

## How To Edit Your Business Information on Google

Keep your business information on Google accurate and up to date by editing your Google My Business listing. You can change information like your address, hours, contact info, and photos to help potential customers find you and learn more about your business.

If you haven't already, [add or claim your business](#), then [verify your business listing](#) so it's eligible to appear on Search, Maps, and other Google services.

You can also edit your information without verifying your business. The changes can include the name, category, address, hours, phone number, and website. After approval, these changes can be published even before the business is verified on Google Search and Maps. Some users may still need to verify their business first before editing their information.

### Edit Your Business Information: Computer

1. Sign in to [Google My Business](#).
2. If you have multiple locations, open the location you'd like to manage.
3. In the menu on the left, click Info.
4. Make your edits. After each attribute you edit, click Apply.
5. After you submit your edits, the status next to the information you edited will be "Under review."
6. To remove a section, next to the section, click Remove Remove. Keep in mind:
7. Removing information from our active servers could take up to 60 days. It also may stay in our backup systems longer.
8. You can't remove information that's also publicly available or from other sources.
9. You can't edit editorial summaries or keywords from the web that appear next to your business.

### Edit Your Business Information With the Mobile App

1. On your phone or tablet, open the Google My Business app My Business.
2. Tap Profile and then Edit.
3. Next to the information you want to change, tap Edit.
4. After each information you edit, tap Apply.

### Edit your info from your Business Profile on Google Maps

If you're an owner or manager of a business who have one or more verified listings, you can edit your info directly from your Business Profile on the Google Maps app:

1. On your phone or tablet, open Google Maps.
2. To open your Business Profile, enter your business name in the search bar or tap Menu Menu and then Your business.
3. In the toolbar, tap Edit info.
4. When you're done, in the top-right corner, tap Submit Send.
5. You can see your edits on your Business Profile immediately.

### Types of Edits

- Business Name
- Category
- Address
- Service Area
- Hours
- Phone
- Website
- Attributes
- Photos
- Business Description
- Opening Date
- Menu/Services (Limited Availability)
- Check-in and Check-out Times (Hotels Only)
- Hotel Information (Hotels Only)

### What Happens To Your Edits

Google may review edits you make to your verified business information to make sure they follow the [guidelines for representing your business on Google](#).

After you've saved your changes, edits will be:

- Accepted
- [Pending review](#)

- [Unaccepted](#)

Note: It typically takes several minutes to see accepted edits publicly in Search and Maps.

### **Pending Edits**

If Google hasn't reviewed your edits, you'll see:

- "Some edits are pending" at the top of your dashboard
- "Pending" status within the field on a computer or underlined on mobile

### **Unaccepted Edits**

Google may [review edits for quality](#) before publishing them, so sometimes you'll see we haven't accepted some of your edits.

If this happens, you'll see "We have updated your business information based on user reports and our data" at the top of your dashboard. Learn more about [Google updates](#).

The fields which we haven't accepted will display with an "Updated" status within the field. You'll also see this status update if your business information is updated from other sources.

If you believe your business information on Google is incorrect, [contact Google](#).

### **Unverified Listings**

All business owners who sign up for Google My Business, but haven't verified their business, can edit some of their main business information through their Google My Business account on the computer and the mobile app. Once approved, these changes can be published even before the business is verified on Google Search and Maps. Some users may still need to verify their business first before editing their information.

Business information that can change include the name, category, address, hours, phone number, and website.

### **Google Updates**

You see "Google updates" when we get reports that your business information may be incorrect. These reports come from various sources and help give customers the most accurate, up-to-date information about your business.

You can [review and edit](#) Google updates in your Google My Business dashboard.

### **Add or Edit Your Business Address**

All business owners who sign up for Google My Business, but haven't verified their business, can edit some of their main business information through their Google My Business account on the computer and the mobile app. Once approved, these changes can be published even before the business is verified on Google Search and Maps. Some

To help customers accurately locate your business on Google Maps and Search, enter your business address in Google My Business.

The business address you enter will be shown publicly on your listing. If you don't serve customers at your business address, leave the address field blank and [list your service area](#) instead.

### Address Guidelines

To verify your business, you must enter a business address that Google can locate. Make sure your address listing follows the [address guidelines](#) so we can accurately display it. Keep in mind:

1. Make sure you enter the complete and exact street address for your location (Example: "1600 Amphitheatre Parkway, Mountain View, CA, 94043").
2. Include suite numbers, floors, building numbers, etc.
3. Only include information that's part of your official address. Include information like cross-streets and nearby landmarks only in regions where the official street address doesn't accurately pinpoint your location. For example, avoid adding "Corner of Main St. and Washington Ave." or "Across from Central Park."

### How to Add or Edit Your Address

To add or edit your business address, follow these steps:

1. Sign in to Google My Business.
2. If you have multiple locations, open the location you'd like to manage.
3. From the menu, click Info.
4. Click the address field Location.
5. Enter your address following the guidelines above, then click Apply.
6. If we can't find your address, you'll see a red Set marker location button appear over a map of your city on the right side of the window. Click Set marker location.
7. A map will appear with a red pin on your business location. You can drag this pin on the map. Place the pin at the center of your location. (For example, if you manage a store that's located in a strip mall, place the pin in the center of it inside the mall.) To zoom in and out, use zoom in Zoom in and zoom out Zoom out at the right of the screen.
8. After you pinpoint the center of your location, click Apply. We may review your edits for quality before they're published.

### How to Remove Your Address

Note: If you remove your business address, your listing will instead only show your service area. (If you haven't entered a service area, a local area will be chosen for you by default. You can then edit it as needed.)

To remove your business address, follow these steps:

1. Sign in to Google My Business.
2. If you have multiple locations, open the location you'd like to manage.
3. From the menu, click Info.
4. Click the address field Location.
5. Click Clear address, then click Apply.

### Add or Edit Your Service Area

If your business serves customers within a specific service area, you can list your service area on your Google My Business listing. Listing your service area helps let customers know where you'll go to visit or deliver to them.

The service area feature is designed for businesses who visit or deliver to local customers. For example, it can be used by:

- A business that visits or delivers to customers, but doesn't serve customers at its business address (e.g. a plumber or cleaning service).
- A business that serves customers at its business address, but also visits or delivers to customers (e.g. a restaurant that also delivers food).

### How It Works

You can set your service area based on the cities, postal codes, or other areas that you serve.

Note: You can no longer set your service area as a distance around your business. If you previously entered a distance around your business, you won't be able to edit it. Instead, you'll need to specify your service area by city, postal code, or other area(s).

Keep in mind the following if you update your business information:

- If you don't serve customers at your business address, leave the address field blank and only enter your service area.
- If you serve customers at your business address but also have a service area, enter both your address and service area.

To verify a [pure services](#) listing, follow the steps:

1. Sign in to Google My Business.
2. If you have multiple locations, open the location you'd like to manage.
3. To get to the "Home" tab, from the menu, click Home.
4. Find the "Verification needed" card, and click Verify now.

5. Enter your address, and click Next.
6. Select a verification option to finish the verification process.

Important: Pure service-area businesses should not enter an address under the “Info” tab in the Google My Business dashboard. The “business location” field should stay blank.

### **Edit a Service Area**

To add or edit your service area details, follow these steps:

1. Sign in to Google My Business.
2. If you have multiple locations, open the location you’d like to manage.
3. From the menu, click Info.
4. In the service area section, click Edit Edit.
5. Enter your service area information. You can set your service area based on the cities, postal codes, or other areas that you serve.
6. Note: You can no longer set your service area as a distance around your business.
7. Click Apply.

### **How to Remove a Service Area**

Note: You can only remove your service area if you’ve entered your business address.

To remove your service area, follow these steps:

1. Sign in to Google My Business.
2. If you have multiple locations, open the location you’d like to manage.
3. From the menu, click Info.
4. In the service area section, click Edit Edit.
5. Next to each service area you want to remove, click Remove Remove. To remove all service areas at once, click Clear service areas.
6. Click Apply.

### **Fix Incorrect Business Information on Google**

Keep in mind: There may be some parts of your business listing that you can’t edit. These can include [hotel amenities](#), [business descriptions](#), and links to [social profiles](#). If this information is inaccurate, [contact support](#).

### Fix your Local Business

1. [Add your business listing.](#)
2. [Verify your business listing.](#)
3. [Edit your business information.](#)

If you already started the verification process and need to fix wrong business information while waiting for your postcard to arrive, you can also [report a problem in Google Maps](#).

### Closed or Moved Business

[Follow these steps](#) to mark a business as closed, or [follow these steps](#) to move your business to a new location on without having to create a new listing for it.

### Fix Someone Else's Local Business

If you see something wrong with a business you don't own or manage, you can [report it using Google Maps](#).

### Set Special Hours

For days when your business has an irregular schedule, like holidays or special events, you can enter special hours in advance. If you schedule special hours, your regular hours remain in place for all other days.

If you schedule special hours for an official holiday, users will be told that those hours are scheduled specifically for the holiday. If a location doesn't provide special hours for these days on Google My Business, users on Maps and Search will be warned that the location's hours may differ on designated holidays.

It's a good idea to confirm your hours for official holidays even if those hours are the same as your regular hours. This way, you'll make it clear to customers that your holiday hours are accurate.

Special hours can only be entered if you've already provided regular hours.

### Choose a Business Category

Categories are used to describe your business and connect you to customers searching for the services you offer. For example, if your primary category is "Pizza restaurant", Google may show your business in local search results to people who search for "Restaurants", "Italian restaurants", or "Pizza" in their area. Keep in mind that your category is just one of many factors that can affect your local ranking on Google. [Learn more about local ranking.](#)

Depending on the type of business you operate, your category may also be used to assign a [place label](#) to your business.

### Choose Your Category

Choose a primary category that describes your business as a whole; don't add multiple categories to list all of your products and services. For example, if your business is a health club that includes a cafe, don't add the category "Cafe". Instead, the operator of the cafe should create their own listing with "Cafe" as their primary category.

Be specific when choosing a category. For example, choose “Nail salon” instead of “Salon”. Use additional categories to let customers know more about the specific services you provide. If you manage a grocery store that includes a pharmacy and deli, you would choose “Grocery store” as your primary category and add “Pharmacy” and “Deli” as additional categories. [Learn more about how to choose categories.](#)

### Keep In Mind

- You can't create your own category. If the category you had in mind isn't available, choose a more general category that still accurately describes your business.
- If you add or edit one of your existing categories, you may be asked to verify your business again. This helps Google confirm that your business information is accurate.

### Add or Edit Categories

1. To add or edit categories for your listing:
2. Sign in to Google My Business.
3. If you have multiple locations, open the location you'd like to manage.
4. Click the pencil icon next to your primary category. Edit your primary category, or click Add another category.
5. Click Apply when you're done editing. You may be asked to verify your business again if you've made significant changes.

### Category-Specific Features

Depending on your business category, you may see special features available for your listing. Here are some examples of category-specific features:

- Hotel listings show [class ratings](#) and list the [amenities](#) offered by the hotel.
- Food and drink businesses can [add URLs](#) to their listing for online orders, reservations, and their menu. They can also [add menu items](#) directly.
- Services and health and beauty businesses may be able to [add a booking button](#) to their listing and [update their menu of services](#).

### Accessibility Attributes

Accessibility attributes collect information about your business to share with customers who have specific accessibility needs. Accessibility attributes currently indicate whether or not your business's entrance, restroom, seating, parking, and elevator are accessible for people in wheelchairs. [Learn how to edit attributes.](#)

### Wheelchair-Accessible Entrance

Answer yes if the entrance to the business is approximately 3 feet wide and doesn't have steps. 3 feet (or 1 meter) is approximately the minimum comfortable width for two people to stand right next to each other. If there are one or more steps, there should be a permanent ramp or, at the very least, a moveable ramp. Entryways that consist of only revolving doors should be marked No for this attribute.

### **Wheelchair-Accessible Restroom**

Answer yes if the entrance to the restroom is at least one meter wide and can be reached without going up or down steps. If a person in a wheelchair would need to enter a stall inside the restroom, the stall's entrance also needs to be one meter wide. (Remember, one meter is about the width of two people standing comfortably side by side.)

### **Wheelchair-Accessible Seating**

Answer yes if the main area of the business can be accessed without stairs and there's enough space for someone in a wheelchair to navigate to and sit at a table. If all tables are high (e.g. at standing level), the business isn't wheelchair-friendly.

### **Wheelchair-Accessible Parking**

Answer yes if there's a parking spot specifically marked for those with accessibility needs. These spots are often marked with specific painting on the ground, placards, or signs (depending on your country and/or region).

### **Wheelchair-Accessible Elevator**

Answer yes if a place has multiple floors and there is an elevator that is large enough to accommodate a wheelchair.

### **Manage your Business Profile Directly From Google**

If you're signed in with your Google My Business account, you can manage your Business Profile directly from Google Search. Just search for your business on Google, and you can complete and enhance your profile, share photos and posts related to your business, see reviews from customers, and more.

To manage your Business Profile from Google Search:

1. Make sure you're logged in with your Google My Business account.
2. Search for your business name on Google.
3. You'll see a simple menu right above the search results.
  - To add or correct your business information, click Edit info.
  - To post on Google and stay engaged with your customers, click Create post.
  - To share photos that make your business stand out, click Add photos.
  - To view and respond to customer reviews, click Reviews.

You'll also see personalized updates (like newly added photos from customers) and suggestions to help you improve your online presence (like updating your hours or responding to customers).

This dashboard is only visible to owners and managers of the Business Profile.

## Site Manager Sign Up Link

A site manager sign-up link can be found in the Business Profile of claimed chain locations on Maps and Search. New users who sign up for Google My Business, as well as existing users who try to access claimed chain listings, can verify as a site manager. The sign-up link makes it easier for franchise owners and store managers to manage listings for locations they own or operate.

Site managers will be verified by Google to make sure their profile data is accurate. Owners can still [manage user access](#) through their Google My Business accounts.

When signed in to Google My Business, a site manager can request to upgrade to listing manager or owner of a verified listing. The listing owner can approve or deny the request.

## How to Become a Site Manager from the Business Profile

To sign up to become a site manager on Maps and Search, follow the steps below:

1. On the Business Profile, click Manage this business.
2. Note: This button will only appear on chain listings that are already claimed. It won't appear on listings for unclaimed chains or service area business ads.
  - Select how you'd like to verify this location is yours:
    - To verify by phone number, click Call or Text.
    - To verify by email, click Email.
    - If eligible, auto-verify.
3. Once you complete verification, a banner will appear that confirms you're now authorized to manage the location.

## Add or Edit Attributes

Attributes let customers see what your business has to offer, such as whether a restaurant offers Wi-Fi or outdoor seating, or if your business is women-led. Adding relevant, accurate attributes to your Business Profile helps you stand out to your customers that find your business on Google.

Attributes appear on your Business Profile on Google Search and Maps. Some attributes, like "Outdoor seating" or "Women-Led," can be highlighted as badges when customers find your business on mobile.

## How It Works

Certain factual attributes (e.g. outdoor seating, women-led) are directly editable by you. Subjective attributes (e.g. whether your business is popular with locals) rely on the opinions of Google users who've visited your business.

Your business category determines the attributes available for your Business Profile. For example, you might see attributes for acceptable payment types, accessibility options, or whether the business is LGBTQ-friendly. When you edit your business information in Google My Business, you're shown what attributes your business can enable.

Note: If you own or manage a doctor listing, you can edit your gender information in Attributes . If you want to remove your gender information, [contact Google](#).

### **Manage your Business Profile on Google Maps**

If you own or manage a business, you can create a free Business Profile through Google My Business that customers can find on Google Search and Maps. [Sign up for Google My Business or verify an existing profile](#).

Currently, verified owners and managers can use different features on various platforms they visit as users.

### **About Your Business Profile**

After you verify your connection to a business, you can edit its information (like opening hours, photos, offers and products) directly from your Business Profile wherever it appears on Google Search and Maps.

To find your Business Profile, search for your business name on Google Search or Maps. If someone else owns or manages your business, you can [add owners and managers as well as remove yourself](#) through your Google My Business account.

Tip: If you want to stop managing a Business Profile, you can remove the business from your account. This won't remove the Business Profile from Google Search and Maps. If the business doesn't exist anymore, mark it as permanently closed before removing it from your account. After that, it will appear as closed on Google.

### **Reply to Reviews on Your Computer**

You can respond to reviews directly from your Business Profile on Maps on your computer and Google Maps Android.

Only owners and managers of verified businesses can reply to reviews from the Business Profile on Maps.

Source: Google