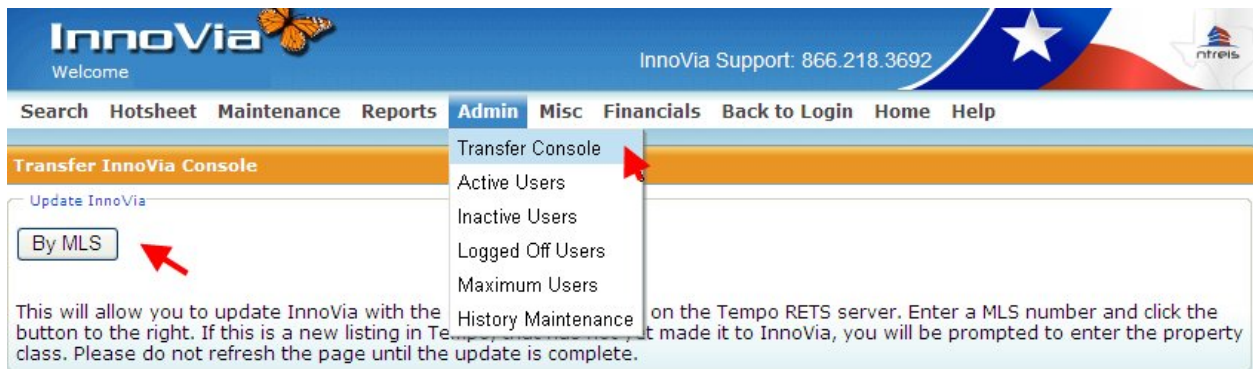


InnoVia Quick Resolution for missing photos

InnoVia has implemented a handy tool for MLS Providers to quickly resolve listings missing photos in InnoVia. Here are some quick steps to follow:

Step 1: First use the NTREIS [Media Lookup Tool](#) to ensure the photos are available on BOTH media servers. If the photos are on both servers, then move on to the Step 2. But if this the media lookup shows photos missing from either Web 18 or Web 19, then report the MLS number to NTREIS Customer Care for correction. The NTREIS Media Lookup Tool can also be found on ntreis.net technical support for NTREIS Listings.


Step 2: If media is on both servers, log into InnoVia and click on Admin, then Transfer Console. Click the By MLS button to enter the MLS number.



The screenshot shows the InnoVia Admin interface. The top navigation bar includes 'Search', 'Hotsheet', 'Maintenance', 'Reports', 'Admin', 'Misc', 'Financials', 'Back to Login', 'Home', and 'Help'. The 'Admin' menu is open, showing options: 'Transfer Console', 'Active Users', 'Inactive Users', 'Logged Off Users', 'Maximum Users', and 'History Maintenance'. A red arrow points to the 'Transfer Console' option. Below the navigation bar, the 'Transfer InnoVia Console' section is visible. Under 'Update InnoVia', there is a 'By MLS' button with a red arrow pointing to it. Below the button, there is a text box with instructions: 'This will allow you to update InnoVia with the data that is available on the Tempo RETS server. Enter a MLS number and click the button to the right. If this is a new listing in Tempo, that has not yet made it to InnoVia, you will be prompted to enter the property class. Please do not refresh the page until the update is complete.'

Step 3: Enter the MLS number and click Next, which will make the Update Photos and Update Media buttons appear. Click the Update Photos button; allow process to run (which takes only a few seconds) then click OK when prompted. The photos are now on InnoVia!

To update Media such as Seller's Disclosures or other documents repeat from Step 2.



The screenshot shows the InnoVia Admin interface. The top navigation bar is the same as in the previous screenshot. The 'Transfer InnoVia Console' section is visible. Under 'Update InnoVia', there is a text input field for 'MLS Number' containing '11275244', and two buttons: 'Next' and 'Reset'. Below the input field, there is a text box with instructions: 'This will allow you to update InnoVia with the data that is available on the Tempo RETS server. Enter a MLS number and click the button to the right. If this is a new listing in Tempo, that has not yet made it to InnoVia, you will be prompted to enter the property class. Please do not refresh the page until the update is complete.'



The screenshot shows the InnoVia Admin interface. The top navigation bar is the same as in the previous screenshots. The 'Transfer InnoVia Console' section is visible. Under 'Update InnoVia', there is a text input field for 'MLS Number' containing '11275244', and two buttons: 'Next' and 'Reset'. Below the input field, there are two buttons: 'Update Photos' and 'Update Media'. Below the buttons, there is a text box with instructions: 'This will allow you to update InnoVia with the data that is available on the Tempo RETS server. Enter a MLS number and click the button to the right. If this is a new listing in Tempo, that has not yet made it to InnoVia, you will be prompted to enter the property class. Please do not refresh the page until the update is complete.'



Transfer InnoVia Console

Update InnoVia

MLS Number

Next

Reset

Update Photos

Update Media

Update Complete

This will allow you to update InnoVia with the data that is available on the Tempo RETS server. Enter a MLS number and click the button to the right. If this is a new listing in Tempo, that has not yet made it to InnoVia, you will be prompted to enter the property class. Please do not refresh the page until the update is complete.

Windows Internet Explorer [X]

 Directory Batch- 562bb4dace5afc7b5aad868ded8a5c08
Success

OK