



# How To:

## Report an Issue to Tech Support from the App

**This step by step How To article explains 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/](http://www.palm-tech.com/support/)**

# How To: Report an Issue to Tech Support on the App

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

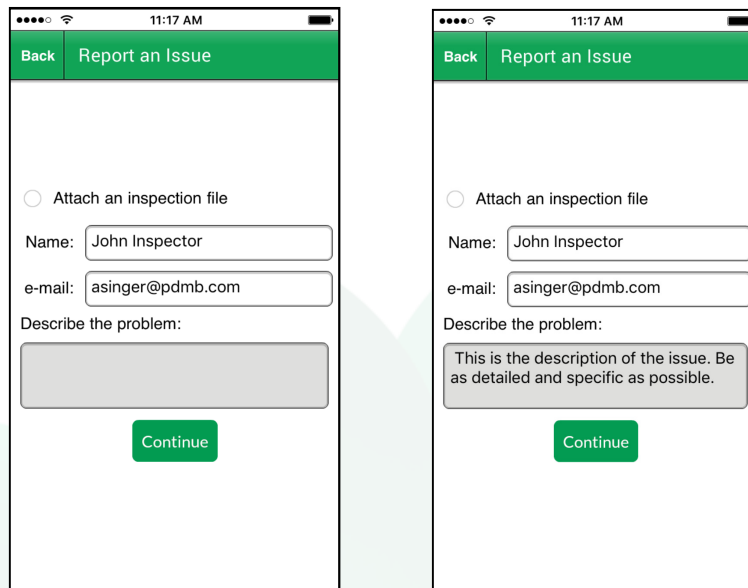


2. This brings up the Contact Us screen. Tap on 'Report an Issue to Tech Support' which is at the bottom of the screen.

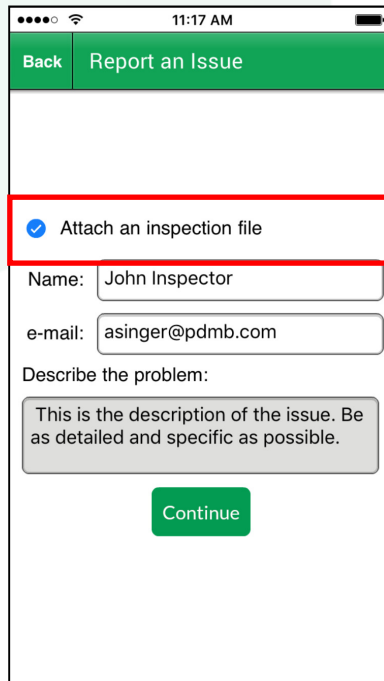


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3. This brings up the Report an Issue screen. Here you will see a fields for both your name and e-mail. Fill them out if they are not prefilled.
4. Next, tap in the 'Describe the problem' field and give a description of the exact issue you are having.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



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'.



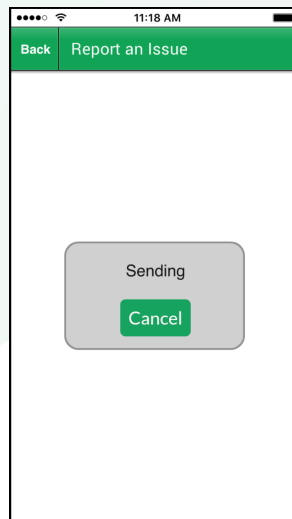
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- Here you'll see a list of the inspections on your device. Tap on the inspection you want to send.



- 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.