



How To Join the Alta Window Fashions Social Media Program

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WE MAKE UPDATES WEEKLY DUE TO CHANGES IN SOCIAL PLATFORMS.

Last updated on 02/25/2025

Getting Started is as Simple as:

Setup, Convert, Connect, and Fill out!

1. Setup Facebook	Desktop Instructions	Mobile App Instructions Video coming soon!	Video Coming Soon!
2. Convert Instagram to Business	Desktop Instructions	Mobile app instructions	Video Coming Soon!
3. Connect Facebook and Instagram	Desktop Instructions	Mobile app instructions	Video Coming Soon!
4. Fill Out this form to tell us it is done!	Click Here		
Frequently Asked Questions			

Setup

Facebook - Desktop PC

Video Instructions

[VIDEO HERE](#)

Step 1

Log in to Facebook at:

<https://www.business.facebook.com>

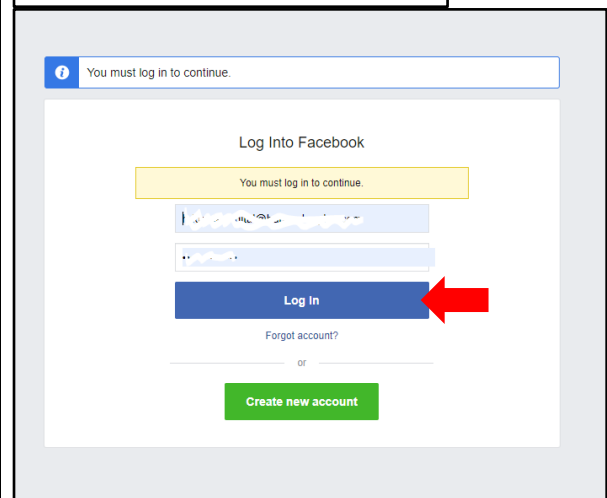
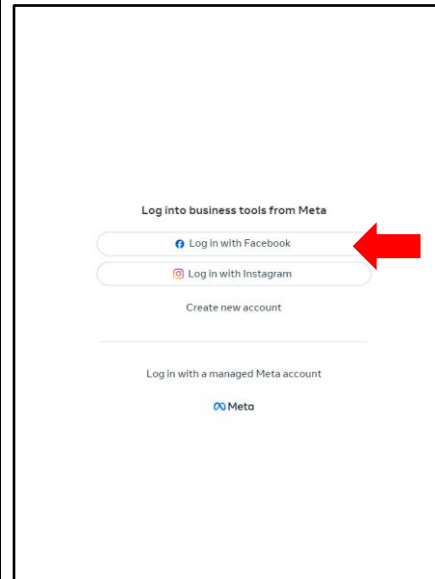
Step 2

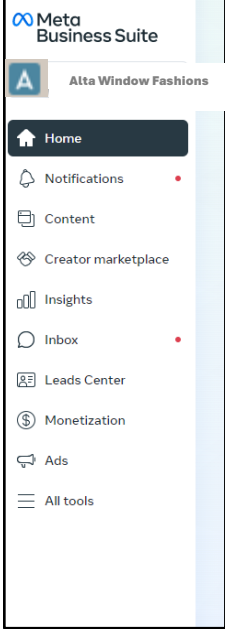
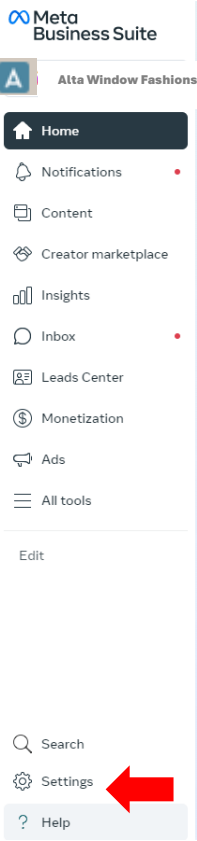
To the right of the screen, click the **Log in with Facebook button**

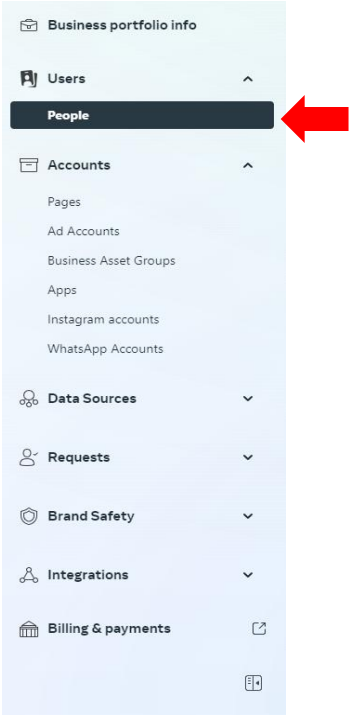
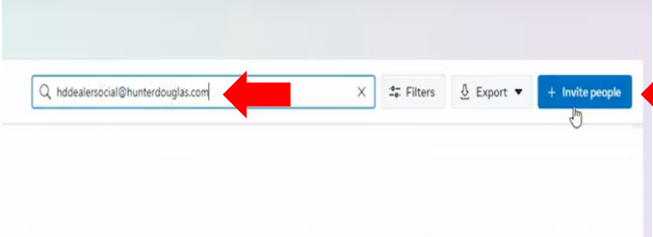
Step 3

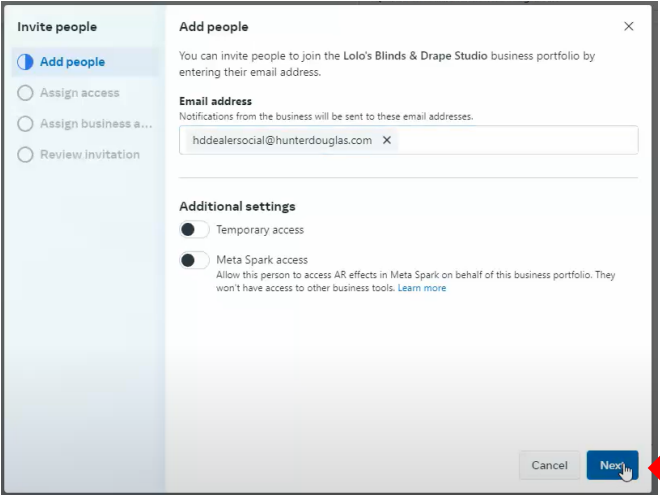
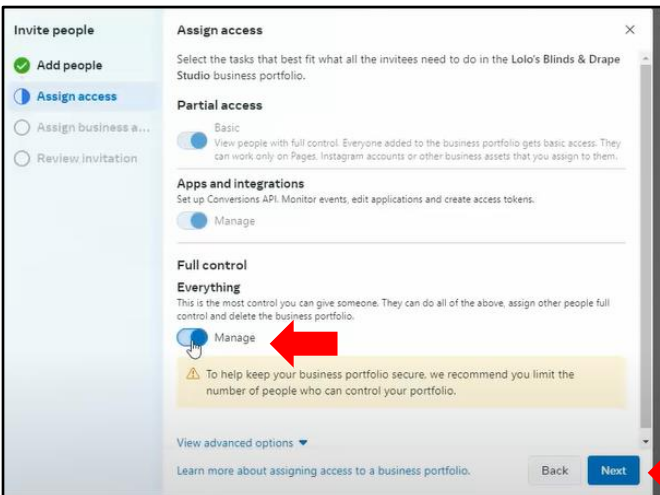
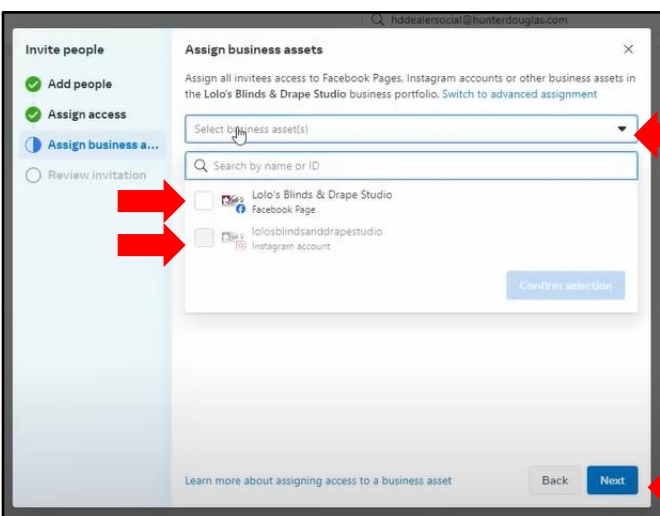
Enter your Facebook **Username and Password** and click log in

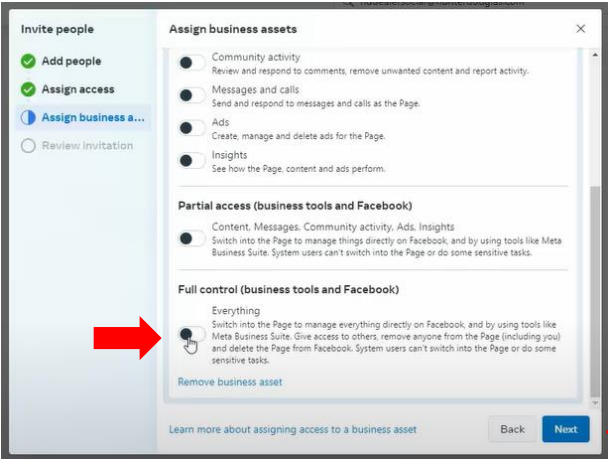
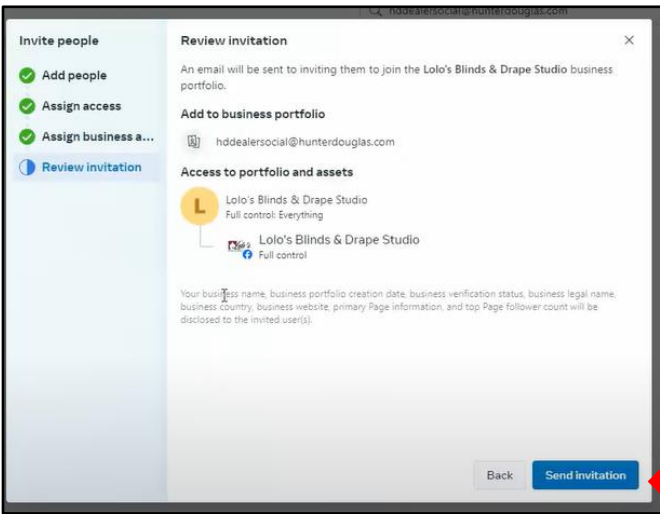
IMPORTANT! Your Facebook page should be set up as a business page, not a personal one, like regular Facebook profiles.



<p>Step 4</p>	<p>In the top left-hand corner, select the drop-down and click on your business page</p>	
<p>Step 5</p>	<p>On the left-hand panel, select Settings</p> <p>*If you are unable to reach this step, it means you don't have full access to your business portfolio.</p>	

<p>Step 5.1</p>	<p>Setting up a Facebook Business Portfolio if you do not have one</p> <p>Under Users, select People</p>	 <p>The screenshot shows the 'Business portfolio info' sidebar. Under the 'Users' section, the 'People' option is highlighted with a red arrow. Other options include Accounts, Data Sources, Requests, Brand Safety, Integrations, and Billing & payments.</p>
<p>Step 6</p>	<p>In the white box to the right, type in the search box our email: altadealersocial@custombrandsgroup.com</p> <p>Click + Invite People</p> <p>*Make sure you are spelling this email correctly. We will not receive a notification if this is not correct</p>	 <p>The screenshot shows a search bar with the email 'hdsalesocial@hunterdougllas.com' entered. A red arrow points to the search bar. To the right of the search bar is a '+ Invite people' button, also highlighted with a red arrow. Other icons for filters and export are visible.</p>

<p>Step 7</p>	<p>On the Add people screen, type in the email again: altadealersocial@custombrandsgroup.com</p> <p>Hit enter, and Click Next</p> <p>Please to not click any toggles in the Add people screen. We cannot have temporary access. Meta requires us full access.</p> <p>*PLEASE DO NOT CLICK ON THE META SPARK TOGGLE. THIS IS INCORRECT ACCESS.</p>	
<p>Step 8</p>	<p>In the Assign access,</p> <p>Under Full control, Everything turn toggle blue.</p> <p>Click Next</p> <p>VERY IMPORTANT!</p>	
<p>Step 9</p>	<p>In the Assign business assets, select the drop-down</p> <p>Check Facebook Check Instagram</p> <p>Click Confirm selection</p> <p>Click Next</p> <p>*If you see a gray profile, as shown in the image you must go to Accounts > Instagram Account > Sign in.</p>	

<p>Step 10</p>	<p>Scroll down under Full Control (business tools and Facebook)</p> <p>Turn the toggle blue</p> <p>Click Next</p>	
<p>Step 11</p>	<p>Review your invitation and make sure you have the correct email address and that you have given us the pages you want us to post to</p> <p>Click Send invitation</p>	
<p>Go to CONVERT</p>		

Convert

Instagram to a Business Account - Desktop PC

If you have an Instagram account connected with Facebook. Skip to Fill Out

[Click here to Fill Out the form](#)

Video Instructions

[Coming soon!](#)

Mobile Phone Instructions

[Click Here](#)

Step 1

Log in to Instagram at:

www.Instagram.com

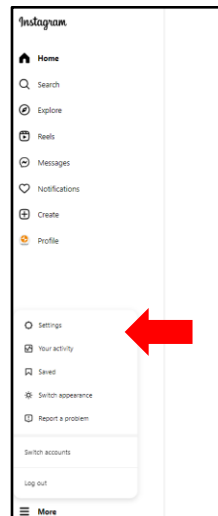
Step 2

On the Home Screen, go to the left-hand panel

Scroll to the bottom, and select the three-line icon **More**

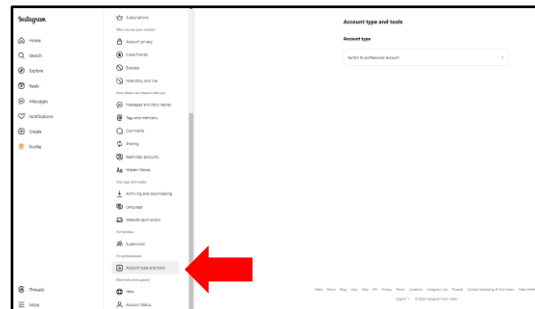
Step 3



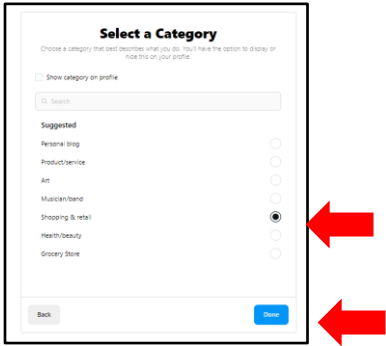
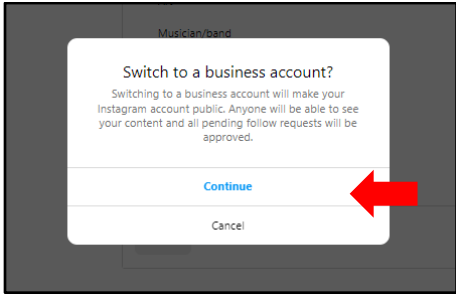
On the pop-up menu, select **Settings**



Step 4

On the middle panel, scroll down to the bottom, and select **Account Type and Tools**



Step 5	Select Switch to Professional Account	
Step 6	<p>In the middle box, select Business</p> <p>Select Next twice</p>	
Step 7	<p>Select Shopping & Retail</p> <ul style="list-style-type: none"> You can select a different category 	
Step 8	Select Continue	
Go to Connect		

Connect

Facebook and Instagram - Desktop PC

Video Instructions

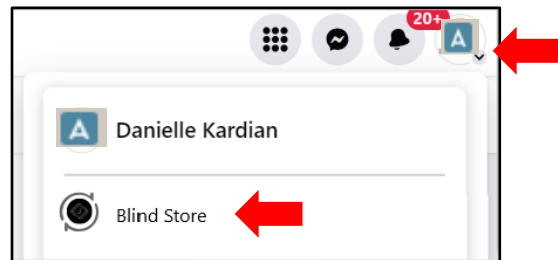
[VIDEO HERE](#)

Mobile Phone Instructions

[Click Here](#)

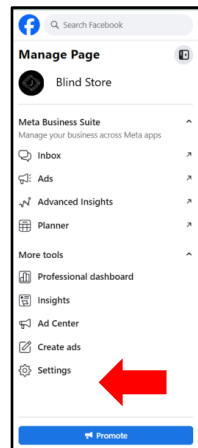
Step 1

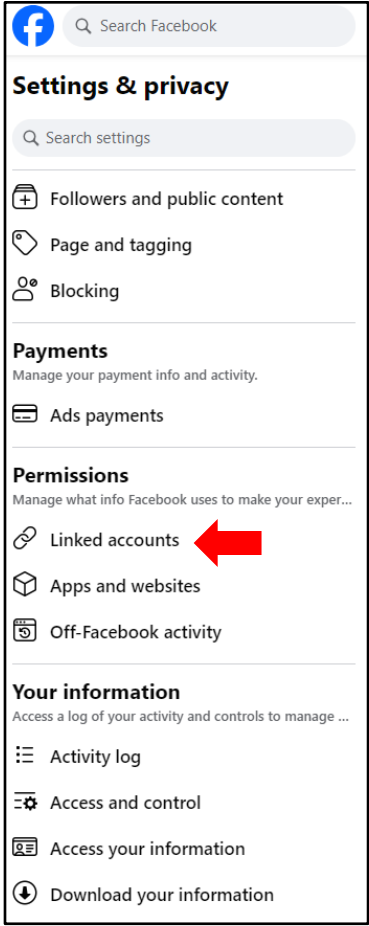
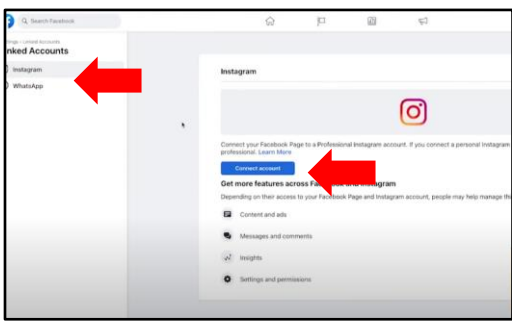
Log in to your Facebook profile; on the right-hand corner, select the round **Profile Icon**

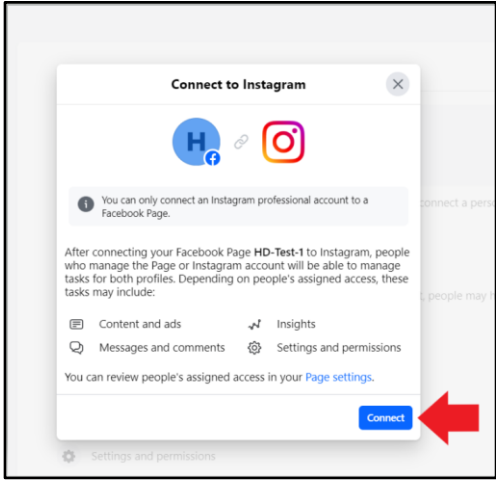
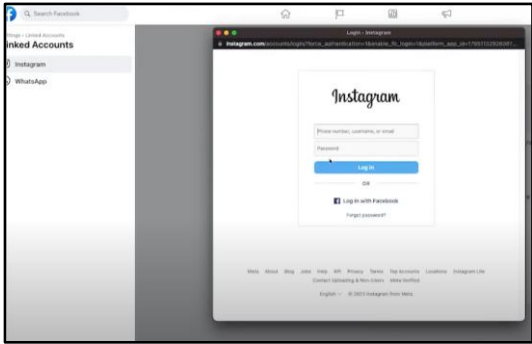
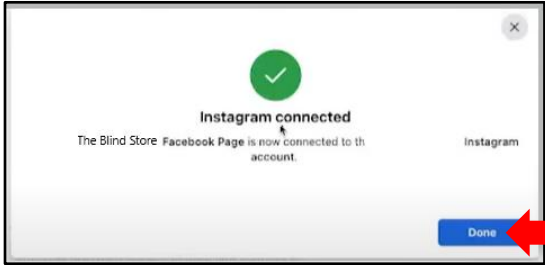


Step 2

On the bottom left-hand panel, select **Settings**



<p>Step 3</p> <p>*New Update!</p>	<p>On the left-hand panel, slightly scroll down to linked accounts</p>	
<p>Step 3</p>	<p>On the left-hand panel, select Instagram</p>	
<p>Step 4</p>	<p>In the middle box, select the blue buttons Connect and Confirm</p> <p>If a profile in that middle box is shown, the account is already connected.</p>	

	<p>In that case, proceed to fill out the form</p>	
Step 5	<p>A pop-up will appear, and it will ask you to log in to your Instagram account.</p> <p>Please log in</p>	
Step 6	<p>In the pop-up, select the blue button Done</p>	
<h2>Fill Out!</h2>		
<p>IMPORTANT FILL OUT THIS FORM</p>		
<p>The form is the ONLY way the Alta Digital team can know you have completed these steps and add you to the program!</p>		

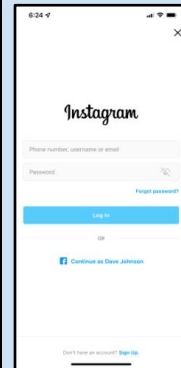
Instructions for those wishing to set up this program while using a Mobile Phone

Convert

Instagram to a Business Account - Mobile Version

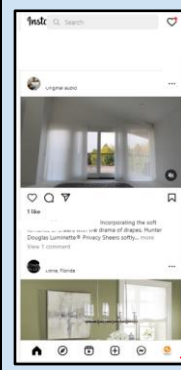
Step 1

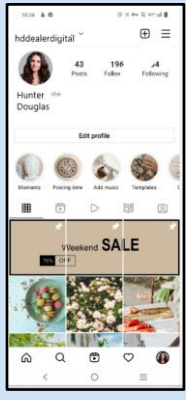
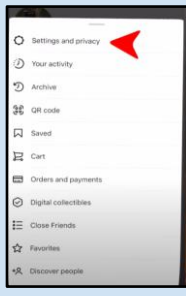
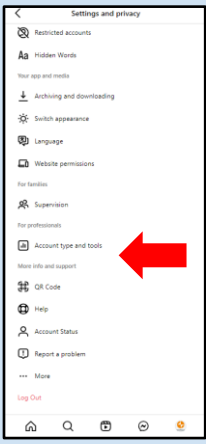
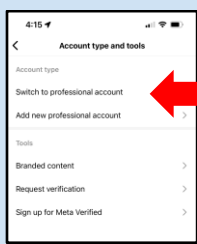
On your [mobile device](#), log into Instagram

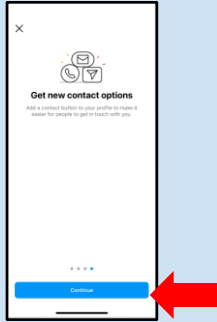
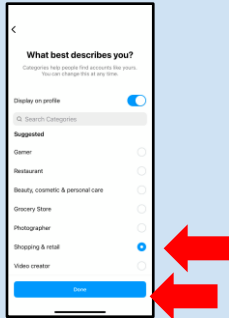
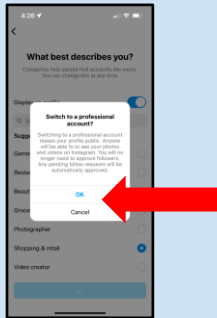


Step 2

On the bottom right corner, select the **Profile** Icon

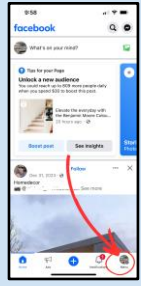
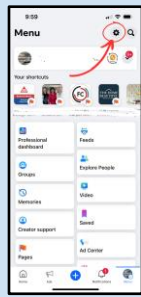
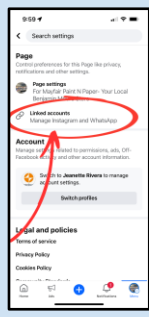
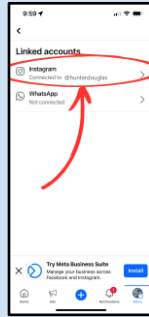


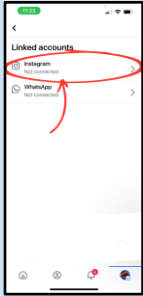
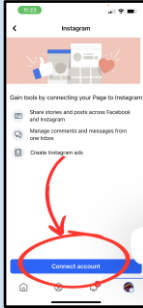
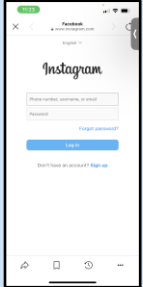
<p>Step 3</p>	<p>On the top right-hand corner, select the three stacked stripes</p>	
<p>Step 4</p>	<p>On this pop-up menu, at the very top select Settings and Privacy</p>	
<p>Step 5</p>	<p>Scroll down and select Account Type and Tools</p>	
<p>Step 6</p>	<p>In the menu, select Switch to Professional Account.</p>	

Step 7	On the bottom of the screen, keep clicking the blue button to Continue	
Step 3	Select Shopping & Retail , and select the blue button Done <ul style="list-style-type: none"> You can select a different category 	
Step 3	On the pop-up, select OK	
Go To Connect		

Connect

Facebook and Instagram - Mobile Version

<p>Step 1</p>	<p>Log into your Facebook profile on your mobile app</p> <p>In the bottom right-hand corner, select the round Profile Icon</p>	
<p>Step 2</p>	<p>On the top right-hand corner, select Settings</p>	
<p>Step 3</p>	<p>At the top, select Linked Accounts</p>	
<p>Step 4</p>	<p>If you're already connected the screen will look like this. It will say <i>Connected to @name of your account</i></p>	

Step 5	<p>Under linked accounts, click Instagram</p> <ul style="list-style-type: none"> It should say not connected 	
Step 6	<p>At the bottom, continue to click the blue button</p>	
Step 7	<p>Log in to Instagram and follow the prompts.</p>	
<p style="text-align: center;"><u>Fill Out</u></p> <p style="text-align: center;">Important</p> <p style="text-align: center;">Once the Meta Account is linked, <u>FILL OUT THIS FORM</u></p> <p style="text-align: center;">The form is the ONLY way the Alta Window Fashions Digital team can know you have completed these steps and add you to the program.</p>		

Frequently Asked Questions

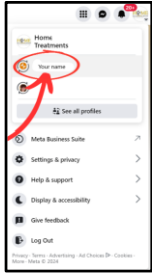


What can I do if I lose access to my Facebook business page?

Email us at altadealersocial@custombrandsgroup.com with the link to the Facebook account and the personal Facebook profile you would like admin permissions to be given to. We will check to see if we have admin rights. If we do, we will send you an administrator invite to your personal account, and you will have 30 days to accept the invitation.

	<p>If we don't have access to the page and you are unable to locate the current admin of the business manager, you will need to provide additional documentation to Meta in order for them to initiate a page release request. More info on this.</p>
Can the Alta team help with my ads manager?	<p>The Alta digital marketing team can only support dealers with items pertaining to the dealer social program provided by Alta. This means, only with posts that Alta organically posts.</p>
Why must I give the Alta Digital team full administrative access to my business social pages?	<p>Meta requires our publishing system to have full administrative access for security. Since our publishing system isn't an actual person, they need an employee from Alta who is connected to the system to have full access. You know that you are looking at a Alta employee associated with this program if you see the orange Alta logo next to the name.</p>
Why does Alta post content that doesn't have to do with products in addition to product posts?	<p>Our goal in the Dealer Social Media program at Alta is to support dealers by driving traffic to dealer websites. In addition, we want to drive engagement from consumers and impressions. Our internal copywriting team specializes in designing and developing content to help establish a social media reputation as the design expert.</p>
Can I have a Alta admin person who is different from the person listed in the above directions and still be in the program?	<p>Yes! Facebook limits how many accounts each Alta Admin can have. Because of this, you might have been assigned a different employee when you joined this program. In the Admin screen, look for the Alta logo by the admin's name.</p>
What days and times of the week does Alta post content?	<p>We don't have one. The Dealer Digital team at Alta posts content using our publishing platform's recommended optimal times based on your profile's analytics provided by Meta (Facebook and Instagram). These tell us the best times to post based on when your audience will most likely be online.</p>

Extra Support Steps

Facebook | What to do if you can't see an admin name?

Step 1	<p>On the top right corner, click the circle thumbnail</p> <p>Switch to your personal account which you have listed as an admin on your business page</p>	
Step 2	<p>On the top left-hand side, in the search bar, type in Kelly Carr or alta.admin</p>	
Step 3	<p>Click on Kelly Carr's name, which has the Alta logo</p> <p>Click the blue button that says Add Friend</p>	
Step 4	<p>Send an email to: altadealersocial@custombrandsgroup.com</p> <p>Letting us know you have requested alta.admin as a friend.</p> <p>We will accept your request.</p>	
Step 5	<p>Return to Instructions once we have emailed you back</p>	