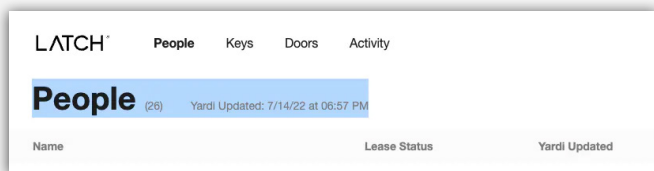


# Post User Sync Activation Instructions

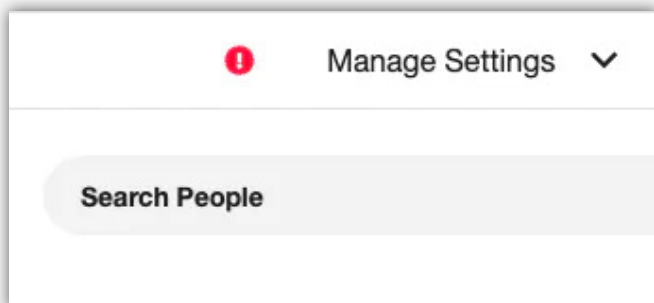
We enabled the User Sync Integration at your property. Please take the following steps to finish the activation of the automation.



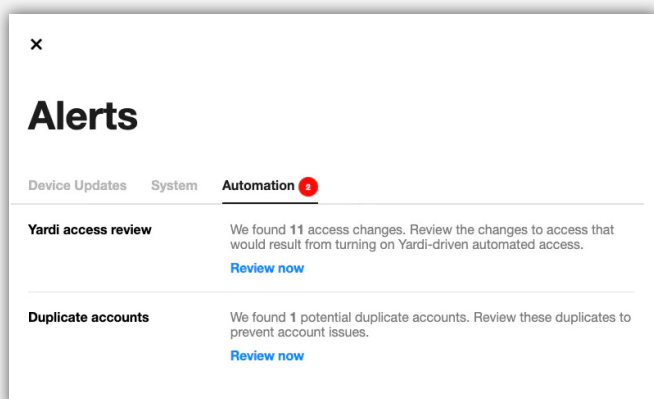
1. On the Latch Manager People tab, you will see when the last sync with the PMS occurred.



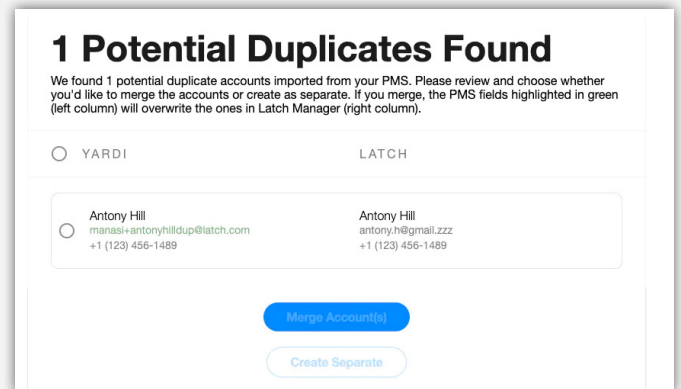
2. If you have any pending alerts from the automation, you will see a red exclamation mark in the upper right corner.



3. Click on the red exclamation mark to open an **Alert** window, where you can review the alerts received.



4. By clicking on **Review Now**, the **Duplicate Accounts** will open a new screen with all of the potential duplicate accounts.



5. You can choose one or multiple accounts.

a. **Merging Accounts** will override the information in Latch with the PMS data.

b. **Create Separate** will create a new user in Latch with the PMS data, resulting in two separate users in Latch.

6. Please note that **Create Separate** will not work if the Latch email is the same as the PMS email. To create two different accounts in Latch, please change the name or email in the PMS.

Please go to our [support page](#) to learn more about how access is being granted and revoked. Please send any questions you may have to [epms@latch.com](mailto:epms@latch.com).