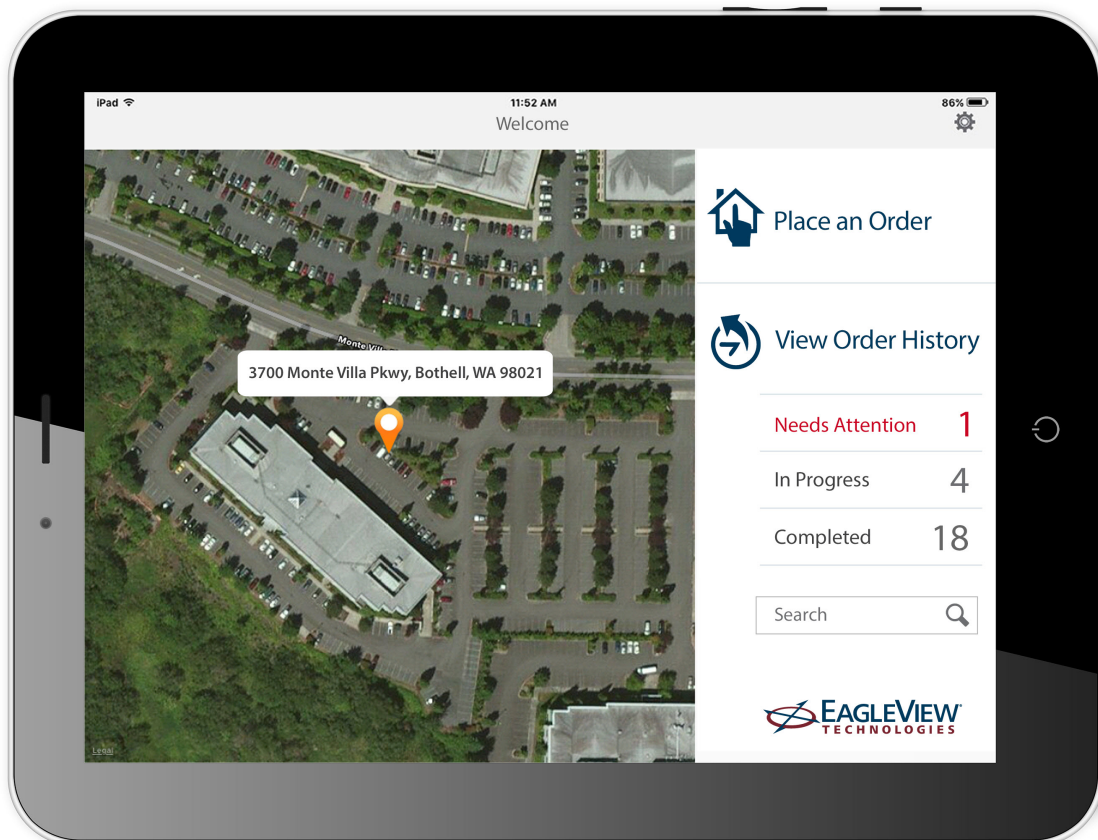


# EagleView® iPad® App User Guide

For iPad IOS 9.x.x and higher

September 2016



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**EagleView Technologies, Inc.**

3700 Monte Villa Pkwy, Ste 200  
Bothell, WA 98021

**Pictometry International Corporation**

25 Methodist Hill Drive  
Rochester, NY 14623

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# About This Guide

This guide was written for users of EagleView Technologies' EagleView ordering app, a mobile application that lets you order EagleView reports directly from your iPad® based on your GPS location.

## Touchscreen terms

This guide uses standard Apple terms for touchscreen gestures. For example,

The term ...	Means ...
Tap	Using one finger, briefly touch the screen, then lift your finger. Use this gesture to select an object or activate a button.
Scroll, swipe, flick	Slide one finger up and down or side to side—for example, to see items outside the edges of the screen or to see more options in a list. Scroll quickly by swiping or flicking one finger rapidly across the screen.
Drag	Place your finger on the screen and move it across the screen without lifting it up.
Pinch	Place two fingers on the screen and bring them together to zoom out.
Unpinch	Place two fingers on the screen and spread them apart to zoom in.

## Conventions

- Some of the screen images in this guide are shown in landscape orientation; others are in portrait orientation. You can rotate your iPad to work with the app in either landscape or portrait orientation.
- Options you tap appear in bold italic type.

EXAMPLE: To place the order, tap ***Submit Your Order***.

# Overview

The EagleView Technologies ordering app is a mobile application that lets you place orders for reports directly from your iPad from anywhere—whether you're out in the field or in your office.

Seamless integration with your iPad provides on-site ordering based on your GPS location and handy storage of and access to all your measurement details. The mobile app is synchronized with your settings on [My EagleView](#), so your account information and preferences are available when you're on the go.

## Features

- Create your EagleView account right on your tablet.
- Automatically log in.
- Easily place new orders anytime, from anywhere.
- Add your own photos of a property to your order. (Available only with higher-end products, like Premium Residential or Commercial.)
- Edit property photos you've added to an order — right from your tablet.
- Check the status of pending orders.
- Receive completed orders the moment they're ready.
- View and store your 50 most recent reports on your tablet.
- Access valuable report measurement data and details while away from your desk.

# Getting Started

## Before installing

Before installing the EagleView ordering app, make sure that IOS version 9.x.x or higher is installed on your iPad. If not, then update IOS on your device before continuing. (Older versions of IOS do not support the current version of the EagleView ordering app.)

You'll need an Internet connection (either WiFi or cellular) to install the app and to use it.

Once the version of IOS is all set, install the app on your iPad. Here's how ...

## Installing the EagleView app

1. On your iPad, tap the **App Store** icon.
2. In the App Store, search for and select "EagleView". (You can enter all lower case when searching.)
3. Tap **Install**.

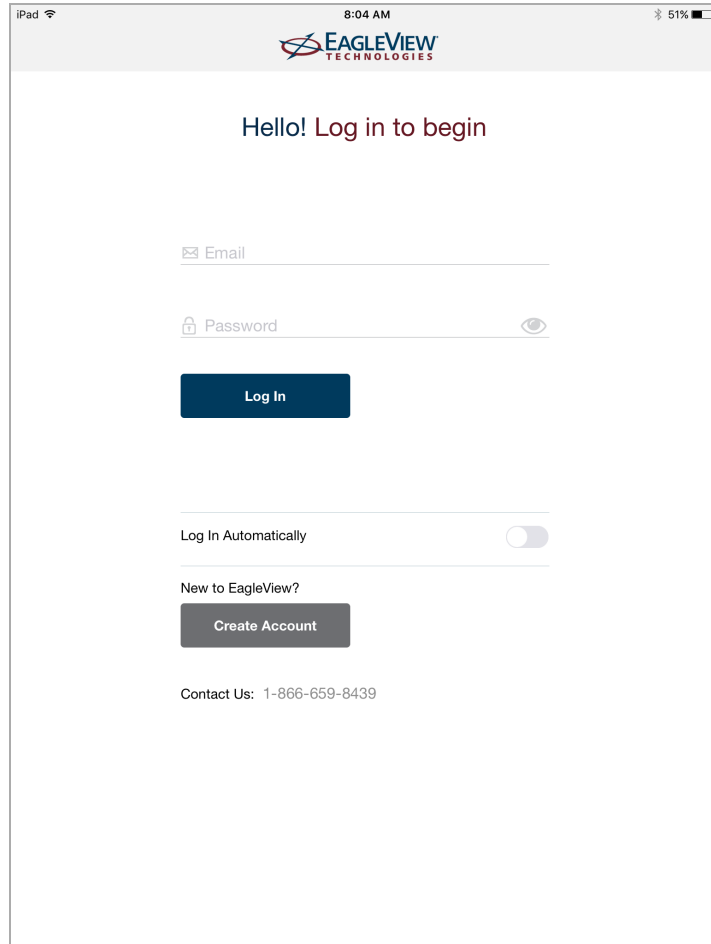
After the EagleView application has finished installing, the EagleView icon appears on your iPad's Home screen.



## Launching the app

After you install the EagleView app, open it by tapping the app's icon on your iPad Home screen.

The Login screen opens.



If you already have an EagleView account, you can log in right away with the same account credentials you currently use on the [My EagleView](#) website. See "Logging in" on page 11.

If you don't have an account, you can create one from the EagleView app on your iPad.

## Creating an account

You can create an EagleView account from the Login screen with just a few steps. (You can also create an account from the [EagleView website](#).)

**TIP:** Just tap a step number to fill in its information. To go back to a step you previously completed, tap its **Edit** button, or tap the step's header bar (such as "2 Provide Contact Info").

## Getting Started

### To create an account:

1. On the Login screen, tap **Create Account**.

iPad 5:36 PM 76%

< Create Account

Let's get you set up

1 Create Log In

Email

Password

Verify Password

2 Provide Contact Info

3 Provide Billing Info

4 Communication Preferences

2. Enter your email address. Create a password and then enter it in both the Password and Verify Password boxes. (Passwords must be at least 8 characters long and can contain letters and numbers.)
3. Tap **2 Provide Contact Info** and enter your contact information.



## Getting Started

A screenshot of a mobile application form titled "Provide Contact Info". The form is enclosed in a dashed border. At the top, there is a grey bar with a green number "2" and the text "Provide Contact Info". Below this are several input fields: "First Name", "Last Name", "Phone" (with an "Ext" field to its right), "Company Name", "Company Type" (with a dropdown arrow), "Street Address", "City", "State" (with a dropdown arrow), and "Zip". At the bottom of the form, there are two more sections: "3 Provide Billing Info" and "4 Communication Preferences", both with blue numbers and text.

### 4. Tap **3 Provide Billing Info**.

A screenshot of the "Provide Billing Info" section of the mobile application. The section is enclosed in a dashed border. At the top, there is a grey bar with a blue number "2" and the text "Provide Contact Info", and a grey button labeled "Edit". Below this is a green number "3" and the text "Provide Billing Info". Underneath is a toggle switch labeled "Same as Contact Info", which is currently turned on (green). At the bottom, there is a blue number "4" and the text "Communication Preferences".

If your billing information is different than your contact information, turn off **Same as Contact Info** and enter your billing information (First Name, Last Name, Phone, etc.).

## Getting Started

2 Provide Contact Info Edit

3 Provide Billing Info

Same as Contact Info

First Name

Last Name

Phone  Ext

Company Name

Street Address

City

State  Zip

4 Communication Preferences

5. Tap **4 Communication Preferences**.

3 Provide Billing Info

4 Communication Preferences

Send notifications and reports to my log in email address

Send me email regarding new products and services from EagleView

How did you hear about us?

I have read and agree to the [Terms of Use](#)

Create Account

6. (Optional) To send notifications and reports to a different email address than your log-in email address, turn off **Send notifications and reports to my log in email address** and enter the applicable email address in the box under "Send my information to:".
7. (Optional) If desired, turn off email notification about new products.
8. Select an option to tell us how you heard about us.
9. Tap **Terms of Use** and read the terms.
10. Once you've read the Terms of Use, turn on **I have read and agree to the Terms of Use**, then tap **Create Account**.

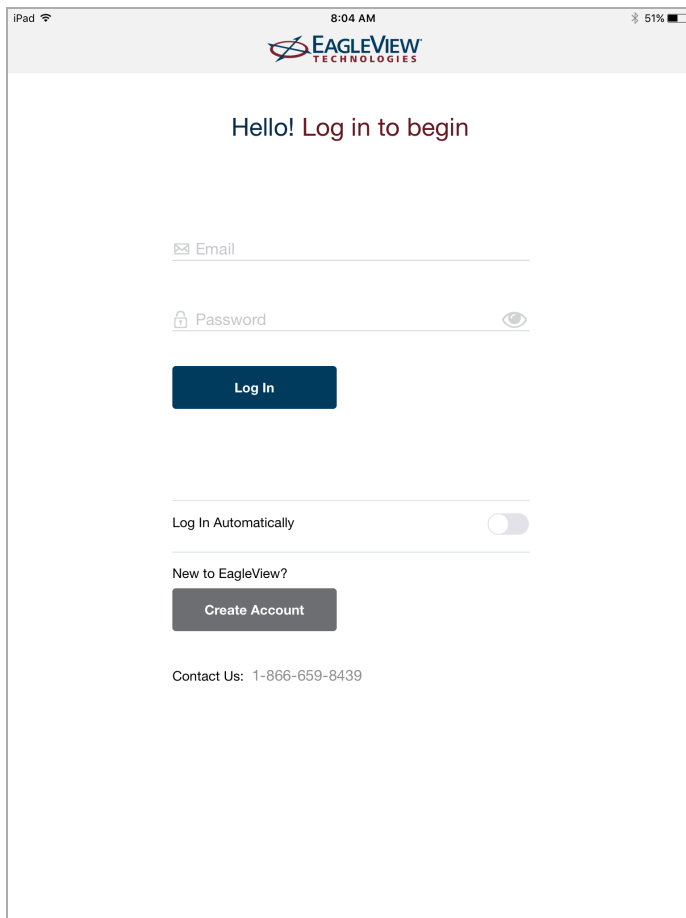
## Getting Started

Your account is created and you're automatically logged in with that account. The Home screen opens.

**NOTE:** After this, you'll log in with the account credentials you just created.

## Logging in

After launching the EagleView ordering app, you'll need to log in. (If you just created an account, the app logs you in automatically.)



If you don't already have an EagleView account, you can create one from this screen. (See "Creating an account" on page 7.) Should you need to contact us, our phone number is conveniently located at the bottom of the screen.

## Getting Started

### To log in:

1. Enter your credentials (email address and password).
2. Tap **Log In** (or press the *return* key on your keyboard).

The Home screen opens.

## Auto login

The Login page contains an option that will log you in automatically when you open the app in the future. This feature can save a little time when you're using a personal device, but shouldn't be enabled on devices that are shared by multiple people with separate credentials.

### To enable auto login:

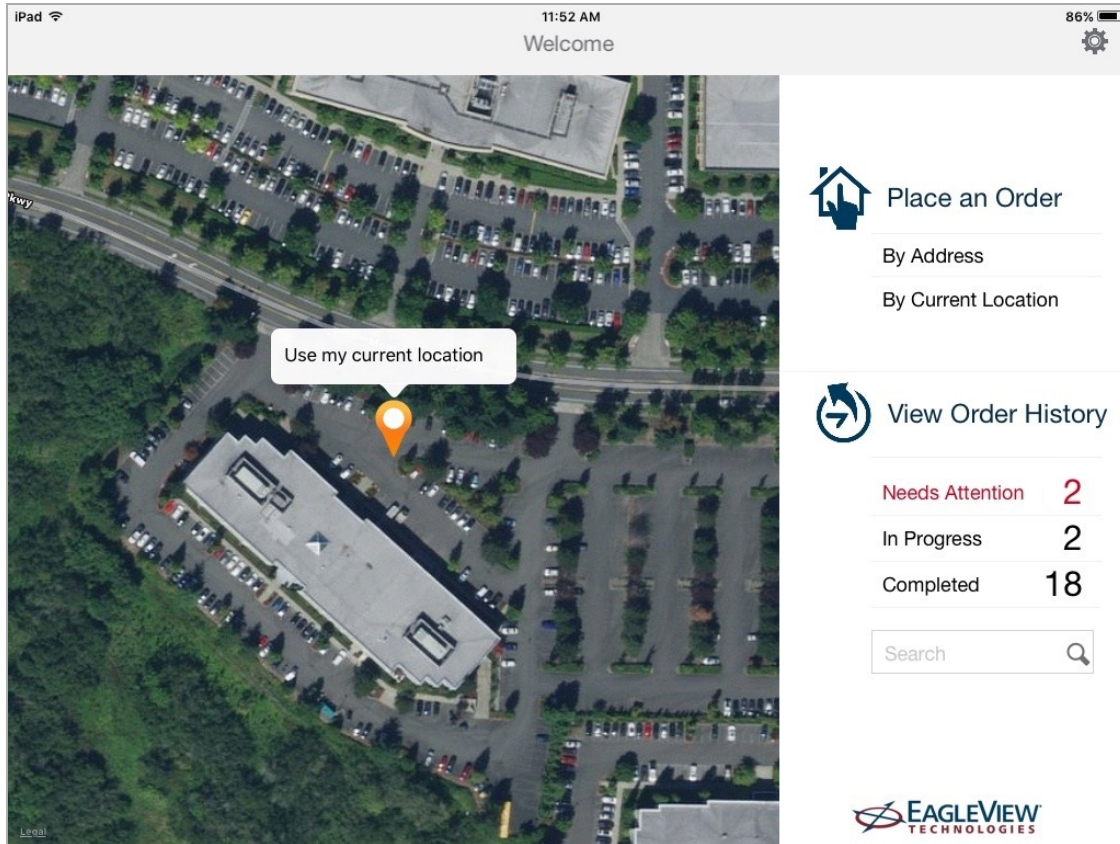
- Enter your credentials on the Login page and turn on **Log in automatically** — before you tap Login In or press "return."

**NOTE:** To keep auto login turned on, make sure you don't log out of the app. Instead of logging out, just return to your device's Home screen by tapping the Home button. To force the app to close, double-press the Home button then swipe up on the app and drag it off the top of the screen.

To turn off auto login, simply log out of the app.

## The Home screen

The Home screen displays an image of your current location plus a menu that provides access to the app's features.




From here you can do the following:

- Place an order.
- View pending orders and order history.
- Search for an order you placed by its status (Needs Attention, In Progress, or Completed).
- Search for a specific order by its report number, claim number, or address.

Simply tap the desired option. You can also zoom in on the image by pinching the screen, or zoom out by unpinching it.

## Navigating

Throughout the EagleView ordering app, the Back button  on the top left side of the screen allows you to navigate back to the previous screen within the app. Simply tap the button to navigate back a screen.

# Placing Orders

This topic contains instructions for ordering an EagleView report. Placing an order is fast and easy. You simply:

- Choose the property you want to order the report for, and
- Complete a few order details (like selecting which product you want to order).

For some products, you can also add photos while placing your order by using your iPad's camera.

## About payment information

You can enter a credit card when placing an order (from either the mobile app or from the [My EagleView website](#)), by calling EagleView Customer Service, or at the [My EagleView website](#). When you add a credit card while placing an order, your credit card details are automatically saved to your account for future orders. Changes you make to your credit card information from the app also change the credit card information stored on your account.

Your credit card is authorized when you place your order, but isn't charged until your report is delivered. For debit cards, authorization might appear on your debit card account, but you won't be charged until the report is sent.

Prices vary depending on membership level, products ordered, and the size of the roof.

## Choosing the property

There are two ways to locate and choose a property:

- Search for its address. (Use this option to choose a property when you are not physically present at that property.)
- Use your current location. (This option is handy when you are physically located at the site for which you want a report—for example at a customer's location.)

**NOTE:** This option uses your mobile device's Location Services feature. To use this option, your mobile device must allow EagleView to access your current location.

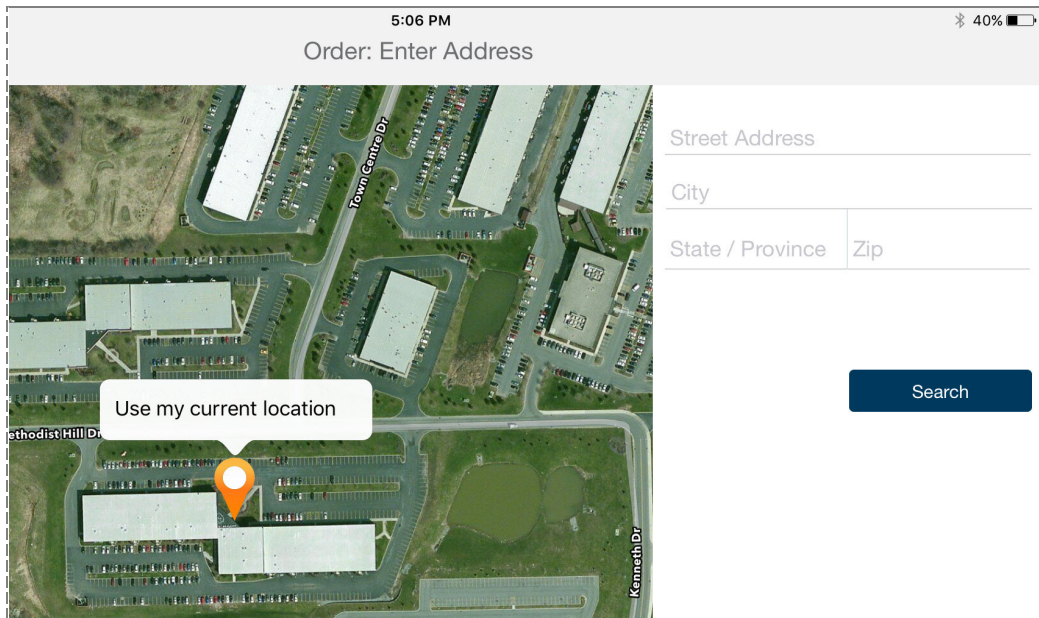
## Placing Orders

### To choose a property:

1. Locate the property either by address or by your current location.

#### **By address:**

- a. On the Home screen, tap **By Address**. The following screen opens.



- b. Enter the property address and tap **Search**. (You can enter upper or lower case.)

**NOTE:** To search by address, you must at least enter the street address, and either the city and state or the zip code. (The more information you enter, the more likely it is that the exact property you're searching for will be found.) If the app doesn't find an exact parcel match, it attempts to locate the address closest to what you entered.

- c. If the balloon marker is not on the desired property, drag the marker to the desired parcel.

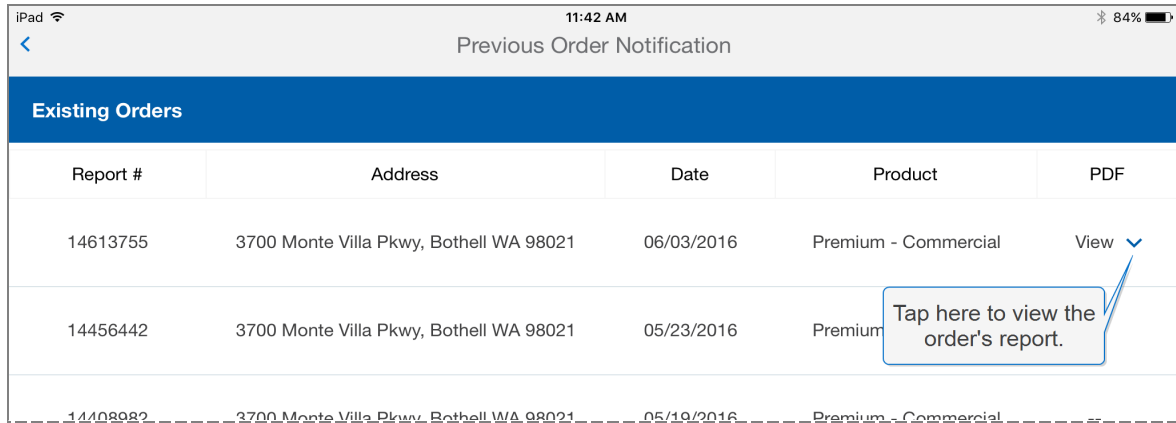
#### **By your current location:**

- On the Home screen, tap **By Current Location**.

#### **If the address has existing orders:**

If the address is a possible duplicate of an existing order, the Previous Order Notification screen opens and lists existing orders for that address.

## Placing Orders



Report #	Address	Date	Product	PDF
14613755	3700 Monte Villa Pkwy, Bothell WA 98021	06/03/2016	Premium - Commercial	View
14456442	3700 Monte Villa Pkwy, Bothell WA 98021	05/23/2016	Premium	Tap here to view the order's report.
14408982	3700 Monte Villa Pkwy, Bothell WA 98021	05/19/2016	Premium - Commercial	

- Review the list to determine if the new order is a duplicate.
  - To cancel and return to the Home screen, tap the < (back) button .
  - To continue with the new order, tap **OK**. The Select Products screen opens.
2. Complete the order as described in "Completing the order" below.

## Completing the order

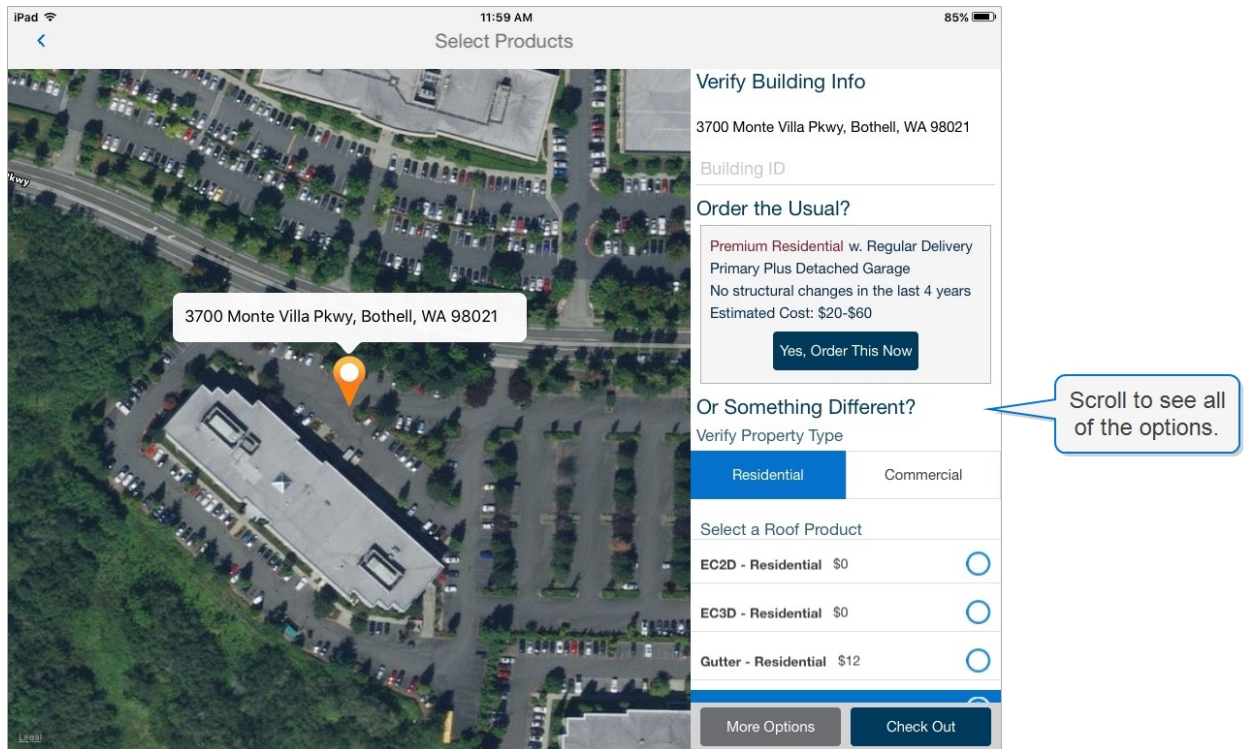
After you've chosen the building address, you'll complete the order starting from the Select Products screen.

### The Select Products screen

The Select Products screen shows a photo of the property address (either your current location or the address you searched for) and order options. The options that are visible and required vary depending on your user settings (the choices you made for your account at the [My EagleView website](#)).



## Placing Orders



## Ways to complete an order

When completing an order, there are three points at which you can choose to check out:

- If you want to order based on your default preferences ("Order the Usual").
- After making product and delivery choices. ("Something Different")
- After making product and delivery choices and then selecting or entering more options ("Something Different" plus "More Options").

### ***Order the Usual***

If you want to order what you've selected for your preferred settings in [My EagleView](#) (or order the standard product and delivery option—if you haven't set up preferences in [My EagleView](#)), you can check out quickly by ordering "the usual."

The standard product includes:

- Premium Residential with Regular Delivery
- Primary Structure plus Detached Garage
- No structural changes in the last 4 years

### ***Order Something Different***

If you want to order something different from the usual, or if you want to enter other details (such as a promo code or claim information), then you'll use the bottom part of the screen. (You'll need

## Placing Orders

to scroll the right side of the screen to see all of the options.)

### Instructions for completing the order

*You'll complete these steps from the Select Products screen.*

#### First, verify the address:

1. Make sure the address is correct for the building you want a report for.
2. (Optional) To enter a Building ID, tap **Building ID** and type the ID.

#### To order the usual, complete these steps:

1. Tap **Yes, Order This Now**. The details of your order are displayed.
2. Review your order. To place the order, tap **Submit Your Order**.

If you don't have payment information on file, a positive balance in your account, or terms of NET 30, the More Options screen opens so you can enter payment information.

**NOTE:** If your billing terms are NET 30, the Payment Information section does not appear.

10:25 AM 56%

More Options

- + Measurement Instructions
- + Claim Information
- + Email Recipients
- + Promo Code
- Payment Information

EagleView accepts: VISA MasterCard DISCOVER AMERICAN EXPRESS

First Name

Last Name

Card Number

Card Type

Month / Year

+ Photos

Estimated Total: (\$30 - \$75)

Check Out

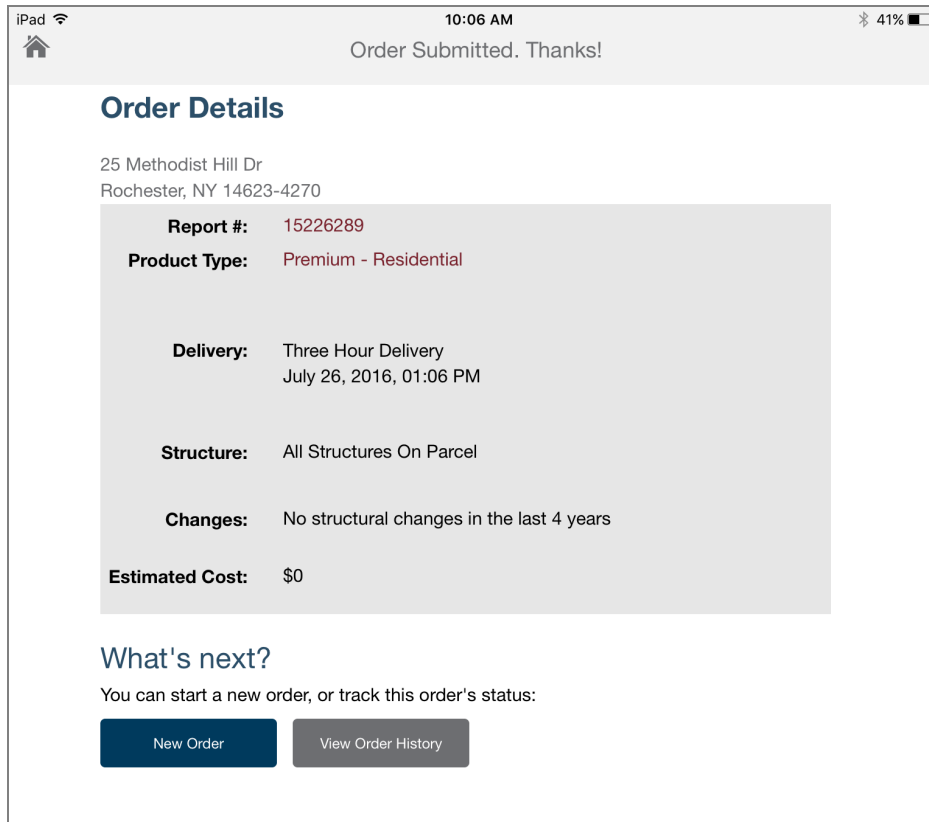
## Placing Orders


- a. Enter the cardholder's first name, last name and card number.
- b. Select the card type, expiration month, and expiration year from their lists.

**NOTE:** Payment information you enter here is saved to your account for future orders.

### 3. Tap **Check Out**.

If everything is complete, the order is placed and the Order Details screen appears.



**NOTE:** To start a new order, tap **New Order**. To track the order you just placed, tap **View Order History**. To navigate back to the Home screen, tap the house icon  (top left part of the screen).

That's it—you're done ordering the usual! A confirmation email will be sent to you. When your order is complete, your report will be emailed to you (either to the email address you logged in with, to the email address specified in your email preferences on [My EagleView](#), or to the address you entered when you created your account).

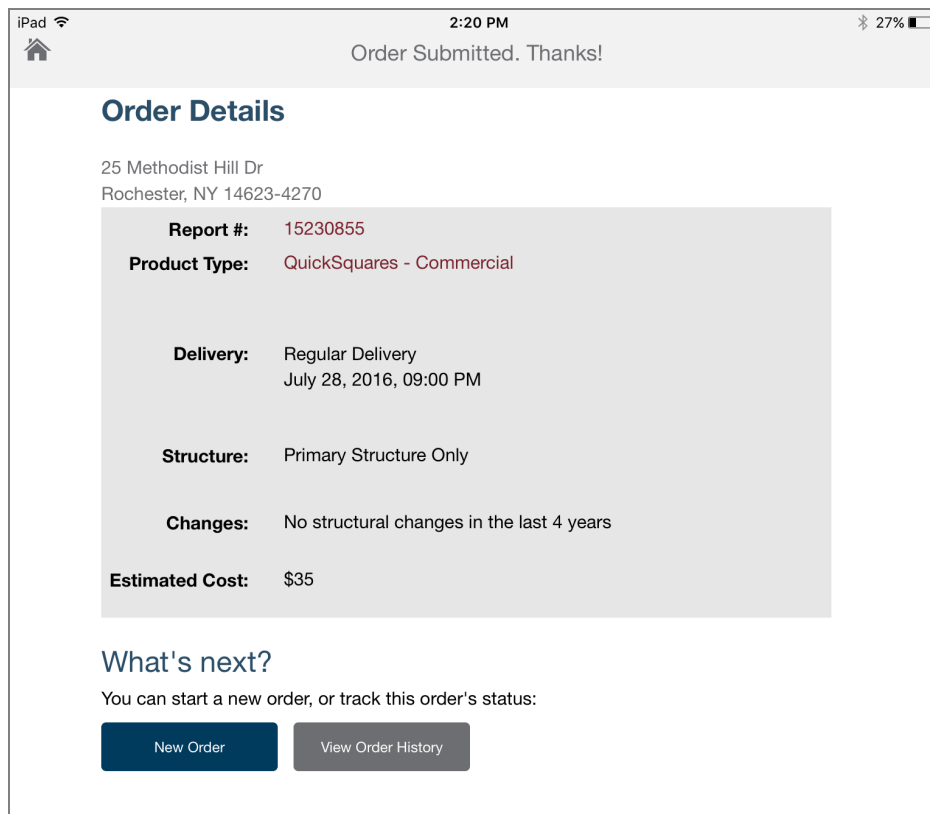
To order "something different" (choose a different product or delivery option), complete these steps:


1. Under Verify Property Type, select **Residential** or **Commercial**.
2. Select a roof product (such as **Gutter**, **QuickSquares™**, **Solar**, or **Premium**).

**NOTE:** Depending on your account, you might not see all of these products listed.

Depending on the product type you selected (such as "Premium - Residential"), you can optionally select additional products.

- Under Select Other Products, select the check boxes for each additional product you want included in your order (such as **Walls**).
3. Select a delivery option (**3 Hour**, **Express**, or **Regular**).
  4. If you don't need to complete payment information or more options, then you can check out now by tapping **Check Out**.
  5. Review your order details before submitting the order. When you're ready to place the order, tap **Submit Your Order**. The order is placed and the following screen appears.




**NOTE:** To start a new order, tap **New Order**. To track the order you just placed, tap **View Order History**. To navigate back to the Home screen, tap the house icon  (top left part of the screen).

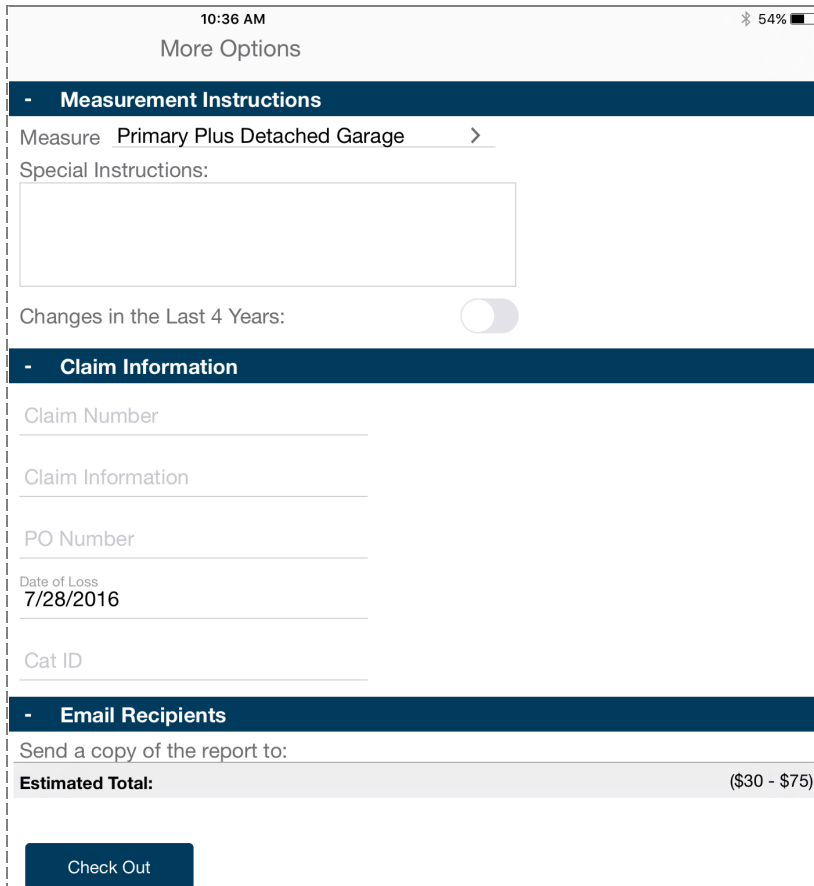
A confirmation email will be sent to you. When your order is complete, your report will be emailed to you (either to the email address you logged in with, to the email address specified in your email preferences on [My EagleView](#), or to the address you entered when you created your account).

**To add photos or complete more options (like claim information, a promo code, or payment information), complete these steps in addition to choosing the product and delivery options:**

1. Tap **More Options** (at the bottom of the Select Products screen).

What you see on the More Options screen depends on your settings and the property type you selected (residential or commercial). Required options are flagged with this symbol . The Payment Information section is not displayed if your account is set up for NET 30.

Click the plus + sign to expand each section as needed.



10:36 AM 54%

More Options

**- Measurement Instructions**

Measure **Primary Plus Detached Garage** >

Special Instructions:

Changes in the Last 4 Years:

**- Claim Information**

Claim Number

Claim Information

PO Number

Date of Loss  
7/28/2016

Cat ID

**- Email Recipients**

Send a copy of the report to:

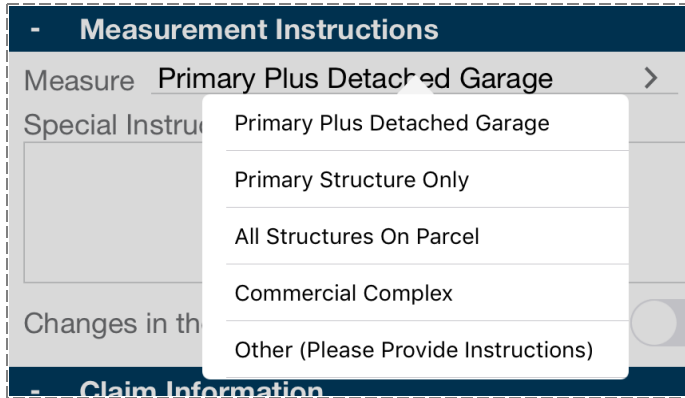
**Estimated Total:** (\$30 - \$75)

Check Out

## Placing Orders

- To change which structures are measured or provide additional information about them, do the following:

- Tap the text shown to the right of "Measure." (The options available for Measurement Instructions vary depending on the product type you selected.)



- Select an option from the list.
- If you selected "Other" then enter instructions in the **Special Instructions** box.

**NOTE:** You can use the Special Instructions box to provide additional information about locating the structure to be measured.

- If any of the selected structures have changed in the past four years, turn on the option for **Changes in the Last 4 Years**.
- If applicable, expand **Claim Information** and enter information, such as the Claim Number or PO Number.

A screenshot of a mobile application interface showing a form titled "- Claim Information". The form contains several input fields: "Claim Number", "Claim Information", "PO Number", "Date of Loss" (with the value "7/25/2016" entered), and "Cat ID".

- (Optional) Expand **Email Recipients** and enter the email address of anyone else you wish to send the report to. If you're entering multiple addresses, enter a space between each one.

## Placing Orders

### - Email Recipients

Send a copy of the report to:

You can send a copy of the report to additional email addresses. Separate multiple addresses with space.





5. If applicable, expand **Promo Code**, enter a promo code, and tap **Apply**.

### - Promo Code

I have a Promo Code:

6. If applicable, expand **Payment Information** and do the following:
  - a. Enter the cardholder's first name, last name and card number.
  - b. Select the card type, expiration month, and expiration year from their lists.

### - Payment Information

EagleView accepts:    

First Name

Last Name

Card Number

Card Type

Month  / Year

This symbol means that an issue needs attention. For payment information, entering credit card details should resolve it.

**NOTE:** The payment information you enter here is saved to your account to use for all future orders.

7. To add a photo, expand **Photos**, tap **Add Photo**, and choose or take a photo. Repeat this step once for each photo you want to add.

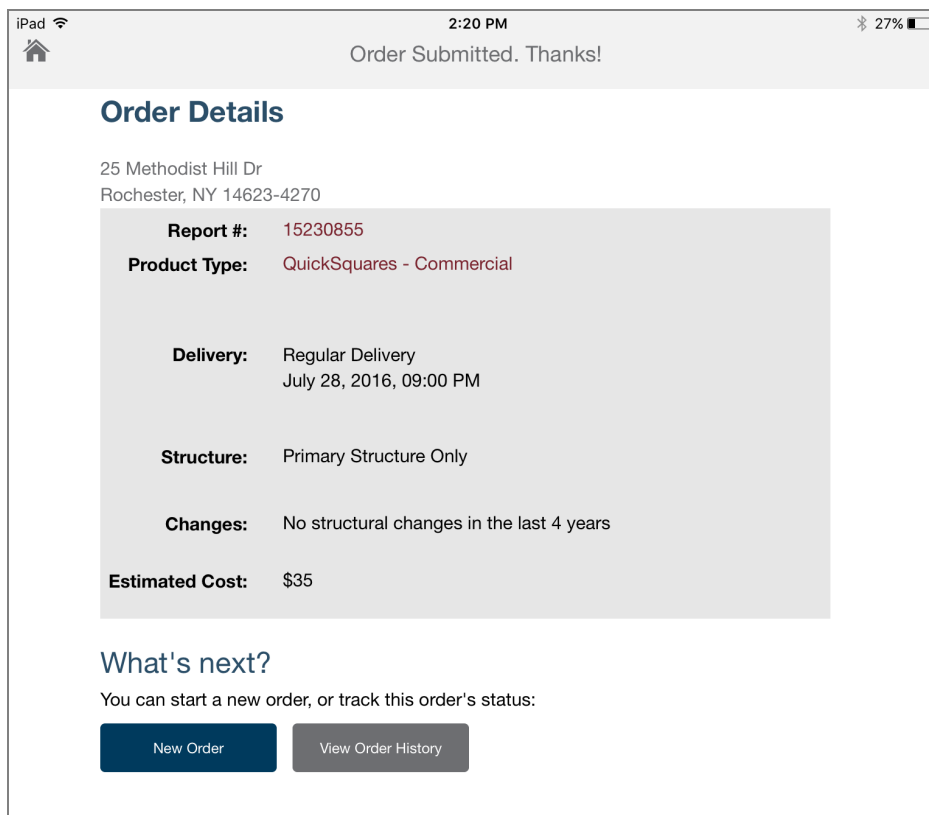
Your photos appear on the report under "Customer Submitted Images."


## Placing Orders



**NOTE:** Not all products include the ability to add photos. If you don't see the "Add Photo" icon, then the product you selected is one that does not include this feature.

- To edit a photo you've added, tap the photo and select **Edit**. (See "Editing photos" on page 39 for more instructions.)
- When you're ready to check out, tap **Check Out**.
- Review your order details before submitting the order. When you're ready to place the order, tap **Submit Your Order**. The order is placed and the following screen appears.



**NOTE:** To start a new order, tap **New Order**. To track the order you just placed, tap **View Order History**. To navigate back to the Home screen, tap the house icon  (top left part of the screen).

A confirmation email will be sent to you. When your order is complete, your report will be emailed to you (either to the email address you logged in with, to the email address specified in your email preferences on [My EagleView](#), or to the address you entered when you created your account).



## Placing Orders

You can check the delivery status of your order by visiting "Reports & Order History" on your [My EagleView](#) page.

## Issues needing attention

Issues that need your attention are flagged in the app by a red and white symbol.



This symbol indicates that further action is required on your part to resolve the issue. For example, maybe you ordered a report for a residential product on a commercial building, or maybe your credit card has expired. For some issues, you'll also receive an email alerting you to the problem.

**NOTE:** EagleView personnel can sometimes fix problems without flagging them. For example, if you ordered a commercial report for a residential property and EagleView staff can determine that the property is definitely residential, then they can change the order for you. If they change an order, they'll notify you by email. Depending on your account settings, if the change results in increased cost, you'll be contacted for approval before the report is created.

If this symbol appears while you're placing an order, you won't be able to submit the order until the issue is resolved. For example, you might see this in the Payment Information section because you haven't set up any payment information for your account.

## Viewing orders that need attention

You can view the list of orders that have issues from the Home screen by tapping **Needs Attention** under View Order History or by tapping the **Needs Attention** tab on the Order History screen.

## Placing Orders

Order History

50 most recent reports

Report #	Address	Date	Product
+ 14456442	3700 Monte Villa Pkwy, Bothell WA 98021	05/23/2016	Premium - Commercial
+ 14456364	1601 22nd Ave, Seattle WA 98122-2913	05/23/2016	Premium - Residential
+ 13764413	20332 14th dr se, Bothell WA 98012	04/07/2016	Premium - Residential
+ 13027468	Hard Rock Hotel and Casino, Las Vegas NV 89169	02/02/2016	Premium - Commercial
+ 13019752	3649 Monte Villa Pkwy, Bothell WA 98021	02/01/2016	Gutter - Residential

Filter

## Fixing issues

If an order needs attention, you'll receive an email about it the day you place the order. In many cases, you'll need to contact EagleView Customer Service to resolve the issue. However, in some cases, you can make corrections by following the instructions in the email and accessing the [My EagleView](#) website. You cannot fix issues from the mobile app.

After the first email, if the issue isn't resolved, you'll receive two reminder emails within the next two days. If the issue is still unresolved six days after you place the order, then the order is closed.

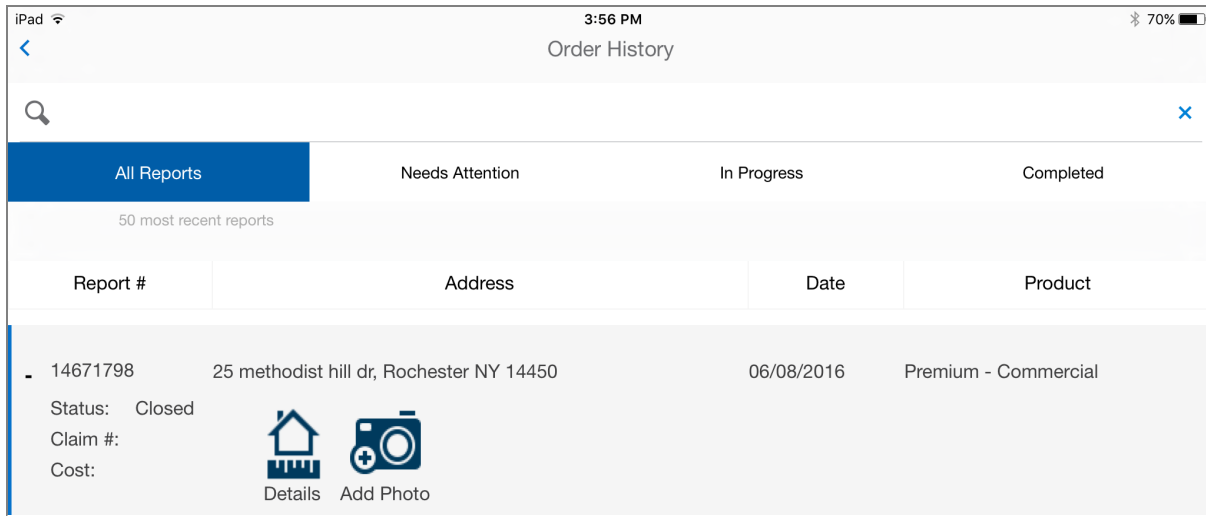
## Closed orders

"Closed" orders are orders in which a report was not completed. An order can be closed for various reasons. For example, maybe you canceled it, the order was a duplicate, your credit card could not be authorized, the order had an issue that was not resolved, or imagery was not available for the desired property.

You can re-open a closed order by calling EagleView Customer Service or by following the steps described in the email you received about the issue.

## Placing Orders

Closed orders are listed in Order History on the “All Reports” tab. (You'll need to expand the row to see the order's Status.)



# Viewing Order History

The Order History part of your mobile app lists the 50 most recent orders you've placed. From here you can view reports that have been completed, view order details, add or edit your own photos, view orders in progress, and view pending orders that need attention. All orders are identified by a report number, for example 14613755, even if a report has not yet been completed.

## Viewing order history

To view your order history:

- On the Home screen, tap **View Order History** (for all orders), or tap one of the options shown (**Needs Attention**, **In Progress**, or **Completed**) to view orders by status.

The Order History screen opens.

## Order History screen

The screenshot shows the Order History screen on an iPad. At the top, there is a search bar and a back arrow. Below the search bar are four tabs: 'All Reports' (selected), 'Needs Attention', 'In Progress', and 'Completed'. Under the 'All Reports' tab, it says '50 most recent reports'. Below this is a table with the following columns: Report #, Address, Date, and Product. The table contains five rows of data. The first row is: + 14613755, 3700 Monte Villa Pkwy, Bothell WA 98021, 06/03/2016, Premium - Commercial. The second row is: + 14520604, 100, Åi198 E Villard St 123b, Bozeman MT 59715, 05/27/2016, QuickSquares - Residential. The third row is: + 14458416, 1601 13th Ave 5, Seattle WA 98122-2569, 05/23/2016, Premium - Commercial. The fourth row is: + 14456442, 3700 Monte Villa Pkwy, Bothell WA 98021, 05/23/2016, Premium - Commercial. Below this row, there is a red line and a small red triangle with the number 1. Below the red line, there is a red text box that says: 'Need help identifying property. Please email or call customer service. 1-866-656-8439'. The fifth row is: + 14456439, 1601 22nd ave, Bothell WA 98122, 05/23/2016, Premium - Residential. At the bottom of the screen, there is a 'Filter' button.

Report #	Address	Date	Product
+ 14613755	3700 Monte Villa Pkwy, Bothell WA 98021	06/03/2016	Premium - Commercial
+ 14520604	100, Åi198 E Villard St 123b, Bozeman MT 59715	05/27/2016	QuickSquares - Residential
+ 14458416	1601 13th Ave 5, Seattle WA 98122-2569	05/23/2016	Premium - Commercial
+ 14456442	3700 Monte Villa Pkwy, Bothell WA 98021	05/23/2016	Premium - Commercial
+ 14456439	1601 22nd ave, Bothell WA 98122	05/23/2016	Premium - Residential

### How this screen is organized

This screen is organized into the following tabs that list orders by status:

- All Reports
- Needs Attention
- In Progress
- Completed

Tap a tab to show report numbers with that status (or "All Reports" for all statuses). You might need to scroll to see all of the reports listed on any particular tab. The most recent reports are shown first. You can filter any list by product in order to view only orders for certain products.

#### ***All Reports***

This tab lists your 50 most recent orders regardless of status of the report. The most recent orders are shown first. You can view order details and add or edit photos. If the order has been completed, you can also view the report and enter an email address to send the report to another person.

#### ***Needs Attention***

This tab lists orders that are not complete because more information is needed. You'll need to contact EagleView Customer Service to complete these orders. You can view order details and add or edit photos for orders that need attention.

#### ***In Progress***

This tab lists orders that are currently being processed (you have not yet received a report). For orders in progress, you can view order details and add or edit photos.

#### ***Completed***

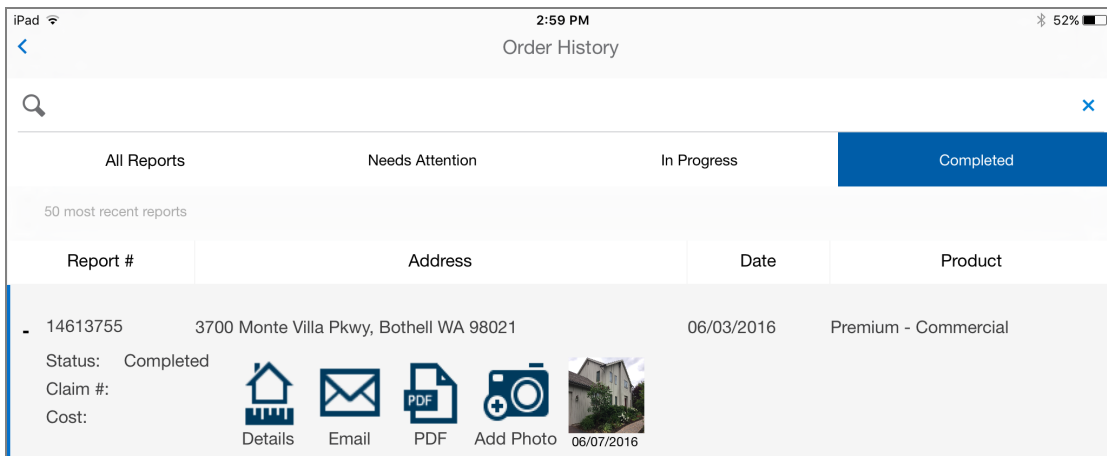
This tab lists orders that have been fulfilled (the report was sent to you). You can view the completed report, view order details, email the report to another user, and add or edit photos.

## Viewing and emailing completed reports

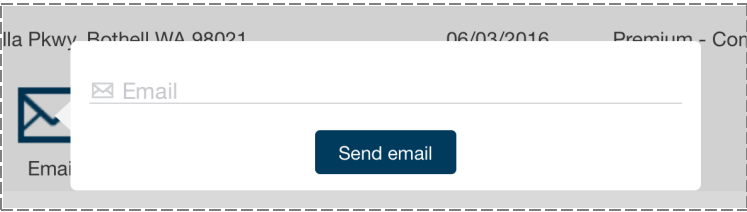
You can view and email reports that are completed.

### To view or email a report:

1. On the Order History screen, tap the **Completed** tab.
2. Expand the order whose report you want to view or email by tapping anywhere in its row.



3. Use the following table to determine your next steps.

To ...	Do this ...
View the report	Tap <b>PDF</b> .
Email the report	<ol style="list-style-type: none"> <li>a. Tap <b>Email</b>.   </li> <li>b. Enter the email address of the person you want to send the report to.</li> <li>c. Click <b>Send email</b>.</li> <li>d. Click <b>OK</b> in response to the confirmation message.</li> </ol>

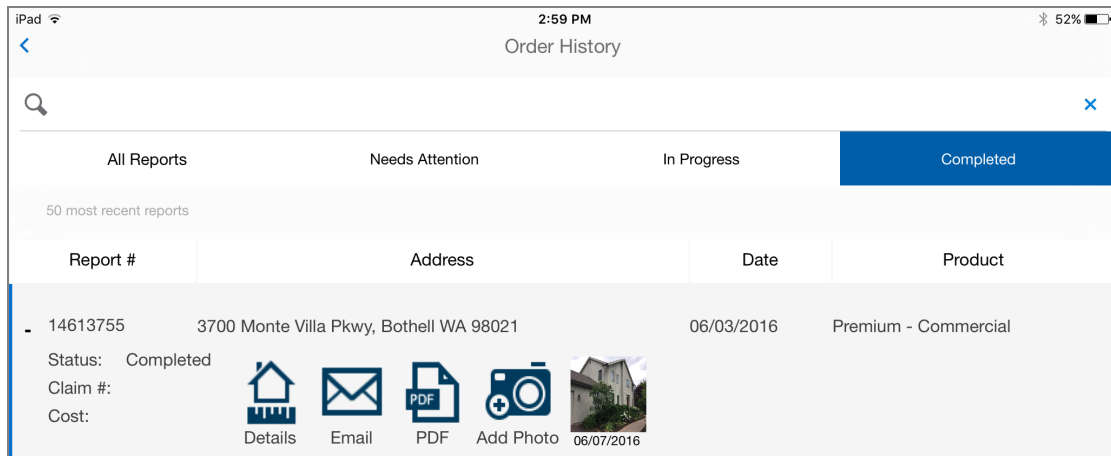
**TIP:** You can also view or email a completed report from the Details screen. View an order's details, then tap **View Report** or **Email Report** (at the bottom of the screen).

## Viewing order details

You can view order details for any reports—whether they are completed, need attention, or are in progress.

### To view order details:

1. On the Order History screen, expand the order whose details you want to view by tapping anywhere in its row.



2. Tap **Details**. 

## Viewing Order History

For *completed* orders, you'll see order and measurement details including any photos you've added.

The screenshot shows the iPad app interface for viewing a report. At the top, the status bar shows 'iPad', signal strength, '5:32 PM', and '77%' battery. Below the status bar is a navigation bar with a back arrow and the text 'Report# 14613755'. The main content area displays the report title 'Premium - Commercial' and the address '3700 Monte Villa Pkwy, Bothell WA 98021'. A table of measurements follows, with rows for Area, Pitch, Eave Length, Rake Length, Ridge Length, and Valley Length. Below the measurements, the 'Product Type' is 'Premium - Commercial' and 'Delivery' is 'Regular Delivery'. At the bottom of the main content area, there is a 'Photos (1)' section with a camera icon and the text 'Add Photo'. A dark navigation bar at the very bottom contains three icons: a document icon labeled 'View Report', a circular arrow icon labeled 'Regenerate', and an envelope icon labeled 'Email Report'.

Area:	32248 sq. ft
Pitch:	0/12
Eave Length:	70 ft
Rake Length:	0 ft
Ridge Length:	0 ft
Valley Length:	0 ft
Product Type:	Premium - Commercial
Delivery:	Regular Delivery

Photos (1)

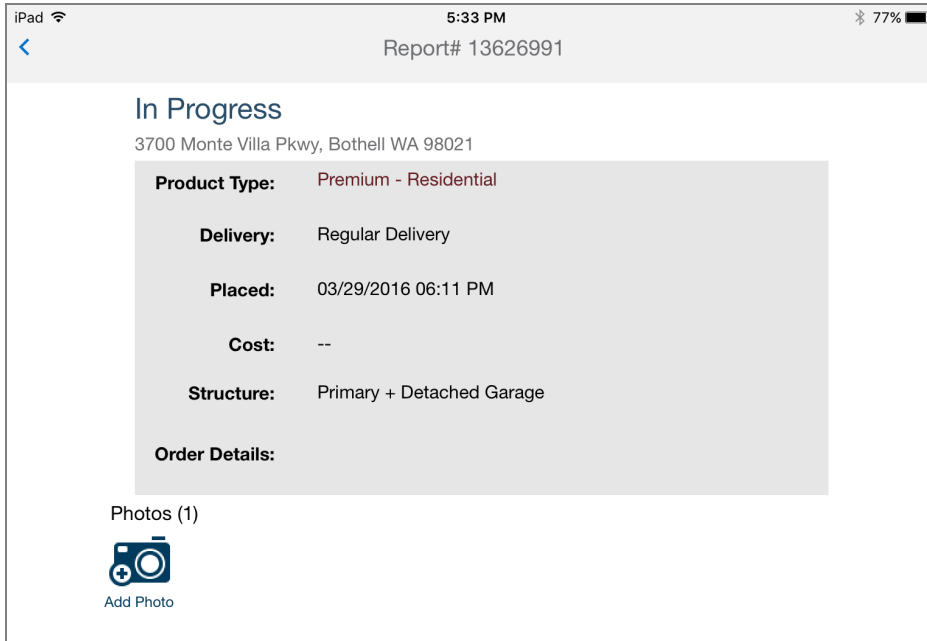
Add Photo

View Report    Regenerate    Email Report

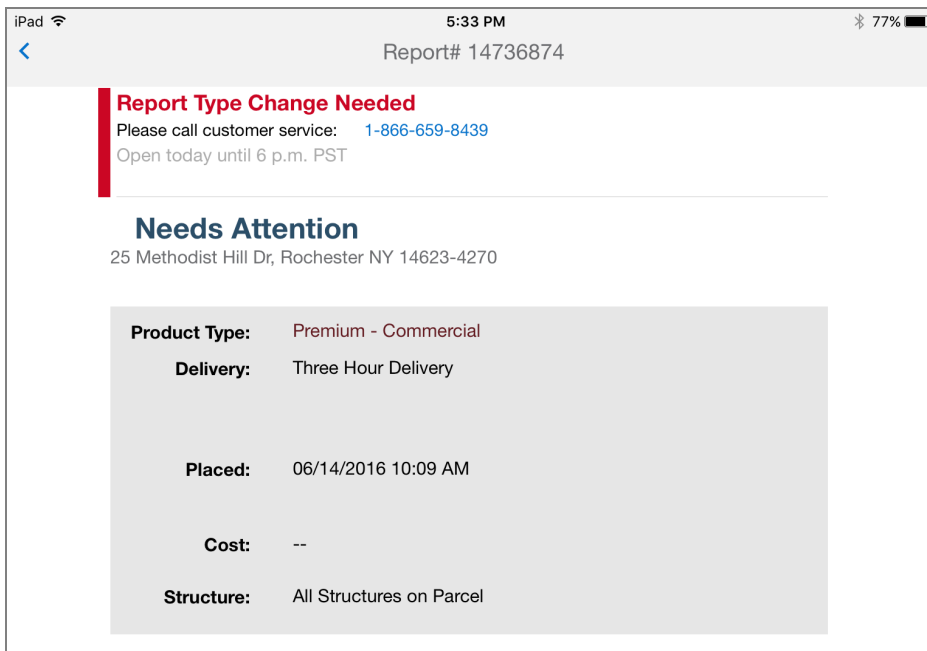


## Viewing Order History

For orders *in progress*, you'll see order details and any photos you've added.



For orders that *need attention*, you'll see order details and a description of the issue that needs attention plus any photos you've added.



## Regenerating a report

If you ordered a Premium Report, and would like to add a photo after the report has been delivered to you, you can regenerate that report by using the "Regenerate" option (available while viewing details in Order History).

## Viewing Order History

### To regenerate a report:

1. Find and expand the order in Order History.
2. Add one or more photos to your completed order.



4. Tap **Regenerate**  (at the bottom of the screen).

The report is re-generated and opens so you can view it. Your photos appear on the report under "Customer Submitted Images."

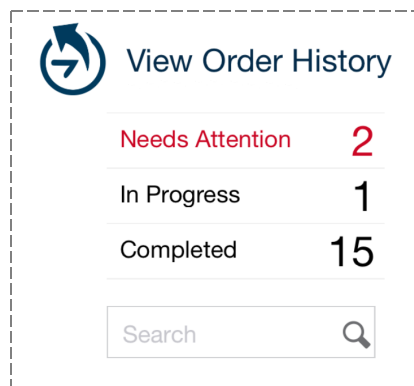
## Searching order history

Over time lists of orders can get long, so searching order history helps you find an order quickly or narrow down the list to see all orders that meet certain criteria.

You can search for an order you've placed by (all or a portion of) its order report number, property address, or claim number. You'll enter search text and the app will find all orders that contain the text you entered.

You can search by starting from the Home screen or from the Order History screen. The steps for searching are the same.

### The Home screen

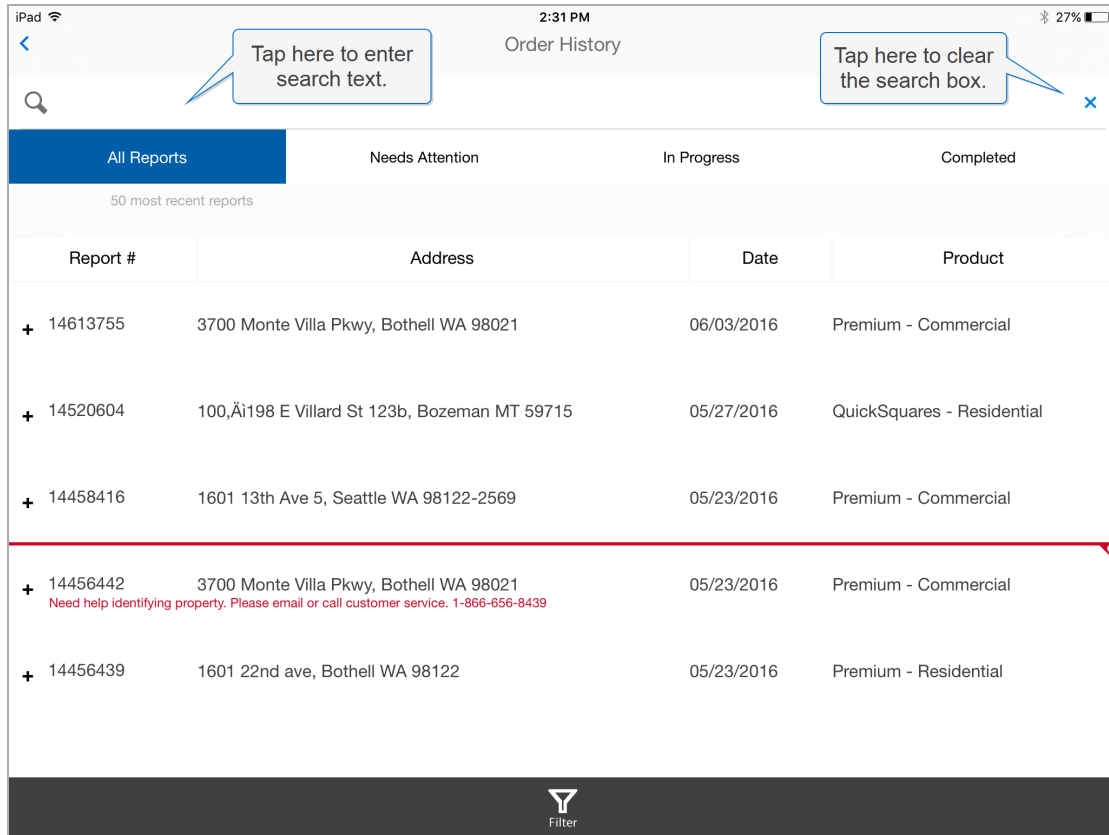


### To search for orders:

From either the Home screen or from the Order History screen, do the following:

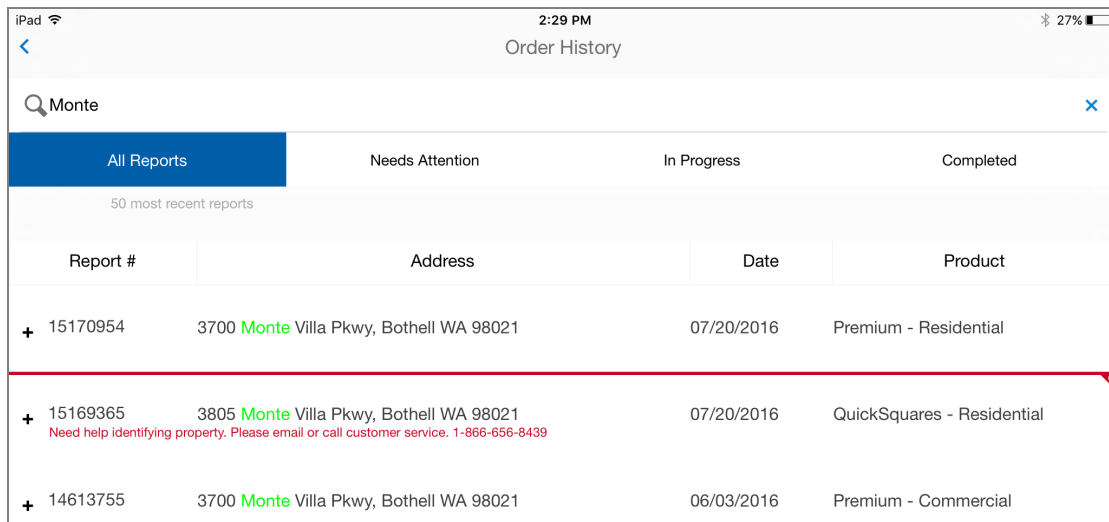
1. Tap in the search box (but not on the search icon) and then type the search text. (You can type upper or lower case.)

## Viewing Order History



2. Tap the Search icon  (or press *return* on your iPad keyboard).

The Order History screen displays orders that contain the search text. Search text ("Monte" in this example) is highlighted in green.



**NOTE:** If you searched for a claim number, you'll need to expand matching orders to see their claim numbers.

## Viewing Order History

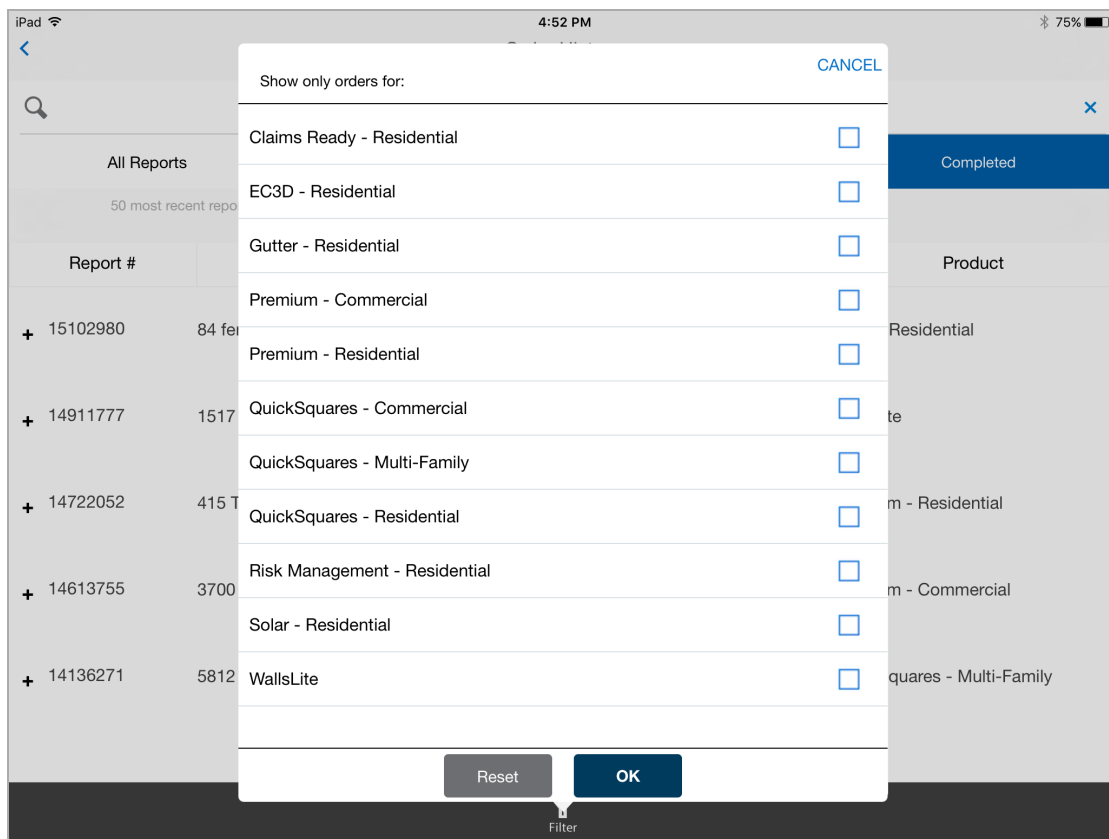
3. To clear the search text and refresh the lists, tap the **X** (on the right side of the search box).

## Filtering orders

When viewing Order History, you can filter orders by product plus property type. This feature is useful when you want to see all orders for a certain product, and especially if the list of orders is long. For example, you might filter the list to show only orders for the Premium product by selecting "Premium - Residential" and "Premium - Commercial."

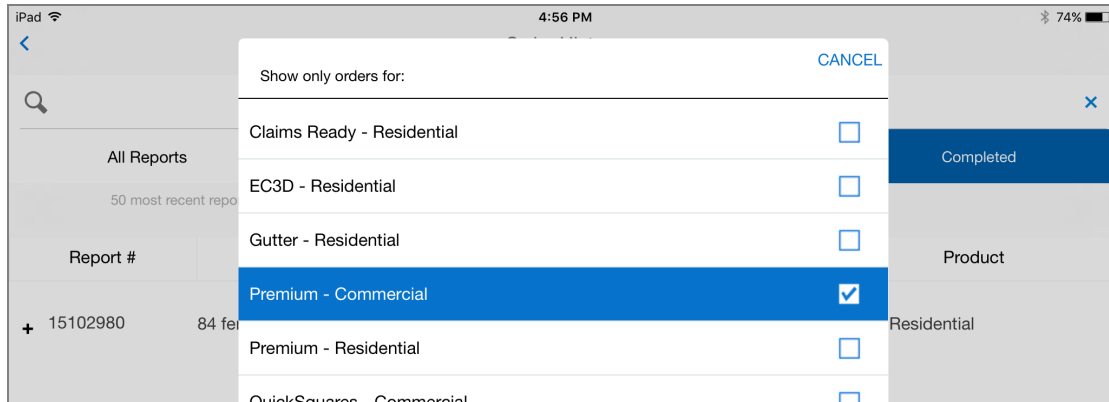
### To filter orders:

1. On the Order History screen, tap . The list of products you can filter on appears.

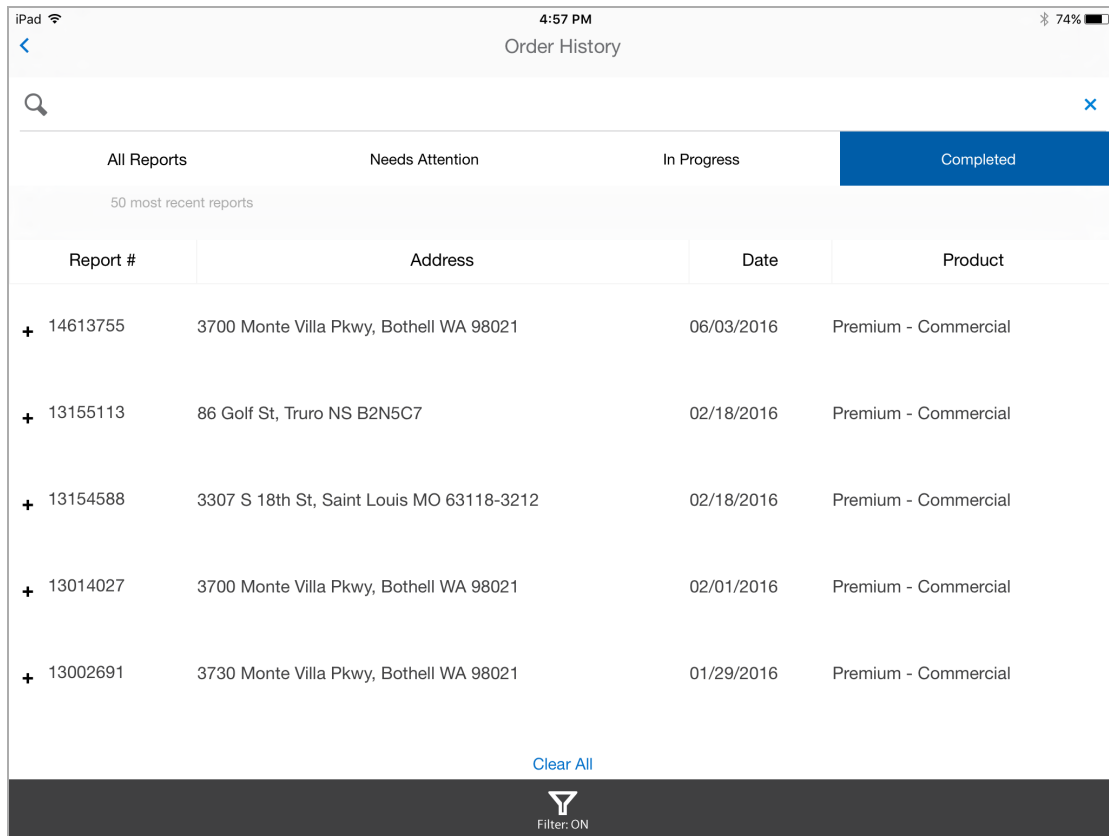


2. Select the check boxes for the filters you want to turn on. (You can turn on multiple filters.)

## Viewing Order History



3. Tap **OK**. All orders that match any of the selected filters are displayed on the Order History screen.



**NOTE:** The selected filters remain selected as you switch from one tab to another, (for example, from "All Reports" to "Completed").

### To reset the filters, do one of the following:

- Either tap **Clear All**, or
- Open the filters list and either tap **Reset** or clear the check boxes for all selected filters.

# Adding and Editing Photos

The ability to add your own photos is a free add-on service that is available for top-tier products like Premium Residential and Premium Commercial. You can add up to 20 photos that will appear on your report. Your photos appear on the report under "Customer Submitted Images."

EagleView's Photo Editor lets you to edit and annotate your photos and apply those changes to your EagleView report before it is completed. If your report has already been delivered, you can regenerate the report so it includes any photos you've added since the report was completed. You can also delete your photos if you need to.

**NOTE:** Not all products include the ability to add photos.

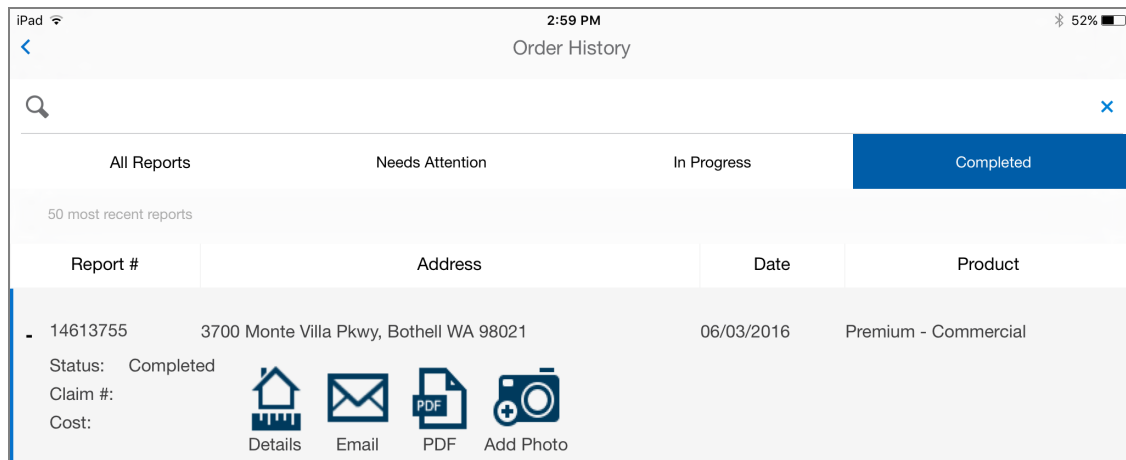
## Adding photos to orders

While placing an order, you can add photos you've taken with your iPad camera. (See "Completing the order" on page 16.)

You can also add photos to any order after the order is placed, at any time—whether the order is completed or not. You'll do this from Order History, as described next.

### To add a photo after an order is placed:

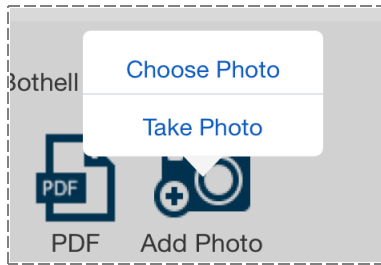
1. On the Order History screen, expand the order you want to add a photo to (tap anywhere in its row).



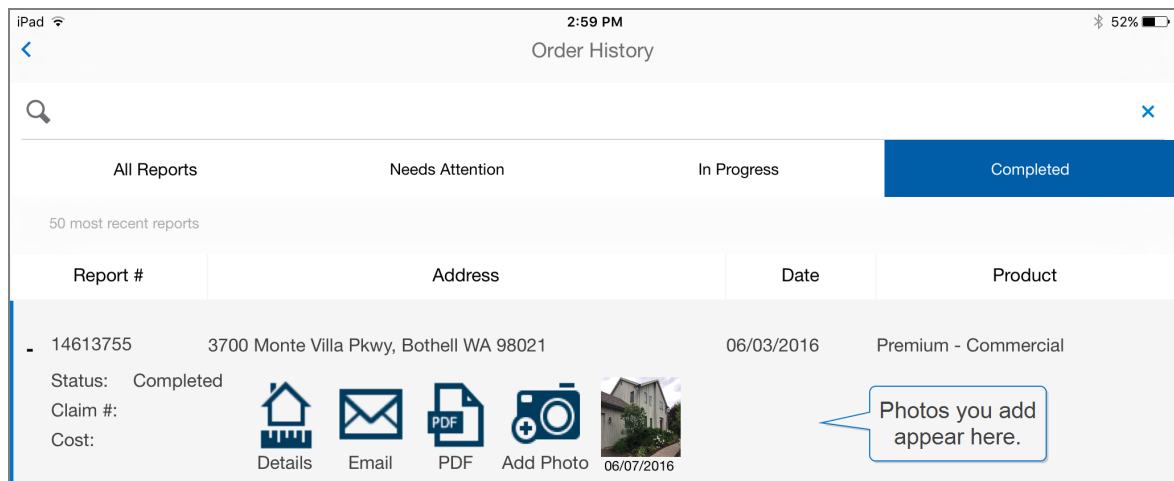
2. Tap **Add Photo**.

You can take a photo or select one from the photo library on your iPad.

## Adding and Editing Photos



3. Tap **Choose Photo** or **Take Photo**. Select or take the photo and use your iPad's Photos app to add the photo.



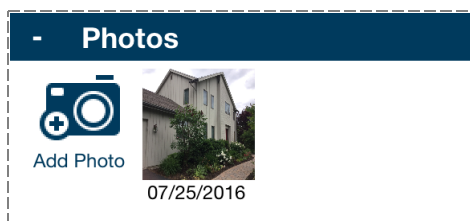
**TIP:** To regenerate a delivered Premium Report after adding a photo see "Regenerating a report" on page 33.

## Editing photos

You can edit photos while placing an order or while viewing history.

### To edit a photo while placing an order:

1. On the Select Products screen, tap **More Options** (at the bottom of the screen). The More Options screen opens.
2. Expand the **Photos** section.








## Adding and Editing Photos

3. Tap the desired photo and select **Edit**. The photo opens in the Photo Editor.
4. Edit the photo as described in "Using the Photo Editor" below.

### To edit a photo from Order History:

1. On the Home screen, tap **View Order History**.
2. Tap the applicable tab (**All Reports**, **Needs Attention**, **In Progress**, or **Completed**), depending on the order's current status.
3. Find the order whose photo you want to edit and expand the order's row.

Report #	Address	Date	Product
14613755	3700 Monte Villa Pkwy, Bothell WA 98021	06/03/2016	Premium - Commercial
Status: Completed			
Claim #:			
Cost:			
	 Details	 Email	 PDF
		 Add Photo	 06/07/2016

4. Tap the photo and select **Edit**. The photo opens in the Photo Editor.
5. Edit the photo as described in "Using the Photo Editor" below.

## Using the Photo Editor

The EagleView Photo Editor lets you annotate your photos with text and free-form drawings. Your annotated photos appear on your report.

When you select a photo for editing, that photo opens in the Photo Editor.

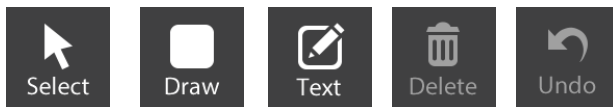


## Adding and Editing Photos



## Tools

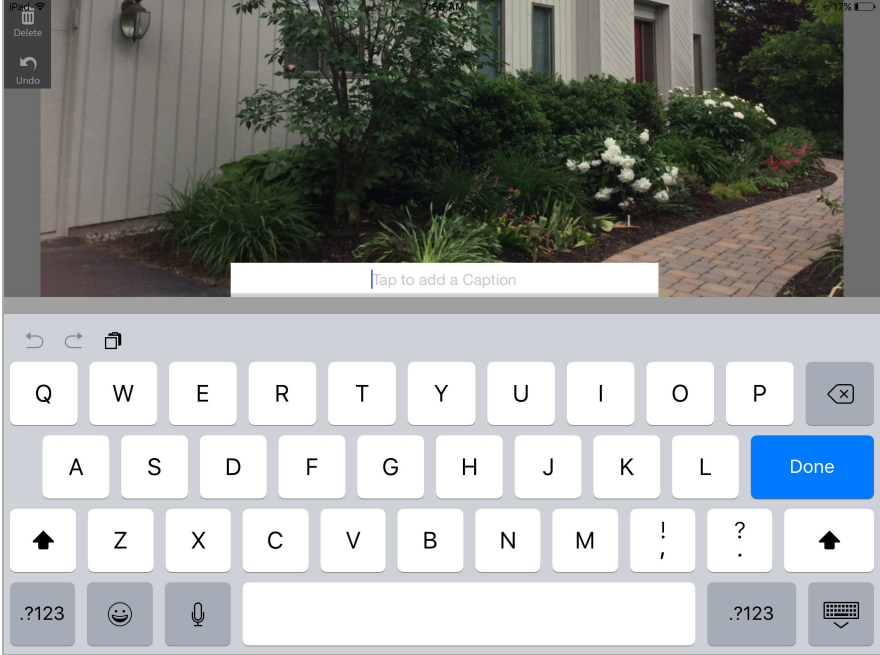


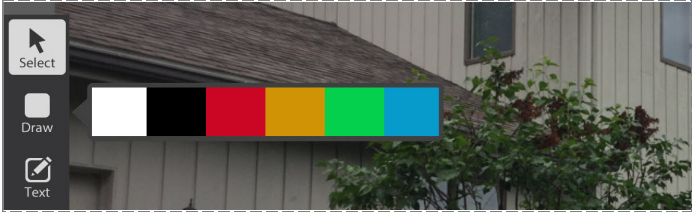
You'll use the tools on the left side of the screen to edit your photo.







## Tasks

To ...	Do this ...
Add a caption to the photo	1. Tap inside the caption box (at the bottom of the image).




## Adding and Editing Photos

To ...	Do this ...
	 <p>2. Type the caption, then tap <b>Done</b> on the keyboard.</p>  <p>3. Tap the <b>DONE</b> button (in the upper right corner of the screen). A message appears while the caption is synchronized with the photo. (This might take a minute or so.)</p>
<p>Drawing an annotation</p>	<p>1. Tap the <b>Draw</b> tool . A color bar appears.</p>  <p>2. Tap the desired color.</p> <p>3. With your finger or a stylus, draw the annotation (circle, line, rectangle, etc.).</p>

## Adding and Editing Photos

To ...	Do this ...
	 <p data-bbox="407 684 1409 779">4. Tap the <b>DONE</b> button (in the upper right corner of the screen). A message appears while the caption is synchronized with the photo. (This might take a minute or so.)</p>
Add text	<p data-bbox="407 846 1382 909">1. Tap the <b>Text</b> tool , then tap on the photo where you want to add the text. A text box appears.</p>  <p data-bbox="407 1381 1409 1451">2. Using your iPad's keyboard, type the text in the text box, then tap <b>return</b> on your keyboard.</p>  <p data-bbox="407 1885 1365 1913">3. Tap the <b>DONE</b> button (in the upper right corner of the screen). A message</p>

## Adding and Editing Photos

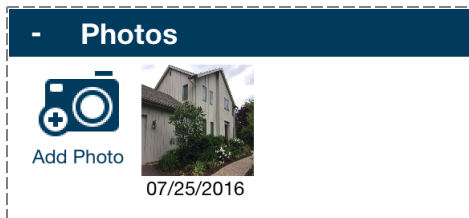
To ...	Do this ...
	appears while the caption is synchronized with the photo. (This might take a minute or so.)
Delete an annotation or text	<ol style="list-style-type: none"><li>1. Tap the <b>Select</b> tool  and tap the annotation you want to delete.</li><li>2. Tap the <b>Delete</b> tool .</li><li>3. Tap the <b>DONE</b> button (in the upper right corner of the screen). A message appears while the caption is synchronized with the photo. (This might take a minute or so.)</li></ol>
Undo the last action	Tap the <b>Undo</b> tool  .

## Deleting photos

You can delete any of the photos you've added at any time.

### To delete a photo while placing an order:

1. On the Select Products screen, tap **More Options** (at the bottom of the screen).
2. Expand **Photos**.








3. Tap the desired photo and select **Delete**.
4. When asked to confirm the deletion, tap **Yes**.

### To delete a photo from Order History:

1. On the Home screen, tap **View Order History**.
2. Find the order whose photo you want to delete and expand the order's row. (You can search for the order or locate it by tapping the applicable tab, depending on the order's current status.)

## Adding and Editing Photos

Report #	Address	Date	Product
14613755	3700 Monte Villa Pkwy, Bothell WA 98021	06/03/2016	Premium - Commercial
Status: Completed	 Details	 Email	 PDF
Claim #:	 Add Photo		06/07/2016
Cost:			

3. Tap the photo and select **Delete**.
4. When asked to confirm the deletion, tap **Yes**.

# Setting Defaults and User Preferences

EagleView allows you to set certain application defaults and behaviors to suite your needs. This chapter discusses what preferences are available and how to change them.


You can access your settings from two places:

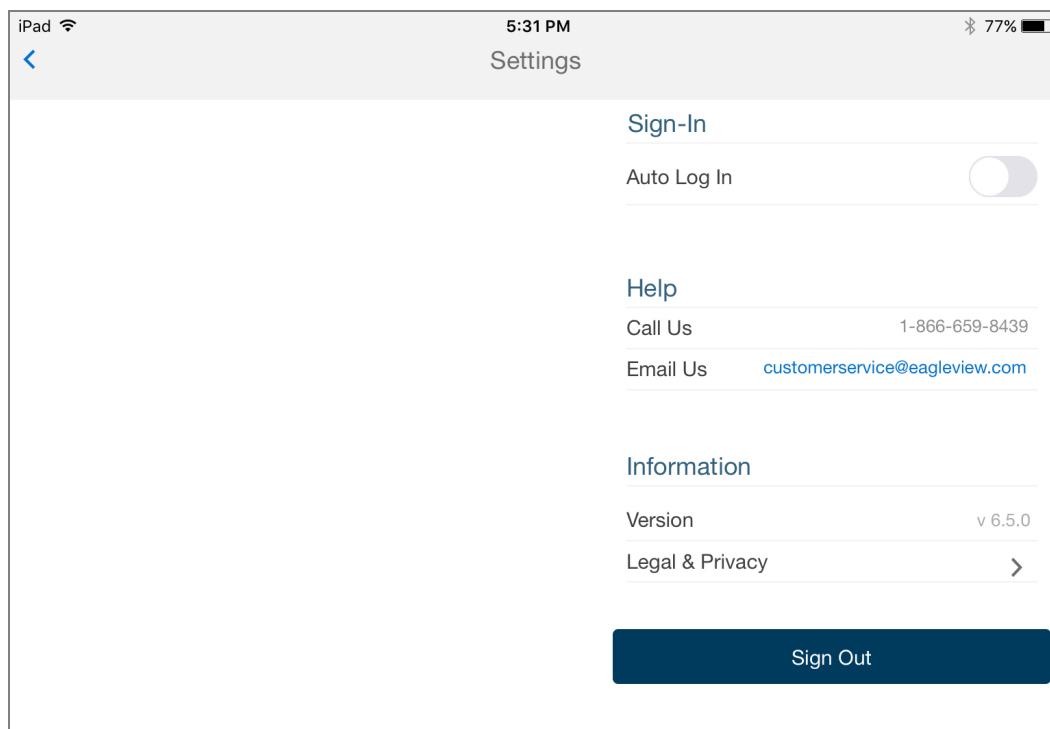
- Some settings are available in the app itself.
- Settings associated with your account are available from the [My EagleView website](#).

## Setting defaults in the mobile app

In the mobile app, you can turn on the option to log you in automatically whenever you open the app on your iPad. You can also get help, view legal information, and view the version number of the EagleView app currently installed on your iPad.

**To access settings in the mobile app:**

1. Tap the Settings icon  in the top right corner of the Home screen.



**NOTE:** If you'd like the Customer Service phone number on the Settings screen to be enabled so you can tap it to make the call from your iPad, you'll need to set up your iPad for "Continuity" with your iPhone. With Continuity, you can make and receive cellular phone calls from your iPad when its on the same Wi-Fi network as your iPhone. For instructions on setting up Continuity, see the Apple support website: <https://support.apple.com/en-us/HT204681>.

## Setting defaults with My EagleView

My EagleView is where you can find all of your account information and personalize your account settings. Your [My EagleView](#) website includes your account summary and links to view your Reports & Order History, Email & Password, Contact Information, Billing Information, Text Alert Settings, and General Account Settings. You can also manage your Payment Options & Membership Level.

### To access settings on My EagleView:

1. Point your browser to <https://www.eagleview.com/MyEagleView.aspx>.
2. Log in with your EagleView account credentials.

**EagleView PICTOMETRY** Contact Us Live Help Search

Industries Products Support & Services Welcome Eric My EagleView Order

# My EagleView

EagleView

Your Company Logo

use Custom Cover page tool

Account Summary		
Custom	353	37
Membership Level	My Orders Received	My Orders Pending

Latest Orders			
Report #	Type	Date	
14671798	Premium Comm.	Jun 08 2016	+
14670920	Premium Comm.	Jun 08 2016	+
14613755	Premium Comm.	Jun 03 2016	+

**Reports & Order History**  
View and access your

**Email & Password**  
Change your password and

**Billing Information**  
View and edit your billing

3. Select the desired option from the *My EagleView* menu or by clicking one of the links at the bottom of the page.



## My EagleView menu

The screenshot shows the My EagleView user interface. At the top, there is a navigation bar with the EagleView Pictometry logo, contact information, and a search bar. Below the navigation bar, there are tabs for Industries, Products, and Support & Services. The main header area displays "My EagleView" and a user profile for "Eric". A dropdown menu is open, showing options: Reports & Order History, Construct™, Order Preferences, Billing Information, Contact Information, Email & Password, More..., and Log Out. The main content area features a large monitor displaying the EagleView logo and a "Your Company Logo" placeholder. To the right, there is an "Account Summary" section showing a membership level of "Custom" and 353 orders received. Below this is a "Latest Orders" table with columns for Report #, Type, and Date.

Report #	Type	Date	
14671798	Premium Comm.	Jun 08 2016	+
14670920	Premium Comm.	Jun 08 2016	+
14613755	Premium Comm.	Jun 03 2016	+

At the bottom of the page, there are three circular icons with text: "Reports & Order History" (View and access your), "Email & Password" (Change your password and), and "Billing Information" (View and edit your billing).

## Reports & Order History

You can check the status of your report by visiting Reports & Order History on your My EagleView page. In the report grid you can view the report number, date submitted, report type, address, delivery status and order status.

## Construct

EagleView Construct is an easy-to-use, cloud-based solution that is accessed through on [My EagleView](#). Construct provides the ability to combine highly accurate EagleView measurements with real-time pricing to create precise bills of material.

## Order Preferences

Specify your order preferences. These preferences are available:

## Setting Defaults and User Preferences

- **Product Selection & Settings** — the default order settings that EagleView should use to preset your orders. *These settings are used when you "Order the Usual" on the Select Products screen.* You can choose the structure type (Residential or Commercial), products (such as Roof Premium or QuickSquares), the delivery schedule, and which structures should be measured (such as All Structures on Parcel or Primary Structure Only).

### Product Selection & Settings

Specify the default settings EagleView should use to preset your orders.

---

#### Structure Type

Residential  Commercial

---

#### Products & Delivery

<input checked="" type="checkbox"/> Roof	Premium	Three Hour Delivery
<input type="checkbox"/> Walls		Regular Delivery
<input type="checkbox"/> Walls Lite		Regular Delivery
<input type="checkbox"/> Risk Management		Regular Delivery

---

#### Measurement Instructions

All Structures on Parcel	Your report will include each building or structure inside the parcel boundary. In some cases, due to multiple large structures or too much distance between structures, more than one report may be required. You will be notified if this is the case.
--------------------------	--

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#### Additional Recipients

Send reports to additional email addresses:









Use commas to separate email addresses.

- **Product Substitutions** — you can specify how you want substitutions to be handled if a product is unavailable. For each type of substitution, you can specify if you want the product substitutions to be automatic, if you want to be contacted to authorize the substitution, or if you don't a substitution made at all. Your preferences are used if reports are not available due to obstructions or poor image quality.

## Setting Defaults and User Preferences

### Product Substitutions

Specify substitution preferences if reports are not available due to obstructions or poor image quality.

If a Premium Report is unavailable send me an Extended Coverage 3D Report:	<input type="button" value="Ask"/> 
If an Extended Coverage 3D Report is unavailable send me an Extended Coverage 2D Report:	<input type="button" value="Ask"/> 
If a Standard Report is unavailable send me a Premium Report:	<input type="button" value="Ask"/> 
If a Residential Report is unavailable send me a Commercial Report:	<input type="button" value="Ask"/> 
If a Residential Report is unavailable send me a Multi-Family Report:	<input type="button" value="Ask"/> 
If a QuickSquares Report is unavailable send me a QuickSquares Extended Coverage Report:	<input type="button" value="Ask"/> 
If a QuickSquares Report is unavailable send me an Extended Coverage 2D Report:	<input type="button" value="Ask"/> 
If a Walls Report is unavailable send me a WallsLite Report:	<input type="button" value="Ask"/> 

- **Product Add-Ons & Formats** — you can add on a property owner report. For some products you can select additional formats in which you'd like the report delivered.

### Product Add-Ons & Formats

Specify product add-ons and formats.

#### Product Add-ons

Property Owner Report

This report provides a 3D diagram, five color photographs and a labeled notes section for easy reference.

#### Additional Report Formats

Note: Individual formats may not be available for all products.

DXF  XML  RXF

- **Custom Cover Page** — you can create a custom cover page that can be included with your orders.

## Setting Defaults and User Preferences

### Custom Cover Page

Create a custom cover page that can be included with your orders.

Include custom cover page by default with every order

Report Title:	Precise Aerial Measurement Re	Report Subtitle:	Prepared for you by EagleView
Company Name:	EagleView	Contact Information:	Eric Allen
Company Address:	2525 220th ST SE		Eric.Ayres@eagleview.com
	Bothell		425-501-5131
Washington	98021	Website URL:	www.eagleview.com

Page Layout:

Cover Color: #004068

Logo:

## Billing Information

View and update your credit card information, billing address, and phone number on your Billing Information page. All payments to your account are charged using the credit card information you enter.

## Contact Information

View and update your contact information, such as your name, company name, phone number, and address.

## Email & Password

By default we use the login email you used to create your account when delivering your reports; however if you go to the Email & Password page, you can specify an different email address to use instead.

# Customer Support and Feedback

## Contacting Customer Service

These options are available for getting assistance with EagleView ordering app:

- Check the EagleView web site: [www.eagleview.com](http://www.eagleview.com)
- Contact EagleView Customer Service at 866-659-8439.


**NOTE:** If you'd like the Customer Service phone number on the Settings screen to be enabled so you can tap it to make the call from your iPad, you'll need to set up your iPad for "Continuity" with your iPhone. With Continuity, you can make and receive cellular phone calls from your iPad when its on the same Wi-Fi network as your iPhone. For instructions on setting up Continuity, see the Apple support website: <https://support.apple.com/en-us/HT204681>.

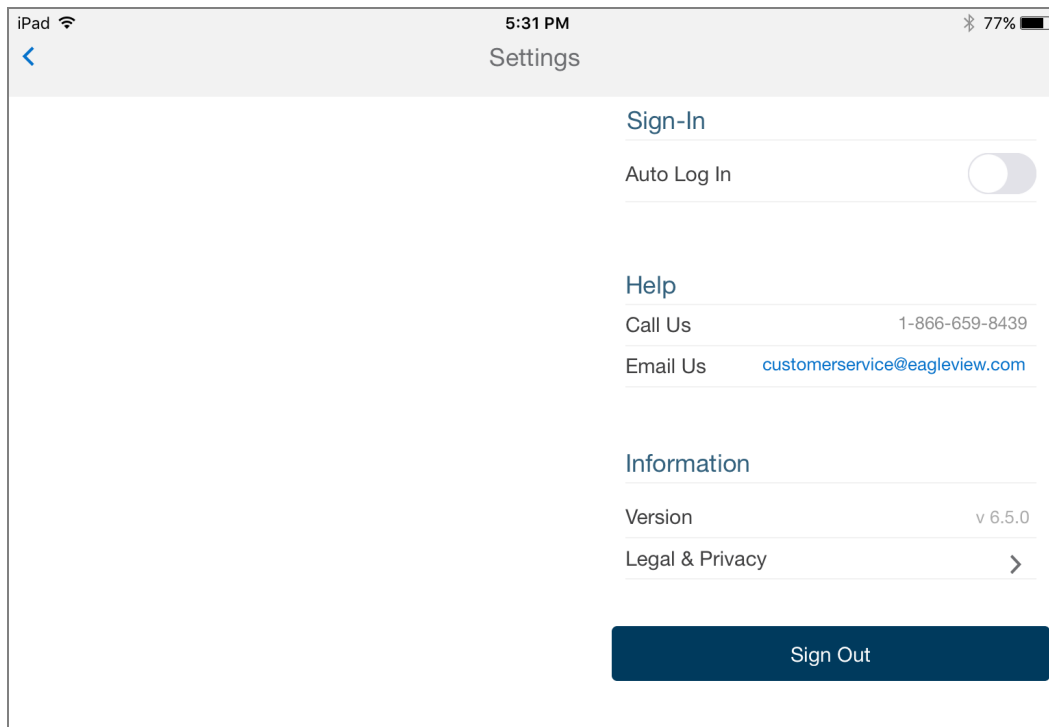
- Email us at [CustomerService@eagleview.com](mailto:CustomerService@eagleview.com).

## Sending us feedback

We hope you're satisfied with our product, and if you'd like to send us feedback or suggestions, here's how:

### To send feedback:

1. Tap the Settings icon  in the top right corner of the Home screen.



2. Tap our email address (next to "Email Us") and send us your feedback in an email.


Thank you!

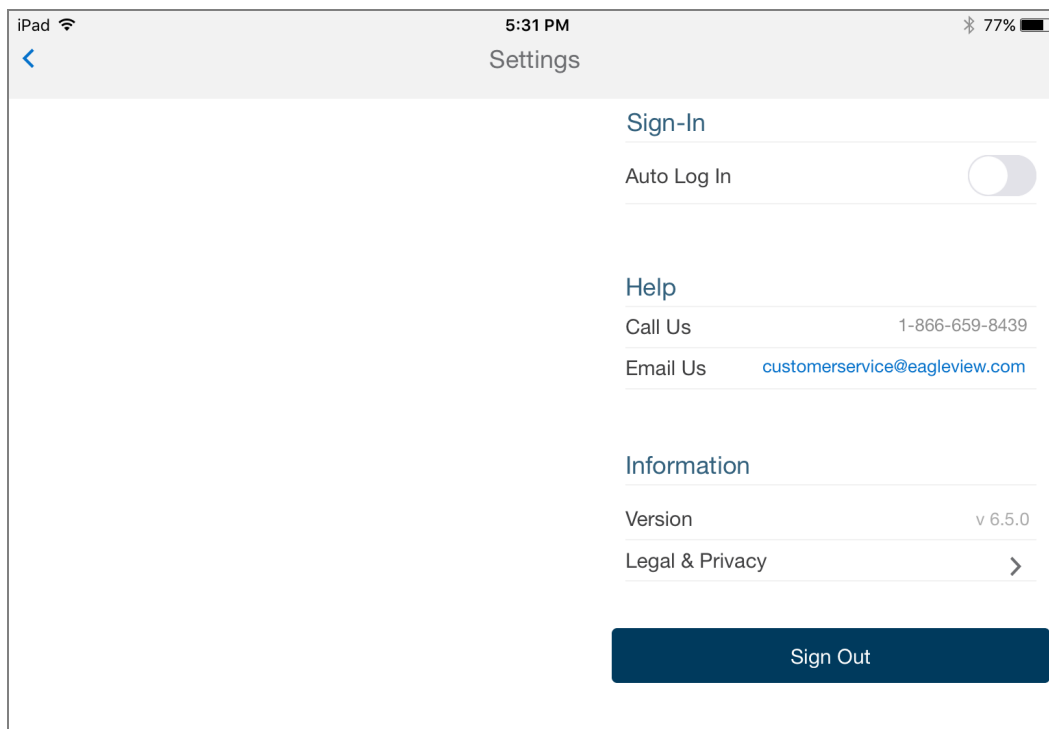
# Logging out

**NOTE:** Logging out turns off Auto Login. If you have Auto Log In turned on and you want the app to log you in automatically each time you open it, then don't log out.

If you want to log out of the EagleView ordering app, here's how.

## To log out:

1. Tap the Settings icon  in the top right corner of the Home screen.



2. Tap **Sign Out**.