

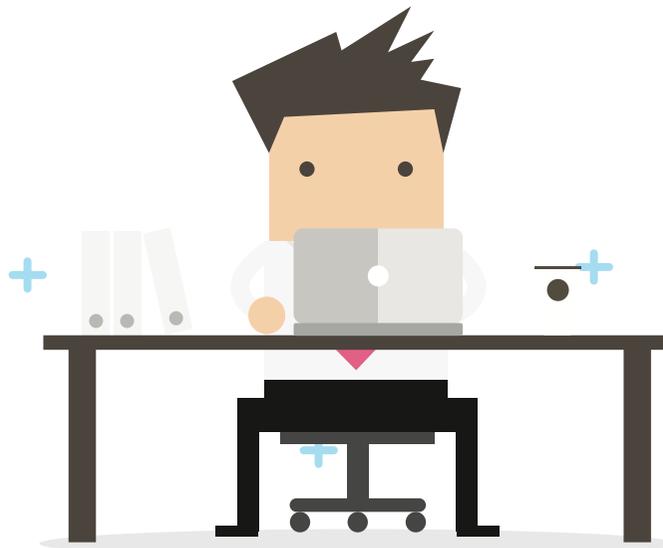


IM User Guide:

## Properties not syncing from REST to Inspection Manager

The purpose of this guide is to explain the main reasons why one or more properties are not syncing through from REST to Inspection Manager and how to fix it.

 Rest Professional



# The main reasons why properties are not syncing from REST to Inspection Manager

**1 PropertyManager Conflicts**  
Incorrect or missing user information on REST

**2 Invalid Data**  
Incorrect or missing required information on the property or properties within REST

**3 Exceeded Plan Limit**  
Property limit has been reached or exceeded

You can see which properties are being prevented from appearing in Inspection Manager by logging in to Inspection Manager, clicking on the REST tab and viewing each list located within the RED section.

⚠ Oh no! These properties will not appear in Inspection Manager until the issues are resolved			
Property Manager Conflicts (Please review results) ⓘ	   	65 Properties	<a href="#">View list</a>
Invalid Data (Please review results) ⓘ	   	1 Properties	<a href="#">View list</a>
Exceeded Plan Limit (Please review results) ⓘ	   	0 Properties	<a href="#">View list</a>

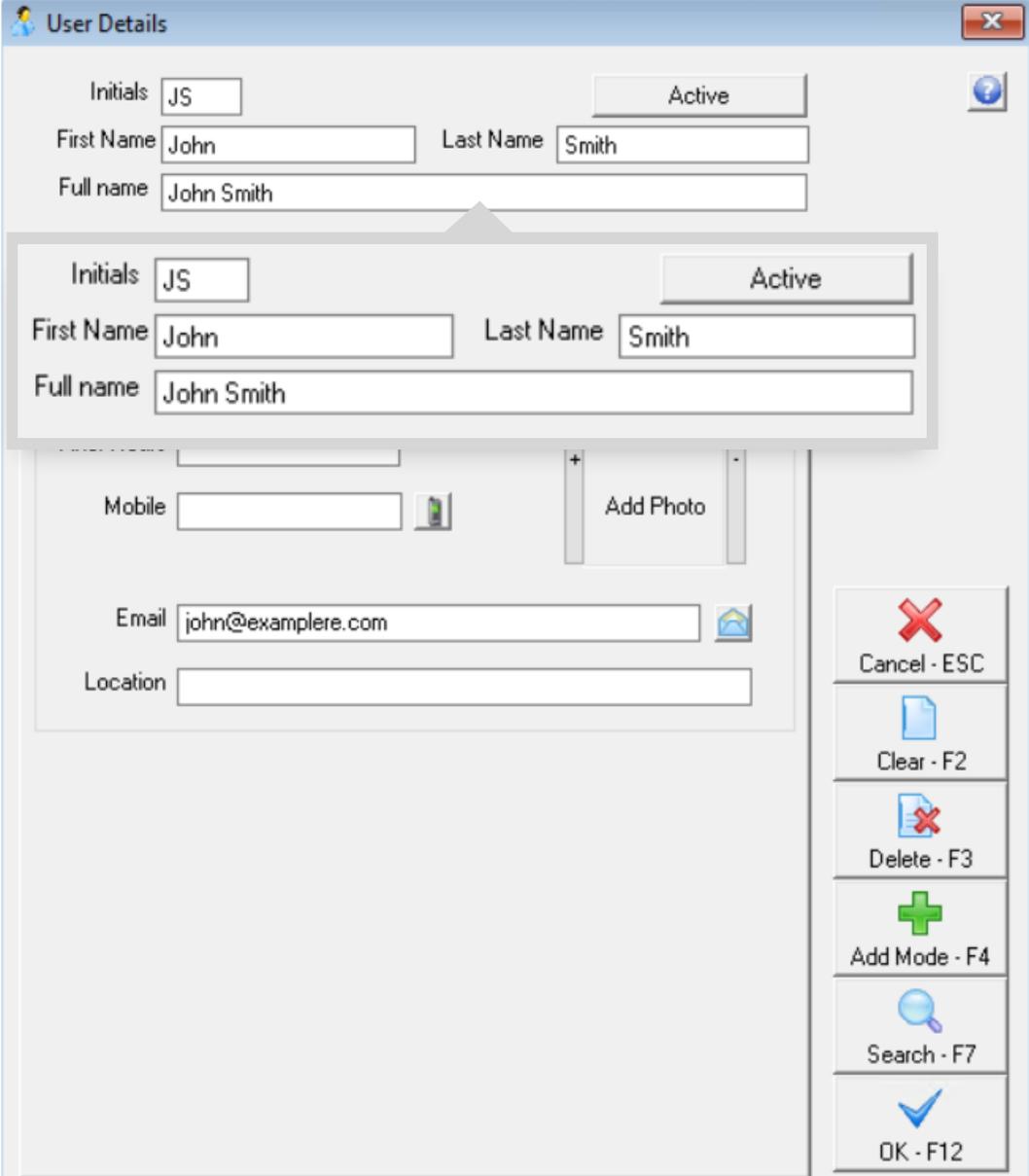
## FOR REASON 1

### Property Manager Conflicts

**Any incorrect or missing information on the User Details window within REST, will prevent a property from coming through.**

The minimum required fields are:

- First Name
- Last Name
- Email (This field must match exactly with the email on Inspection Manager)



**User Details**

Initials: JS  Active

First Name: John Last Name: Smith

Full name: John Smith

Initials: JS  Active

First Name: John Last Name: Smith

Full name: John Smith

Mobile:   Add Photo

Email: john@exampler.com 

Location:

Cancel - ESC

Clear - F2

Delete - F3

Add Mode - F4

Search - F7

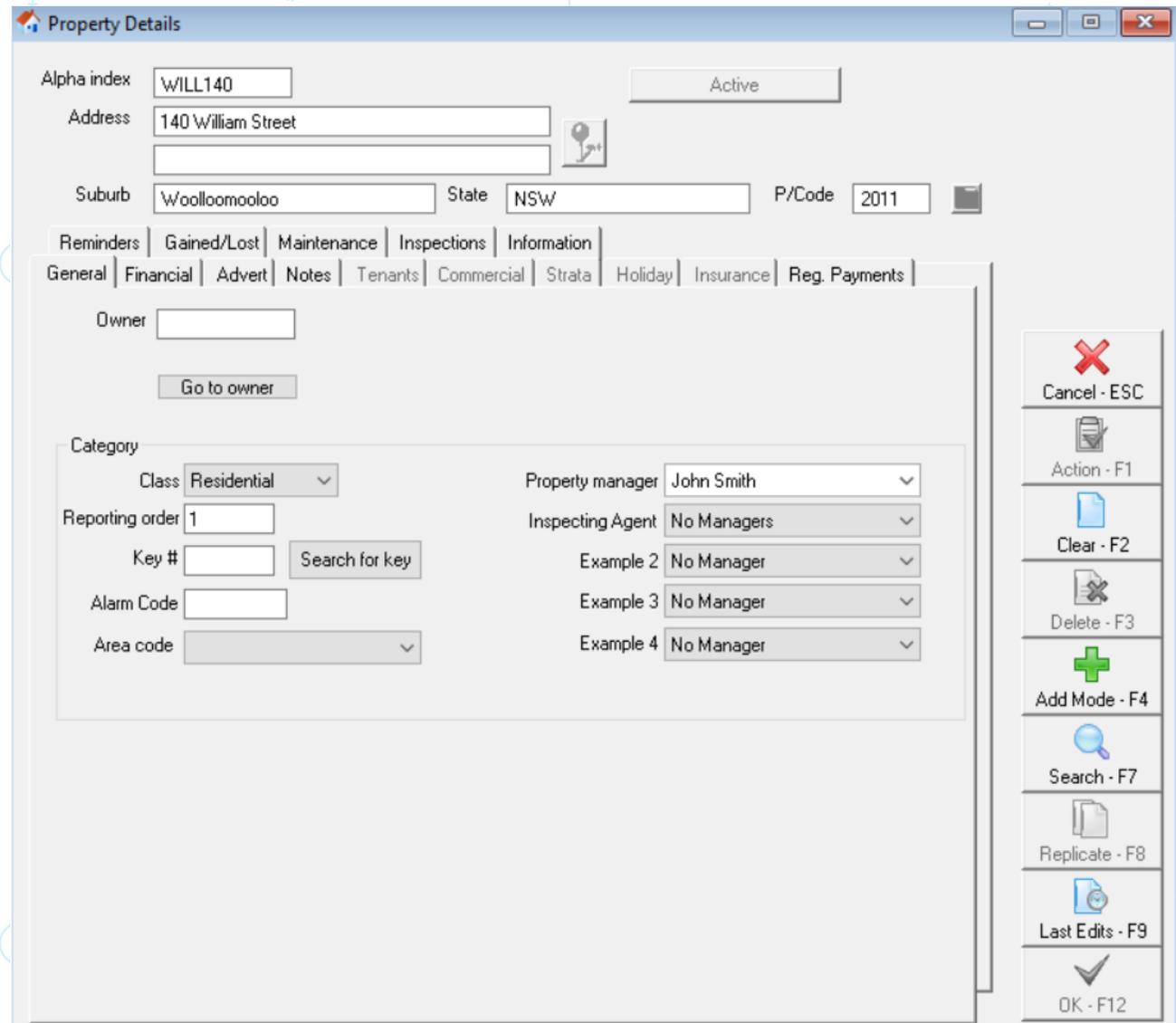
OK - F12

**FOR REASON 2  
Invalid Data**

**Any incorrect or missing information on the property General Tab & Inspections Tab within REST, will prevent a property from coming through.**

The minimum required fields are:

- General Tab
  - Address
  - Suburb
  - State
  - Postcode
  - Property Manager
- Inspections Tab
  - Inspection Frequency

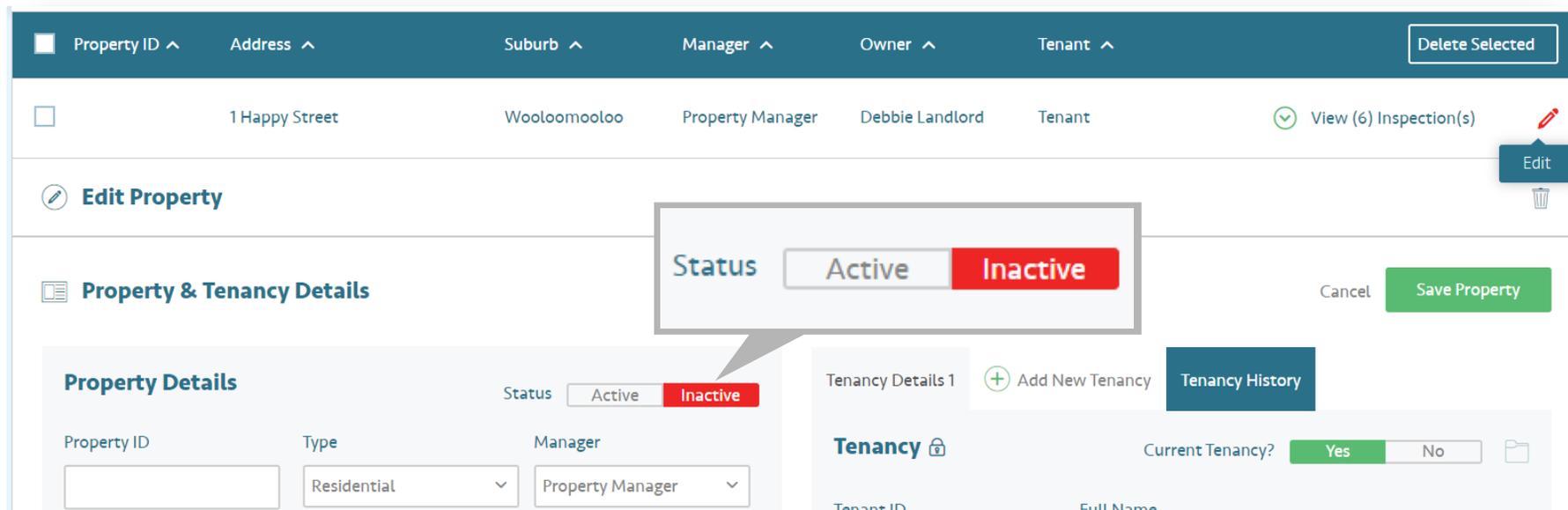


## FOR REASON 3 Exceeded Plan Limit

If you find that you have properties in the 'Exceeded Plan Limit', then you have a couple of options available.

1. Search for properties that you no longer manage on Inspection Manager and mark them as 'Inactive'. You do this by editing them, changing their property status to inactive and then clicking 'Save Property'.

(Properties that are marked as Inactive can still be searched on Inspection Manager and their inspections can still be accessed. You cannot create new inspections on properties that are inactive.)



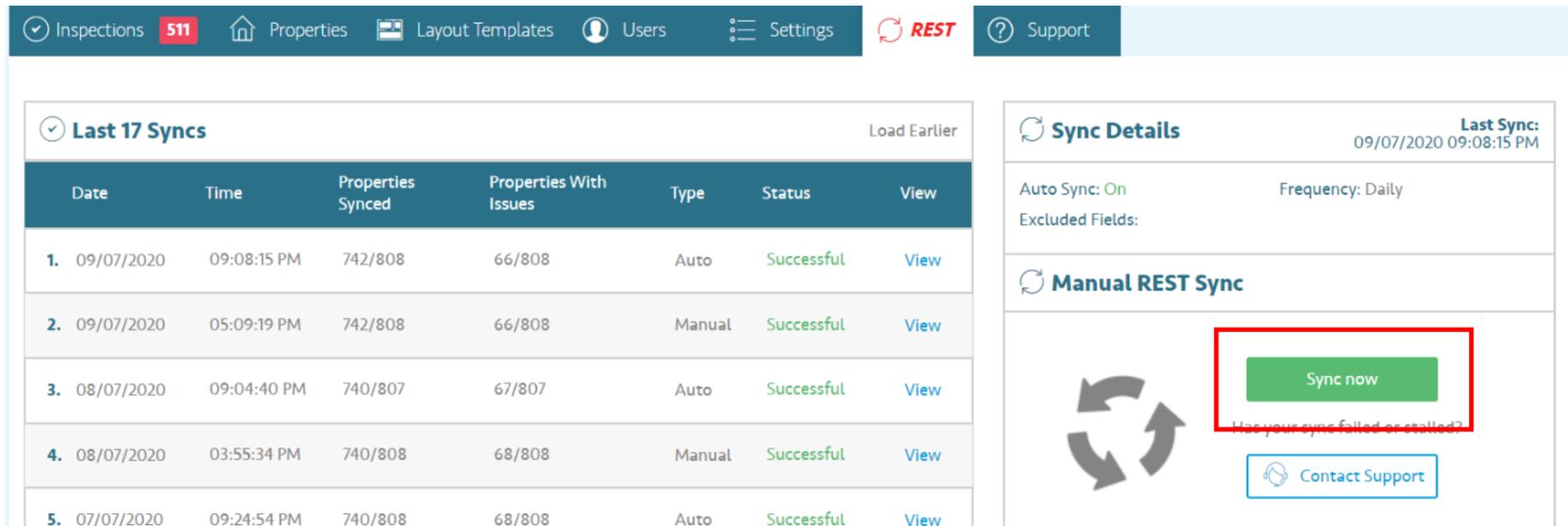
The screenshot displays the 'Edit Property' form in the Inspection Manager application. The form is divided into several sections:

- Property & Tenancy Details:** This section contains a 'Status' dropdown menu with two options: 'Active' (white) and 'Inactive' (red). A callout box highlights this dropdown, indicating that the 'Inactive' option is selected. Other fields include 'Property ID', 'Type' (set to 'Residential'), and 'Manager' (set to 'Property Manager').
- Tenancy Details:** This section includes a 'Tenancy' dropdown menu, a 'Current Tenancy?' dropdown menu (set to 'Yes'), and a 'Full Name' field.
- Buttons:** There are 'Cancel' and 'Save Property' buttons at the bottom right of the form.

The top of the interface shows a table of properties with columns for 'Property ID', 'Address', 'Suburb', 'Manager', 'Owner', and 'Tenant'. The first row shows '1 Happy Street', 'Woolloomooloo', 'Property Manager', 'Debbie Landlord', and 'Tenant'. A 'Delete Selected' button is visible in the top right corner.

2. Contact Inspection Manager to increase your plan size to allow these extra properties.

Once you have gone through the previous list above, you need to login to Inspection Manager, click on the REST tab and then initiate a REST sync by clicking the green button that says, 'Sync now'. This will sync and bring across the properties.



The screenshot shows the Inspection Manager interface with the REST tab selected. The top navigation bar includes 'Inspections 511', 'Properties', 'Layout Templates', 'Users', 'Settings', 'REST', and 'Support'. The main content area is divided into two panels. The left panel, titled 'Last 17 Syncs', contains a table with the following data:

	Date	Time	Properties Synced	Properties With Issues	Type	Status	View
1.	09/07/2020	09:08:15 PM	742/808	66/808	Auto	Successful	<a href="#">View</a>
2.	09/07/2020	05:09:19 PM	742/808	66/808	Manual	Successful	<a href="#">View</a>
3.	08/07/2020	09:04:40 PM	740/807	67/807	Auto	Successful	<a href="#">View</a>
4.	08/07/2020	03:55:34 PM	740/808	68/808	Manual	Successful	<a href="#">View</a>
5.	07/07/2020	09:24:54 PM	740/808	68/808	Auto	Successful	<a href="#">View</a>

The right panel, titled 'Sync Details', shows the 'Last Sync' as '09/07/2020 09:08:15 PM'. It indicates 'Auto Sync: On' and 'Frequency: Daily'. Below this, there is a section for 'Manual REST Sync' which features a large circular refresh icon and a prominent green 'Sync now' button. A red box highlights the 'Sync now' button, and a message below it asks 'Has your sync failed or stalled?'. A 'Contact Support' button is also visible at the bottom of the panel.



**If you are still experiencing issues with accessing Inspection Manager through REST, please contact our support team.**



Phone:

1300 22 88 32 | 02 9264 6299



Email:

[support@inspectionmanager.com](mailto:support@inspectionmanager.com)



Live Chat:

<https://inspectionmanager.com/contact/>

