

IM User Guide:

## **Unable to Log into Inspection Manager via REST**

This guide will cover the main reason why you are not able to login into Inspection Manager through REST and how to fix it

## Rest Professional





The main reason why you're unable to log into Inspection Manager through REST is because of incorrect or missing Inspection Manager login credentials stored within REST.





## Click on the "Third Party" tab, select the wording "Inspection Manager" and then click "Configure".

This will open a window that displays all REST users.

🔤 Company Details		<b>—</b> ×
General Charges/Taxes Internal Accounts Defaults Advertising	Third Party	1
Third Party Services  Moving Services Maintenance Plus Moving Services Maintenance Plus Maintenance Plus Maintenance Plus Maintenance Plus	Configure	Cancel - ESC OK - F12

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For each user listed here that is also an Inspection Manager user, you need to confirm that they have their correct Username and Password stored here.

- Username = Inspection Manager User Email
- Password = Inspection Manager User Password

## Once the information is added/corrected, you need to click 'OK' to save it.

	Username	Password			
lan Hashem	alan@examplere.com	жжения			
lex Tanya	alex@examplere.com	жжжжжж			
rad Jones	brad@examplere.com	******			
ames Laham	james@examplere.com	жжжжжж			
ohn Smith	john@examplere.com	NEEDENE			

After this has been done you should be able to log into Inspection Manager through REST.



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



Live Chat: https://inspectionmanager.com/contact/

