

Frequently Asked Questions

Sending recommendations to a Gatekeeper Cloud Grower

Before you begin

Before you setup the relationship between a desktop Gatekeeper agronomist and an online Gatekeeper Cloud grower, you must ensure that the farm data matches in both systems. This allows recommendations to be imported easily.

If, for example, field names don't match, Gatekeeper will not know which fields the recommendation includes. A warning will be shown and the recommendation will not be imported. However, the farm data can easily be edited (in either system) to ensure that the records match and once this has been done all future recommendations can be imported.

Step 1 – create relationship between desktop and online Gatekeepers

To publish between desktop Gatekeeper and online Gatekeeper Cloud, the grower's exchange key must be entered in the agronomist's Gatekeeper. This replaces the desktop-to-desktop publishing key exchange.

Gatekeeper Cloud user:

1. Open Gatekeeper Cloud
2. Go to *Setup* and open *Businesses*
3. The business exchange key will be shown in the column on the right. We strongly recommend copy and pasting this key into an email rather than typing it in.

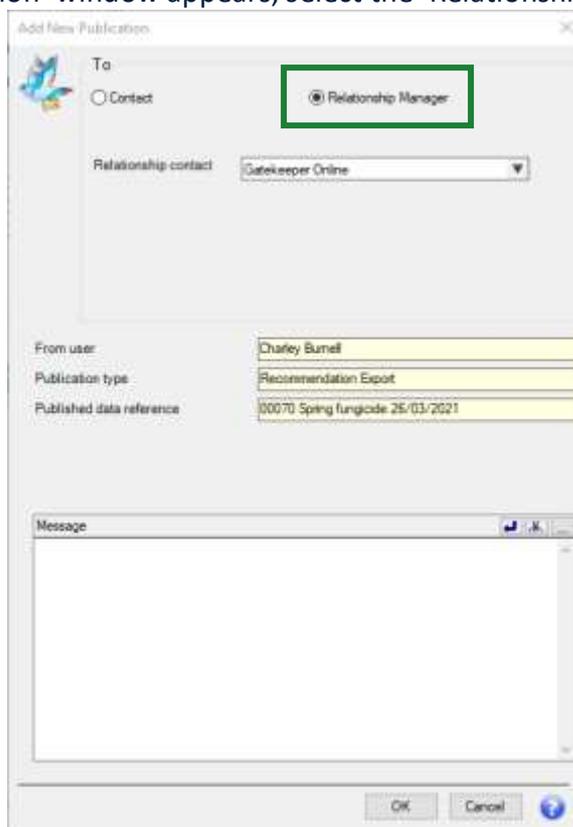
Gatekeeper desktop user:

1. Go to *Setup* and then *Businesses*
2. Select the correct business from the list on the left
3. Click 'Setup Relationships'
4. From the list on the left, select 'Gatekeeper Online'
5. Underneath the list, select 'Active'
6. Enter the exchange key as provided by the Gatekeeper Cloud grower. We strongly recommend copy and pasting this key from an email rather than typing it in.
7. Click 'OK'

Step 2 – publish recommendation to a Gatekeeper Cloud grower

Once the recommendation has been created and is ready to be sent to the grower, it should be issued as normal and may then be published to the grower.

1. Create the recommendation and issue as normal
2. Either:
 - a. Click 'Publish' from the recommendations module, or
 - b. Click 'Publish Gatekeeper Plan' while in the 'Issue and Publish Plan' window.
3. When the 'Add New Publication' window appears, select the 'Relationship Manager' option:



4. Click 'OK'
5. To send the recommendation, synchronise or send/receive as normal.

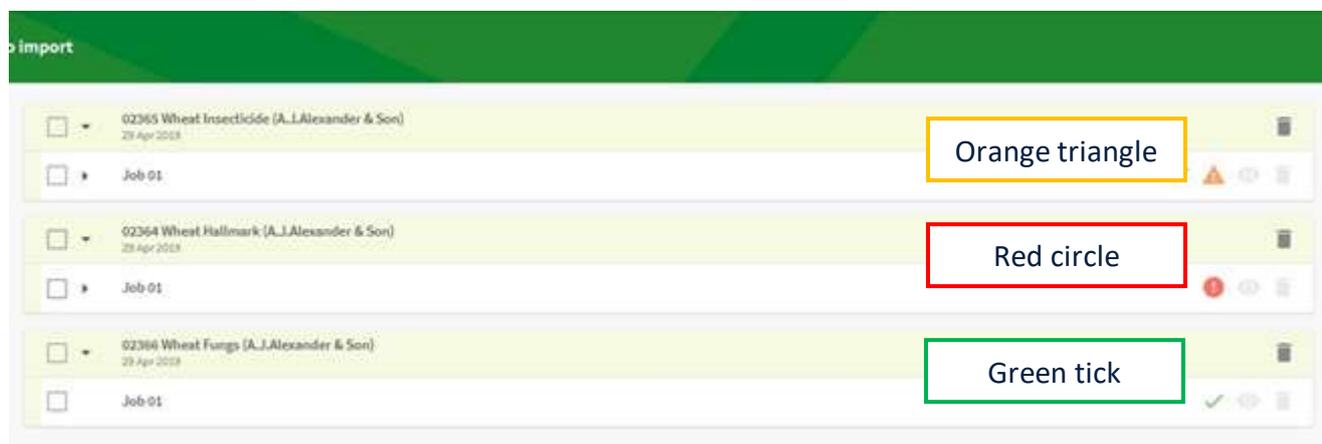
Step 3 – importing a recommendation into Gatekeeper Cloud

The recommendation jobs will automatically appear in Gatekeeper Cloud. When recommendation jobs are available for importing a red notification badge will appear next to the user's avatar (top right). The number shown will indicate the number of recommendations waiting to be imported.



1. To import the recommendations, click on the avatar beside the red notification badge.
2. From the menu that appears click 'Import Recommendations'.
3. The available recommendations will be shown in the *Select recommendation jobs to import* window that follows.

When a job is imported to Gatekeeper Cloud, it is given a status icon to indicate the success of the import process:



A green tick indicates that the job can be imported.

An orange triangle indicates a warning. The job may still be imported, but the user should pay attention to the contents of the warning.

A red circle indicates an error. The job cannot be imported until the error is rectified.

To view the warning or error message, click on the arrow next to the job and the section will expand:



Red circle errors must be rectified before the job will import. A list of import failure scenarios and their suggested resolutions is available in the Gatekeeper Cloud [help pages](#).

Imported recommendation jobs will appear in the 'Jobs' page draft column for the Gatekeeper Cloud user. The job can now be edited and issued as required.