

## User sync button not available



### Symptoms

There is no User Sync button

### Solutions

- Check the [How to initially configure PINsafe](#) is complete;
- Ensure Mode is set to Synchronised;
- Ensure required repository is selected instead of All Repositories, Example: On the Swivel Administration Console, select User Administration, select under Repository, the name of the repository that should be synchronised;
- If using Swivel version 3.6.3339 there is a bug that prevents the User Sync button appearing, upgrade to a later version of Swivel.