

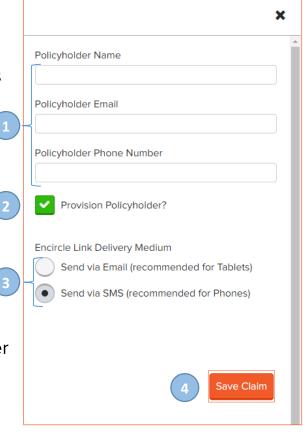
Note: Use a Google Chrome browser to achieve the best performance and pricing automation.

Claims for Call Handlers **Provisioning: Auto**

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 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.
 - 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.



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.



