

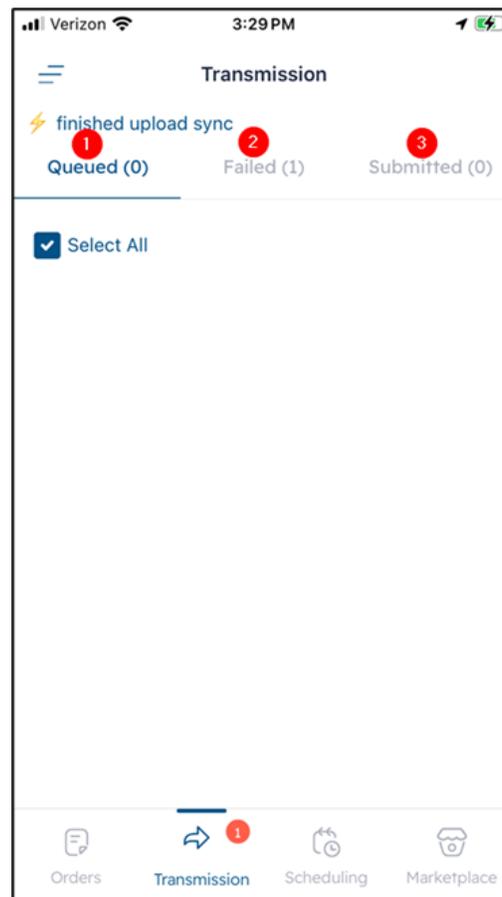


# Safeguard Mobile – Resending an Order

There may be times when an order fails to transmit to Safeguard on the initial attempt. If this occurs, then it can be re-sent/transmitted as needed.

## Resending an Order

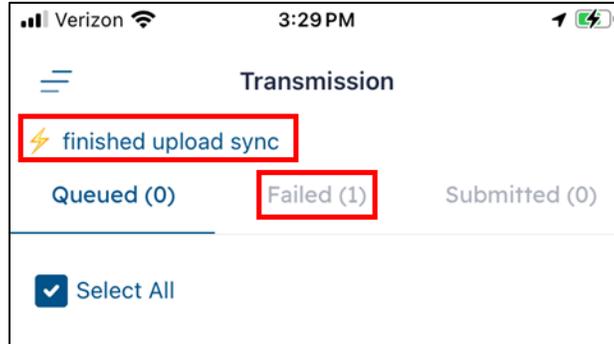
The Transmission page has three tabs at the top Queued (1), Failed (2), and Submitted (3).



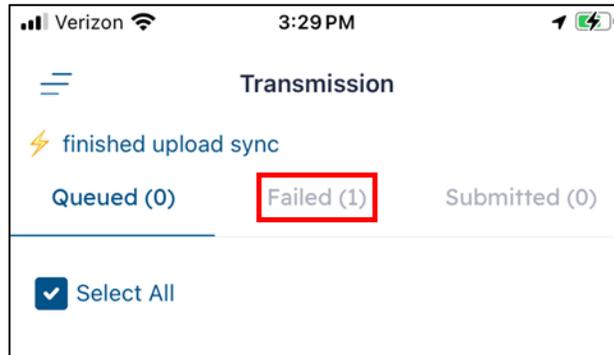
In most instances, after the order submitted it is removed from the Queued page and moved to the Submitted page.

In other instances, the submission may fail and be sent to the Failed page.

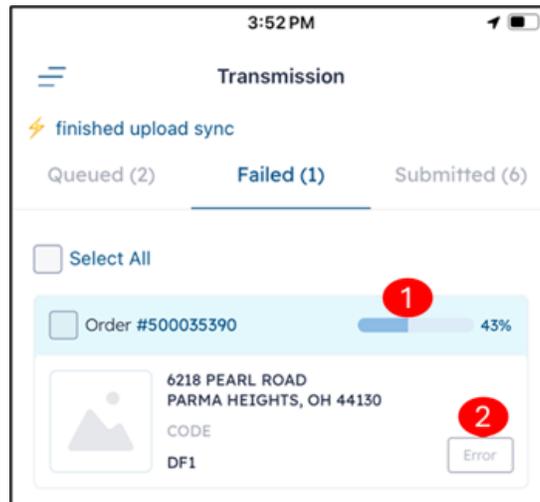
The example provided below shows that the submission process has been completed (as shown by the status of **finished upload sync**), but that one of the orders has failed to properly transmit.



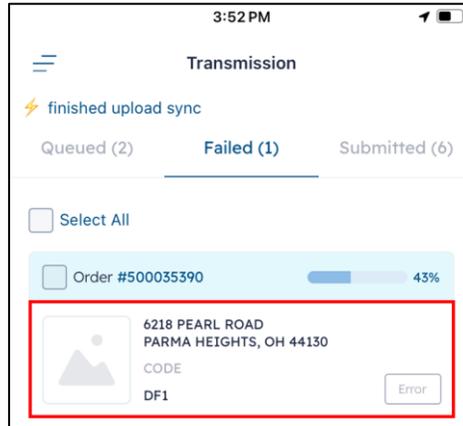
1. Tap the **Failed** tab to see the order or orders that did not transmit.



The failed work order(s) display along with what percent of the information has transmitted (1). Regardless of what this number is, the order has not been transmitted to Safeguard and must be re-sent. The Queued button now shows as Error (2).

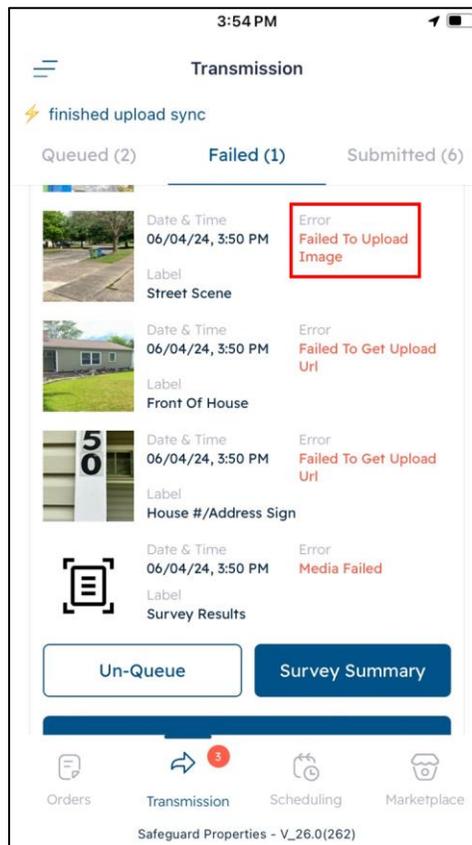


2. Tap the address or the Error button to view all images, results and to re-submit the work order.

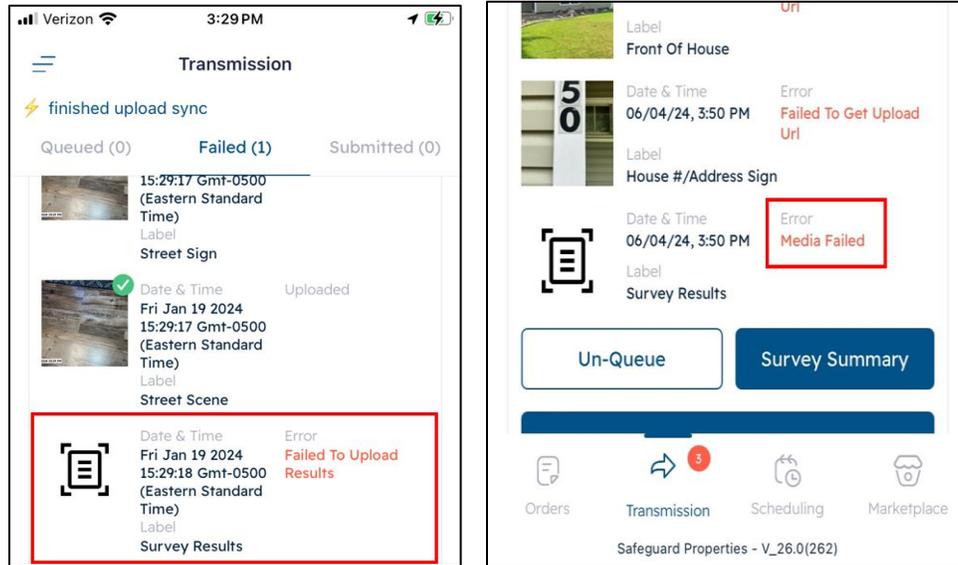


3. Scroll through all photos in the order.

**Please note:** If there is an error sending any of the photos, then a message that reads “Error Failed to Upload Image” appears next to it. Other error messages may display depending on what occurred during the transmission of the order.

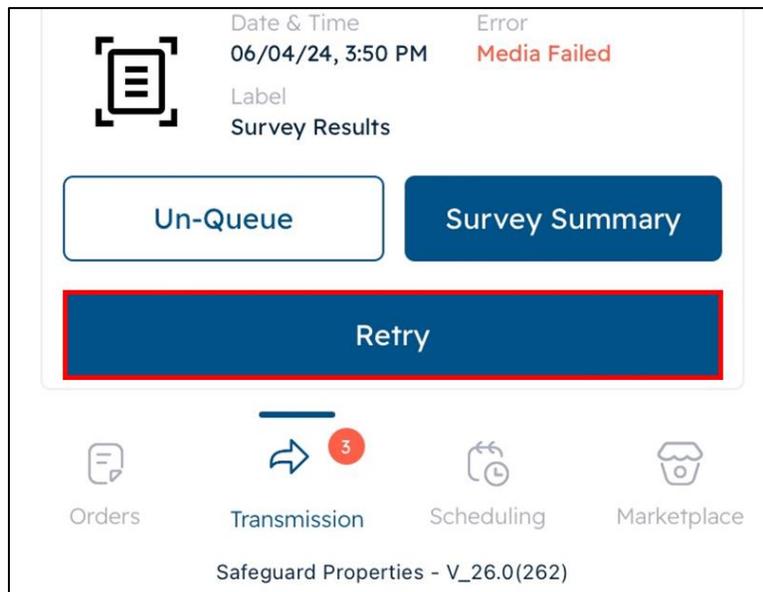


Another reason that an order may not be transmitted is due to the results failing to upload. When this occurs, an “Error Failed to Upload Results” message appears next to the survey/inspection results. You may also see a “Media Failed” message when this occurs.

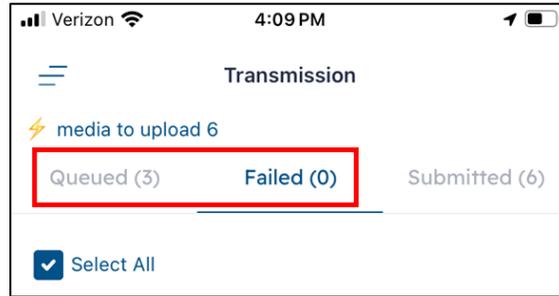


Regardless of the reason, the order can be re-sent to Safeguard using the **Retry** button. It is not necessary to Un-Queue the order. The order should only be un-queued if for some reason changes need to be made to it before attempting to re-send it.

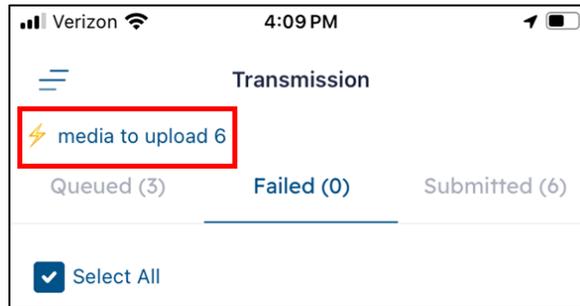
4. Tap the **Retry** button.



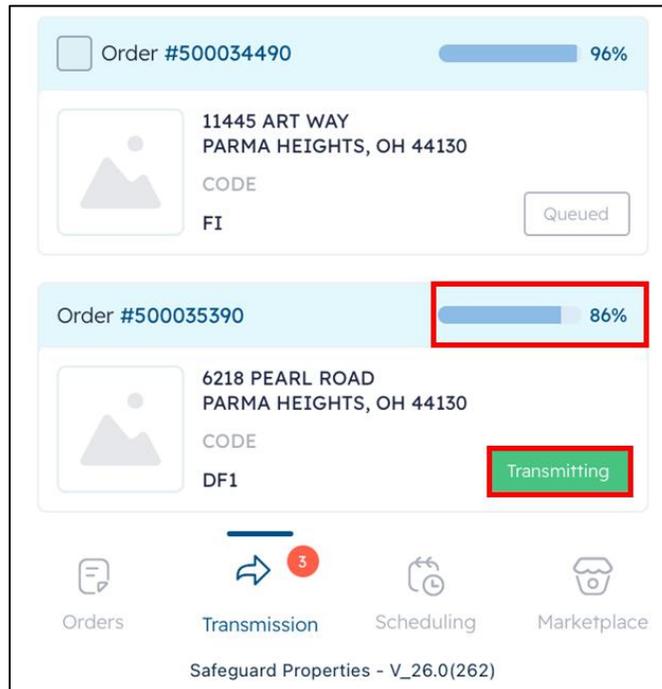
The order is removed from the Failed page and moved back to the Queued page.



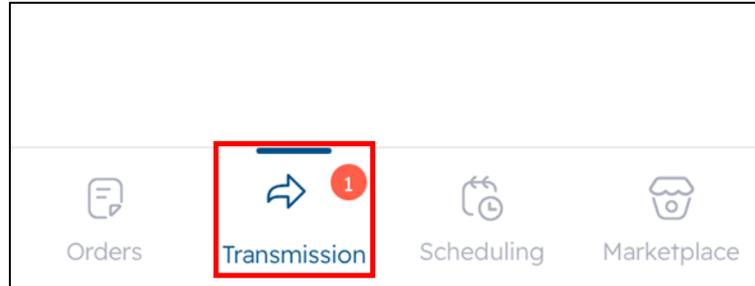
As soon as you tap the Retry button, the order again tries to be transmitted to Safeguard. The transmission information appears at the upper left of the page.



Tap the **Queued** tab to see the progress of the order and confirm that it is transmitting.

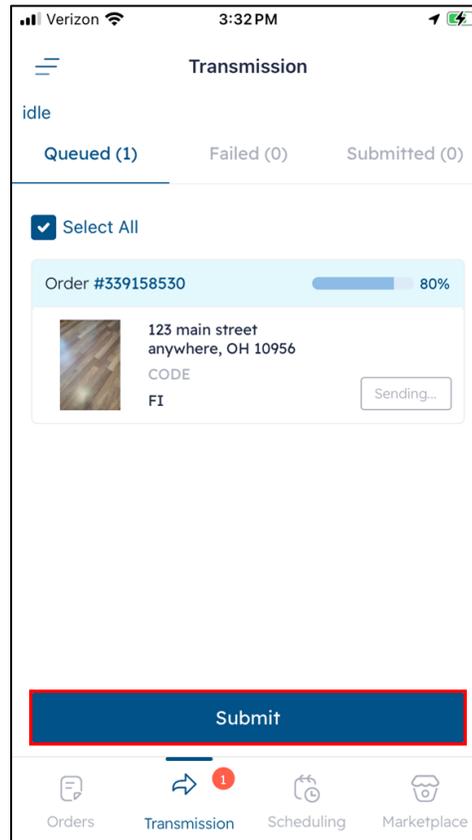


**Please note:** If the order fails to be sent again, then close out of the Safeguard Mobile app and log back in. After doing so, tap the **Transmission** icon at the bottom of the page.



The Queued page displays and shows the work order.

Tap the Submit button at the bottom of the page. This should send the order to Safeguard.



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