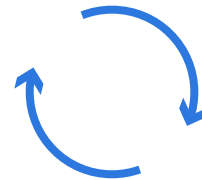




**IM User Guide:**

## **How to use the Palace Sync**

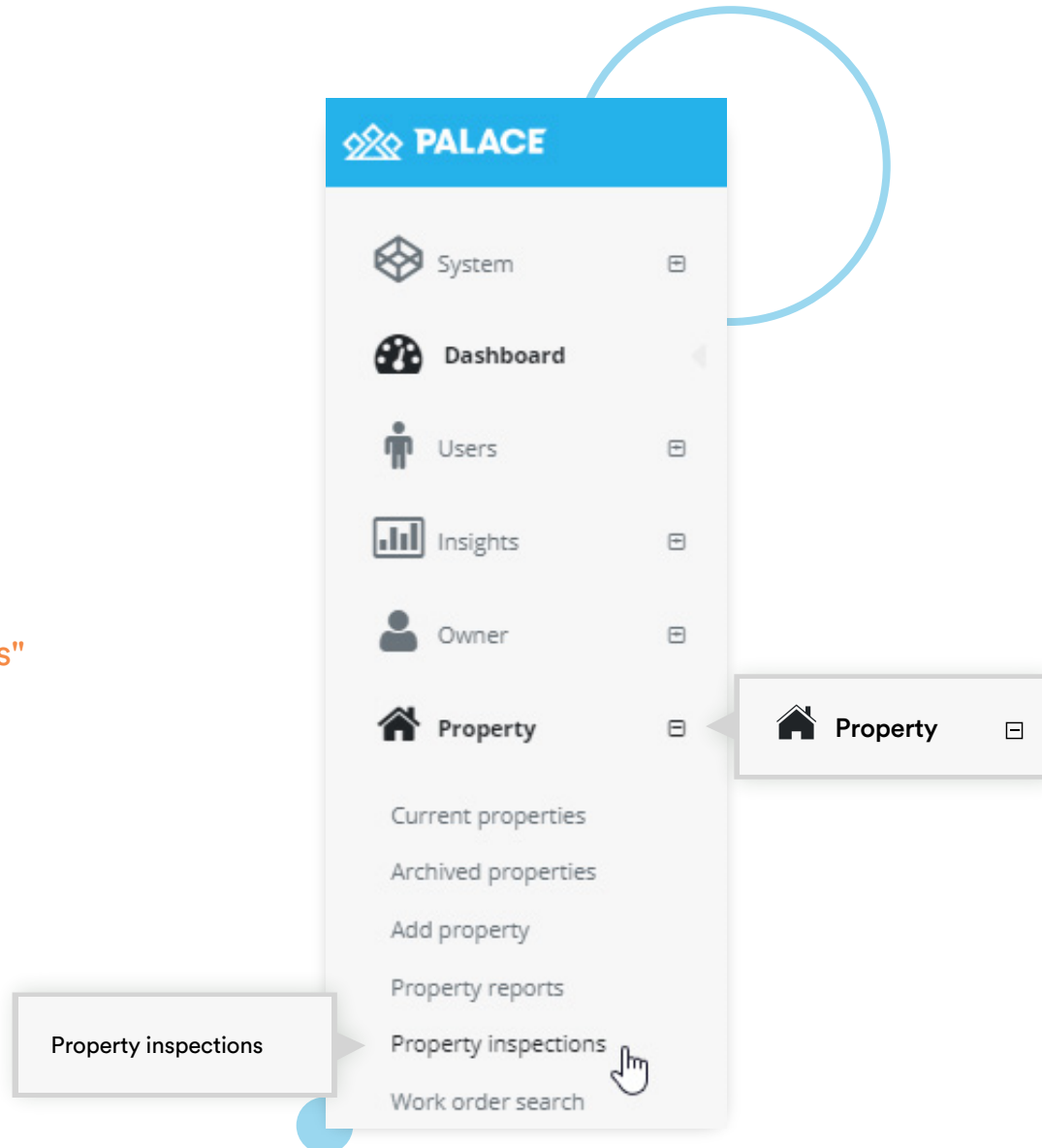
The purpose of this guide is to explain how to schedule inspections in Palace and sync them to Inspection Manager



Step  
**1**

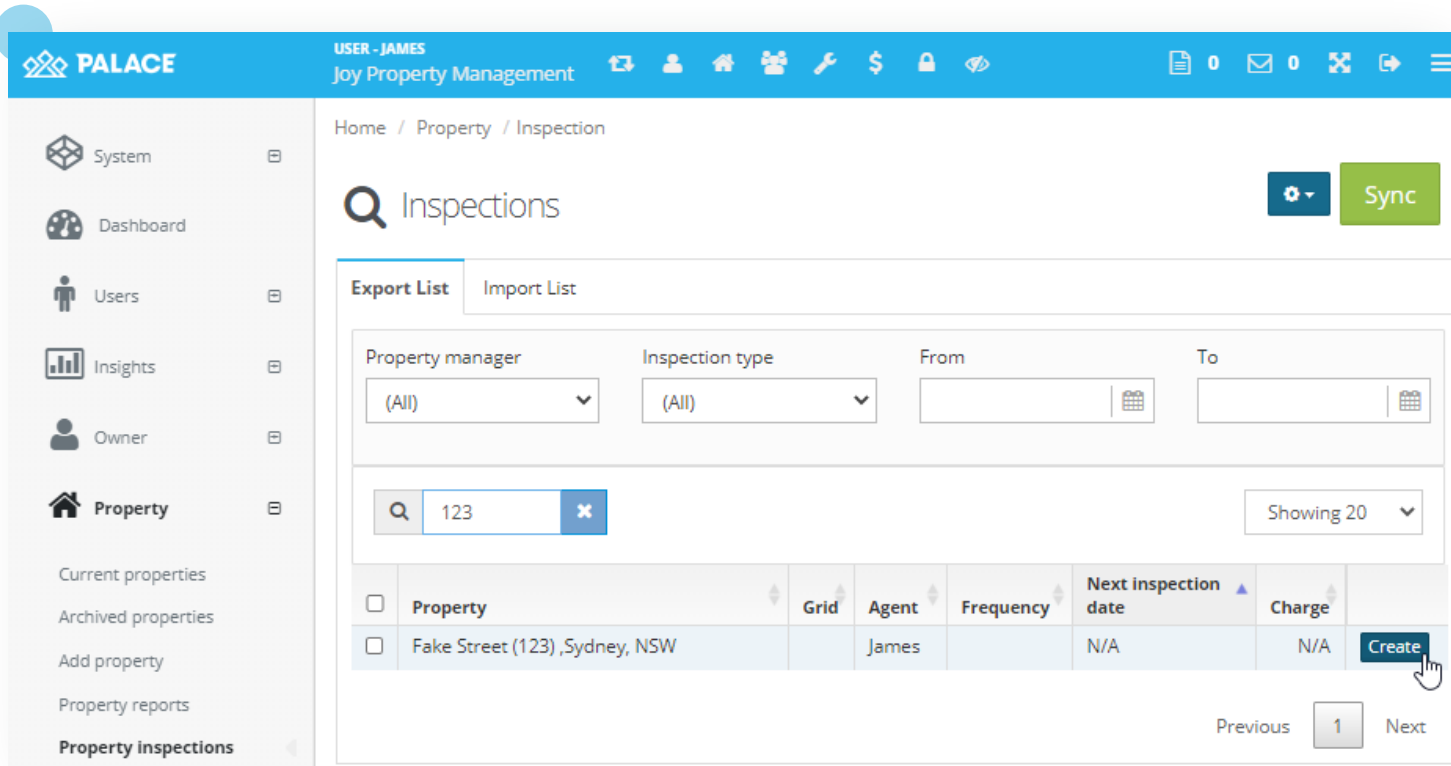
## Navigate to Property Inspections

In Palace, click "Property",  
then click "Property Inspections"



## Step 2 | Create a new inspection for the relevant property

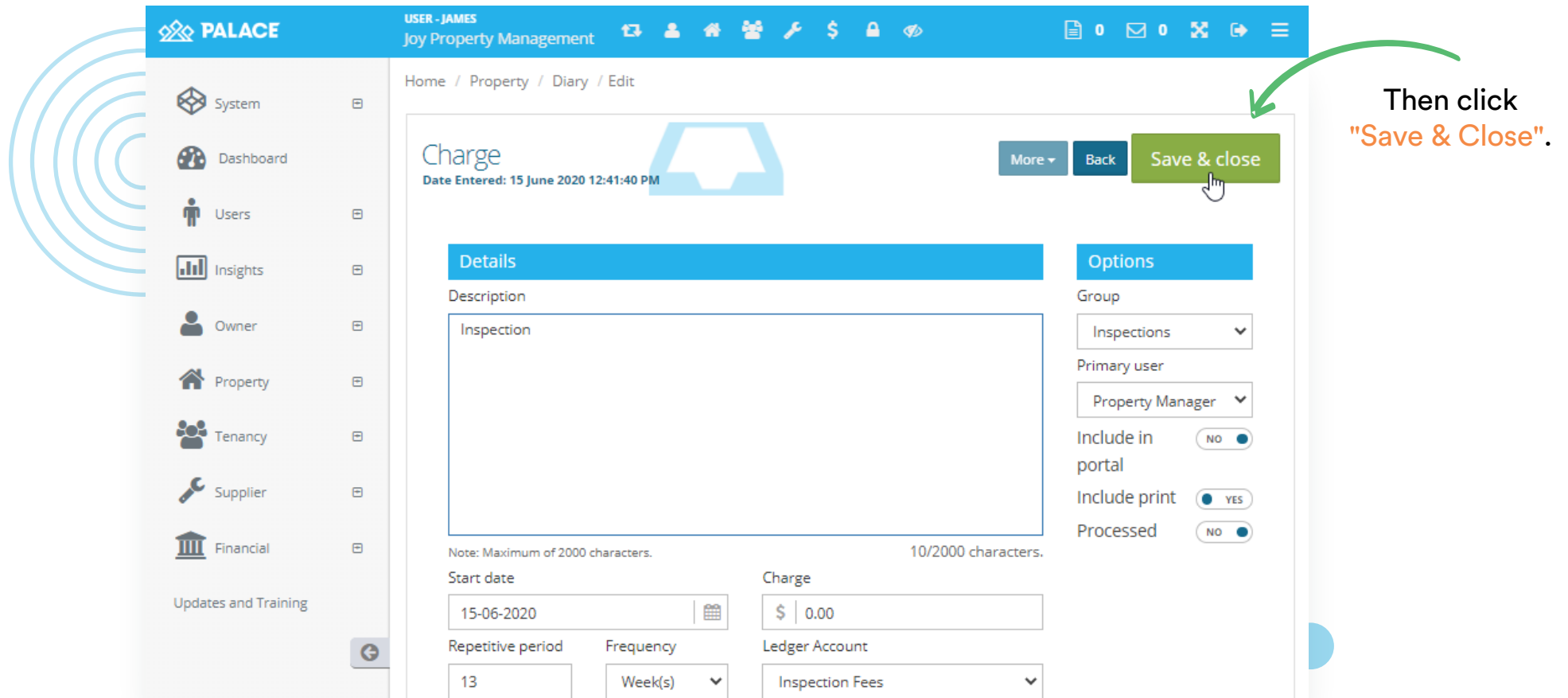
Use the search box to look for the property you wish to add an inspection to then click "Create" which is located to the right of the property.



The screenshot shows the PALACE Inspection Manager interface. The top navigation bar includes the PALACE logo, user information (USER - JAMES, Joy Property Management), and various utility icons. The left sidebar contains navigation options: System, Dashboard, Users, Insights, Owner, and Property (with sub-options: Current properties, Archived properties, Add property, Property reports, and Property inspections). The main content area is titled 'Inspections' and features a search bar with the text '123'. Below the search bar, there are filters for 'Property manager' (set to '(All)'), 'Inspection type' (set to '(All)'), 'From', and 'To'. A table lists inspection entries with columns: Property, Grid, Agent, Frequency, Next inspection date, and Charge. The first entry is 'Fake Street (123), Sydney, NSW' with 'James' as the agent and 'N/A' for both the next inspection date and charge. A 'Create' button is located to the right of this entry. A callout bubble with the word 'Create' points to this button. At the bottom right, there are pagination controls: 'Previous', '1', and 'Next'.

## Step 3 | Enter details for the inspection

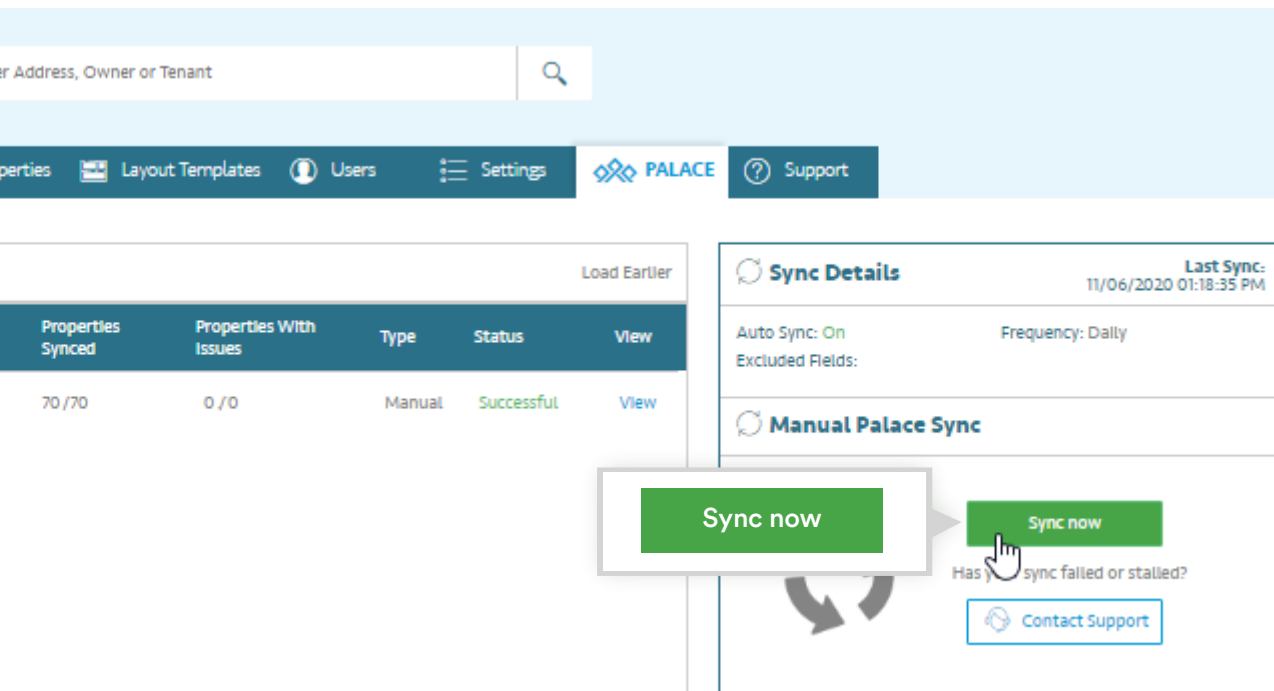
Assign the Property Manager and set the date that you want to conduct the inspection.



The screenshot shows the PALACE software interface for editing a charge. The breadcrumb trail is Home / Property / Diary / Edit. The main form is titled 'Charge' and shows 'Date Entered: 15 June 2020 12:41:40 PM'. The 'Details' section has a description field containing 'Inspection'. The 'Options' section includes a 'Group' dropdown set to 'Inspections', a 'Primary user' dropdown set to 'Property Manager', and three toggle switches: 'Include in portal' (NO), 'Include print' (YES), and 'Processed' (NO). At the bottom, there are input fields for 'Start date' (15-06-2020), 'Charge' (\$ 0.00), 'Repetitive period' (13), 'Frequency' (Week(s)), and 'Ledger Account' (Inspection Fees). A green arrow points to the 'Save & close' button in the top right corner of the form, with the text 'Then click "Save & Close".'

## Step 4 | Sync the inspection to Inspection Manager

Either run a manual sync by clicking the Palace tab in Inspection Manager and then clicking "Sync now" or wait overnight for the auto sync to occur.



The screenshot shows the Inspection Manager interface. At the top, there is a search bar for "Address, Owner or Tenant". Below it is a navigation menu with "Properties", "Layout Templates", "Users", "Settings", "PALACE", and "Support". The main content area is divided into two panels. The left panel shows a table with columns: "Properties Synced", "Properties With Issues", "Type", "Status", and "View". The table contains one row with values: "70 / 70", "0 / 0", "Manual", "Successful", and "View". The right panel is titled "Sync Details" and shows "Last Sync: 11/06/2020 01:18:35 PM". It includes sections for "Auto Sync: On", "Frequency: Daily", and "Excluded Fields:". Below this is a "Manual Palace Sync" section with a "Sync now" button. A callout box highlights this button, and another callout box points to a "Sync now" button in the "Manual Palace Sync" section. Below the "Manual Palace Sync" section, there is a question "Has your sync failed or stalled?" and a "Contact Support" button.

## Need a hand from our support team?

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Live chat:

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

