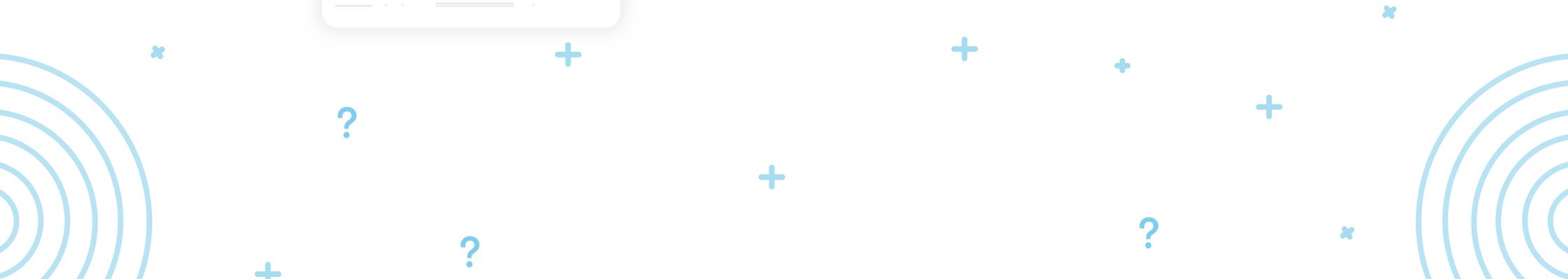
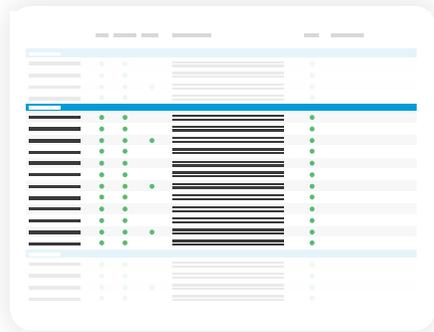




IM User Guide:

How to use the PropertyMe Sync

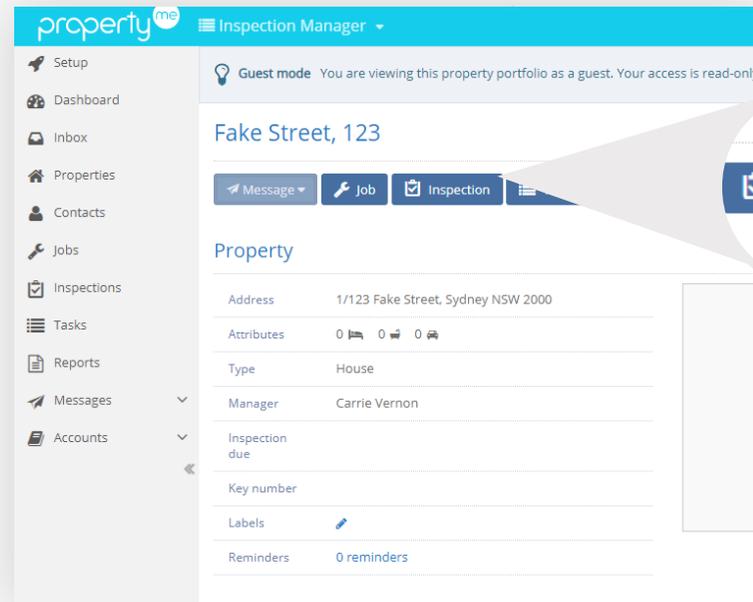
The purpose of this guide is to explain how to schedule inspections in PropertyMe and sync them to Inspection Manager



Step 1

Schedule an inspection in PropertyMe

Locate the property in PropertyMe & Click "Inspection".

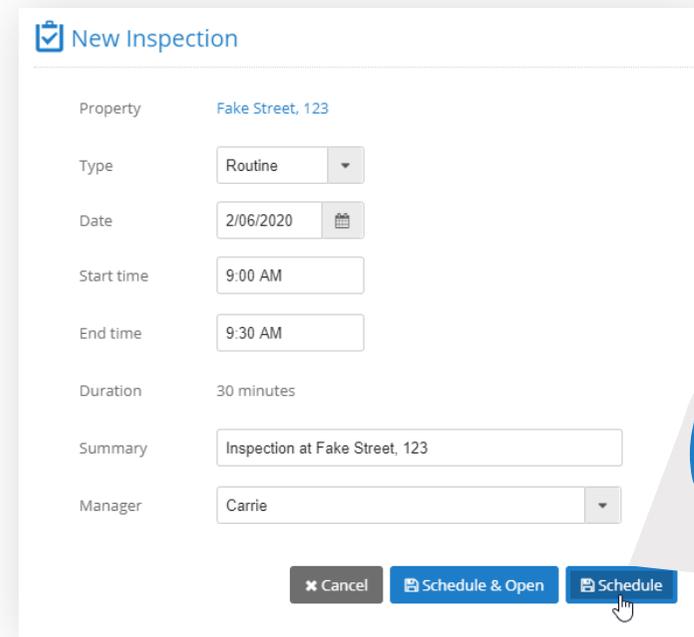


Step 2

Complete the relevant fields for the inspection

Select the Inspection Type, Date, Time and assign a Property Manager. Then click "Schedule".

(Note: The property manager's name needs to match exactly with an Inspection Manager user's name).

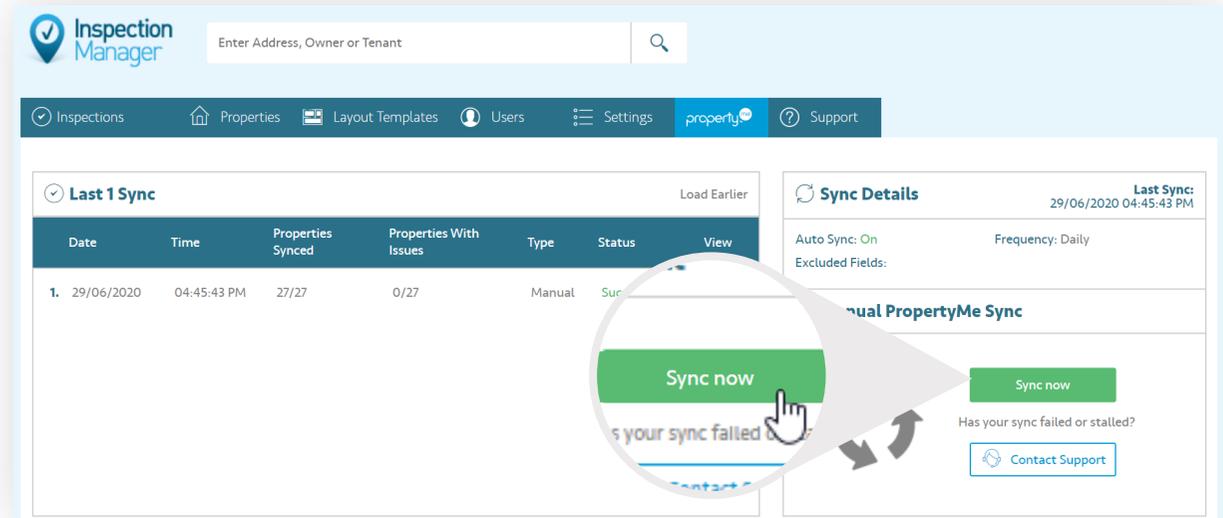


Step
3

Use manual or auto sync to Inspection Manager

Once the Inspection is scheduled in PropertyMe, navigate to the PropertyMe tab in Inspection Manager CMS and then click the green "Sync Now" button to sync the inspection right away.

Alternatively, you can allow the scheduled inspection to sync automatically via our daily overnight sync.



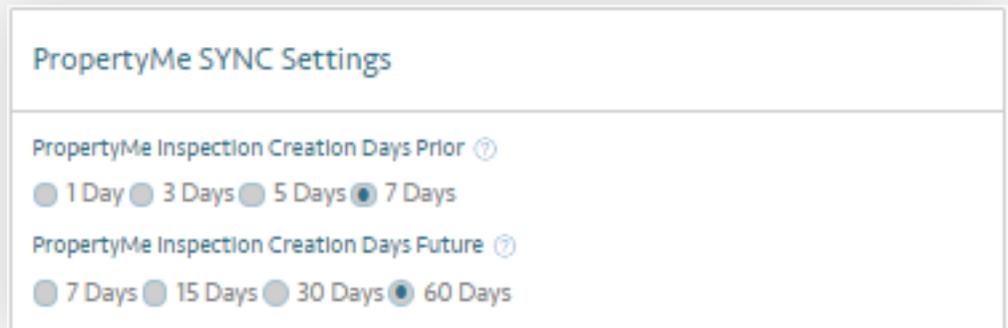
The screenshot shows the Inspection Manager interface. At the top, there is a search bar and navigation tabs for Inspections, Properties, Layout Templates, Users, Settings, and Support. Below this is a table titled 'Last 1 Sync' with columns for Date, Time, Properties Synced, Properties With Issues, Type, Status, and View. A row shows a sync on 29/06/2020 at 04:45:43 PM, with 27/27 properties synced and 0/27 with issues. A magnifying glass highlights a green 'Sync now' button in the table. To the right, there is a 'Sync Details' panel showing 'Auto Sync: On', 'Frequency: Daily', and 'Last Sync: 29/06/2020 04:45:43 PM'. Below this is a 'Manual PropertyMe Sync' section with another 'Sync now' button and a 'Contact Support' button.

Step
4

Select your preferred date range in sync settings

The sync can be applied to different date ranges - from 7 days in the past to 60 days into the future.

Only users with the "Office Manager" role can edit these date settings. You can review and assign the roles by editing users in the Users tab in Inspection Manager.



The screenshot shows the 'PropertyMe SYNC Settings' panel. It contains two sections: 'PropertyMe Inspection Creation Days Prior' and 'PropertyMe Inspection Creation Days Future'. Each section has radio buttons for different time ranges. In the 'Prior' section, '7 Days' is selected. In the 'Future' section, '60 Days' is selected.

How to Fix

Properties not syncing

"Property Manager Conflicts" error message: Properties will display with "Property Manager Conflicts" if the name of the Property Manager assigned to the inspection in PropertyMe does not match the name of a user in Inspection Manager exactly.

"Exceeded Plan Limit" error message: Properties in the "Exceeded Plan Limit" section will not sync over until either properties that are no longer in the rent roll are deactivated bringing you under your property limit threshold or an upgrade is purchased to increase active property limit allowance.

⚠ Oh no! These properties will not appear in Inspection Manager until the issues are resolved			
Property Manager Conflicts	(Please review results) ?	 	0 Properties View list
Invalid Data	(Please review results) ?	 	1 Properties View list
Exceeded Plan Limit	(Please review results) ?	 	0 Properties View list

"Invalid Data" error message:

Properties not syncing due to "Invalid Data" can be addressed by clicking "View List" to the right of this section and then correcting the issue highlighted in orange on the right of each property in PropertyMe.

1 Properties with Invalid Data  					
Property ID	Address	Suburb	Manager	Tenant	Invalid Data
 abc0048b-0f7f-4491-b29a-b1a3a2fcb2b0	123 Fake Street	Sydney	Carrie		-1. Empty Owner

Total search Count: 1



Need a hand from our support team?



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Live Chat:

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