



Member Sync

2018 - Spring Edition

User Guide - Table of Contents

[Overview](#)

[Accessing the Tool](#)

[Member Sync](#)

[Checking the Log](#)

[Troubleshooting](#)

[Manually Sync Members](#)

[FAQs](#)

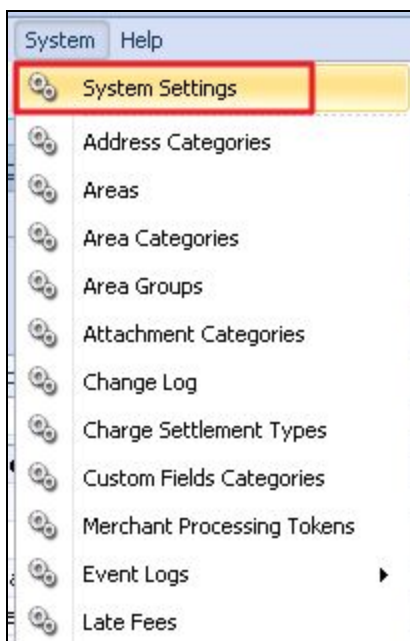
[Best Practices](#)

Overview

The **Member Sync** Feature is a one way push of Member information from the Office System to Reserve.

Accessing the Tool

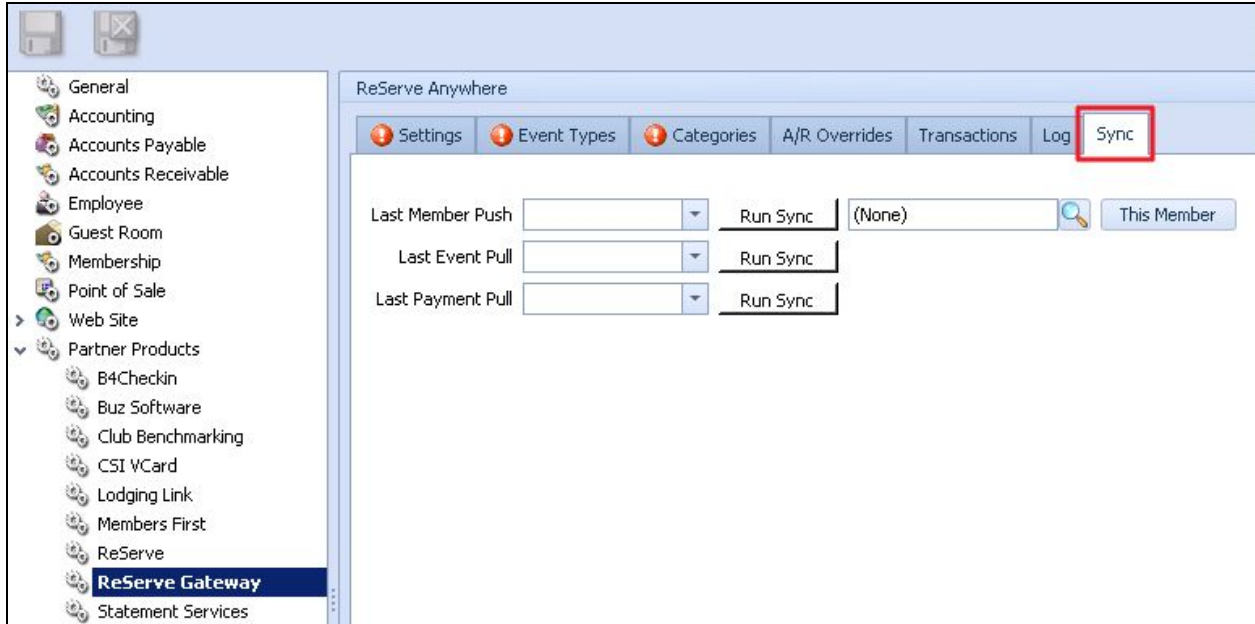
In the Office system, access the **System** Menu from the top navigation. Within the System menu, select **System Settings**.



Once in the System Settings Menu, select **Partner Products** from the dropdown. Next, select **Reserve Gateway** nested within the Partner Products navigation.



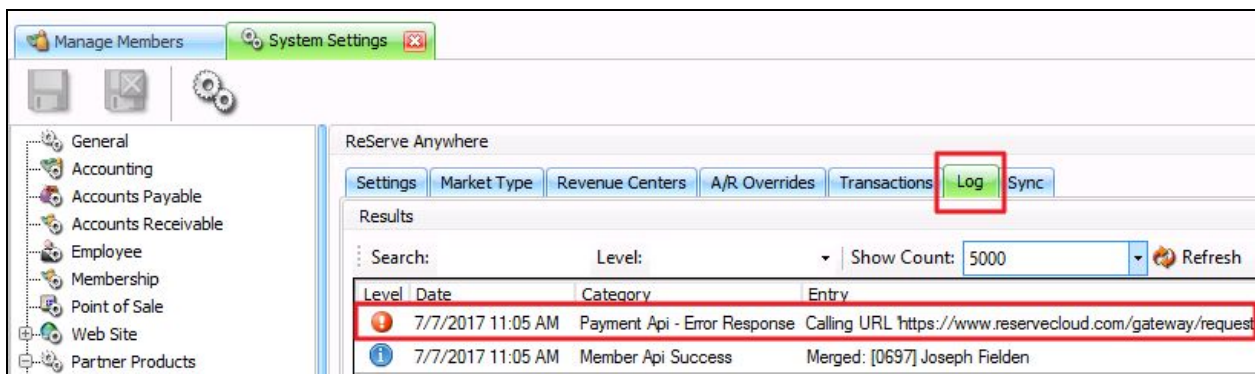
Finally, select the **Sync** Tab to view the most recent pushes.



Member Sync

Checking the Log

Following the same process as above (Office → System → System Settings → Partner Products → Reserve Gateway) Access the **Log** tab. Double click on **error** to get explanation for why the member did not sync.



Troubleshooting

Common **errors** when syncing a Member:

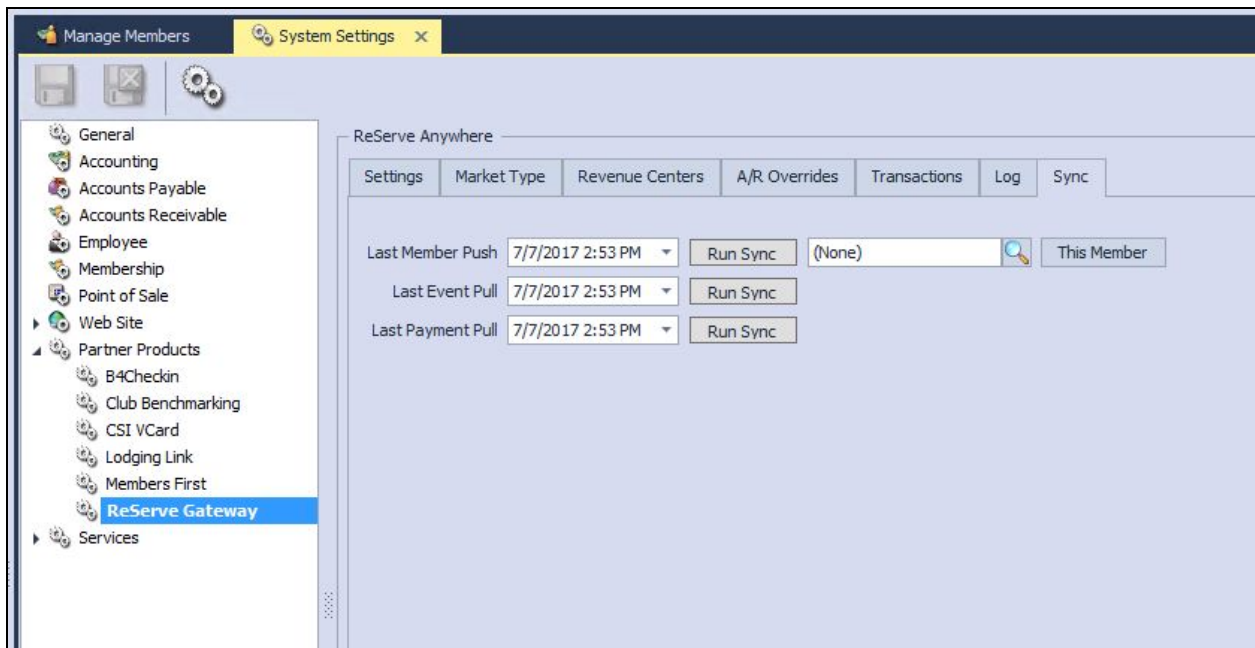
- Member must have a last name and email address
- Last name field (and first name field, if they have one) must be 32 characters or shorter
- All members will sync to Reserve
- One way communication for members, Office to Reserve

Manually Sync Members

- System → System Settings → Partner Products → Reserve Gateway → Sync
- Clear Last Member Push by clicking on the drop down and selecting **Clear**
- Click **Run Sync**
- Click **Save** or **Save and Close**

-OR-

- Find specific member in the search bar
- Click **This Member**
- Click **Save** or **Save and Close**



FAQs

Q. Why isn't my new member syncing over to Reserve Cloud?

A. Make sure both the first name and last name in Office are less than 32 character long. You

may need to shorten the name especially for organizations or universities. ex. Ohio State University Science Department could be shortened to OSU Science Dep.

Best Practices

- To correctly Sync, Member must have a First Name and a Last Name as well as an email address.
- Maximum character limit for names is 32 characters.