encircle

Note: Use a Google Chrome browser to achieve the best performance and pricing automation.

Provision the Policyholder

Determine if the policyholder has a smartphone or tablet and is willing to assist by taking a few photos of the loss. If so complete the following:

1. Enter the policyholder **Name, Email and Phone**.

2. Check the box **Provision Policyholder.**

3. Choose a provisioning method:
   - Email for tablets.
   - SMS (text message) for Phones.

4. Press **Save Claim**. This will send the policyholder a link to enable provisioning. Go to the guided usage steps to help the policyholder complete the process.

Policyholder Name

Policyholder Email

Policyholder Phone Number

☑ Provision Policyholder?

Encircle Link Delivery Medium

◯ Send via Email (recommended for Tablets)

◉ Send via SMS (recommended for Phones)

Save Claim

Policyholder Guided Usage: Auto

Guide the policyholder through opening the provisioning link to taking useful photos. The following steps are provided for the policyholder to complete.

Note: Instruct the policyholder to take exterior overview photos from each corner of the vehicle from left to right.

1. Find the SMS message or email message that was just sent and click on the **link**.

2. A web browser will open on the device. Confirm **Exterior** and **Interior** sections are visible.

3. Tap on **Exterior** and start with a photo of your license plate then the VIN # (located on drivers' side door).

4. When the camera opens hold it still, focus and press the **Camera** button. 📷

> **TIP** *Landscape mode may give better results when capturing the four corners of the vehicle.*

5. Press **OK** to save the photo or **Retry** to retake the photo.

6. Press **ADD PHOTO** and repeat the process. When finished with exterior press **DONE.**

7. Tap on **Interior** and take photo of odometer. Repeat the process of taking overviwe photos for the interior.

8. Press **DONE** when finished taking the interior photos.

[DONE] [ADD PHOTO]

Note: If the policyholders' device has trouble completing the process try these few remedies:

- Check device storage and delete some videos & pictures.
- Reboot the device.
- Ensure Wi-Fi is in range, or cellular signal is good.