

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

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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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