

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

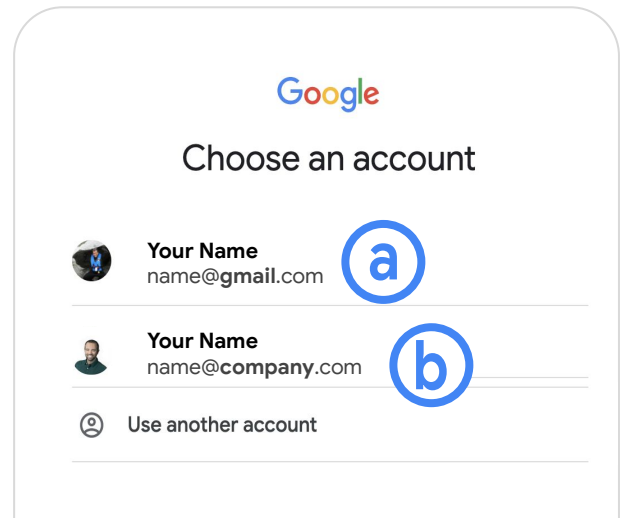
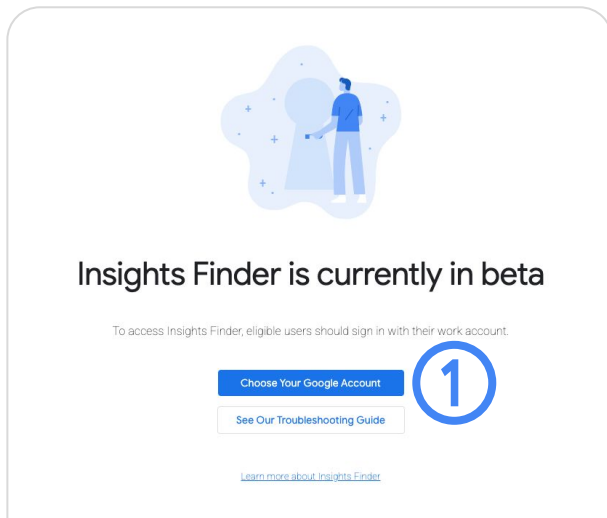
Scenario 3

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

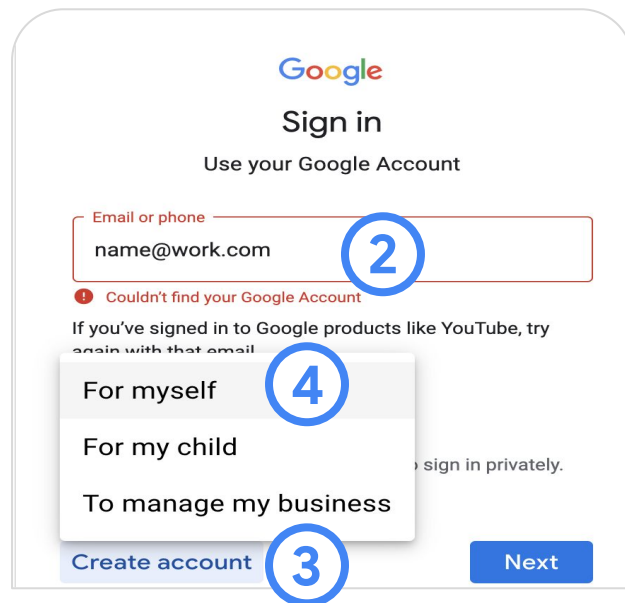
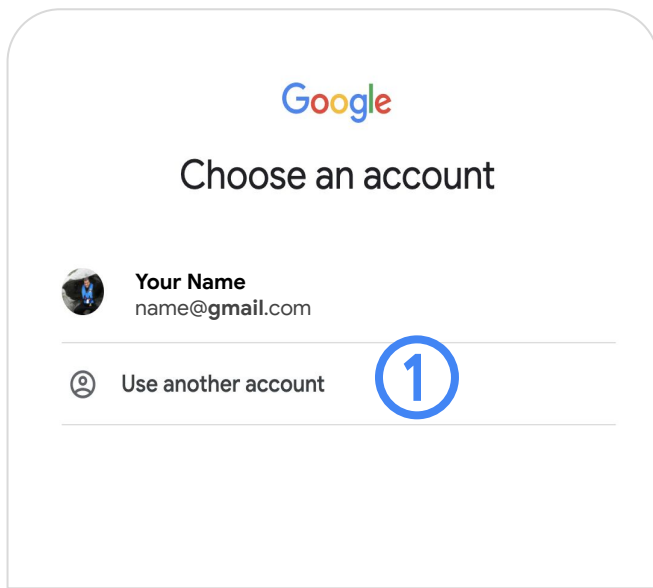


1. Click “[Go to your Google account](#)” and select your work email address
 - (a) If you do not see your work email address or only a Gmail account in the Google Account selector, go to “Scenario 2” (next slide)
 - (b) If you select your work email address and the restricted message still appears,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

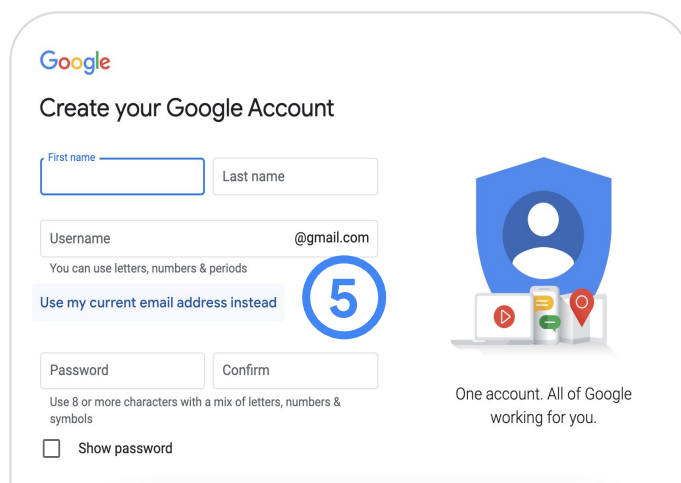
Insights Finder Troubleshooting Access

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: name@youtube.com)
3. If “Cannot find your Google account” appears, click “Create account”
4. Click “For myself” → “Next”
5. When prompted to create a gmail account, click “Use my current email address”
6. Type your work 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

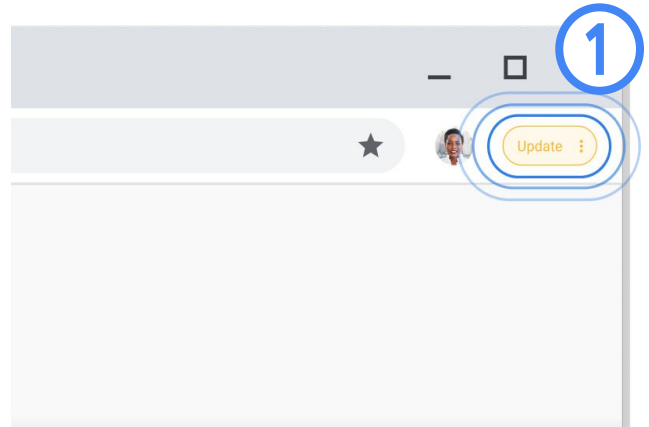
Scenario 3

A blank page is visible after logging in

1. **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](#)”



2. **If Chrome is up to date, clear cache and cookies:**
 - 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.