Step-by-step guide to setting up your Fornova Hotel Listings profile and getting found online

www.hoteldirectorylistings.com
Fornova Hotel Listings enables hoteliers to automatically update their property’s profile and attributes across multiple websites, including Google Business Profile, Tripadvisor, Trivago and Meta Business - all from a single, secure, easy to use platform.
Getting started
Create your hotel's profile

Click on the yellow button on the Fornova HL (Fornova Hotel Listings) website. Fill in the initial sign-up form with your details. After you click "sign up" you will receive an email asking you to verify your email address.

1. Get your hotel found by automatically updating your content across online channels

2. Sign up

www.hoteldirectorylistings.com
Setting up your property's profile

www.hoteldirectorylistings.com
1. Complete your property's details

Choose to fetch your hotel’s details from its Google Business Profile page, or build your own profile from scratch by typing in the hotel name.
Check that each section is complete including property details, room types, amenities, activities, policies, services and health & safety information.

Don’t forget to add high-quality images that showcase your property. This is a key component to help you rank higher and stand out from your competitors.
2. Connect Your Accounts to FornovaHL

Ensure your profile is connected to your business partner platforms such as Meta Business Suite, Google Business Profile, TripAdvisor and Trivago.

**Connect Google Business Profile to FornovaHL**

- Ensure you have a verified Google Business Profile account

If you don’t have a Google Business Profile, you will need to create one and ensure it is verified. Without it, you will not be able to update your hotel's information using the FornovaHL tool. Once created, your business information will feature on Google Maps, Search, and other Google properties. [Find out how to set up an account.](#)

- Add FornovaHL as a new user in Google Business Profile

Next, you need to add the email address hotel.listings@fornova.net as a user to your Google Business Profile account and assign it the role of site manager. Please note that you can only invite additional users to become owners and managers if you are the owner of the Business Profile. [Click here to find video instructions](#) on how to add Fornova HL as a user.
1. Connect FornovaHL to Meta Business Suite

Add hotel.listings@fornova.net as an admin on your Meta Business account

To use FornovaHL, you will need access to a verified Meta Business account. If you don’t have an account, you need to create one and verify it. The next step is to add the hotel.listings@fornova.net email address to your Meta Business account with admin role authorization. Read the instructions below to learn how to do this:

Navigate to Meta Business Suite and on the left hand navigation select "Settings".

Click "People", select "+ Add"
Enter hotel.listings@fornova.net, toggle on "Admin Access" to allow Hotel Listings to manage the asset and perform all available tasks and select "Next".

On the next screen, check the box of your business page, toggle on "Manage Page" in the control settings in the third column. Finally, click on "Send Invitation".
2. Add Meta Business details to your FornovaHL profile

You need to lift the "Account ID" from your Meta Business Suite in order to connect to FornovaHL.

1. Log in to your Meta Business Suite in the navigation bar on the left. Select the correct account from the drop down options and then select "Settings" from the dark navigation bar.

2. Select "Business Account info" from the settings navigation and you will see the account ID. Copy the account ID and paste it into the corresponding space in the Connectivity Settings of your FornovaHL profile.
Support
Our Live Support Chat Feature

If you need support at any point during the account setup process, be sure to contact our team through the live chat feature. Send your message and a member of the support team will reply to the email address you have provided. The chat feature is located in the bottom right hand corner of the screen. See the picture below:
A smart solution to eliminate content disparity for hotels.