## **Insights Finder** Troubleshooting Access

If you run into issues logging in to ads.google.com/insightsfinder, and have already confirmed with your Google team that your company has been granted access to the tool, follow the steps outlined in the relevant scenario:

## Scenario 1

"This page is restricted"

work email address (@company.com) in the account picker

## Scenario 2

"This page is restricted "

a Gmail email address (ex. @gmail.com) in the account picker

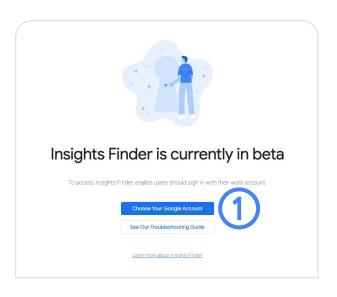
## Scenario 3

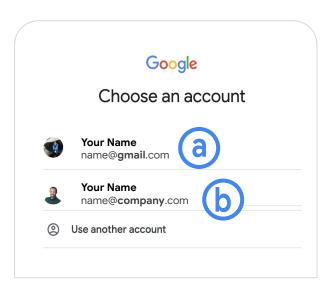
### Blank page after logging in

You log-in with your work email (ex:@company.com) and see a blank page

### Scenario 1

## Page restricted after logging in with your work account



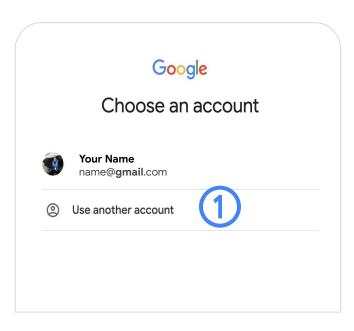


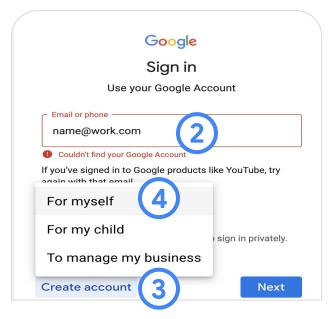
- 1. Click "Go to your Google account" and select your work email address
  - (a) If you do not see your work email address or only a Gmail account in the Google Account selector, go to "Scenario 2" (next slide)
  - (b) If you select your work email address and the restricted message still appears, contact your Google team to confirm that your company is eligible and has access to Insights Finder.

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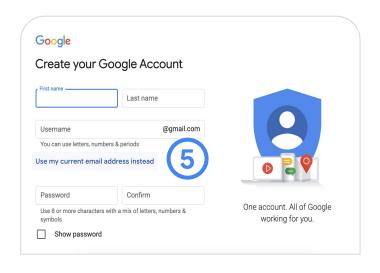
#### Scenario 2

## No work email found in Google account selector





- 1. Click "Use another account" (if only a Gmail account is visible
- 2. Type in your work email address (ex: <a href="mailto:name@youtube.com">name@youtube.com</a>)
- 3. If "Cannot find your Google account" appears, click "Create account"
- 4. Click "For myself" → "Next"
- When prompted to create a gmail account, click "Use my current email address"
- Type your <u>work</u> email address, create a password, re-type password, click "Next"
- 7. A verification email will be sent to your work email (check your Spam folder). Complete the verification and you're in! Go to ads.google.com/insightsfinder



## **Insights Finder** Troubleshooting Access

#### Scenario 3

## A blank page is visible after logging in

We recommend using Google
 Chrome and ensuring your browser version is up to date. Update if necessary, and try again.

## How to update Google Chrome:

- On your computer, open Chrome
- At the top right, click "More"
- Click "Update Google Chrome"
  - If you can't find this button, you're on the latest version!
- Click "Relaunch"



- On your computer, open Chrome
- At the top right, click the three dots in the top right corner:
- Click "More tools" and then "Clear browsing data"
- At the top, choose a time range. To delete everything, select "All time"
- Check off "Cookies and other site data" + "Cached images and files"
- Click "Clear data"
- 3. If the problem persists, try using an incognito window (click the three dots in the top right corner → "New Incognito window") to access ads.google.com/insightsfinder

If your issue is not reflected in this guide or you need more help, please contact your Google rep with a screenshot and any relevant information and they can forward your question to our support team.

