



Palm-Tech

HOME INSPECTION SOFTWARE

Step by Step

How To

Input Cloud Login Information

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

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

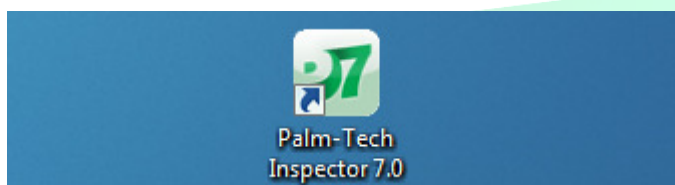
HOW TO: INPUT CLOUD LOGIN INFORMATION

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 in 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 version of the program.

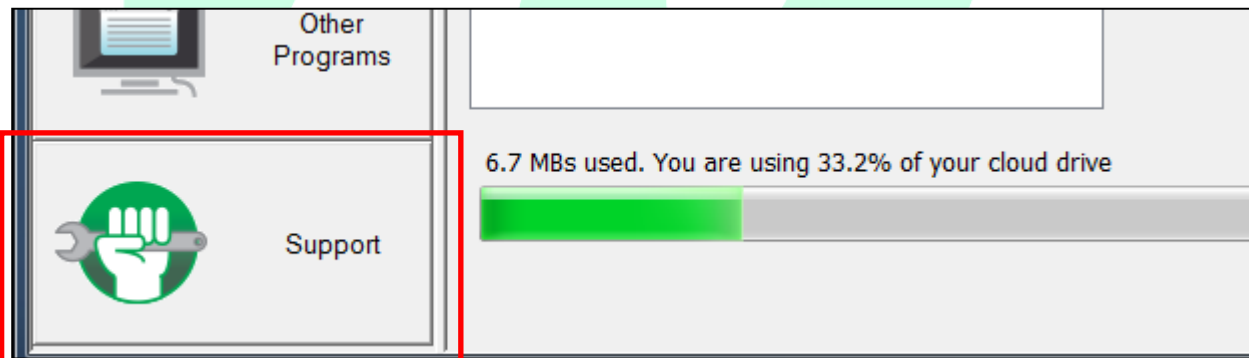
You can locate your cloud credentials in the email you received from Palm-Tech that includes the setup/installation instructions for the program.

PC

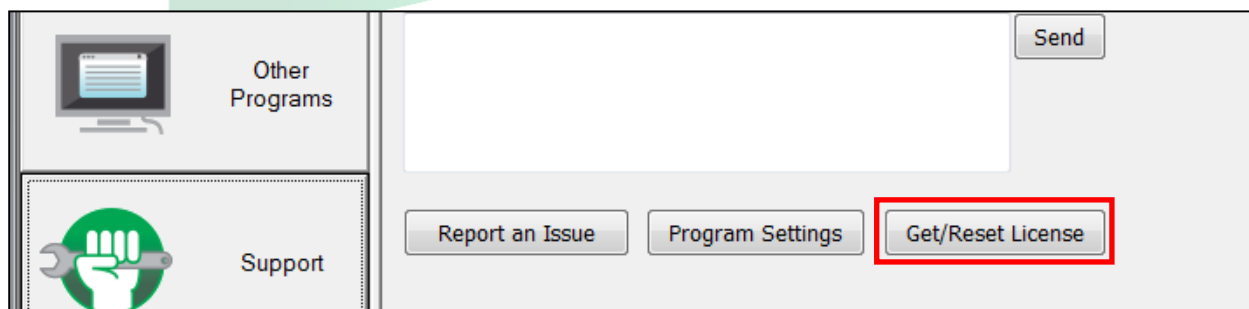
1. The first step is to open the Palm-Tech program by double clicking on the icon on your desktop.



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

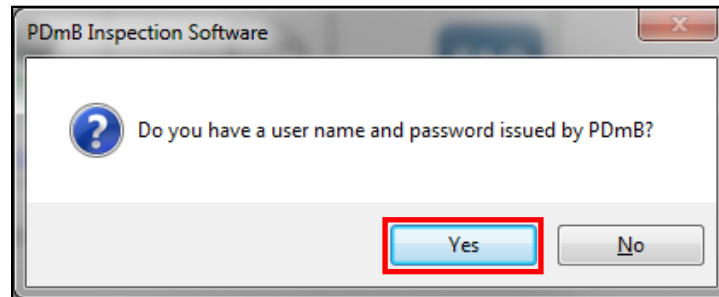


3. Next, click on the 'Get/Reset License' button that is along the bottom.



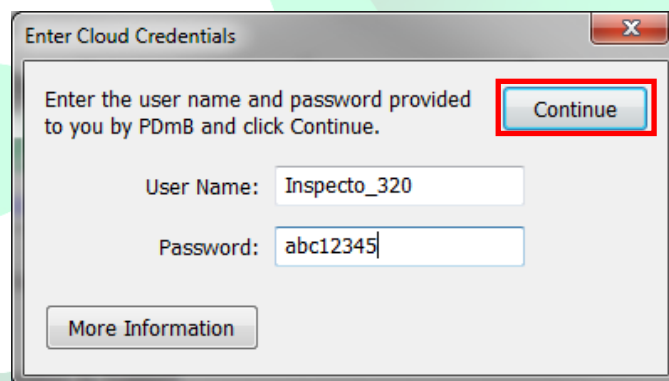
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4. A window will appear that first asks 'Do you have a user name and password by PDmB?'. Click 'Yes'.

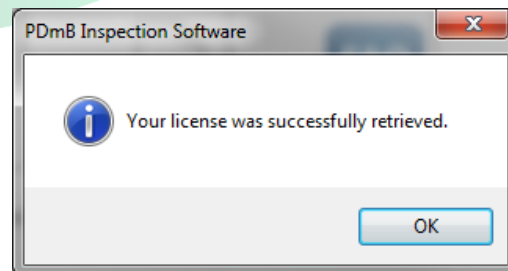


5. Next a window appears where you can input your User Name and Password. Input the information and click on 'Continue'.

NOTE: The username/password are case sensitive and you must input it exactly as it appears in the email



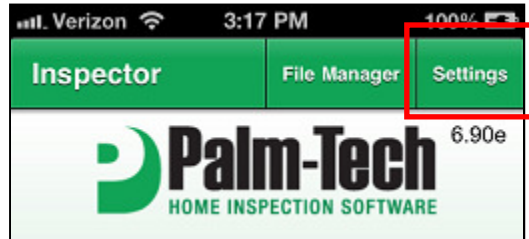
6. If you put in the username/password correctly (and you have an active internet connection) a message will appear stating that 'Your license was successfully retrieved.' Click on 'OK' and your cloud login information has been successfully input.



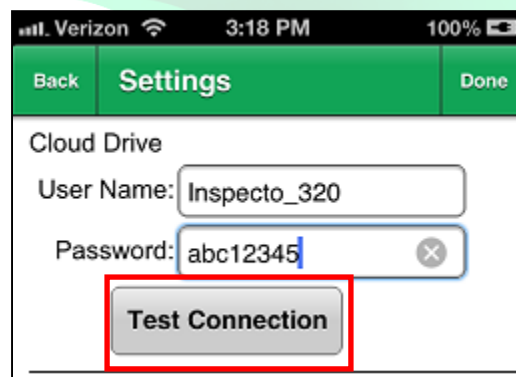
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App

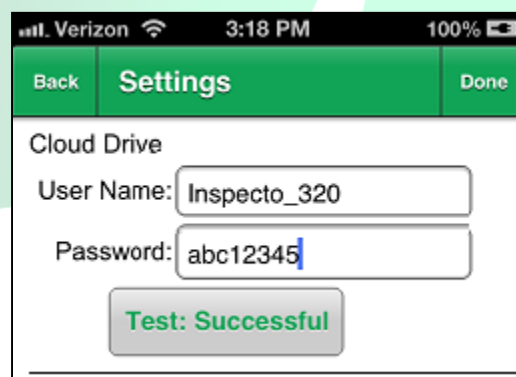
1. The first step for inputting your cloud login information on the app is to tap on the 'Settings' button in the top right corner of the program.



2. This brings up the 'Settings' screen where you can input your User Name and Password. Once you have typed them in, tap on 'Test Connection'.



3. If you put in the username/password correctly (and you have an active internet connection), the 'Test Connection' button will change and say 'Test: Successful'.



4. You can now tap on 'Done' in the top right corner and your cloud login information has been successfully input.