

Troubleshooting

Common problems and how to fix them.

A worksheet section won't submit

- Fill every required field in the section.
- Watch the save bar. Wait until it reads **"All changes saved."**
- Then select **Submit for review**. See [Adding a Property](#).

My property isn't live yet

- Check that every worksheet section is approved, not still **Pending approval**.
- A section we could not approve shows **Admin feedback**. Fix it and resubmit.

I can't find a setting

- Shared rules live in **Portfolio Settings**. See [Portfolio Settings](#).
- Rules for one property live in **Preferences**. See [Preferences](#).

An applicant's score looks wrong

- Check your points in [Rules by Question](#).
- Check whether the property inherits or customizes scoring. See [Overview & Inheritance](#).

Still stuck?

Message your LeaseOps team from the [Dashboards](#) or [Messages](#).

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