The message "Synchronization in progress, please wait" will appear if the system is processing time records that have been collected or downloaded. This will temporarily prevent you from making an edit, as it is designed to protect your data while new information is received. If the sync was somehow interrupted, it can get stuck in the sync process. To resolve that, you will need to reset the sync process.

1. Open TimeSummit.

2. Go to Tools and choose **TimeSummit Utilities**.

3. In the lower left of TimeSummit Utilities, click on **Miscellaneous**.

4. Click on the button that reads **Reset Synchronization Process**.

It will then say "System has been reset."

This should help most synchronization issues. To test the solution, go to the time card and try making an edit to one of the times. If it will allow you to edit, the sync has ended. If you are still having problems, please give our tech support team a call and we will assist in troubleshooting further.

If records do not appear to start coming in within a few minutes after the above steps are followed then go through the below steps:

1. In TimeSummit go to Tools and select Collection Details

2. Near the bottom left of the Collection Details screen click the **Check for unprocessed records** button

3. Click Okay on the window that appears

4. Close the Collection Details

TimeSummit will begin processing any records that it has not already handled and, depending on the volume of data, it should complete within a couple of minutes and all of your data will then be available on your Time Cards.