iFrame & API Integration for Reviews on Website

How to put Community Rewards reviews on your website

There are two ways to get your resident's reviews onto your property's website: By using an iFrame, or by using our API.

Utilizing an iFrame to Load Reviews

Generally speaking, an iFrame is a container you place on your website that then refers to another site to load content within the dimensions of that container. In this case, the iFrame you place on your site will be pulling reviews directly from your property's unique Community Rewards reviews URL (https://communityrewards.me/your-property-slug).
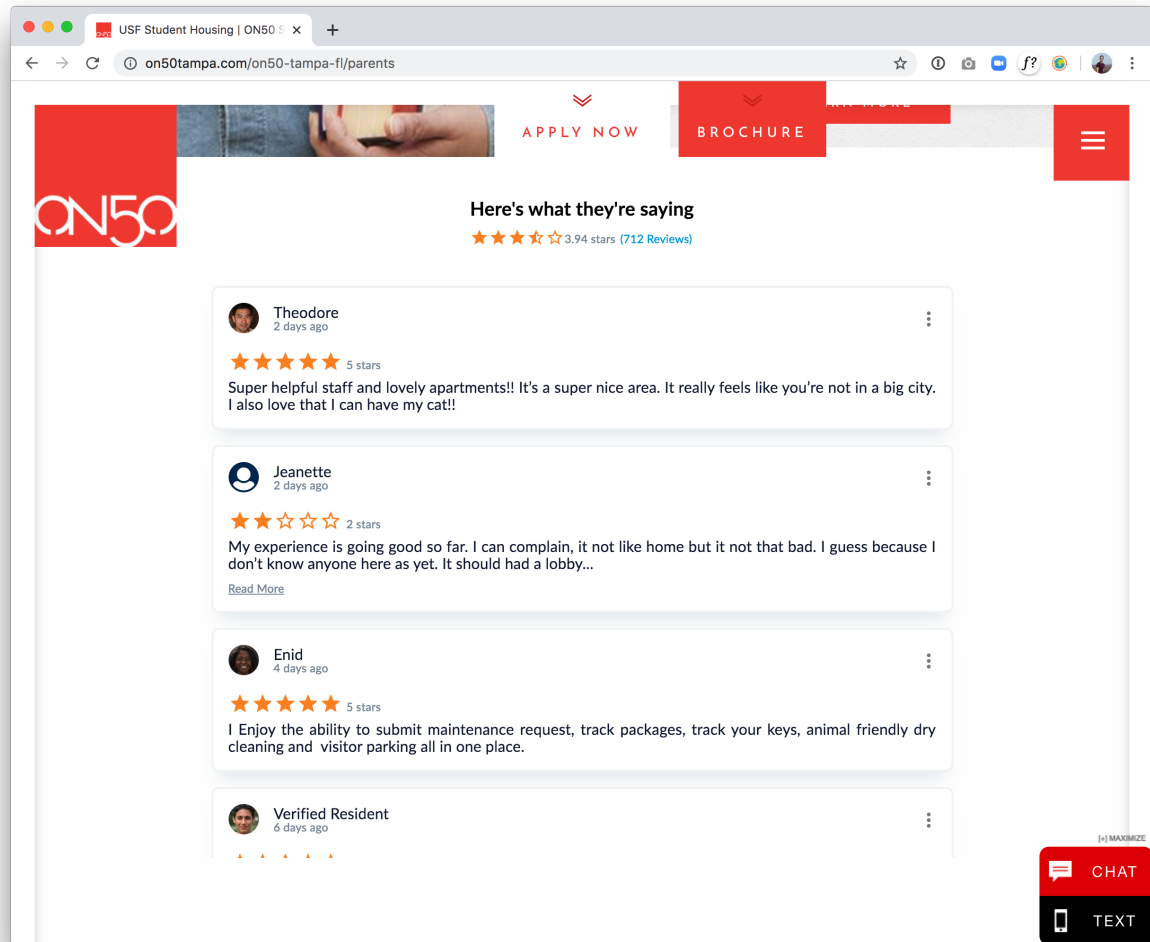
These reviews load as vertically-scrolling cards that contain the entire content of a resident's review, the star rating, and the onsite team's reply (if applicable).
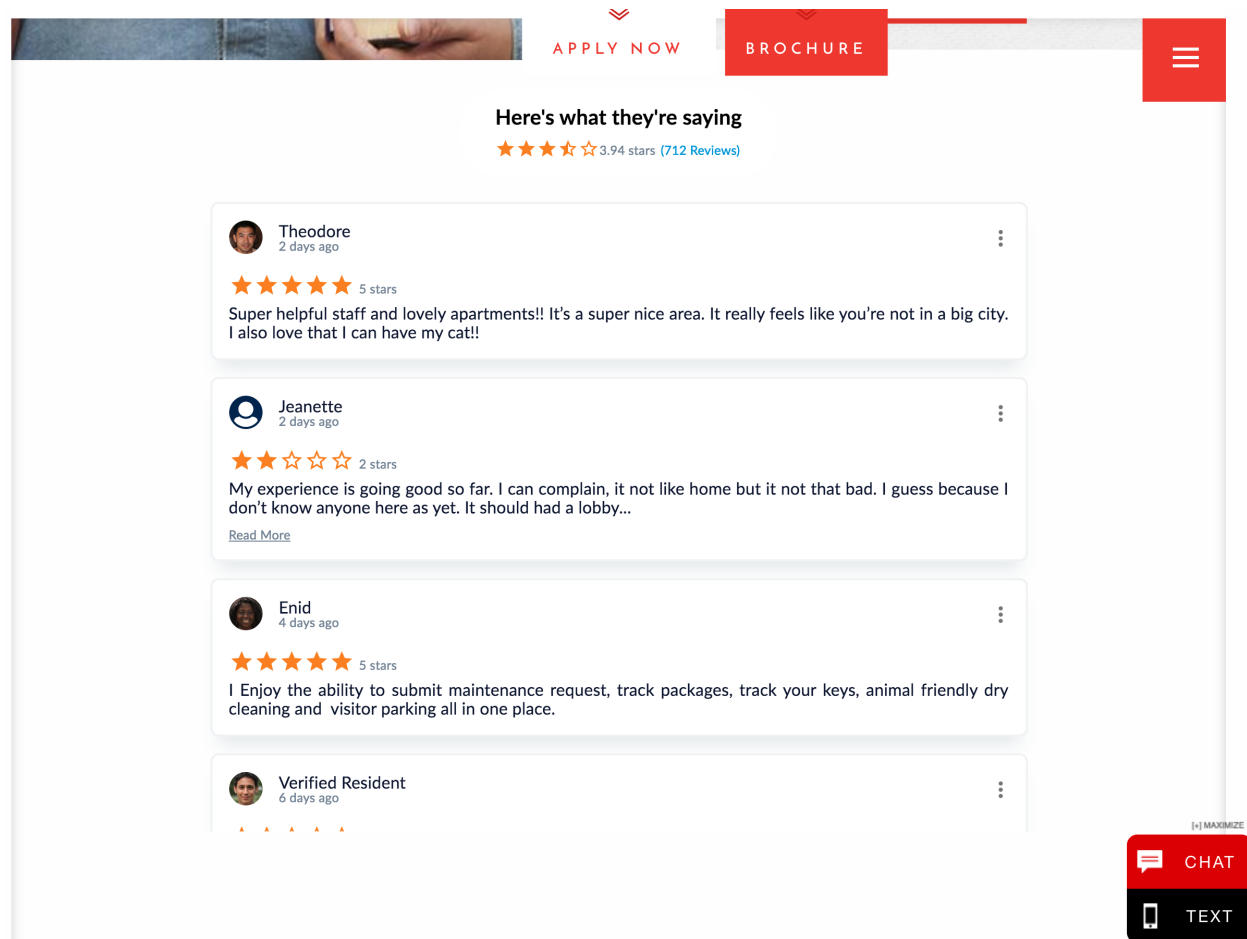
Pro's:

- Easy to set up
- Requires only working knowledge of HTML and CSS

Con's:

- Reviews utilize Community Rewards styling
- Reviews are not filterable
- May slightly increase the time it takes your website page to load for visitors, especially if you have embedded other iFrame elements on the page.

Here's what they're saying

★★★☆ 3.94 stars **(712 Reviews)**

Theodore
2 days ago

★★★★★ 5 stars

Super helpful staff and lovely apartments!! It's a super nice area. It really feels like you're not in a big city. I also love that I can have my cat!!

Jeanette
2 days ago

★★☆☆☆ 2 stars

My experience is going good so far. I can complain, it not like home but it not that bad. I guess because I don't know anyone here as yet. It should had a lobby...
Read More

Enid
4 days ago

★★★★★ 5 stars

I Enjoy the ability to submit maintenance request, track packages, track your keys, animal friendly dry cleaning and visitor parking all in one place.

Verified Resident
6 days ago

[+] MAXIMIZE

CHAT

TEXT

Setting up Your iFrame

This task requires a working knowledge of HTML and some basic understanding of CSS.

In the HTML file for your site, locate the appropriate location for reviews to display and add something similar to the following HTML:

```
<iframe
  title="Community Rewards Reviews"
  frameborder="0"
  scrolling="yes"
  width="100%" height="750"
  src="https://modernmsg.com/reviews/your-property-slug">
</iframe>
```

You can check your property slug the next time you log into your dashboard. You'll see it at the end of the URL. Likewise, you can click to your reviews site by clicking on the settings (gear) icon at the bottom left of your dashboard, choosing "Settings," and clicking on the Reviews Site link.

Set the width, height and title to the values that best fit your site. We recommend a width greater than 350 pixels, and a height between 400-750 pixels (Note: Our iFrame design is flexible enough to accommodate widths and heights outside

this range).

You may also add a class or ID if you plan to make adjustment to the iFrame with CSS, for instance making the iFrame size responsive based on the user's screen dimensions. We do not recommend utilizing CSS to make adjustments to the styling of the elements within the iFrame — if you seek that level of customization, use the API method, instead.

We recommend referencing Mozilla's documentation on iFrames to better understand the various advanced options you can add to your <iFrame>.

Please note: for the iFrame source, the Modern Message Reviews Page URL must match the security settings of your site.

If your site loads with https (e.g. "https://yourwebsite.com") you will need to use https for the iFrame source URL, e.g. "https://modernmsg.com/property-slug" or "https://modernmsg.com/reviews/property-slug"

Using an API to Display Reviews

This method requires collaboration with a professional web developer who will need to use the programming language specific to your site or your application.

This method enables your team to customize how reviews display in addition to other functionality. For the purposes of your marketing site, this option facilitates greater control over the visual design of reviews.

Pro's:

- Completely customizable
- You can filter or highlight reviews

Con's:

- More difficult to set up, requires knowledge of a scripting language like PHP or Javascript
- Review data is sent to you in plain text, so you have to do all the styling yourself

How to Set Up

The exact code you will need to add to your app depends on the programming language you use. We provide examples of the URL to which you need to send the request and sample responses.

General Setup Instructions

You will need an API token, so be sure to contact your Modern Message executive for the key.

To fetch the reviews for your property: send a HTTP GET request to https://modernmsg.com/api/v5/reviews with your API taken and your property slug as URL-encoded parameters.

A full request will look something like this:

```
https://modernmsg.com/api/v5/reviews?token=736f7804-a657-4e88-a3f4-6f906b86d72c&property=1000-modern-lofts
```

The response for a single review may look like this:

```
{
  "reviews_url": "https://modernmsg.com/1000-modern-lofts",
  "average_rating": 4.53,
  "reviews": [
    {
      "content": "This property is so great. I love living here. There's a pool and a gym and other things that apartments don't n
```

```
        "rating": 4.5,
        "permalink": "https://modernmsg.com/1000-modern-lofts/reviews/14ig4",
        "created_at": "2019-06-12T10:12:01.679-05:00",
        "player": {
          "image_url": "https://1h6.googleusercontent.com/-igcSJk-Q9DA/AAAAAAAAI/AAAAAAAAk/BxtlgjXYKo4/photo.jpg?sz=500",
          "short_name": "Matt B.",
          "player_id": 2754350
        },
        "id": 1890148
      {

 }
```

Your response should contain multiple reviews. The above example just shows how one review may appear.

To reply to a review: Send an HTTP POST request to https://modernmsg.com/api/v5/reviews/[review id]/reply with your token, property slug, and the text of the reply as URL-encoded parameters.

A full request will look something like this:

```
https://modernmsg.com/api/v5/reviews/1561698/reply?token=736f2804-a659-4e88-a3f4-6f906b86d72c&property=1000-modern-lofts@reply[co...
```

The review ID is returned when you fetch reviews.

The response will look like this:

```
{
  "id": 261979,
  "content": "reply from the api!",
  "created_at": "2019-06-13T18:47:47.733-05:00"
}
```

1. Expand the menu by clicking "PROPERTY CONFIGURATION"

2. Expand the submenu by clicking "Content Management"

3. Click "Custom Content" to open the custom content screen

4. Click "Property Site Home" to add reviews to your site's homepage

5. Click the "Custom JS" tab to get to the javascript injection field

6. Paste your custom javascript into the box. This is example code from one property. Your site may require different selectors and you will need to put your property's reviews URL in for the `src` attribute.

```
$(document).ready(function(){
    $('.neighborhood-content-holder').append('<iframe allowfullscreen=""
      src="https://modernmsg.com/your-property-slug"
      width="100%" height="100%" frameborder="0"></iframe>
});
```

7. Press save

Other Third-Party Providers

If your website is built and hosted by Entrata or another 3rd-party provider, please contact them for direction on how to integrate your reviews.