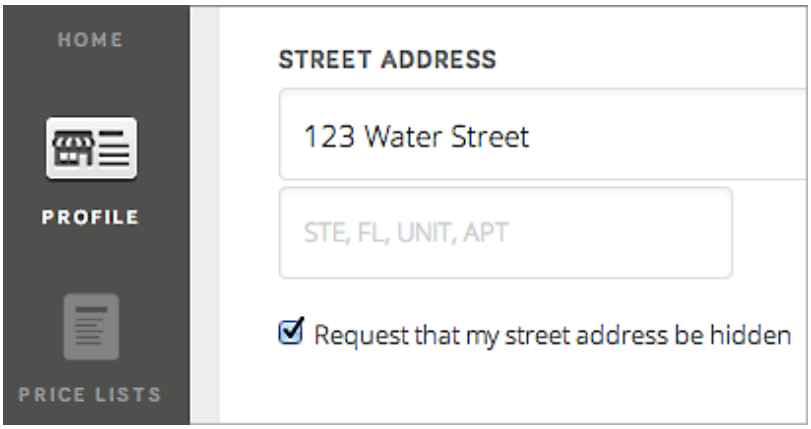
If as a *Service Area* business, you operate out of your home, have a mobile business or do not have a storefront, you may want to hide your business address. (A brick-and-mortar business *cannot* hide its street address.)

1. To hide your address, select **Service Area** as your business type when you first launch Get Found and click **Next**.



2. When you enter your business information as part of filling out your profile, go ahead and enter a valid USPS address since our partner local sites require a street address to validate your listing. But don't worry — the address need not be displayed.

3. In your profile's **Contact** section, select the **Request that my street address be hidden** checkbox.



4. Click **Save & Publish** to apply your changes.

Note: While you are required to provide a valid USPS address to ensure your business has a physical address, most Service Area businesses list the address where they receive their mail. Even though you enter an address in the Get Found sign-up process, as long as you select the Request that my street address be hidden checkbox, your address will not be displayed on any of our partner sites.

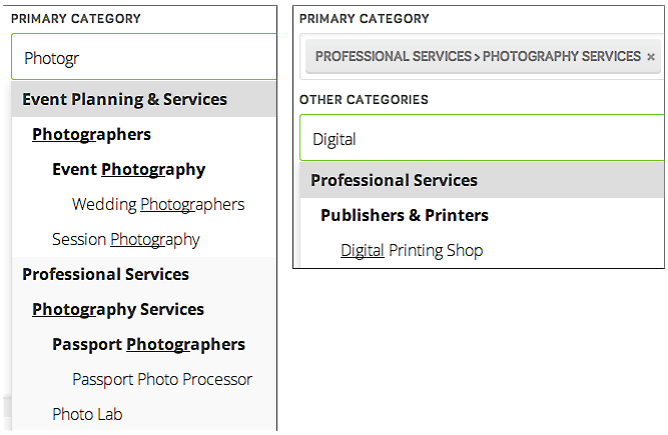
These sites can hide your service area business address:

- Google
- Bing/Cortana
- Yelp
- Foursquare
- eLocal
- Locu Places

Using Get Found's Business Categories

Your Get Found Profile ensures that your business information appears on all the major search engines, social media and top local sites. The **Primary Category** and **Other Categories** fields help Get Found identify the most appropriate ways to list your information.

Get Found's extensive categories list includes more than 2,600 different types of businesses. To make those listings easy to use, Get Found quickly begins searching for related business types as you enter text in the **Primary Category** field. Based on that information, when you then enter text in the **Other Categories** field, Get Found lists additional businesses closely related to your own. (Whenever you choose a subcategory, its primary and related "parent" categories are added automatically.)



Note: Whether **Menu Lists** or **Price Lists** displays in the left-hand toolbar depends on the category you choose when creating your **Profile**. If you choose Restaurants as your Primary Category, the toolbar displays **Menu Lists**. If you choose a service-oriented business, **Price Lists** displays.

Verify my business information for Get Found

After you purchase Get Found, we'll ask you to prove you're affiliated with the business by providing one of these items:

- a business phone number
- a business email address matching your domain
- a document displaying your business name and address

Verification ensures that you're authorized to claim and publish information for your business listings, protecting your business and our partners from unauthorized information.

Required: All Get Found customers must verify their business information before their listings can be published on partner sites. Until you verify your business, you won't be able to publish your business information.

Options to Verify Your Business with Get Found

When you're prompted to verify your business in Get Found, you may do so by email, phone, or document.

Verifying by Phone (Required for New Businesses)

To verify your business information by phone, you must be able to accept phone calls at the phone number listed in your Get Found account.

1. Select the **Phone** option as the verification method on the Get Found Welcome page. We'll make an automated call to the Business phone number on file for your business, and we'll provide a 4-digit code when you answer the call.
2. Enter the 4-digit code in Get Found to complete verification.

Note: If your business phone number includes an automated message, please verify by email or document instead.

Verification by Email

To complete email verification, you must have an email address that belongs to the same domain as the one Get Found has on file for the business - for example, if the domain is *coolexample.com*, an acceptable email address could be *owner@coolexample.com*. If your business email address doesn't fit this criteria (for example, the email address is *coolexample@**gmail.com***), please verify by phone or document instead.

1. Select the **Email** option as the verification method on the Get Found Welcome page.
2. Provide an email address that contains your business' website URL in the email extension.
3. A verification email will be sent with a link to verify your business (check your spam folder).
4. Click the verification link in the email to complete the verification process.

Verifying by Document

For a document to be valid for verification, it must:

- Include a business name and address that matches the information in the Get Found account. Acceptable examples include an energy bill, phone bill, signed lease, business license or business bank account statement. If you are having issues with verification, please contact Support.
- Be legible and not altered in any way

To Verify by Document

1. Select the **Document** option as the verification method on the Get Found Welcome page.
2. Upload a suitable document for review. Our product team will review the document, which can take up to 48 hours to complete.
3. Once your submission is verified, you will receive a confirmation email.
4. Log back into your business account and launch Get Found.

Note: If a document is rejected, try uploading another document that meets the verification criteria or try verifying instead by email or phone.

Why my Business Information may be rejected

Get Found helps you get your local business listed on top sites across the Web. However, these sites have restrictions on what type of business information they accept.

Every business that signs up for Get Found enters a quality review process. We review your information to ensure your business is accurate and meets our partner guidelines. Upon review, your business information may be reformatted to meet our publishing partner guidelines. Our goal is to ensure that the information you provide is of the highest quality, so that your business attracts the most customers.

Invalid Business Information

To use Get Found, your business must have a valid USPS mailing address, a non-toll-free local phone number, and qualify as an eligible business. A Get Found representative may contact you to correct any errors in your business information. It will not be published to our partner sites until all issues are corrected. Below are some common errors that our partners will not accept.

Invalid Addresses

The addresses you provide must be locations you own or can legally represent. Addresses for commercial mail receiving agencies will not be accepted. If you do not provide valid USPS mailing addresses you will not be able to use Get Found.

Types of Invalid Addresses

- Addresses belonging to another business with which you are not affiliated
- P.O. box addresses
- Post offices or mailing facilities
- Addresses not in the USPS Database (If you have new or unregistered addresses, visit your local post office and ask that they be added to the national USPS database.)

Invalid Phone Numbers

You must provide an active local, non-toll-free number to use Get Found. Phone numbers should direct customers to your business and be reachable during operating hours. Do not provide numbers that redirect or "refer" customers to third-party services.

Types of Invalid Phone Numbers

- Phone numbers that do not connect to your business.
- Toll-free Phone Numbers (Area Code/Prefix of 800, 855, 866, 877, 888. etc.)
- Inactive Phone Numbers

> **Note:** All Get Found businesses receive verification calls during their posted business hours to maintain accurate business information. Businesses that cannot be reached and verified may be rejected.

Creating Get Found Menu or Price List

Once you enter your basic business information, you can add a list of your offerings by clicking on **Menus Lists** or **Price Lists** in the left-hand toolbar. The choice depends on the category you chose when creating your **Profile**. If you chose Restaurants as your Primary Category, the toolbar displays **Menu Lists**. If you chose a service-oriented business, **Price Lists** displays.

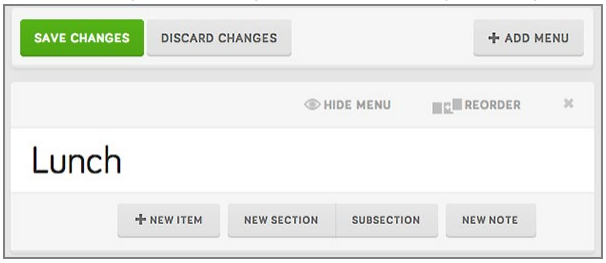
Like your other business information, a Menu or Price List is published to all of Get Found's partners, including Google, Bing, Yelp, TripAdvisor, YP, Foursquare, Citysearch, and many other smaller sites. When you change your menu or price list, Get Found automatically sends the new version to those partners. Since 97 percent of consumers search online for products or services in their area, having your menus or price lists appear on multiple websites is critical for attracting new business.

> **Note:** Auto imports are no longer available.

To Add a Get Found Menu or Price List

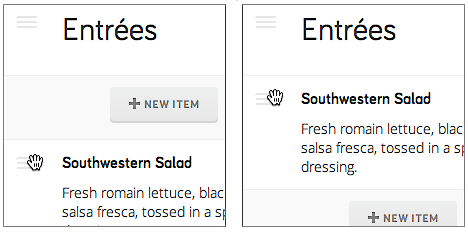
1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. Click **Menus** or **Price Lists** in the left-hand column.

4. If you choose **Create Menu**/**Price List**, enter a name for your menu and click **Submit**.
5. Your new menu displays four choices below its name. Click **New Item** or **New Section**, depending on how you want to organize your menu/price list.

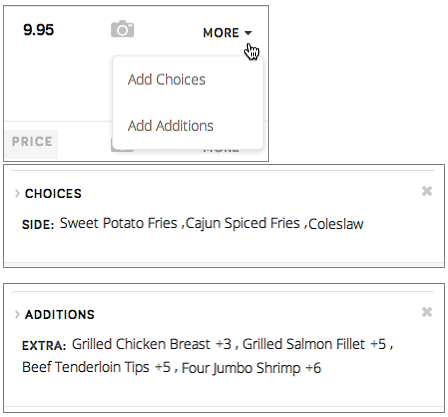


> **Note:** After creating your first menu/price list, you can add others simply by clicking **Add Menu**/**Add Price List** at the top of the window.

6. Use the **Name**, **Price** and **Add A Description** fields to enter the item or section information.
7. Press Enter/Return to add another item/section or click **X** to delete an existing item/section.
8. To move an item into a section or rearrange the order of any items, click the left-side triple bar and drag it to a new position.



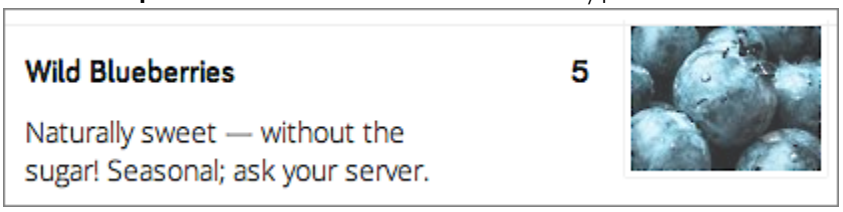
9. Click **More** to **Add Choices** for such things as side dishes or **Add Additions** for add-ons.



10. To add a photo to a menu item, click the camera icon next to the menu item, then **Upload A Photo** and browse to the photo you want to use. Use the resize/crop overlay if the image needs adjustment to fit.

> **Note:** The image you choose to upload cannot be larger than 10MB and must be formatted as a .jpeg, .jpg, .bmp or .png file. It will be automatically resized as a thumbnail image.

11. Click **Accept** to add it to the item in the menu/price list.



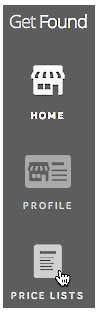
12. Click **Save Changes** to add the menu/price list to your site. It will be sent to Get Found's partner sites. (Publishing times vary based on the partner and state of the business profile.)

Editing Get Found Menus or Price Lists

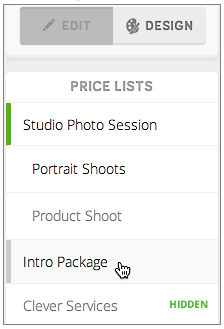
Get Found makes it easy to change a menu or price list, as well as add new ones. You also can change the order of multiple menus/price lists. Once saved, the changes are sent to Get Found's partners — unless you turn off publishing for one or more menus/price lists. The changes are then sent to Get Found's partner sites. Publishing times vary based on the partner and state of the business profile.

To Edit a Get Found Menu or Price List

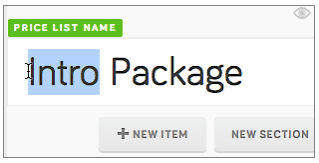
1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. Click the **Menus** or **Price Lists** tab in the left-hand column.



4. Scroll down the page to the menu/price list you want to edit, or jump to it by clicking it in the right-hand column.



5. Click in any field that you want to change (menu/price list, item, section, subsection, description, price), select the text to change and enter new text.



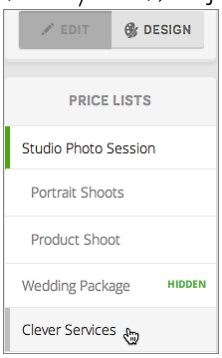
6. To move an item into a section or rearrange the order of any items *within* a menu/price list, click the left-side triple bar and drag it to a new position.

> **Note:** To change the order of entire menus/price list, see **To Reorder Menus or Price Lists** below.

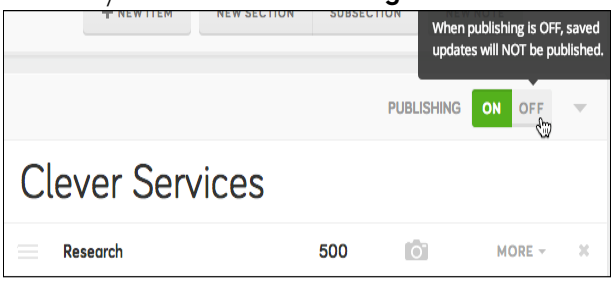
7. To delete a menu/price list, item, section or subsection, click the **X** to its right.
8. After editing the menu/price list, click **Save Changes**.

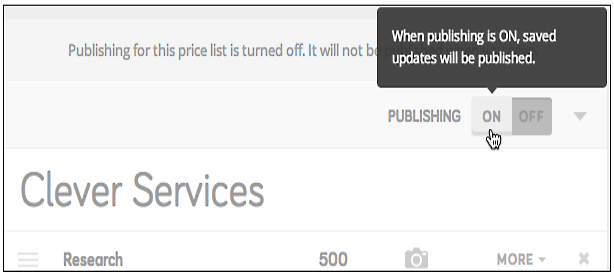
To Turn On/Off a Menu or Price List

1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. Click the **Menus** or **Price Lists** tab in the left-hand column.
4. Scroll down the page to the menu/price list for which you want to set publishing on or off (show/hide), or jump to it by clicking it in the right-hand column.



5. Depending on the whether the price list or menu is being displayed or not, click **On**/**Off** next to **Publishing**.



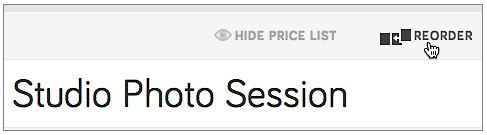


6. When you're done, click **Save Changes**.

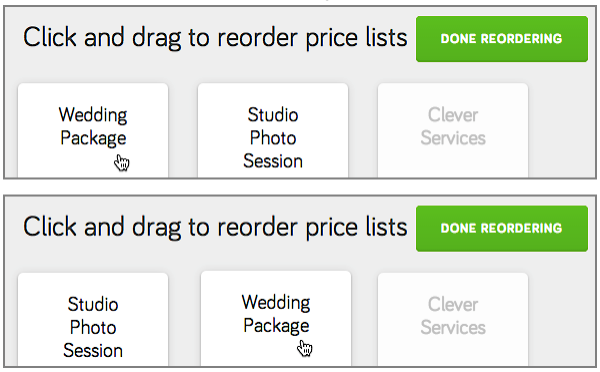
Note: When a menu/price list is set to **Off** (hidden), it's not published on any of Get Found's partner sites. This is useful if, for example, you have seasonal menus or occasional promotional price lists that you want to toggle on/off. It also enables you to build and save a menu/price list before actually publishing it.

To Reorder Menus or Price Lists

1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. Click the **Menus** or **Price Lists** tab in the left-hand column.
4. Click **Reorder** in the upper right of any menu/price list. (It doesn't need to be the one you want to reorder.)



5. Click on the menu/price list whose display order you want to change and drag it to its new position. If needed, you can reorder more than one menu/price list.



> **Note:** Menus/price lists with the Publishing button set to Off are dimmed. Their positions cannot be changed unless you first turn them On.

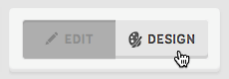
6. When you're done, click **Done Reordering** to close the window.
7. In the main window, click **Save Changes**.

Customizing Get Found Menu or Price List

While the Visual Mode and Text Mode make it easy for you to add, edit and change your menus or price lists, Get Found also includes a design tool for customizing the *templates* that generate your menus and price lists.

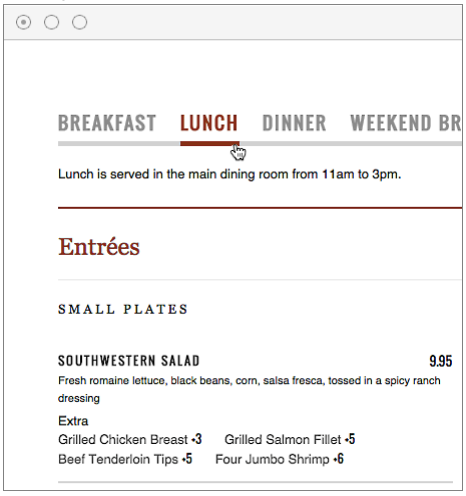
To Customize a Get Found Menu or Price List

1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. Click the **Menus** or **Price Lists** tab in the left-hand column.
4. Click **Design** in the upper-right of your screen.



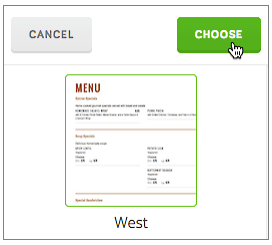
5. Click **Customize Design** to begin changing a template design.

6. Scroll through the design templates in the left-hand column and click ones you want to inspect in the main window.
7. Click **Show With My Menu** to see exactly how your own menu looks with the selected template. (If you have more than one menu/price list, click in the main window on the one you want to see.)

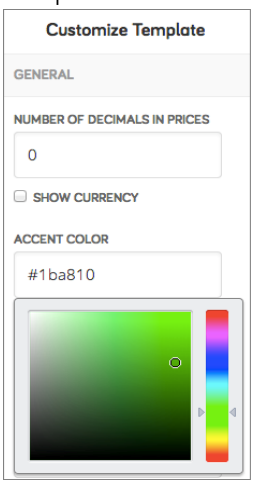


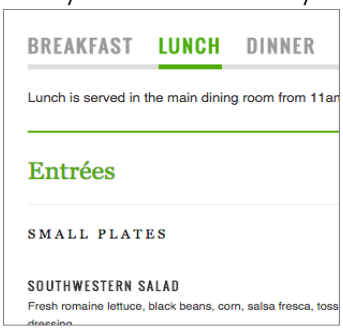
8. If you're not happy with the results, click another template in the left-hand column or click **Back To The Example** to stop using your own menu.

9. Once you find a template you want to use, click **Choose** at the top of the left-hand column.



10. The left-hand column now displays various fields, which you can use to customize the template and immediately see the effect in your menu.

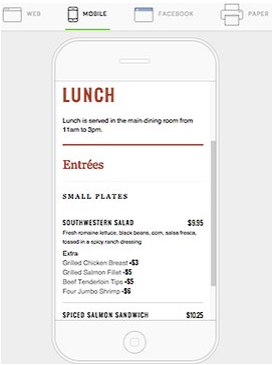




11. Once you're done making changes, click **Save & Publish** at the top of the left-hand column and Get Found returns you to the menu/price list page.

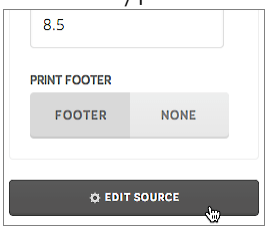
Comparing Device Views

As you work, you can see how your existing menu/price list looks in different views by clicking **Web**, **Mobile**, **Facebook** or **Paper** in the bar above the main window.



Using the Edit Source Option

You can directly edit the the Menu/Price List Template code by clicking **Edit Source** at the bottom of the left-hand column. If you have coding knowledge, you can completely customize the menu/price list template to fit seamlessly within your existing website.



Editing Get Found Menu or Price List in Text Mode

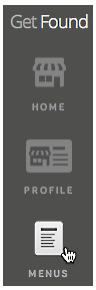
Whether you run a restaurant — and need menus — or work as a consultant — and need price lists — Get Found gives you two ways to create them: Visual Mode and Text Mode.

Mode	Description
Visual	(*Default*) Uses buttons and a step-by-step process to generate new menus or prices lists and then add sections, individual items and options.
Text	Lets users enter text directly to create different elements of a menu or price list using specifically defined symbols.

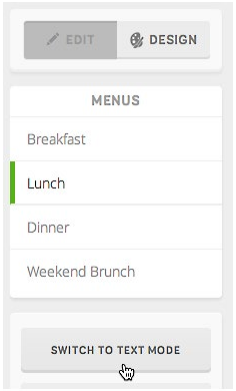
Because Visual Mode is the default, you'll need to manually switch to Text Mode if you want to use it.

To Work in Text Mode

1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. In the left-hand column, click **Menus** or **Price Lists**.



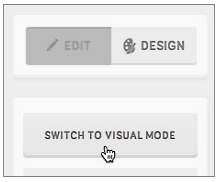
4. In the right-hand column, click on the menu or price list you want to edit and then click **Switch To Text Mode**.



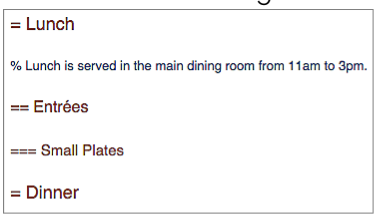
5. Text mode displays *all* of your menus or price lists, each of which begins with **=**. Click at the end of the line just *above* where you want to add text and press Enter/Return.

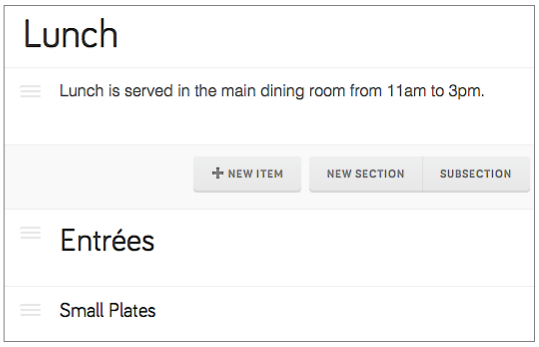
6. Begin entering the text for your menu or price list. Use the *Key to Text Mode Entries* table below as a guide for entering the special text and symbols used to create sections, subsections, choices and options.

7. To see how text mode's special text and symbols display, click **Switch To Visual Mode**.



8. Toggle between the modes (text on left, visual on right) as you work until you get comfortable working in text mode.





9. If you need to rearrange items while in text mode, you can copy the text and paste it into a new spot within the menu or price list.

10. Once you're done, click **Save Changes** at the top of the page.

Key to Text Mode Entries

To Create	Enter	Where It Displays
Menu or Price List	**=** *Header Name*	At the top of a new menu/price list
Section	**==** *Section Name*	At the top of a new section
Subsection	**===** *Subsection Name*	At the top of a new subsection
Text	**% *Text***	Anywhere within a menu/price list **NOTE:** If you enter text without the proceeding %, it gets treated as an Item/Service Name.
Item/Service	*Item/Service Name* *Description* *Price*	Anywhere within a menu/price list
Choice of options (only one choice possible)	**choose:** *Choice Name* *Choice 1* *Choice 2* *Choice 3*	Right under a section, subsection or menu/price list item
Options you can add to an item (multiple selections available)	**add:** *Option Name* *Option 1*: +*Price* *Option 2*: +*Price* *Option 3*: +*Price*	Right under a section, subsection or menu/price list item

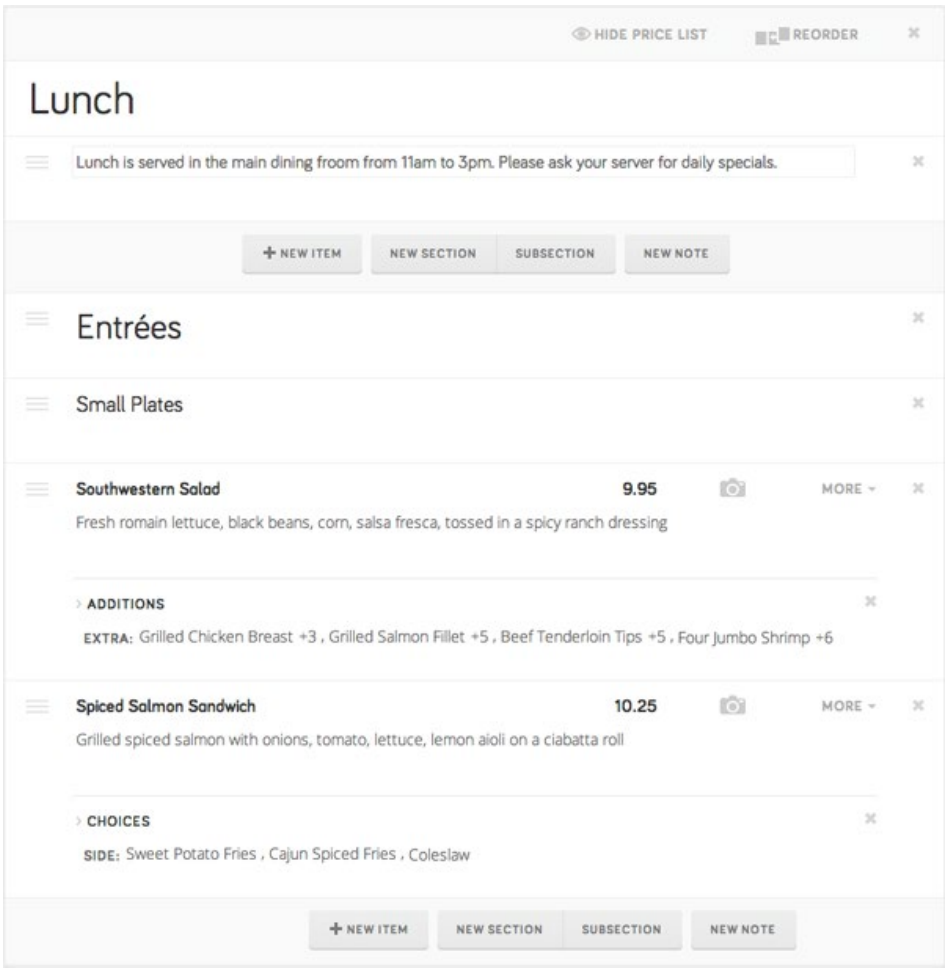
To see how this actually works, we have some examples for you.

Text Mode Examples

For example, if as a restaurant you enter the following text:

```
= Lunch

% Lunch is served in the main dining from from 11am to 3pm. Please ask your server
for daily specials.

== Entrées

=== Small Plates

Southwestern Salad
Fresh romain lettuce, black beans, corn, salsa fresca, tossed in a spicy ranch
dressing
9.95
add: Extra
 Grilled Chicken Breast: +3
 Grilled Salmon Fillet: +5
 Beef Tenderloin Tips: +5
 Four Jumbo Shrimp: +6

Spiced Salmon Sandwich
Grilled spiced salmon with onions, tomato, lettuce, lemon aioli on a ciabatta roll
10.25
choose: Side
 Sweet Potato Fries
 Cajun Spiced Fries
 Coleslaw
```

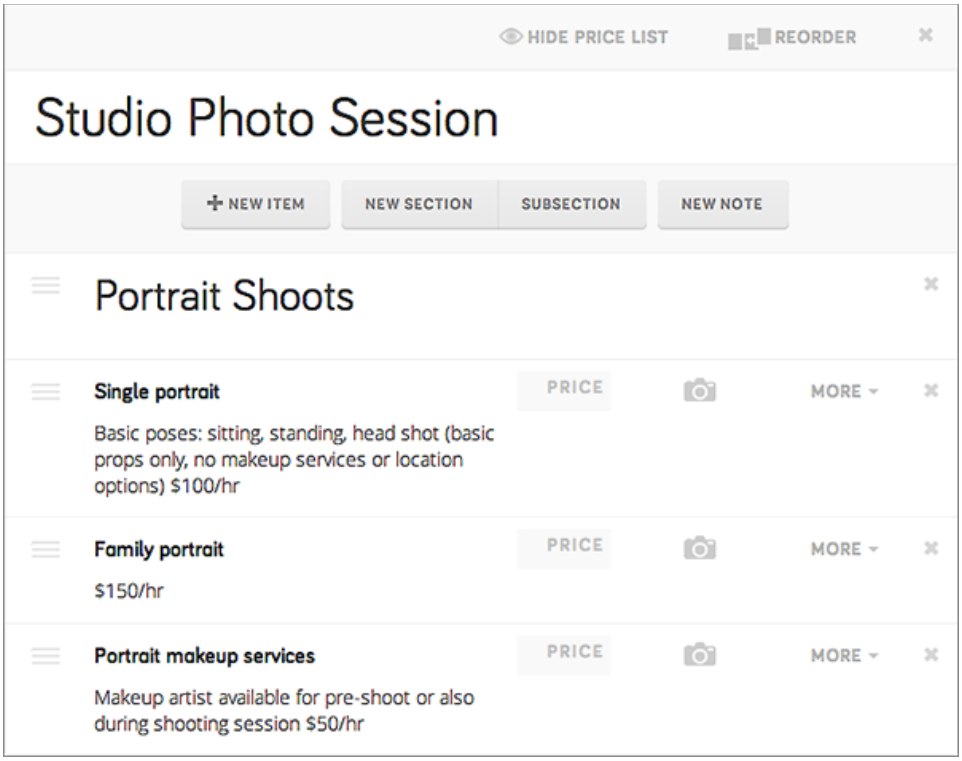
It would create a menu that looks like this:



Or if, as a service business, you enter the following text:

```
= Studio Photo Session

== Portrait Shoots

Single portrait
Basic poses: sitting, standing, head shot (basic props only, no makeup services or
location options) $100/hr

Family portrait
$150/hr

Portrait makeup services
Makeup artist available for pre-shoot or also during shooting session $50/hr
```

It would create a price list that looks like this:



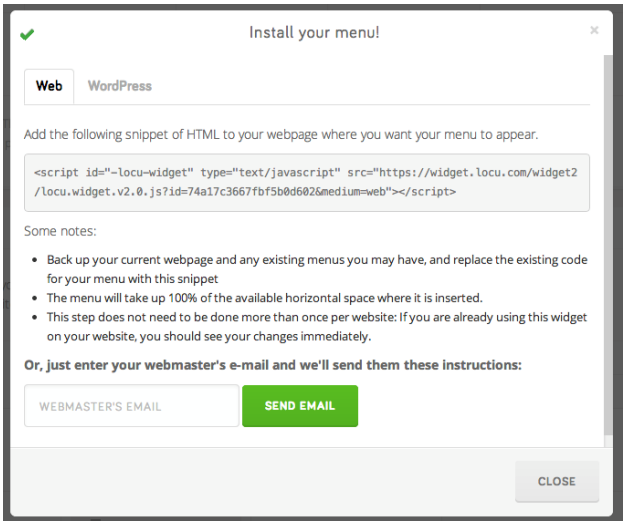
Adding Get Found Menu/Price List Widget To Your Own Website

Follow these steps to install the Get Found price list and menu widget on your own website. It's as simple as installing a single line of HTML code into your website editor. Once installed, any updates you make on your Get Found Dashboard will be instantly published to your own website.

To Install Get Found Menu or Price List Widget on Your Own Website

1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. From the Homepage, click on the **Sites** tab on the left of the dashboard.

4. Scroll down to the **Your Sites** section of the page.
5. Click **Install On My Website**.
6. A pop-up window will appear with the HTML code and instructions for installation. (See below.)
7. To install the widget on your website, copy and paste the HTML code into your website's HTML editor.
8. If someone else manages your website for you, simply enter their e-mail address in the **Webmaster Email Box** at the bottom of the window and click **Send Email** to send them directions on how to install the HTML on your behalf.



Note: This is a one-time installation and all edits to the design and content can be made from the Get Found Dashboard.

Activating Menus for Your OpenTable Profile

OpenTable provides its customers with free Get Found (Locu) accounts so they can easily add and update their restaurant menus to their OpenTable listing. Get Found (Locu) provides the publishing platform that enables you to display and edit those menus.

1. Log in to your OpenTable Restaurant Center account.
2. Go to the **Profile** tab and click **Menus**.

3. Click the **Manage My Menus** button.
4. Create a password for your account. Save this login information for future reference and change it at any time from your Profile page within the dashboard.
5. You're ready to start adding and editing your menu content.

Installing Get Found Menu/Price List Facebook App

Get Found is a product designed to help small businesses take control of their online presence and get found by more customers, and our Facebook price list/menu app lets you display your offerings on your Facebook Business Page. The Get Found price list or menu will appear as an app next to your business information in the upper right side of the profile.

After purchasing your Essential or Ultimate Get Found account, follow these steps to install the Get Found Price List/Menu App:

To Install the Get Found Price List/Menu Facebook App

1. Log in to your GoDaddy account.
2. Click **Get Found**, and then click **Manage**.
3. In the Get Found product, visit the **Sites** tab.
4. On the **Sites** tab in the list of publishing partners, find the Facebook icon and click the **Setup** button.
5. Click the **Connect with Facebook** button and log in to your Facebook account.

> **Note:** The account that you use to sign in should have admin access to your business's Facebook Page before proceeding. Don't worry, Facebook will ask you to log in to your personal account, but the price list and menu app will only be installed on the Facebook Business Page that you select.

6. If you are an administrator on multiple Facebook pages be sure to select the correct business from the drop down list.

Note: If you have multiple locations that share one Facebook page, you will only be able to install one Get Found app per Facebook page.

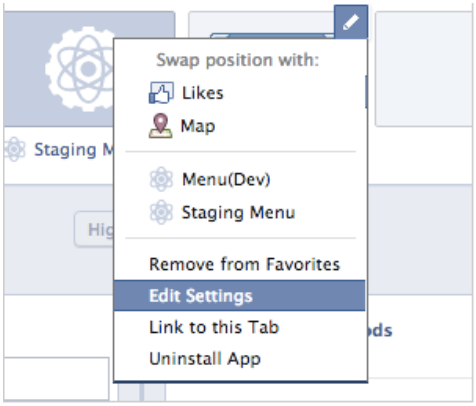
Changing the Image and Name for Your Get Found Facebook App

It's important to brand your business as much as possible using images, colors, logos and fonts that represent your business. Use the following information to update the menu button on your Facebook Business page to further strengthen your online brand:

To Change the Image and Name for Your Get Found Facebook App

1. To update the image that displays for your Get Found menu/list, go to your business's Facebook page (where the app has been installed).
2. When you hover over the apps installed on your page you will see a small pencil appear in the upper right corner of the app you are mousing over.
3. Click on the pencil and then click **Edit Settings**.

4. The next screen that displays will let you change both the image and the name that appears on the app.



Connecting Get Found To Your Google Plus or Google My Business Page

Get Found creates Google My Business pages for businesses that do not yet have a page setup. If you already have set up a Google My Business account, you can set up your Get Found account so that changes to your Get Found page are automatically sent to Google for publishing on your pages there. Google users without Google My Business account will not be able to set up Get Found to manage their Google page.

To manage your Google My Business account using Get Found, you will need to set **get-found-manager@godaddy.com** as the manager of your account. Once that's done, you can control all of your business information and make updates from one place — the Get Found dashboard.

1. Visit **www.google.com/business** and log in to your Google My Business Account.
2. If you have multiple businesses, choose the business that you set up on Get Found.
3. On the left, click **Users**.
4. Select the **Invite new users** icon in the upper right corner of the popup window.

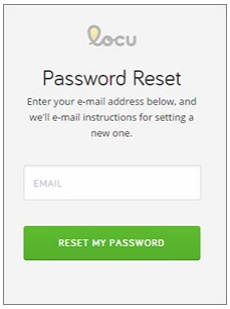
5. Enter the email address of **get-found-manager@godaddy.com**.
6. To select the user's role, click **Choose a role** and select **Manager**.
7. Click the **Invite** button to complete the connection process. Once we receive the invitation, you will be emailed a notification that we have connected to your page.

Resetting Locu Passwords & Recovering Email Addresses

Have you forgotten or lost your Locu password? No worries: It's one of the most common issues for all our customers. The instructions below will get you back in business in no time.

GoDaddy acquired Locu, Inc. in 2013 and rebranded the menu/price list editor and listings tool as GoDaddy's Get Found product. If you were a customer of the *original Locu product* you can still access your account by visiting https://locu.godaddy.com/login/

1. Go to https://locu.godaddy.com/password/reset/.
2. Enter the email address you used when you first set up your Locu account. (If you don't remember the account's email address, see the next section.)



3. Click **Reset My Password**.
4. We'll send you an email containing instructions on how to reset your password.

> **Note:** If you don't receive our email within a few minutes, check your junk mail folder. If you still don't see the email, make sure you're checking the email account you entered in Step 2 or contact **Support** to make sure the email is associated with your Locu account.

To Recover a Locu Account's Forgotten Email Address

If you can't remember the email address you used when signing up for Locu, contact **Phone Support** using the phone number or **Chat With Us** button in this page's right-hand column.

Claiming Or Removing A Get Found Page About Your Business

Your business may be among the 1.2 million businesses that already have a Get Found listing page — even if you're not a Get Found customer. These listing pages are created for every business we discover when crawling the Web in search of local businesses, as well as for every Get Found customer.

By purchasing Get Found, you can claim and update that page — and discover the power of having one place where you can manage all your business listings. If you're a restaurant, you can easily add menus using Get Found's templates. If you're a service business, use our price list template. Or quickly add photos, logos and information about your hours, parking availability, wheelchair access and much more.

Every time you update your Get Found account, we update your business's Get Found page, as well as send the new data to our publishing partners — such as Google, Bing, Yelp and Foursquare — ensuring the widest possible audience for your business.

If you prefer, however, you can have the page deactivated. Just contact GoDaddy support and we'll remove the page from the Web.

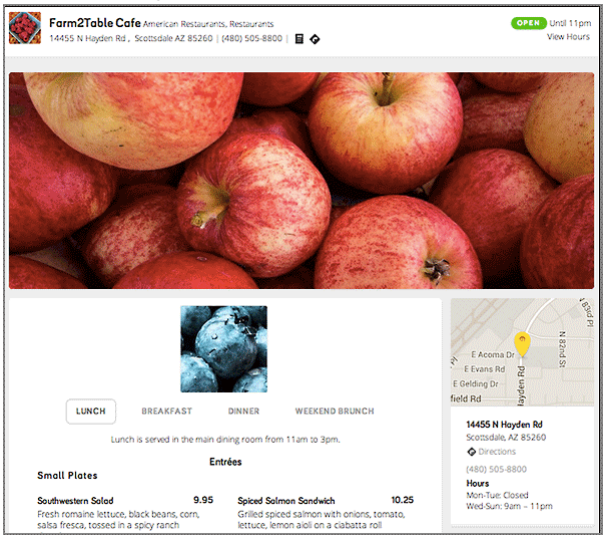
Get Found FAQs

Note: Get Found is currently only available for U.S. based customers (except Puerto Rico).

How Does Get Found Work?

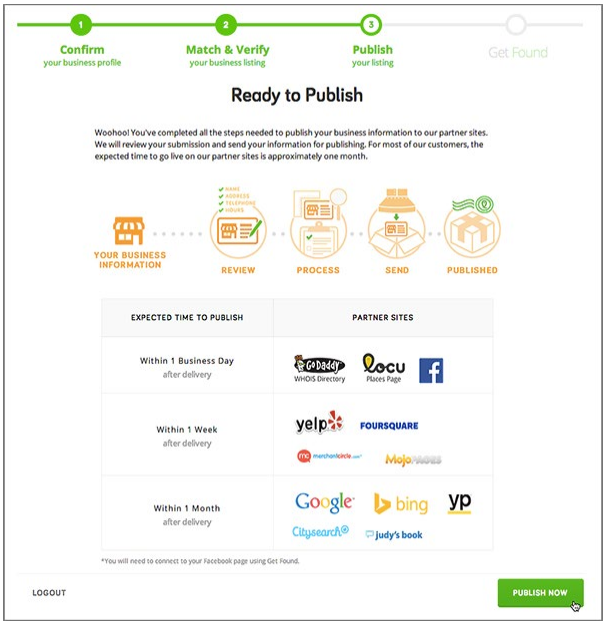
When you join Get Found by Locu, you'll be asked to create a profile by entering basic information about your business — address, hours, phone number and other key. We then create a Locu Places page to display all of that information and enhance your exposure on the Web. By the way, you need not have a business website: your Locu Places page can also serve as your business's main profile on the Web.

The Locu Places page can also include photos of your business, logos. menus or prices lists and even a Google map with a directions link so customers can always find your business.



Note: All three Get Found plans — Starter, Essential and Ultimate — also include a listing in GoDaddy's Whols, which is a directory of all online domains. Like the Locu Places page, the directory helps claim your place on the Web.

Once you enter your basic business information, Get Found verifies your address and business. Then simply click **Publish Now**. (You can add more details to your business profile at any time.)



Why Do I Have To Verify My Business?

If we do not find any listings on the Web that match your business profile, or if you are a new business or if you purchased a Starter plan, you will not have to complete the verification process.

However, for businesses with a current listing or presence on our partner sites, we will need you to verify your business. This protects your business so others cannot spread incorrect information about you online. There are three ways to verify your business for Get Found: Phone, Email or Document.

What Happens When My Page Is Published?

Once your business is verified and you click "Publish Now," your business information is sent to our many publishing partners, including Google, Bing, Yelp and Foursquare. This ensures the widest possible exposure for your business — the more places your listing appears on the Web, the higher your business will rank in the results of search engines like Google® and Bing®.

If you do not have a listing or presence on one of our partner sites, a new listing will be created for your business. On partner sites where you already have a presence, Get Found compares your latest Get Found information with those sites. If the information does not match, those sites are updated based on your current Get Found business profile. Edit once in Get Found and publish everywhere — that's just one of Get Found's many advantages.

What Sites Publish My Get Found Business Profile?

Get Found is constantly working on adding new partners to the partner network. The distribution network includes all the top local search sites ranging from big names like Google and Yelp, to smaller sites like Judy's Book. To see a list of our top partner sites, take a look at Get Found's Plan Details and click **View Sites**.

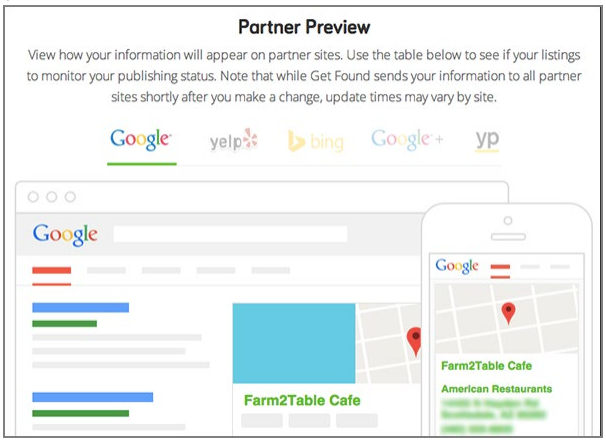
What Are The Recommendations For Image Sizes?

Logo: 100 x 100 pixels and Cover Photo: 1075 x 500 pixels

When Will My Profile Appear On Sites?

Publishing times vary based on the partner site and the state of your business profile. Some partner sites update listings instantly; other sites can take up to eight weeks. In general, creating a *new listing* on a partner site will take longer than updating existing information. The Get Found team is constantly working on improving publish rates, so stay tuned for more up-to-date information.

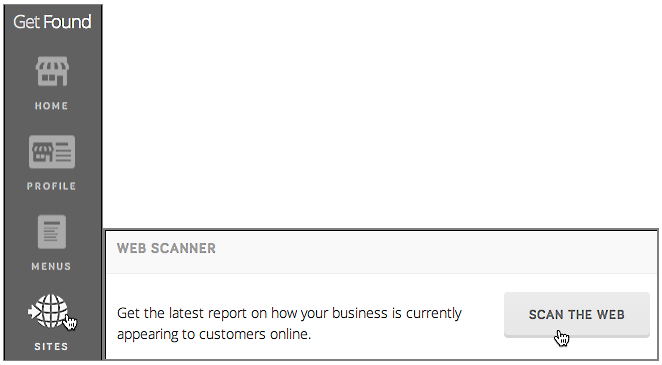
To get a general sense of how your listing will be displayed on various partner sites, click **Sites** in your Get Found dashboard and look at the **Partner Preview** section.



Can I Check My Business Listing On Partner Sites?

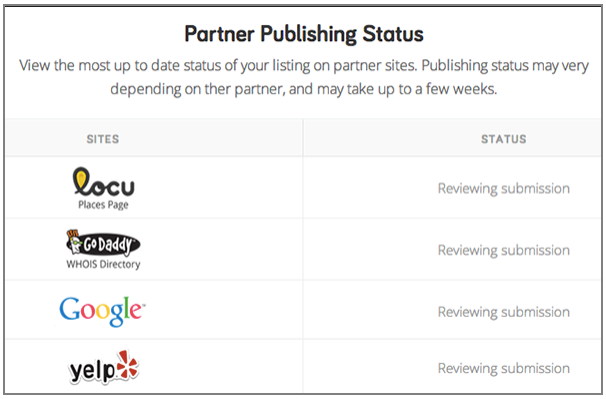
Some of our partner sites will send you an email when your business has been updated on their site.

You can also monitor your business by clicking **Sites** in your Get Found dashboard and clicking **Scan The Web** at the bottom of that page.



The scanner results will show if you have any missing or incorrect business information on any partner sites, or if any of your updates are still being processed.

To see your listing on partner sites, visit those websites directly and enter in your business information. Or click **Sites** in your Get Found dashboard and take a look at the **Partner Publishing Status**.



Why Is My Listing Not Appearing or Not Updating?

Sometimes you may have trouble publishing to Get Found's distribution network, either a listing is not being created or an existing listing is not being updated. Call the 24/7 Support number or click the Chat Support button in this page's right-hand column.

Why Am I Getting a '500' Error?

Customers trying to log in occasionally receive a 500 error (internal server error). The most common reason is that there are two user accounts with the same email address, and they are both administrators on the same business listing. Call the **24/7 Support** number or click the **Chat With Us** button in this page's right-hand column.

Why Isn't My Business Listed In Get Found Already?

The Get Found product continually searches the Web to add new businesses to its database, but sometimes a business might fall through the cracks. If you are a new business, or don't have a strong Web presence, you might not appear in the Get Found search. But don't worry. Once you sign up for Get Found, you will be able to add your business to our database and to all of our partner sites online.

FAQs for OpenTable Customers

Looking for help in displaying your restaurant menus on your OpenTable profile page? Here are answers to the most common questions from OpenTable customers. Don't know how to turn on your OpenTable menus?

For more general information about menus, take a look at **Creating Get Found Menu or Price List**, which applies equally to Get Found *and* Locu customers.

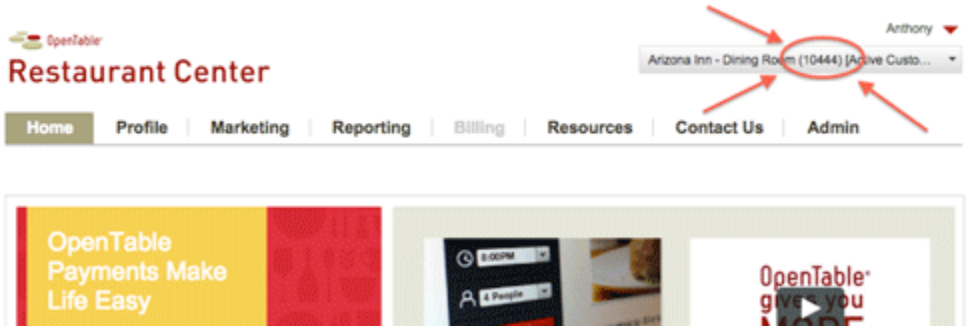
Note: Get Found customers with a restaurant business can publish to the OpenTable restaurant reservation and review platform only if they are a current paying *OpenTable* customer.

How Do I Contact Support And What Will I Need?

To Find Your Restaurant's RID Before Contacting Support

Both OpenTable customers and OpenTable account managers will need to provide the restaurant RID number and business zip code for account validation.

1. Log in to your account at the https://www.otrestaurant.com/.
2. Once you log in, you'll find your restaurant's RID number in the top right hand corner of your account.



What Should I Do If My Menus Aren't Displaying Properly?

To Fix a Missing Menu Tab

If the Menu tab is missing from your OpenTable listing, contact your GoDaddy account or OpenTable Customer Service at (800) 673-6822 for help activating this tab. OpenTable support simply needs to set an option so that you can display 3rd party menus.

To Fix a Menu Tab That Won't Update or Displays Another Restaurant's Menu

The most common reason for this usually involves the OpenTable RID number and which venue it's associated with. Sometimes our automatic system for preventing duplicates merges two businesses that share the same physical address. Again, contact your GoDaddy account or OpenTable Customer Service at (800) 673-6822 for help.

How Do Free and Paid Get Found (Locu) Accounts Differ?

The advantages of a paid Get Found (Locu) account include:

- Extend your reach beyond OpenTable customers: Publish your menus and other business information on Google, Bing, Yelp and more than a dozen other publishing partners.
- The Get Found (Locu) website menu widget includes advanced design features such as the ability to publish photos of menu items, greater customization and more templates to choose from.

What's the Relationship Between OpenTable and Get Found (Locu)?

OpenTable (founded in 1998) and Locu (founded in 2012) have always been separate companies. Locu was re-branded as Get Found after being acquired by GoDaddy in September, 2013.