



Palm-Tech

HOME INSPECTION SOFTWARE

Step by Step

How To

Report an Issue to Tech Support from the App

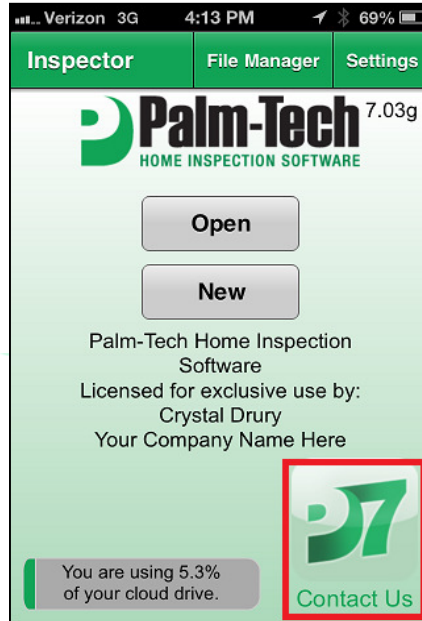
*This How To article will show you how to
Report an Issue to Tech Support from the
App.*

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

HOW TO: REPORT AN ISSUE TO TECH SUPPORT ON THE APP

This document will show how to report an issue to tech support when using the Palm-Tech App.

1. The first step is to tap on the 'Contact Us' button to the bottom right of the opening screen of the app.



2. This brings up the Contact Us screen. Tap on 'Report an Issue to Tech Support' which is at the bottom of the screen.



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3. This brings up the Report an Issue screen. Here you will see a fields for both your name and e-mail. Fill them out if they are not prefilled.
4. Next, tap in the 'Describe the problem' field and give a description of the exact issue you are having. Be as detailed as possible.

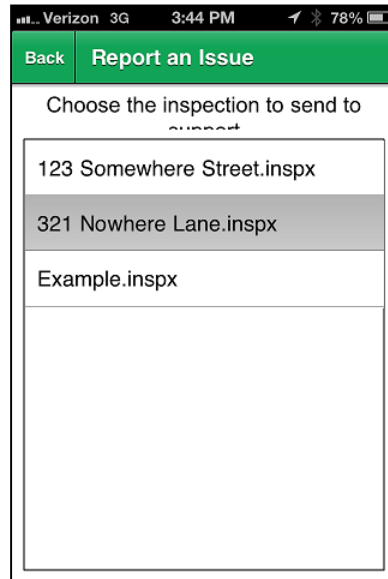
The image shows two sequential screenshots of the 'Report an Issue' screen in an app. The top status bar shows 'Verizon 3G' and the time '4:35 PM' (left) and '3:35 PM' (right). The battery level is 67% (left) and 78% (right). The screen has a green header with 'Back' and 'Report an Issue'. Below the header, there is a checkbox labeled 'Attach an inspection file' with a 'Continue' button to its right. Underneath are two text input fields: 'Name: Crystal Drury' and 'e-mail: cdrury@pdmb.com'. Below these is a larger text area labeled 'Describe the problem:'. In the left screenshot, this area is empty. In the right screenshot, it contains the text 'issue that you are having. include as much information as possible.' and a QWERTY keyboard is visible over the bottom half of the screen.

5. To attach the inspection you are having trouble with, tap on the box with the check mark to the left of 'Attach an inspection file' near the top of the screen. Once that box has been checked, tap the 'Continue' button to the right of 'Attach an inspection file'.

This screenshot shows the 'Report an Issue' screen with the 'Attach an inspection file' checkbox checked. The 'Name' and 'e-mail' fields remain 'Crystal Drury' and 'cdrury@pdmb.com'. The 'Describe the problem' field now contains the text 'This is a detailed description of the issue you are having. Include as much'. The status bar shows 'Verizon 3G', '3:38 PM', and '78%' battery.

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- Here you'll see a list of the inspections on your device. Tap on the inspection you want to send.



- You will then see a box pop up that says 'Sending'. Once the file has been successfully sent you will be returned to the Palm-Tech opening screen. This process can take a minute or two depending on the size of the file.



- You have now reported an issue to Tech Support.