



# HOVER INTEGRATION FAQs

VERSION 1.5



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# HOVER INTEGRATION FAQs

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## The HOVER integration is available in which countries?

The HOVER integration is currently available only in the U.S.

## On what platforms is the HOVER integration available?

The HOVER integration is available on Claims Connect and Mobile Claims. Note that HOVER integration with Mobile Claims currently only works on desktops and is not available in the smartphone app.

## What is a HOVER job?

A task realized by the HOVER platform transforming property photos into accurate exterior measurements.

## What is HOVER 'Measurements'?

HOVER never uses the term 'report' but instead uses 'Measurements'. Measurements will be available in PDF format (Measurements PDF) and XML (3D model and measurements). They can also be viewed on 3D models within the HOVER platform (mobile and web).

## What pieces of HOVER are currently integrated with Symbility?

The Measurements PDF, XML, photos and HOVER receipt. The Symbility roofplan and exterior plans are generated from the Measurements XML.

## How should I use HOVER when a property has more than one structure? For instance, when the main building has a detached garage?

The adjuster will need to create a job for each structure. If he specifies the claim number, all the jobs will be transferred to the claim automatically.

## What happens if I don't have the claim number when I'm capturing a property?

In this case, Claims Connect will not be able to match the job with the claim and will not transfer the corresponding job documents and information. The user will still be able to pull the job information manually from Claims Connect or Mobile Claims. The user can do this from the HOVER app by using the search criteria to find the job. Users can search based on claim number, ID or address. Admins can also search based on users.

## What happens if I mistype the claim number in the HOVER app?

In this case, Claims Connect will not be able to match the job with the claim and will not transfer the information. The user will still be able to pull in the job information manually from Claims Connect or Mobile Claims. The user can use the search criteria in HOVER to find the job.

## Which claim number should we enter in HOVER if we use a different claim number internally than the one that's used in Symbility?

The claim number entered in the HOVER mobile app should match exactly the one (Claim No.) of a claim in Claims Connect in order for the system to automatically transfer the corresponding job documents and information into that claim in Claims Connect. Claims Connect will not automatically make any changes to the claim number such as removing zeros, spaces or dashes.

## If the claim number has a lot of zeroes before the numbers, do I need to type in the whole thing?

Yes, it's vital that the claim number that you enter in HOVER matches the one registered in Symbility to automatically transfer the job. If you prefer not to type in the entire number, you will have to resort to manually importing the job from Claims Connect.

## Does the customer have to sync anything to retrieve the HOVER information?

In most cases, the job information will be pushed automatically into the claim in Claims Connect using the claim number. When Claims Connect cannot match a claim, the Symbility user can retrieve the job information manually.

## How does Claims Connect find the corresponding claim to transfer the job information?

The HOVER user enters a claim number when submitting the job. Claims Connect attempts to find the matching claim within the user's company. The transfer will only be performed if there is a match.

## How do I turn on the integration?

When your company is using a 'company login account,' your Symbility company administrator will turn on the integration. When your company is using a 'single user login,' you will need to enter your HOVER credentials in the HOVER Integration partners page in Claims Connect. For more information, please refer to the Claims Connect user guide.

## Does the Symbility Assemblies feature work on diagrams imported from HOVER?

The Assemblies feature works on roofplan diagrams only. This is the same behavior as for other measurements partner solutions. Symbility is working on improving it usage with exterior plan diagrams.

## How can I request a HOVER job from Claims Connect or Mobile Claims?

Currently, jobs can only be requested from the HOVER app and not from Symbility. An adjuster simply needs to create a job at the loss site using the HOVER app, capture pictures of the property, and submit the job. The job information will be automatically transferred to the claim file once HOVER has completed it. As an alternative, a Symbility user can also manually pull HOVER job information into a claim.

## Can the HOVER pictures be captured by the policyholder?

When creating a job in the HOVER mobile app, an adjuster can choose to invite a policyholder to capture the photos of their property via HOVER Connect. In this case, the Policyholders will receive

an email and text message inviting them download HOVER. Once they download the app, they can capture the photos in the app just like the adjuster would. When completed, the job information will be automatically transferred to Claims Connect following the same process previously described.

When I use the 'Open in HOVER' command from Symbility, the HOVER portal opens in a new window asking for my login information. I already entered my credentials when I set up the integration in the Claims Connect Integration partners window. Why is it asking for them again?

This is done for security and technical reasons. However, if you do not wish to log in every time, you should enter your credentials in the HOVER portal and check Stay logged in the first time you use the command. The next time, you will be logged in automatically.

When I use the 'Open in HOVER' command from Claims Connect or Mobile Claims for a job, the HOVER portal opens but the page is blank?

In Symbility, you can import jobs from anyone in your organization. However, you can only open jobs that you own in the HOVER portal. This limitation does not apply to HOVER administrators, who can see and open all jobs.

I imported a job in Symbility but the icon for the HOVER jobs in the blade does not show the picture of the property, only a generic icon?

The photo of the property will only show in the icon after you have downloaded the photos from HOVER. When your company is configured to import photos by default within Symbility, you will always see the property photo in the icon.

Can the Symbility user edit the XML file and change the imported diagrams inside Symbility Mobile Claims?

No, changing the XML will not impact the imported diagrams. The user would have to save the file outside Symbility and import it into Mobile Claims using the 'Import Roofplan XML' option. A user can already export an XML from HOVER and import it using the manual import function.

Can a Symbility user import a job owned by another user?

Yes, a Symbility user can import jobs from anyone within their HOVER Organization. This is no different than having a Symbility user manually import the photos, document and XML in a claim.

How will billing be handled?

HOVER will handle all billing.

I would like more information on the HOVER platform?

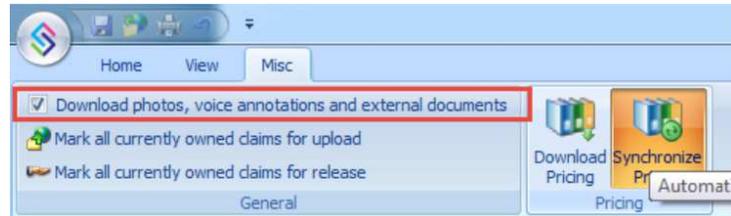
Please access the following video tutorials available on HOVER's website: <https://www.hover.to/how-to-videos/>

I have enabled the HOVER integration but cannot find it in Claims Connect?

HOVER integration is only available in the new UX of Claims Connect.

In Mobile Claims, HOVER photos and documents were added to the claim but not the diagrams?

You may not have the setting in Mobile Claims selected to automatically download photos and documents.



Please note that starting in release 6.3, the diagrams will be downloaded automatically regardless of the setting.