

## HOW TO / / troubleshoot custom listing images

I'm using a custom listing, but the images are wrong in the marketing piece!

There are a few things that can potentially cause this, so let's go through them one by one.

01.

First is to ensure the images are saved properly on the Custom Listing. Always remember to click 'save order', and then finally 'save' at the bottom, when making changes to a Custom Listing. If you pull up the Custom Listing and the images look right, proceed to step two.

02.

Next is to make certain that you're using the *Custom* Listing, rather than one from the feed. On the 'add property listings' step, make sure to change the Listing Type from Residential to Custom and click 'Find'. Then drag in the appropriate Custom Listing. If that's good, proceed to the last step.

03.

If both of these are good, then the issue is likely a Cache related one, where your browser is trying to remember the old images incorrectly. Easy enough to fix! Head to the 'review' step, and then hold down the 'shift' key while clicking the 'refresh' icon from your browser ('Shift' + 'Refresh'). This is called a Cache Refresh, and will prompt your browser to reload the page and pull in the freshest image files.

