

Google review link troubleshooting checklist

Sort the symptom, then work down the fixes in order.

Which failure is it?

What the customer sees	Go to
An error, a map with nothing selected, or a different business	Part A
Your business, but no review box, or a sign-in screen	Part B
They wrote a review, but it isn't on your profile	Part C

Part A: wrong place or nothing

- ☐ The link was built from a short maps.app.goo.gl link (these have no Place ID): rebuild it
- ☐ The link was cut off or has extra characters when pasted: copy it again
- ☐ There are two listings for my business: use the Place ID of the one I manage
- ☐ The Place ID is over 12 months old: look it up again

Part B: right place, no review box

- ☐ The customer isn't signed in to a Google Account: they need to sign in first
- ☐ The link opened inside another app's built-in browser: open it in the phone's main browser
- ☐ The Google Maps app is out of date: update it

Part C: review written but not showing

- ☐ It has been less than a few days: wait for Google's checks
- ☐ Profiles were merged recently: allow a few days
- ☐ The review may break a policy (incentive, conflict of interest, off-topic): removed reviews aren't restored
- ☐ My business category has reviews limited or turned off

The new link

New Place ID

New review link

Tested on (date, phones)

Replaced in (emails, cards, signature, invoices)

The full guide: fynl.io/blog/google-review-link-not-working/

Free review link generator: fynl.io/google-review-link-generator