

# Audatex *Estimating*<sup>™</sup>

## Unable to Download a Claim Resolution Quick Reference Guide

### Overview

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When searching for or synchronizing to download a claim into the Audatex Estimating Work List, the claim does not download, or cannot be found.

This can apply to any part of the claim's life cycle:

- Assignment
- Estimate
- Supplement
- Review
- Reinspection

### Solution

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Try these solutions in the order shown:

1. Verify the correct synchronize options are selected.  
Example: To retrieve an assignment, make sure Receive New Work and the appropriate insurance profile is selected.
2. Verify the correct claim number is being used.
3. **Independent Appraisers / Shops with Claims Element Search** only: When a completed estimate is needed to start a supplement, use Claims Element to get the estimate and start the supplement.
4. Synchronize by claim number to download the assignment or last uploaded copy.
5. Contact the insurance company's dispatcher to verify that the assignment / supplement was dispatched.

**Note:** *The user can also verify the claim information in Claim Search Viewer.*

6. Rename the Sync folder.
  - 1) From the Audatex Estimating server or standalone computer, browse to **C:\Program Files (x86)\adpe\Data\Users\[UserID]**.
  - 2) Right click the **Sync** folder.
  - 3) Click **Rename**.
  - 4) Rename the folder to **Sync.old**.
  - 5) Log in to Audatex Estimating.
  - 6) **Synchronize** to recreate the Sync folder.
7. When the above steps do not resolve the issue, contact Audatex Technical Support at (866) 420-2048.