

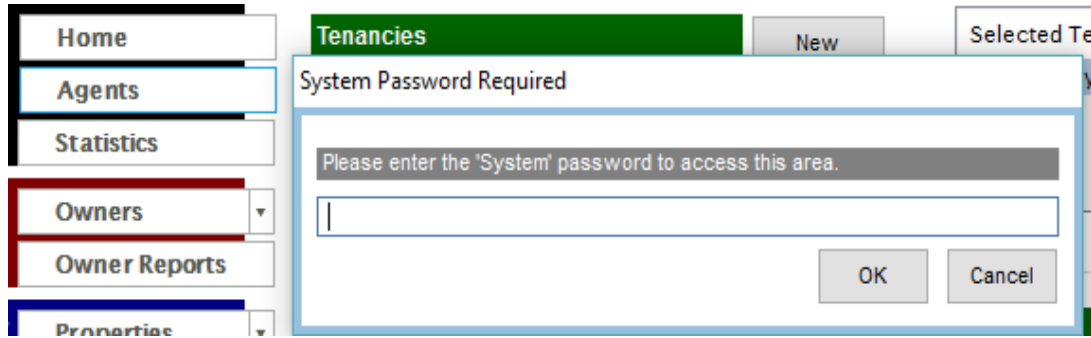


iLink account reset / setup

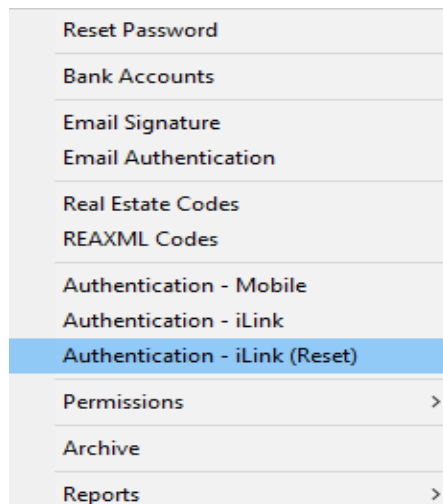
(please be sure to import any pending inspections for these accounts before resetting)

Resetting iLink

Click on Agents screen (top left hand-side) and enter in your SYSTEM password.



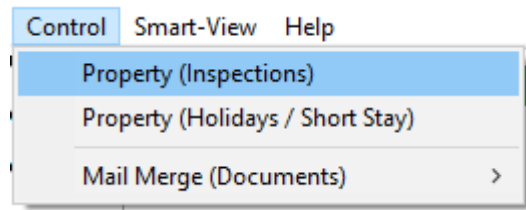
Right click on each agent that you need to reset and select reset iLink account as per screenshot



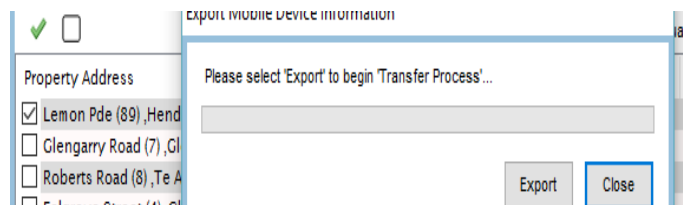
iLink setup

(Be sure to set up a custom iLink for each agent, so no one is sharing the same iLink accounts)

Click on Control (top tool-bar) and select 'Property (Inspections)'.

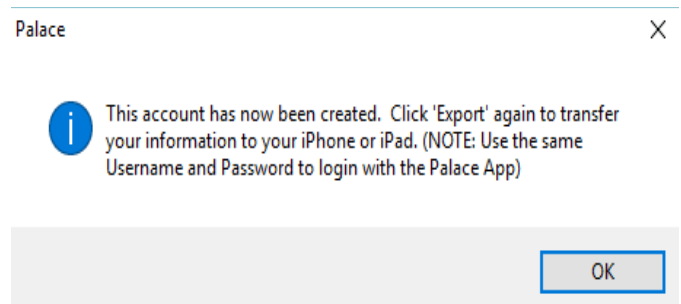
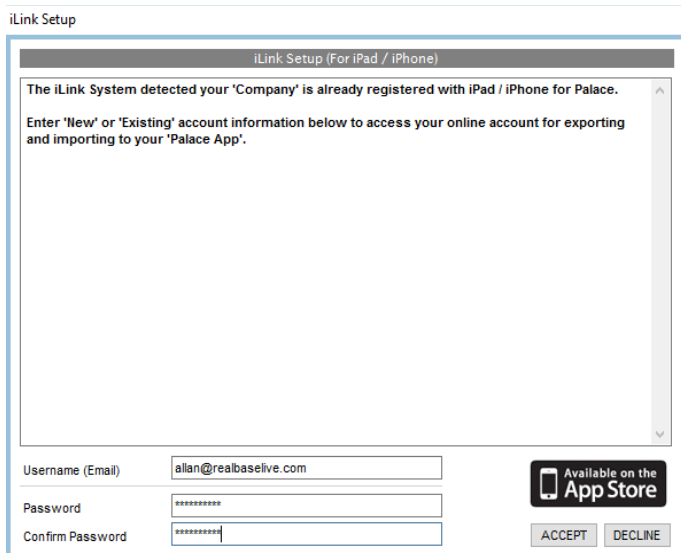


Start by selecting omne property from the list and select export.



This will then prompt you to create an iLink account for the agent you are logged in as. Enter in your password and click on accept.

Palace will then confirm that the account has been set up and prompt you to click on export again to finish the account set up.



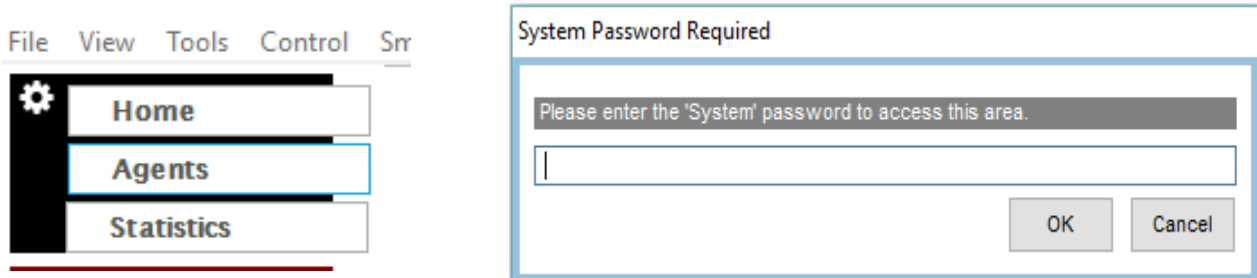
Once the first export is completed the agent should be able t login to their device with their new credentials and see the one property they have exported. From here they are free to export the rest of their properties as per normal.

Please follow these steps for each agent until everyone has been set up correctly.

Finding your iLink account

If you are not sure of what your login details are for the inspection app, follow these steps to find where it is for yourself or any other agent in the office.

Open up your agents screen in Palace (Top left on your side menu) and enter in your SYSTEM password.



Right click on the specified agents name and you will get a pop menu with a few options. Select "Authentication – iLink" which will close this menu and show a little pop up with your login details.

NOTE: If this pop up shows your password being blank, this user does not currently have an existing iLink account

