

# Why Am I Getting An Errors When Trying To Connect A Page?

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Once signed up, the first step is to connect your social pages.

Below are some **common error messages** that you may encounter when trying to add a page to your Social Manager account. We hope the following explanations provide you with additional clarity:

## Facebook:

'Your profile is already associated with another Facebook (ID number) account!'

This is one of the most frequent errors that pop up when attaching a Facebook page to your Social Manager account. It means that there is another account in the system that contains your personal profile.

Give us a call at 414-26-4100 and we can easily disable this connection.

'Account Doesn't Belong To This Facebook User'

This is another common message that emerges when you try to add your Facebook business page.

This error means that you are logged into **wrong** personal profile associated with your Social Manager account. What does it mean? When connecting a business page, **your Social Manager account must be synchronized with a Facebook personal profile that has an assigned Editor or Admin role on this page.**

When the page is added, its Admin profile is automatically attached to your Social Manager account **as the host**. Thus, your Social Manager account has a specific Facebook profile associated.

In case you don't know which Facebook profile is the host on your Social Manager account, check other Facebook pages in the Calendar on the left and try to remember what profile is the admin there.

Or you can check it on the business page itself. Go to the page settings, find Page Roles section and you'll find what you need there.

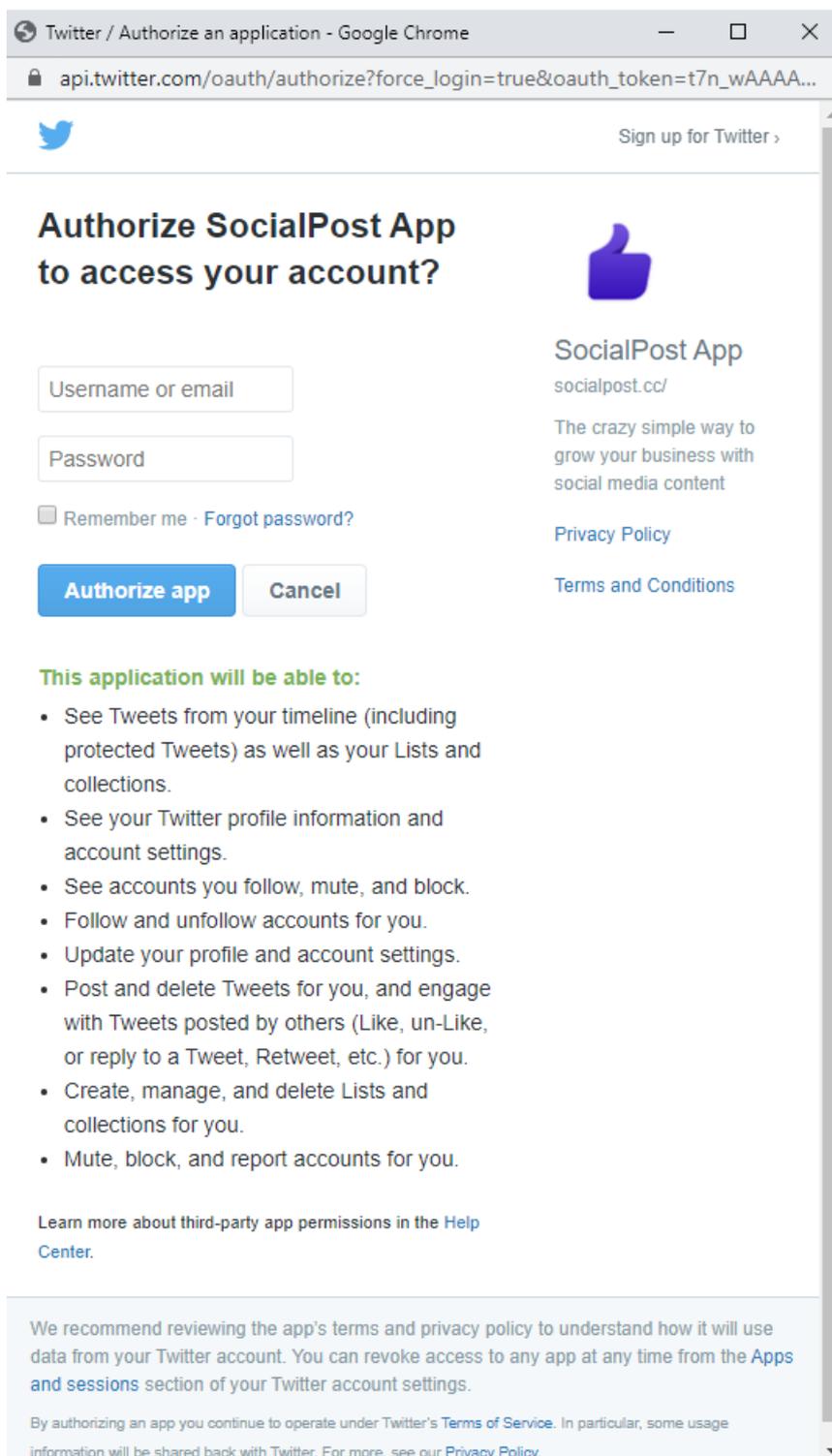
## Instagram & Twitter:

'No pages to connect or all available pages are already connected'

Usually, you receive this text while adding another Instagram or Twitter account, and you know for sure that you own some more. Don't worry, you do! The trick here is very simple - switch to the necessary account in the same browser at [www.instagram.com](http://www.instagram.com) or [www.twitter.com](http://www.twitter.com).

## 2 stage verification to connect Twitter

Unlike connecting with one click like with Facebook, LinkedIn and Instagram, with Twitter you are prompted to pre-login to Twitter as it pictured below.



The screenshot shows a web browser window with the title "Twitter / Authorize an application - Google Chrome". The address bar contains the URL "api.twitter.com/oauth/authorize?force\_login=true&oauth\_token=t7n\_wAAAA...". The page features the Twitter logo and a "Sign up for Twitter" link in the top right corner. The main heading asks "Authorize SocialPost App to access your account?". Below this, there are two input fields for "Username or email" and "Password", a "Remember me" checkbox, and a "Forgot password?" link. Two buttons, "Authorize app" and "Cancel", are positioned below the form. To the right, the "SocialPost App" logo is shown, along with its website "socialpost.cc/" and a description: "The crazy simple way to grow your business with social media content". Links for "Privacy Policy" and "Terms and Conditions" are also present. A section titled "This application will be able to:" lists permissions such as seeing tweets, profile information, accounts followed, and the ability to post and delete tweets. At the bottom, there is a footer with a recommendation to review the app's terms and privacy policy, and a note about data sharing under Twitter's Terms of Service.

Twitter / Authorize an application - Google Chrome

api.twitter.com/oauth/authorize?force\_login=true&oauth\_token=t7n\_wAAAA...

Twitter Sign up for Twitter ›

### Authorize SocialPost App to access your account?

Username or email

Password

Remember me · [Forgot password?](#)

[Authorize app](#) [Cancel](#)

**SocialPost App**  
socialpost.cc/  
The crazy simple way to grow your business with social media content

[Privacy Policy](#)  
[Terms and Conditions](#)

**This application will be able to:**

- See Tweets from your timeline (including protected Tweets) as well as your Lists and collections.
- See your Twitter profile information and account settings.
- See accounts you follow, mute, and block.
- Follow and unfollow accounts for you.
- Update your profile and account settings.
- Post and delete Tweets for you, and engage with Tweets posted by others (Like, un-Like, or reply to a Tweet, Retweet, etc.) for you.
- Create, manage, and delete Lists and collections for you.
- Mute, block, and report accounts for you.

[Learn more about third-party app permissions in the Help Center.](#)

We recommend reviewing the app's terms and privacy policy to understand how it will use data from your Twitter account. You can revoke access to any app at any time from the [Apps and sessions](#) section of your Twitter account settings.

By authorizing an app you continue to operate under Twitter's [Terms of Service](#). In particular, some usage information will be shared back with Twitter. For more, see our [Privacy Policy](#).

And then your pages will be listed in the drop-down menu.

