



Upload Troubleshooting

Property Management Solutions for Over 30 Years

Overview

This document has some things to look for if your documents do not get uploaded.

Troubleshooting

Open the Owner profile and click on Tab 3.

Harrison S. Golden [Owner]

ID: GOLDEN | Harrison S. Golden | Status: Active | Upload Manager

Statement: MULTI: Multiple unit owner | Tax Rate: | Publishing: Default | Publish Until: | No Paper Statements | No Internet Statements

Distribution Check Override Address: Patriot Bank | P.O. Box 3246 | Drawer 17 | **Preston, NH 02190** | 02190 | Foreign

What is in the Publishing field? If you are uploading to the owner portal the field should say:

- Default
- Send to Portal
- Send to Portal, Copy to Email.

If set to Send to Portal, Copy to Email is the email set up in IP>Advanced tab>Email Setup?

Is the No Internet Statements checkbox marked?

On Tab 1 is the owner's email address correct? What is their status?

Harrison S. Golden [Owner]

ID: GOLDEN | Harrison S. Golden | Status: Active | Upload Manager

Name & Permanent Address: Harrison S. Golden | 1 Walking Lane | **Preston, NH 02190** | 02190 | Foreign

Phone Numbers: Contact: Harrison S. Golden | Day: 502-555-3400 | Night: 502-555-6543 | Cell: 502-555-6657 | FAX: 502-555-2659 home

Informal Salutation: Steve | Formal Salutation: Mr. And Mrs. Golden | Taxpayer Name: | Email Address: Email: GoldenS@promas.com | Send | Text by Email: | Send