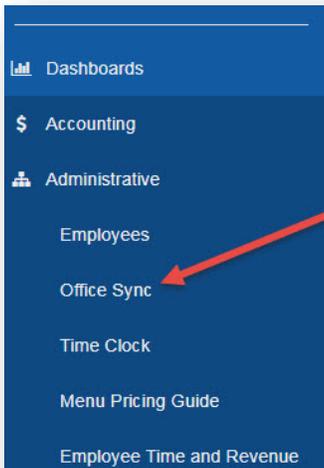


Force Office Sync

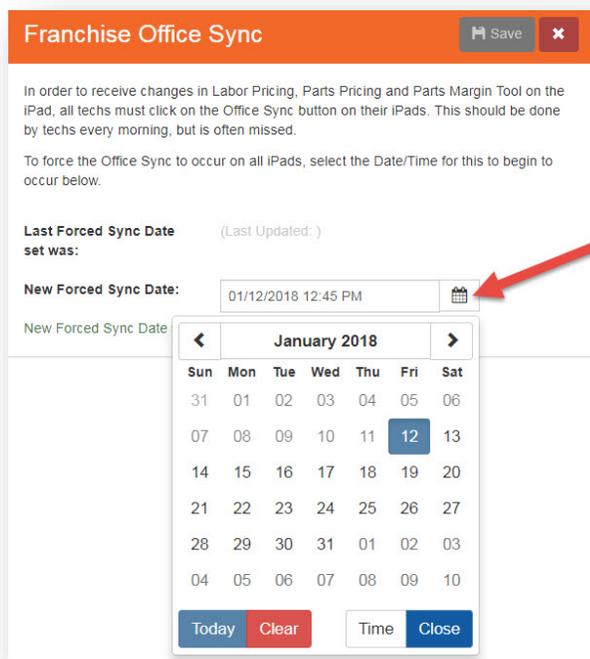
When changes are made in SmartWare to the Menu Price Guide, Parts Pricing, or Price Margin Tool (parts margin tool), those changes are not updated in the SmartWare Mobile App (iPad) until the technician does an Office Sync in the app. Technicians should be doing an Office Sync once a day in the morning to ensure they getting all pricing updates.

However, if you suspect technicians are not doing a daily Office Sync*, you can force the Office Sync from SmartWare.

Select Administrative > Office Sync from the navigation menu.

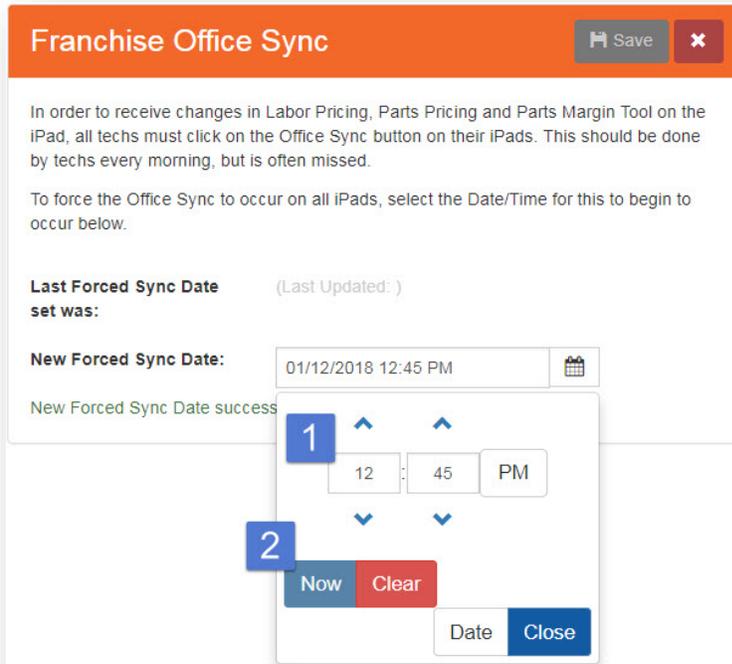


Click on the calendar icon to select the date you want to force the office sync; perhaps after you have made some changes to your Menu Price Guide. Note that the screen will show you the last time you forced an Office Sync.



Upon clicking on the date, a box will open to select the time you want the forced Office Sync to take place and Save. There are two options:

1. Select a specific time
2. Click on the button that reads Now



If you set the Office Sync to be forced **Now**, it will automatically start the Office Sync the next time your technician opens the app. It is recommended that you set for beginning of the day so that the sync doesn't interrupt anything the tech is doing in the app. The sync can take several minutes.

- * There is a way to check in the app to see if your technicians are doing daily Office Syncs. Log into the app and click on the blue button that reads **Sync**. The box that pops up includes the date and time of the last sync done on that iPad.

