



Force Sync and Troubleshooting Guide

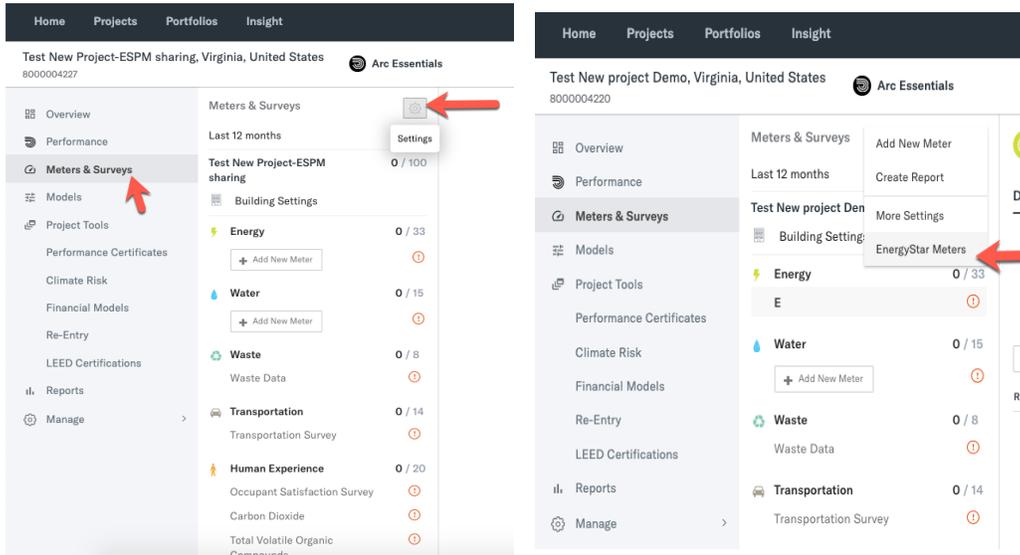
6/9/2021

Don't want to wait for automatic sync?

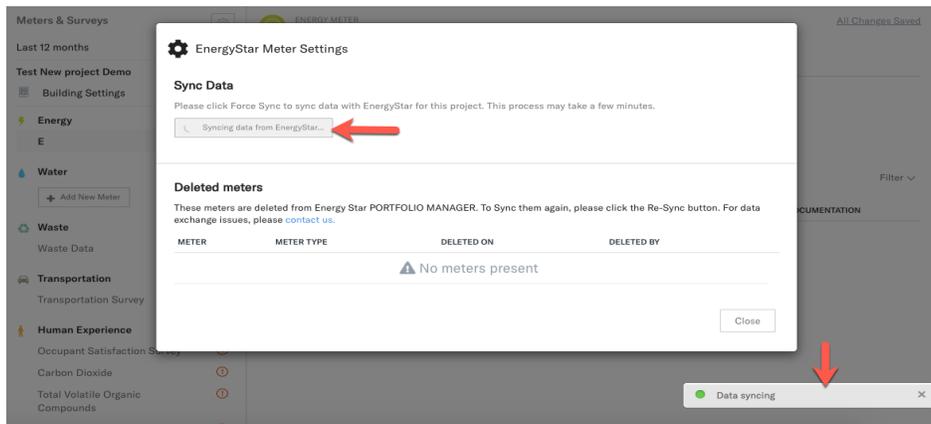
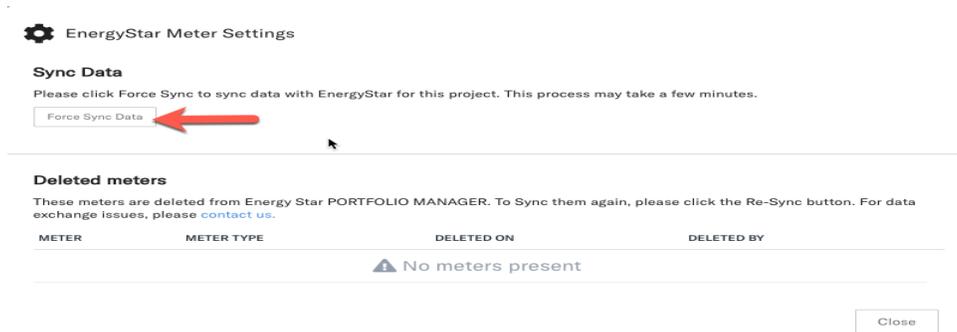
All the changes in meters and data are automatically synced to Arc in 24 to 48 hours. However, you can use the new 'Force Sync Data' option to pull the changes on demand. Before using the Force Sync option, you will have to share the property and meters and the project should have synced at least once to Arc.

Use the below steps to pull the data on demand:

1. Go to Meters & Surveys → Settings (Gear button at top right corner) → EnergyStar Meters.



2. Under EnergyStar Meter settings window, click on the 'Force Sync Data' button to sync the data from ENERGY STAR® PORTFOLIO MANAGER® to Arc.



3. Once the sync is completed a completion message will be displayed with timestamp.

EnergyStar Meter Settings

Sync Data
Please click Force Sync to sync data with EnergyStar for this project. This process may take a few minutes.

Force Sync Data

Last sync results: May 28, 2021 at 10:57 PM

Deleted meters
These meters are deleted from Energy Star PORTFOLIO MANAGER. To Sync them again, please click the Re-Sync button. For data exchange issues, please [contact us](#).

METER	METER TYPE	DELETED ON	DELETED BY
No meters present			

4. All synced meters and data will get auto-updated in Arc.

Having trouble with the sync? Here are some troubleshooting scenarios.

If you are facing trouble with the energy star sync, please use the below steps to debug any potential issues or use the Force Sync option to pull the current data from energy star.

1. Check if the property is shared with the correct account.

Before using the 'Force Sync' option or troubleshoot the syncing issues, you will have to share the property and meters first and the project should be synced at least once to Arc.

While sharing the property, make sure that the property is shared with the correct account.

Under the Sharing tab, select people accounts as 'USGBCLEED (LEEDPERFORMANCEREPORTING)'.



Select People (Accounts)

Which people (accounts) do you want to share these properties with (or modify their current access to)? The access for each can be different and you'll be able to specify that on the next page.

Select contacts from my contacts book:

USGBC LEED (LEEDPERFORMANCEREPORTING)

Select contacts from my contacts book:

USGBC LEED (LEEDPERFORMANCEREPORTING)

1. You can check this from your contact list. Go to 'Contacts'



2. Check if USGBC LEED (LEEDPERFORMANCEREPORTING) is added to the contact list.

My Contacts

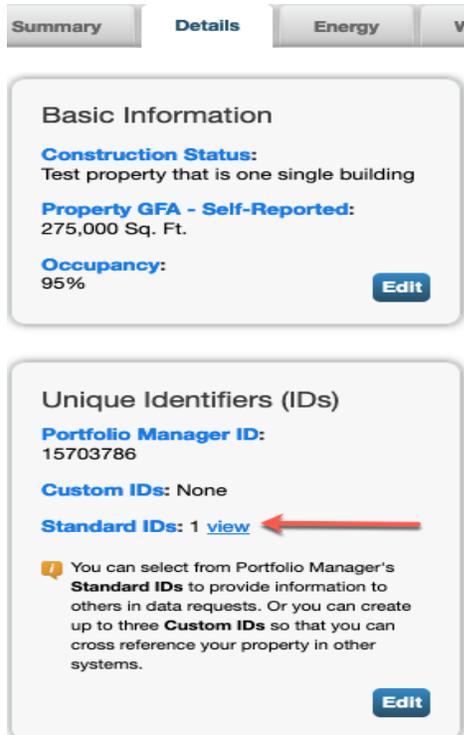
This is where you keep track of your contacts and/or organizations (i.e. people or companies associated with your properties such as Professional Engineers, Registered Architects, or others with whom you share information). You can add anyone as a contact, regardless of whether they have a Portfolio Manager account and you can share your properties & reports with any of your **connected** contacts. You can "connect" to other Portfolio Manager users by searching for their accounts and sending a connection request.



2. Check if your Arc Project ID is correct.

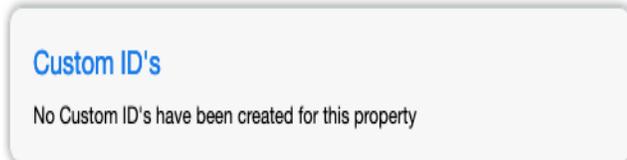
Arc Project ID is a 10-digit unique Arc Project ID starting with '1000...' or '8000...'.

Go to Details → Unique Identifiers (IDs) Section → [view](#), Check the ID listed under Standard ID.



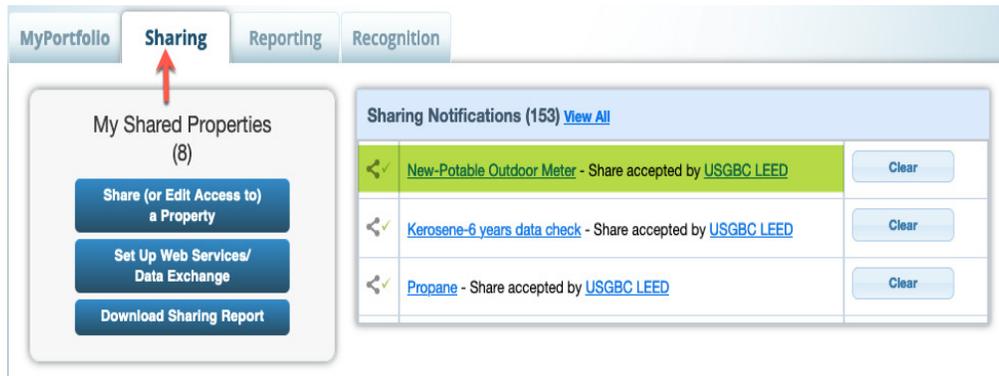
Property Details & IDs

Property Name: Sample University (including one child building) (Canada)



3. Check if your share request is accepted/approved by USGBC.

After sharing the meters successfully, and once the share request is accepted by the USGBC team, you will get the notifications in the 'Sharing Notifications' tab.



4. Check if your meter is a delivery meter.

While creating new meters, if the 'Enter as Delivery' checkbox is selected, then the latest reading will not get synced at Arc, this is because Arc takes data based on start and end date but for delivery meters, the readings get populated based on start date only.

Please note, for few meters-like propane, diesel etc., this checkbox gets selected by default.

Here's an example:

- Meter is selected as Delivery.



- Five readings are added for the delivery meter at ENERGY STAR® PORTFOLIO MANAGER®.

Display Year(s): 2021

<input type="checkbox"/>	Delivery Date	Quantity Gallons (US)	Total Cost (\$)	Estimation	Last Updated
<input type="checkbox"/>	1/1/2021	23	15.4	<input type="checkbox"/>	5/28/2021 arc_skoru_test_ac
<input type="checkbox"/>	2/1/2021	22	35.4	<input type="checkbox"/>	5/28/2021 arc_skoru_test_ac
<input type="checkbox"/>	3/1/2021	13		<input type="checkbox"/>	5/28/2021 arc_skoru_test_ac
<input type="checkbox"/>	4/1/2021	44	45.66	<input type="checkbox"/>	5/28/2021 arc_skoru_test_ac
<input type="checkbox"/>	5/1/2021	45	34.44	<input type="checkbox"/>	5/28/2021 arc_skoru_test_ac

- Four readings got updated at Front end. Latest reading got skipped out.

ENERGY METER Propane All Changes Saved

Data Details Documents

Automated Meter

This meter is receiving read-only data from Energy Star PORTFOLIO MANAGER. Any data changes or updates must occur within Energy Star PORTFOLIO MANAGER and should transfer to Arc within 24-48 hours. For data exchange issues, please [contact us](#).

START DATE	END DATE	READING (gal)	COST (USD)	DOCUMENTATION
Apr 01, 2021	May 01, 2021	44	\$ 45.66	<input type="button" value="⬇"/>
Mar 02, 2021	Mar 31, 2021	13	\$	<input type="button" value="⬇"/>
Feb 01, 2021	Mar 01, 2021	22	\$ 35.4	<input type="button" value="⬇"/>
Jan 02, 2021	Jan 31, 2021	23	\$ 15.4	<input type="button" value="⬇"/>

5.Re-syncing the deleted meters.

Once the EnergyStar meters are deleted from Arc, they automatically stop syncing. Please check if the meter you are trying to sync has been deleted by any other user.

1. Go to the settings icon and select the 'EnergyStar Meters' option.

The screenshot shows the Arc interface with a sidebar on the left containing a 'Meters & Surveys' menu. The 'EnergyStar Meters' option is highlighted with a red arrow. The main content area displays the 'District Hot Water' meter settings, including a 'Force Sync EnergyStar data' button and a table of meter data.

START DATE	END DATE	READING (kBtu)	COST (USD)	DOCUMENTATION
Apr 01, 2021	May 01, 2021	1,000	\$ 10000	

2. In the EnergyStar meter settings window, you will find your deleted meters. To resync the deleted meter, click on the Re-Sync meter button.

The screenshot shows the 'EnergyStar Meter Settings' window. The 'Sync Data' section has a 'Force Sync Data' button. The 'Deleted meters' section contains a table of deleted meters and a 'Re-Sync Meter' button for each entry.

METER	METER TYPE	DELETED ON	DELETED BY	
Natural Gas-DELETE	Energy	May 24, 2021 at 11:01 AM	ashree511@gmail.com	<input type="button" value="Re-Sync Meter"/>

3. Meter will disappear from the deleted meters list and appear under your meters list in the left navigation. At the same time, Arc will start pulling the latest readings for the meters from the ENERGY STAR® Portfolio Manager® and provide a confirmation once the readings are updated.

EnergyStar Meter Settings

Sync Data

Please click Force Sync to sync data with EnergyStar for this project. This process may take a few minutes.

Last sync results:
The project data has been synced from ESPM to Arc : May 20 2021 12:38PM ©

Deleted meters

These meters are deleted from Energy Star PORTFOLIO MANAGER. To Sync them again, please click the Re-Sync button. For data exchange issues, please [contact us](#).

METER	METER TYPE	DELETED ON	DELETED BY
⚠ No meters present			

● Meter Re-Synced with EnergyStar successfully

4. Go to the list of meters and check if the re-synced deleted meter is back in the list.

Meters & Surveys

Last 12 months

Test New project Demo 5 / 100

Building Settings

Energy 5 / 33

District Hot Water

Electric Solar Meter

Natural Gas

Electric Grid Meter-...

E

Natural Gas-DELETE

Water 0 / 15

Potable: Mixed Indo...

Waste 0 / 8

Waste Data

ENERGY METER All Changes Saved

District Hot Water

Data Details Documents

Automated Meter

This meter is receiving read-only data from Energy Star PORTFOLIO MANAGER. Any data changes or updates must occur within Energy Star PORTFOLIO MANAGER and should transfer to Arc within 24-48 hours. For data exchange issues, please [contact us](#).

START DATE	END DATE	READING (kbtu)	COST (USD)	DOCUMENTATION
Apr 01, 2021	May 01, 2021	1,000	\$ 10000	<input type="button" value="Download"/>