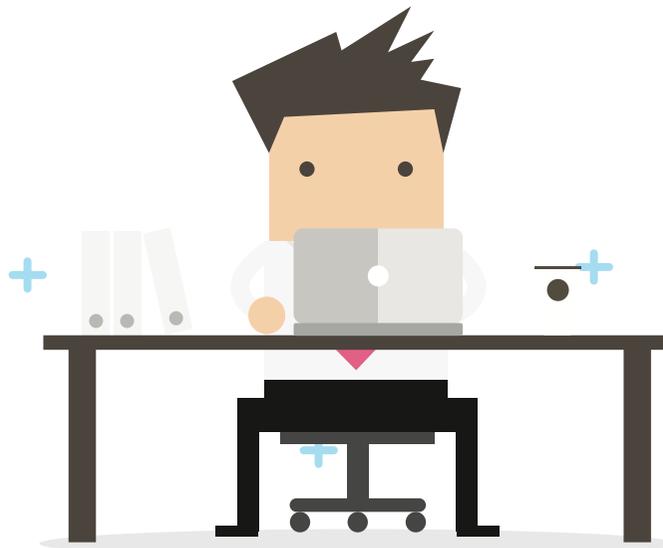# Inspection Manager

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

Inspection Manager

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	▤ View list
Invalid Data (Please review results) ⓘ	🔄 | ⊙	1 Properties	▤ View list
Exceeded Plan Limit (Please review results) ⓘ	🔄 | ⊙	0 Properties	▤ View list

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)

Inspection Manager
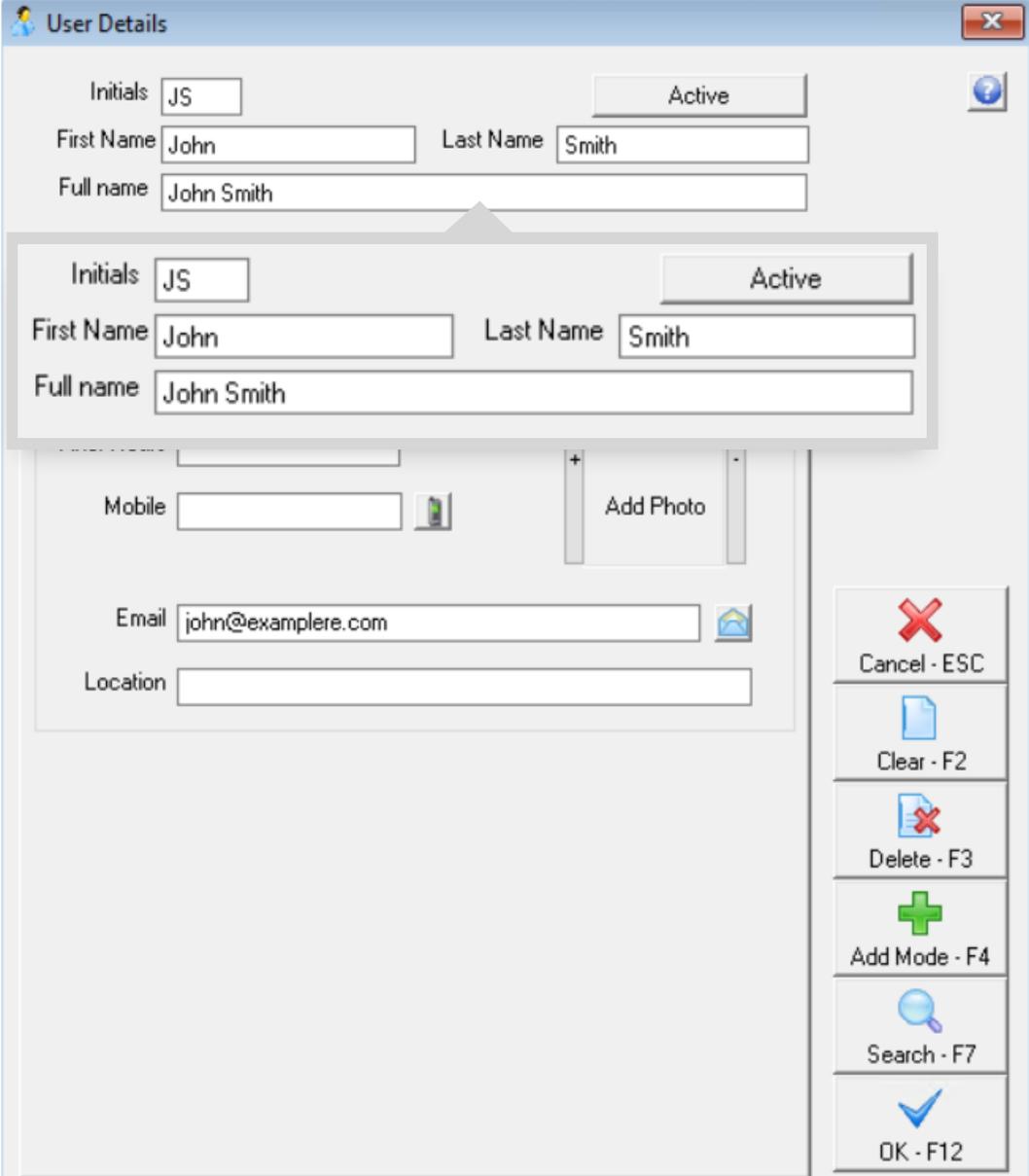
User Details

Initials	JS
First Name	John
Last Name	Smith
Full name	John Smith

Active

Initials JS
First Name John
Last Name Smith
Full name John Smith
Active

Mobile

Add Photo

Email john@examplere.com

Location

- Cancel - ESC
- Clear - F2
- Delete - F3
- Add Mode - F4
- Search - F7
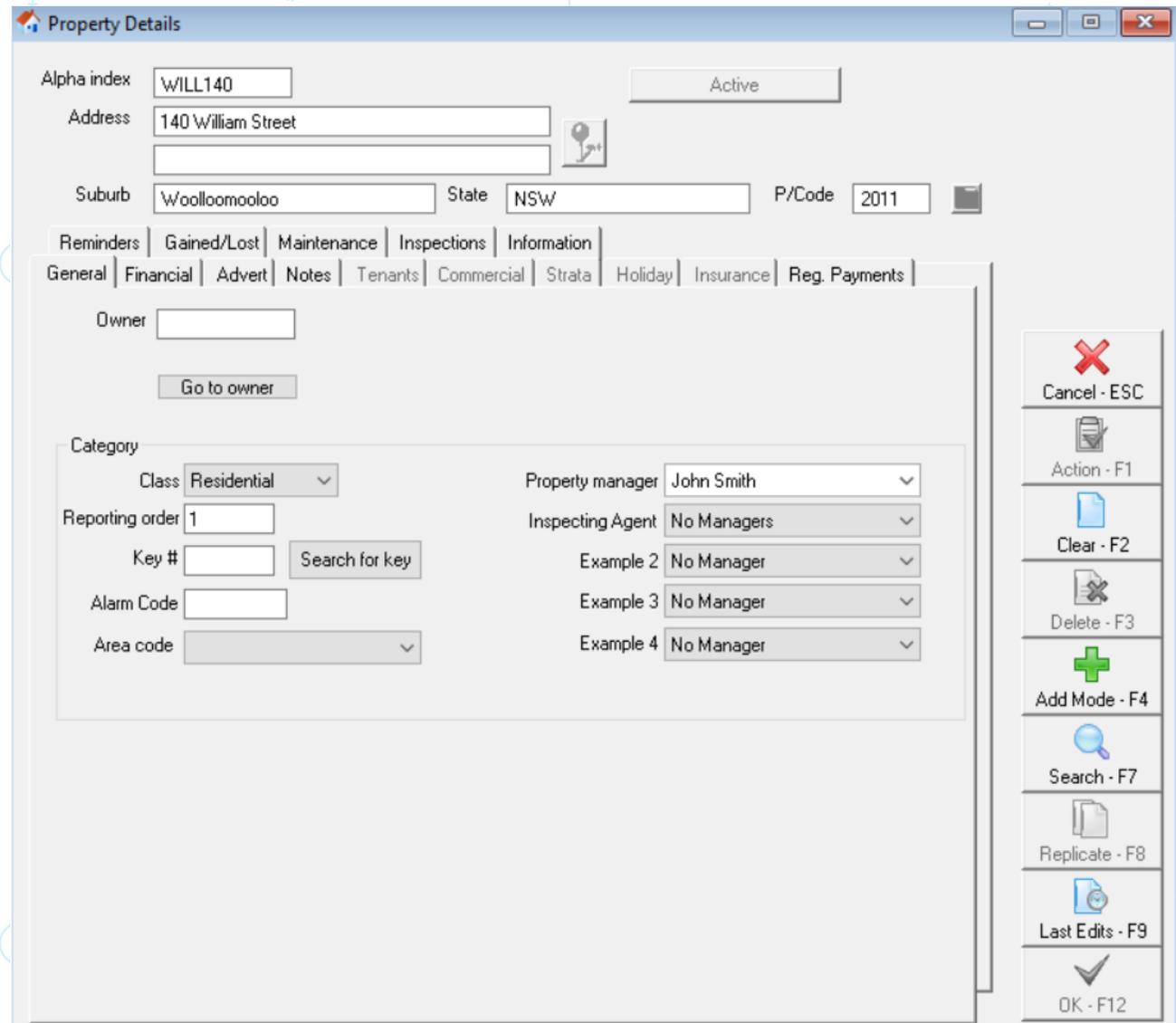- OK - F12

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
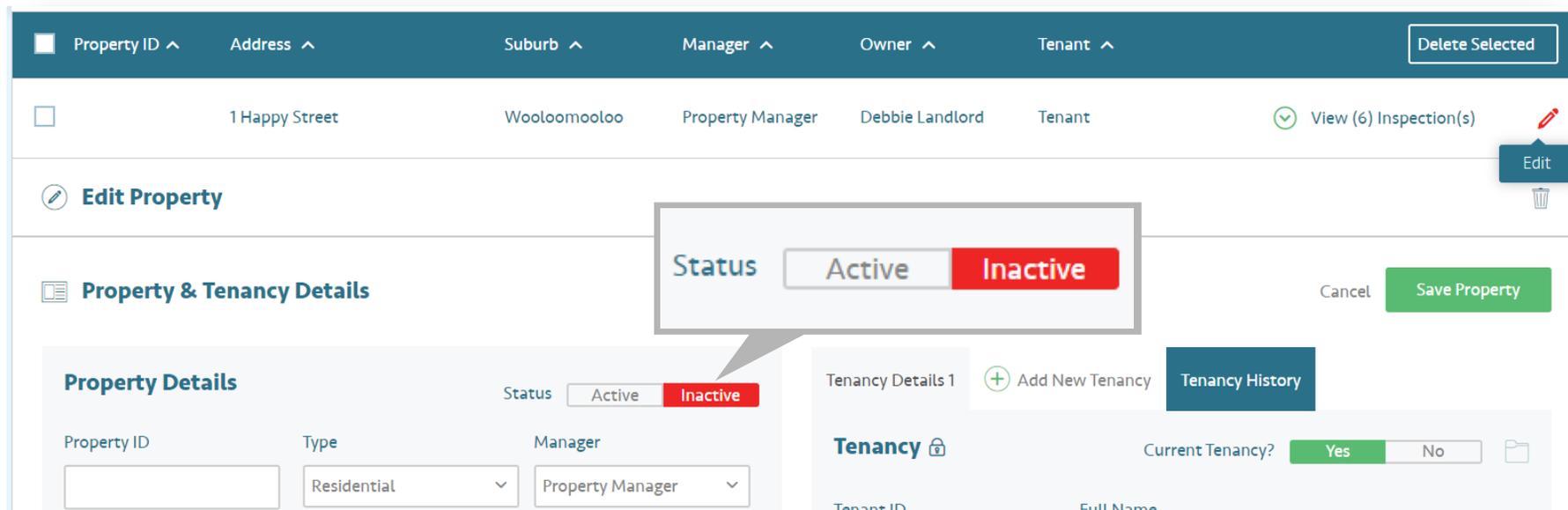 - Property Manager
- Inspections Tab
  - Inspection Frequency

Inspection Manager

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.)

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.
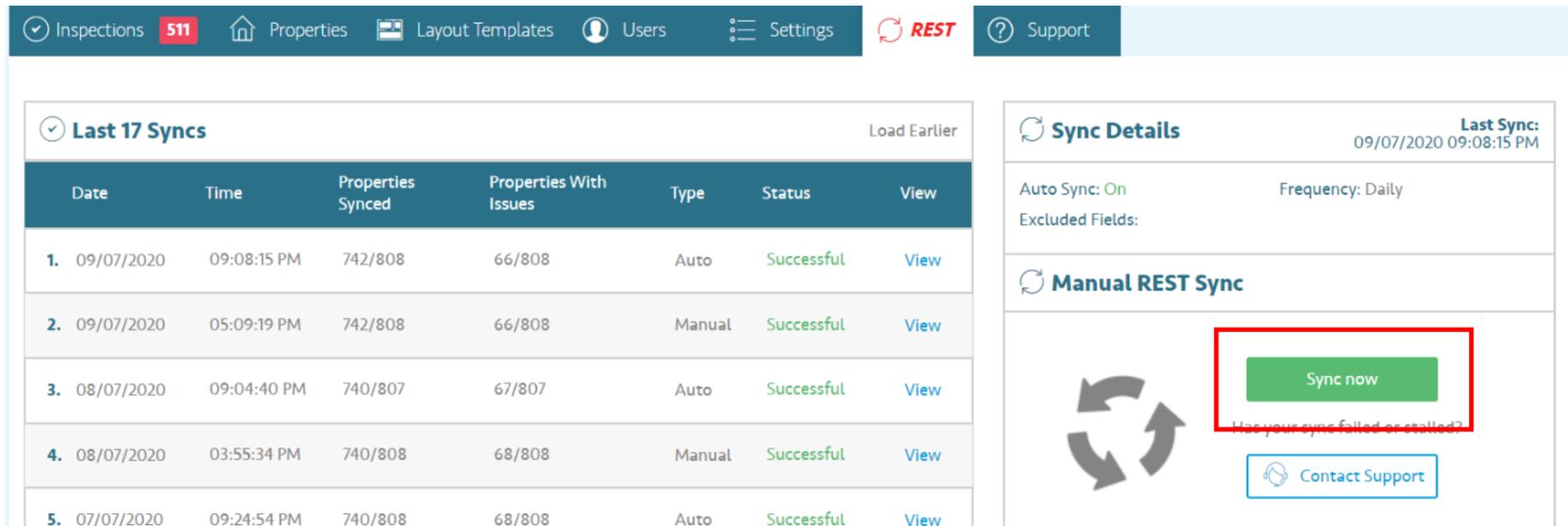
| Inspections 511 | Properties | Layout Templates | Users | Settings | *REST* | Support |

Last 17 Syncs   Load Earlier

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

Sync Details   Last Sync: 09/07/2020 09:08:15 PM

Auto Sync: On   Frequency: Daily
Excluded Fields:

Manual REST Sync

Sync now

Has your sync failed or stalled?

Contact Support

Inspection Manager

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/