

# Troubleshoot why you can't add or connect business assets to your business portfolio in Meta Business Suite

## Troubleshoot why you can't add or connect business assets to your business portfolio in Meta Business Suite



Some features may not be available to you yet.

Read our troubleshooting advice if you're having issues [adding or connecting business assets](#) to your organization's business portfolio.

**Note:** You need to have [full control](#) of the business portfolio to add [business assets](#). Learn how to [submit a request to get full control of a business portfolio](#) if no one in your organization currently has full control of the business portfolio.

# Troubleshoot adding a Facebook Page to your business portfolio

Click the dropdowns below to troubleshoot issues you may be having when trying to [add a Facebook Page to your business portfolio](#).

## Page is in a different business portfolio than the one selected.

This means the Page you're trying to connect is in a different business portfolio. Each Page can only be in 1 business portfolio.

In this scenario, you can [request shared access to a Facebook Page](#). You could also be [added as a partner](#) to the other business portfolio.

**Note:** To request access to a Page, your business must not be [restricted from advertising](#) by Meta.

## Page is not connected to the Commerce Manager account.

You can [connect business assets in Commerce Manager](#).

Learn how to [troubleshoot issues with business assets for your shops](#).

## You can't log in

Find out how to [recover your Facebook account](#).

# Troubleshoot adding an Instagram account to your business portfolio

Find out how to [troubleshoot Instagram and business portfolio connection errors in Meta Business Suite](#).

# Troubleshoot adding a Threads account to your business portfolio

Find out how to [troubleshoot Threads and business portfolio connection errors in Meta Business Suite](#).

# Troubleshoot adding an ad account to your business portfolio

Click the dropdowns below to troubleshoot issues you may be having when trying to [add an ad account to your business portfolio](#).

Learn what to do if you're having issues [creating a new ad account in your business portfolio](#).

## Ad account is in a different business portfolio than the one selected.

This means the ad account you're trying to connect is in a different business portfolio. Each ad account can only be in 1 business portfolio.

In this scenario, you can [request shared access to an ad account](#). You could also be [added as a partner](#) to the other business portfolio.

## Your business portfolio is not associated with this ad account.

This means the ad account you're trying to connect is linked to a different business portfolio.

Ad accounts that have already been linked to a business portfolio can't be moved to another one. If your ad account is owned by another business portfolio, then you can [request access to the ad account or create a new ad account](#) in your business portfolio.

It may be worth checking if the ad account has been added to any other business portfolios in your organization, if applicable. To do this, go to [Home](#) in Meta Business Suite, click the dropdown in the top left, then select any other business portfolio that may have been added to your organization. Then, go to [Ad accounts](#) in Settings for that business portfolio. If you can't access this, then you may not have full control of this business portfolio.

Learn how to [troubleshoot unrecognized activity on your ad account](#).

**Personal ad account can't be added to your business portfolio. Please select another ad account or create a new one.**

Personal ad accounts can only be added to a business portfolio if they meet [certain conditions](#). If necessary you can [create a new ad account](#) in your business portfolio.

**Accounts with payment methods managed by a third party can't be moved.**

The ad account you've chosen is managed by a third party. Ad accounts managed by third parties can't be moved by Meta. You'll need to [create a new ad account](#).

## Troubleshoot adding a catalog to your business portfolio

Click the dropdowns below to troubleshoot issues you may be having when trying to add a catalog to your business portfolio.

**Catalog is in a different business portfolio than the one selected.**

This means the catalog you're trying to connect is in a different business portfolio.

Learn how to [request to transfer a catalog into your business portfolio](#).

You can also request access to a catalog by going to [Catalogs](#) in Meta Business Suite Settings (if you can't see this, then you may not have full control of the business portfolio), clicking **Add**, selecting **Request access to a catalog** and then following on-screen instructions.

You could also be [added as a partner](#) to the other business portfolio.

## Catalog is not associated with the shop tied to your Page or Instagram Account.

Learn how to [check which catalog is connected to your shop in Commerce Manager](#).

## Catalog is already associated with a shop tied to a different Page or Instagram Account.

Learn how to [check which catalog is connected to your shop in Commerce Manager](#).

# If your business portfolio is not eligible for advertising

You may need to [update your payment method](#).

If your payment method is up to date, then your business portfolio has been disabled because it doesn't comply with our [Advertising Standards](#). You can [request a review](#) of this decision.

## Learn more

- [Set up your Meta Pixel with a business portfolio](#)
- [Troubleshooting Meta Pixel error and warning messages](#)
- [Assign business assets to people in your business portfolio in Meta Business Suite](#)

Common support topics

[About advertising restrictions](#)

Business Help Center

## [Troubleshoot a disabled or restricted account](#)

Business Help Center

## [About Meta Business Support Home](#)

Business Help Center

## [Fix a failed payment issue on Meta](#)

Business Help Center

# [Basics](#)

[About Business Apps in Meta Business Suite desktop](#)[Available Business Apps for Meta Business Suite desktop](#)[About Meta Pixel](#)[About catalogs in Commerce Manager](#)[About shopping on Instagram](#)

# [Set Up](#)

[Connect to Business Apps in Meta Business Suite desktop](#)

# [Manage](#)

[Disconnect Business Apps in Meta Business Suite desktop](#)[About business portfolio access](#)

# [Troubleshoot](#)

[What to do if you can't add or connect your business asset](#)[How to troubleshoot Meta Pixel error and warning messages in Meta Events Manager](#)

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