Grow with Google

Connect with Customers and Manage Your Business Remotely

As our communities navigate this time of uncertainty, we know this is a uniquely challenging time for small business owners. To help, we've gathered some useful resources and Google tools to help you update critical business information online to keep customers informed, host virtual meetings and events, and access documents from anywhere.

Google My Business
shows your business hours and contact info on Google Search and Maps. Update hours and mark 'temporarily closed' if applicable, so your customers are informed.
google.com/business

Google Meet
lets you have virtual video calls from anywhere. You can schedule client consultations, host online classes, and brainstorm ideas with your team.
meet.google.com

Google Drive
allows you to access your business documents on any device. You can share files with team members or individuals and collaborate in real time to stay productive remotely.
drive.google.com

For additional resources check out

google.com/grow

grow.google/remotework

g.co/smallbusiness

smallbusiness.withgoogle.com/news

g.co/covid19/adcredits

g.co/growmystore

g.co/virtualeventsguide

g.co/primer/fromhome

6 ways to update your business profile on google.com/business

1 **Edit business description:** You can use the business description area to update your customers with any major changes in your business operations. Here's an example of what you can write:

"Due to the precautions being taken for COVID-19, we have temporarily closed our business. Please visit our online store to order products and see our delivery options. Thank you for your understanding."

2 **Mark business temporarily closed:** You can mark your business 'temporarily closed' if needed, to keep your customers up to date. Navigate to the Info section in the menu.

3 **Update hours:** If your general business hours have changed, update your hours by making any adjustment to the days and times you're in operation. Simply go to google.com/business, select your business profile, and navigate to Info.

4 **Publish posts:** Posts allow you to provide live updates directly on your Business Profile. You can communicate news, share info, encourage gift card purchases, promote your online store, and more. Simply go to the menu and click on Posts. Here's an example of a post you can publish:

"Consider ordering a gift certificate to support our small business."

5 **Turn on messaging:** Messaging allows you to connect with your customers in real-time. Responding to customers can help you answer their questions and share any critical business updates. Click on Messaging in the menu.

6 **Add managers to help:** You can add additional managers to help you monitor your business profile. To do so, simply click on Users in the menu.

Checklist for Managing Your Business Remotely:

☐ Update Google My Business info

☐ Modify or pause ads

☐ Update website info

☐ Use Google Meet for virtual meetings

☐ Update Gmail vacation responder with FAQs

☐ Store and update files in Drive