PRO GOLD i2   Knowledge Base Article

Article ID: **4161**
Subject: **Managing Media in Pro Gold i2 3.0 for SingleEntry**
Last Modified: **November 17, 2009**

Applies to: **Pro Gold i2 3.xx**

Purpose: In order for a property to appear on the brand websites, Century21.com, ColdwellBanker.com, or ERA.com, pictures must be submitted to CrestEDG. Most MLS feeds bring images into Pro Gold i2; however there are times that image information needs to be managed in Pro Gold i2.

Procedure: Actions required to manage images in Pro Gold i2.

- **Step 1: Manually Adding Images into Pro Gold i2**
  - **Main Menu**, => **Transactions**
  - Click the **Work with Properties** icon
  - Select the property that needs images added
  - Click on the **Images** button in the right area of the screen
  - To add a new image, click on the **Plus** icon at the top of the screen
  - Enter in a **Short Description** and **Caption**. (Note: both fields are required.)
  - **Browse** to the location of the image and select it
    - **Photo Orientation** determines how the photo will be displayed
    - **Change Sequence** allows the order of the pictures to be altered. Pictures will automatically be displayed in the order they are added
  - Click the **Save** icon at the top of the screen to save the image
  - To add another photo, click on the **Plus** icon and follow the rest of the steps
  - When the last image is added, click **Save** and close out of the screen
  - Note: Link to **Virtual Tours** can also be added in the Images area. For more information on adding a Virtual Tour link in Pro Gold i2, see Knowledge Base Article 4219

- **Step 2: Re-sequencing Photos:**
  - Only the first 8 images listed in Pro Gold i2 will be sent to Crest EDG
  - To alter which images will be sent to Crest EDG, the sequence of the images must be altered
  - Select an image, by clicking on the image picture at the bottom of the screen
  - In the **Change Sequence** field, select the position that the selected image should appear in
  - Click the **Save** icon at the top of the screen to save the changes

- **Step 3: Deleting Photos:**
  - Go to property
  - Click the **Images** button on right
  - Select the photo you want to delete (click on the image at the bottom of the media screen)
  - Click the **Red X** near the **Save Data** icon at the top of the **Media** screen
  - Select **Yes** to the "**Do you wish to delete this picture prompt**"
  - Wait for photo to disappear
  - Click the **Red X** in upper right corner of the media screen to close and exit the **Media** screen

- **Step 4: Image Business Rule Violations:**
  - Image records must have a **Short Description** and **Caption** filled out
  - To ensure that the new information is sent to CrestEDG on the next submission, click the **Save** button on the property and satisfy any business rule violations that appear
  - Note: Submission reports need to be monitored for errors: Photos will not be submit if:
  - **(1) The property that it relates to has any business rule violations on the Transaction Batch**
  - **(2) Image records have any business rule violations on the Media Batch**

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- **Step 5: Photo Submission to Crest:**
    - Photos do not transmit to Crest until the property record they relate to successfully transmits to Crest
    - Note 1: **All Crest submission business rule violations must be corrected on the property record (i.e. Transactions Batch) before photos can start transmitting**
    - Once a property successfully submits to Crest, photos will automatically begin transmitting to Crest
    - Note 2: **All Crest business rule violations must be corrected on the image records (i.e., Media Batch) before photos can be accepted**
    - No photos in property record on Crest: If the property has successfully transmitted to Crest and there are no media submission errors, contact the Crest Help Desk

- **Photos by Property Report: The report shows a list of properties with or without images**
    - In the **Property Reports** option of the **Properties** Menu, select the Photos by Property Report
    - Select the Criteria to show properties **With** or **Without** Images
    - **Print** or **Preview** the report to see the number of images per property or properties without images

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

http://secured.progoldi2.com/webcast.aspx

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: 4091

Keywords: Crest Submission, Delete Images, Media, Pictures, Photos, Single Entry, Transactions, 4161