

Step 1 - Download the App from the webpage:

<https://app.claimsplanet.com> or directly from the Apple Store or Google Play

- Once the App has downloaded click on it to launch the App from your device, and you will be directed to the main App landing screen.

Step 2 - Register / Sign In

- Click on the Sign In button and enter your e-mail address and create your own unique password for use each time your access the App. (Please do not share your access details with anyone for security reasons).
- Click on the Sign In button.
- 'Claims Planet would like to access your camera' - select OK to allow the App to upload photographs taken on your device directly to the App.

Step 3 - Open your *virtual* claim file/folder/portfolio....

You will see 2 tabs:

- An information tab containing basic information about your claim and
- An items tab which list all the times associated with your claim

Note: You can add additional items from this tab if necessary and when registering from the Website please add you items as required

Step 4 - Take and annotate photographs and or take short videos of your damaged item(s)

- On your device please ensure 'location setting' are switched to on 'when using the App'. This enable location geotagging of the images, a mandatory requirement.
- Select the camera or video icon and take images of your damaged items.
- Select 'Use' the photograph or video taken, OR delete and retake the image until you are happy with it.
- Annotate your photograph(s) and add notes if required by selecting the relevant annotation tools and notes icon.

Step 5 - Add additional 'new/omitted' items if required/appropriate.

Step 6 - Sign to confirm the survey has been completed, and Rate the Agent if applicable

- You are required to sign a disclaimer that the items belong to you, and that your are confirming all items have been recorded to your satisfaction.
- Rating the agent provides us with useful quality information on the service provided.

Step 7 - Send the survey for processing - its that easy

- The Survey will be automatically sent to your Insurance Co directly, or to a loss adjusting service depending on each Insurance Companies individual process.
- On submission you will automatically be sent a copy of the completed and authorised survey.