

**PALM**  **TECH**

home inspection software

V E R S I O N 9

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# HOW TO:

## Input Cloud Login Information

**This step by step How To article explains how to input your cloud login information on both a PC and in the app**

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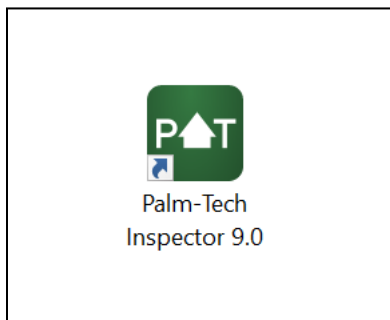
For a complete list of available How To documents, visit the Support section of our website: [www.palm-tech.com/support/](http://www.palm-tech.com/support/)

# HOW TO: Input Cloud Login Information

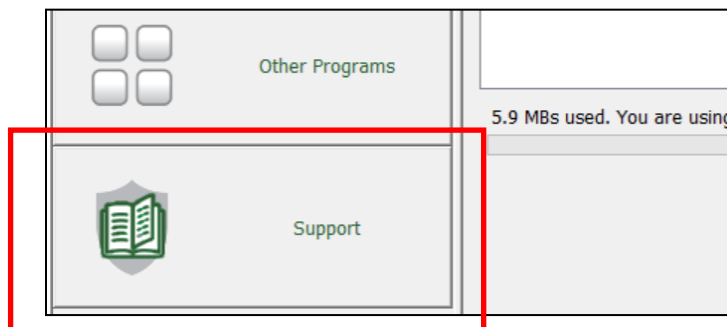
Your cloud credentials (username and password) give you access to the cloud drive which is used to transfer files between devices. They also contain your license information so that when you input them correctly on a device that has the Palm-Tech demo on it, the demo will be turned into a licensed copy of the program. This document will show how to input your cloud login information on both the PC and the app.

You can locate your cloud credentials in the email you received from Palm-Tech that includes the setup/installation instructions for the program.

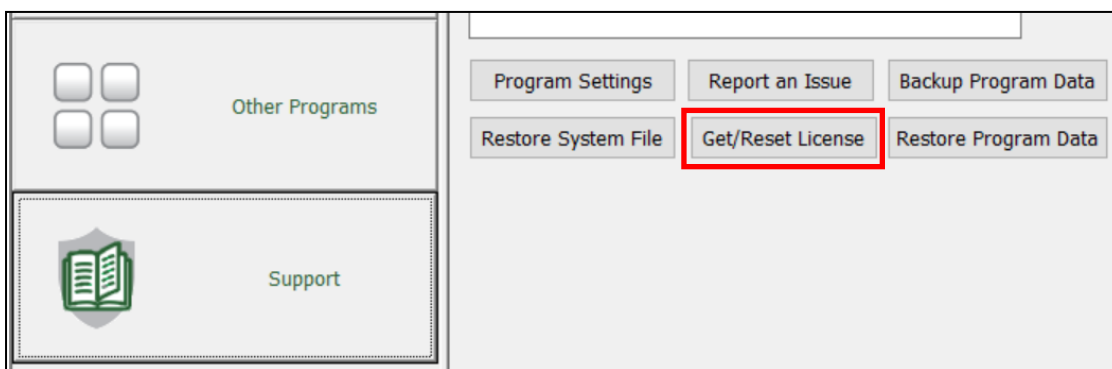
1. The first step is to open the Palm-Tech program by double clicking on the icon on your desktop.



2. Once the main program appears, click on the 'Support' tab in the lower left corner.



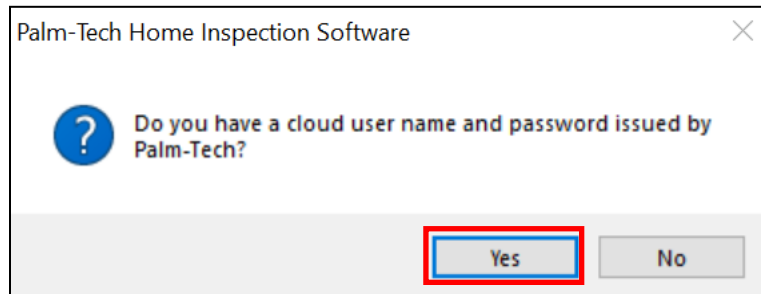
3. Next, click on the 'Get/Reset License' button along the bottom.



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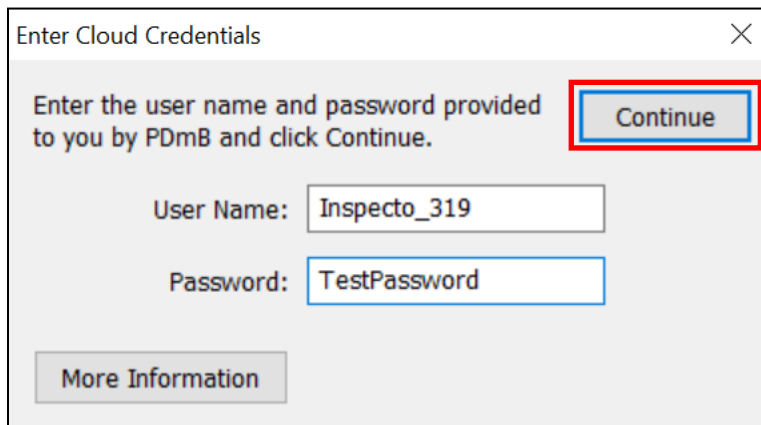
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4. A window will appear that first asks 'Do you have a user name and password issued by Palm-Tech?' Click 'Yes.'

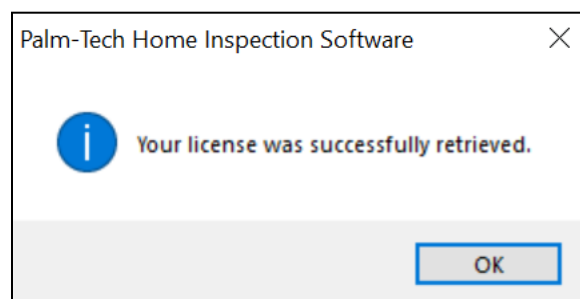


5. In the next window that appears, you can input your username and password. Once you've entered your credentials, click 'Continue.'

**NOTE: The username and password are both case sensitive, so they must be entered exactly as they appear in the email you received when you purchased Palm-Tech.**



6. As long as the username and password are entered correctly and you have an active internet connection, a message will appear stating that 'Your license was successfully retrieved.' Click 'OK' to close this window. You are now logged into Palm-Tech.

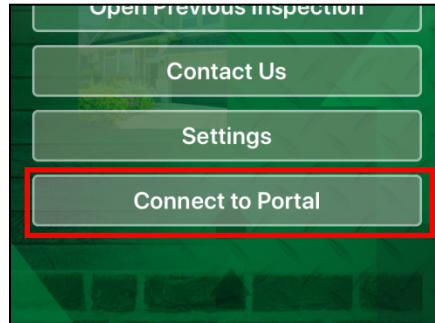


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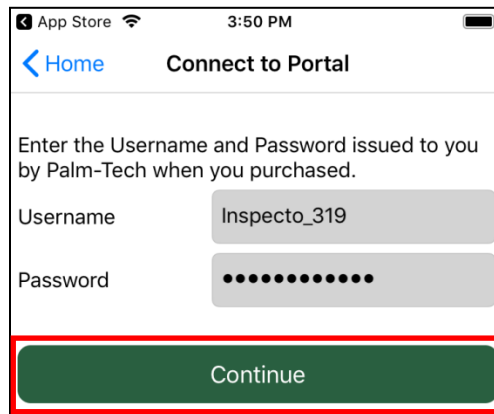
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## App

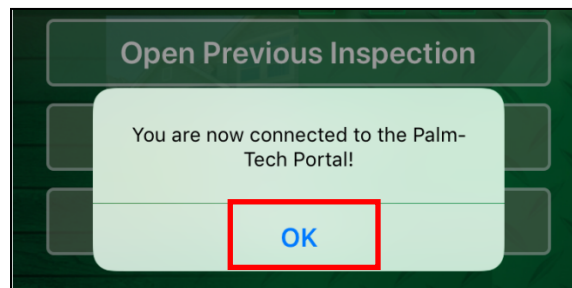
1. The first step for inputting your cloud login information on the app is to tap 'Connect to Portal' at the bottom of the screen.



2. This brings you to a screen where you can input your username and password. Once you have them typed in, tap 'Continue.'



3. As long as the username and password are entered correctly and you have an active internet connection, a message will appear letting you know that 'You are now connected to the Palm-Tech Portal.'



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4. Tap 'OK.' You are now logged into Palm-Tech.