

Photo Loader Woes, Portland Move: Ask Technical Terry



[Ask Technical Terry](#) is a series RMLS™ aims to offer once a month. RMLS™ subscribers will drive the content—submit any question about RMLS™ to Technical Terry in the comments or by emailing communications@rmls.com. Don't be shy—we won't identify you by name.

Technical Terry:

Aaaaargh!!!! Does every subscriber have the same issues I do when uploading or reordering photos in the Listing Load Photo Manager? I'll reorder photos, save my work, then discover that not only was my new order not saved but sometimes the photos

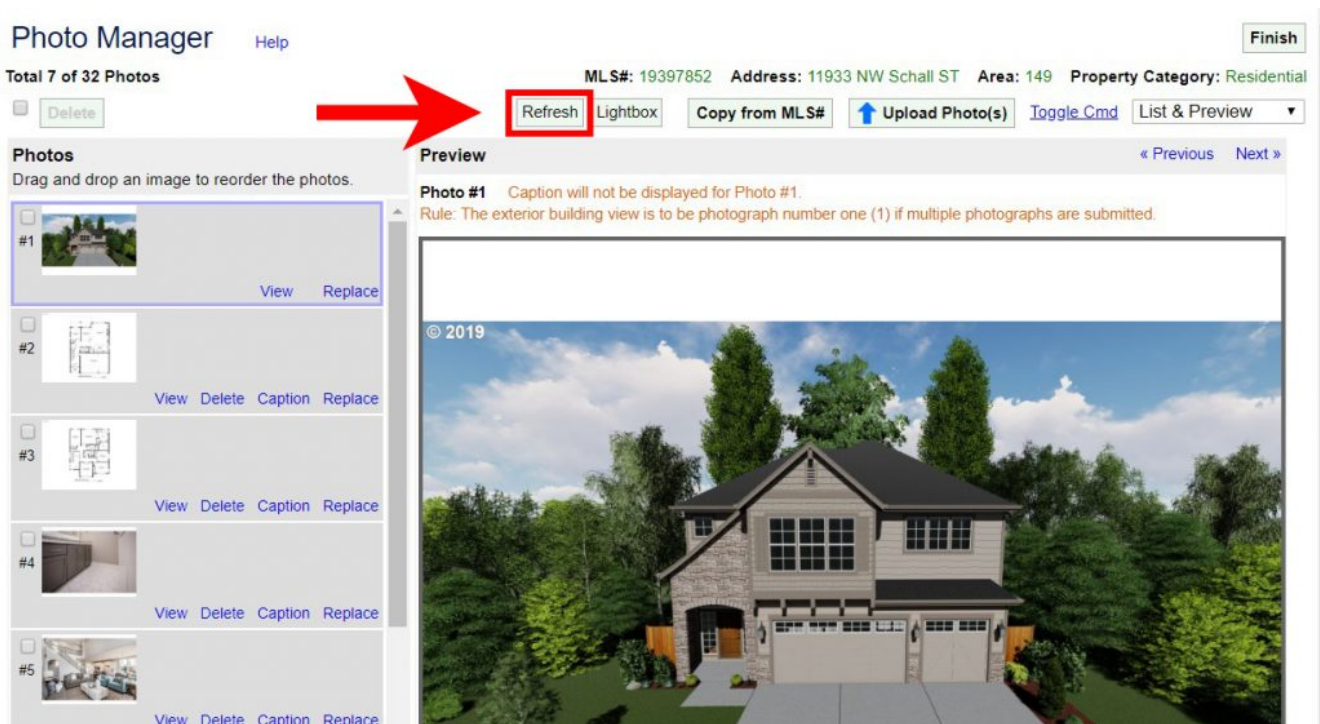
disappear! Am I the only one having this issue? What can I do?

P0ed in Portland

POP:

Not *all* RMLS™ subscribers are having the issue but you're *not* the only one who is. And I'm glad to tell you, today is a new day! Our development team has created a tool you can use if you're having that issue again.

Behold—the new Refresh button on the RMLSweb Photo Loader!



Here's how it works: if you're using the Photo Manager and believe your listing photos have disappeared, reordering hasn't happened, or are experiencing some other issue, click the Refresh button above the image preview (see above). This

will refresh the work done inside the Photo Manager (like refreshing a web browser) and the issue should be resolved.

If you find that this new tool is not resolving the issue, there could be something else at play. One behavior the RMLS™ Help Desk has noticed while working with subscribers is that if someone is uploading a batch of photos and closes the Photo Manager window before processing is 100% complete, using the new Refresh button is not going to magically restore the whole batch.

The majority of Photo Manager issues have been fixed by using the Refresh button though, and that should have a profound impact on you and other subscribers who have been experiencing this issue. If you use it and the issue persists though, contact the RMLS™ Help Desk and they'll do their best to assist!

Technical Terry

Dear ATT:

I remember hearing a while back that the RMLS™ office in Portland is going to move. When is that move happening? Where will you be?

Roman Realtor

Dear RR:

What a timely question! The Portland office will be moving in just a couple of weeks, but other parts of RMLS™ will see some impacts as well.

First things first: [as we reported back in August](#), the new office location will be in Southwest Portland at 16101 SW 72nd Avenue. The office in Northeast Portland will close its doors at 12:00 PM (noon) on Friday, November 1st. On Monday, November 4th, the office will remain closed, but we plan to be open and available for RMLS™ subscribers on Tuesday, November 5th! We also plan to invite subscribers in for an open house a few weeks after we've settled in.

While the office in Portland is in transition, the RMLS™ Help Desk and Front Desk will still be available for questions by phone and via email, as we utilize staff across the region to assist subscribers through those methods.

Once the Portland office has moved, the RMLS™ office in Clark County will close at 12:00 PM (noon) on Friday, November 8th in order to do some office maintenance involving furniture. We'll still have staff on email and phones ready to assist, and otherwise Clark County REALTORS® are advised to plan to do any office business that morning.

We'll have up-to-date information posted on the RMLSweb desktop as needed, so don't forget to check there for the latest!

Technical Terry