



 truepic  
Camera User Guide

## Step 1 Downloading the app

when the property assessment has been completed. We may be in touch depending on the results.

Should you have questions about the process, please contact IPE's Risk Control Team.

For concerns with the app or any technical issues, please call DAVIES at [1-888-877-7475](tel:1-888-877-7475), ext. 8151, from Monday to Friday, 9 a.m. - 6 p.m. ET.

Click on the Truepic Vision app below:

(2/2) [visionbytruepic.com/yxoTKpJfDRb](https://visionbytruepic.com/yxoTKpJfDRb)

You will receive a text message or email with a link to download the Vision Camera app.



**Vision Camera**

TRUEPIC Inc



4.5K RATINGS

4.7

★★★★★

AGE

4+

Years Old

CATEGORY



Photo & Video

DEVELOPER

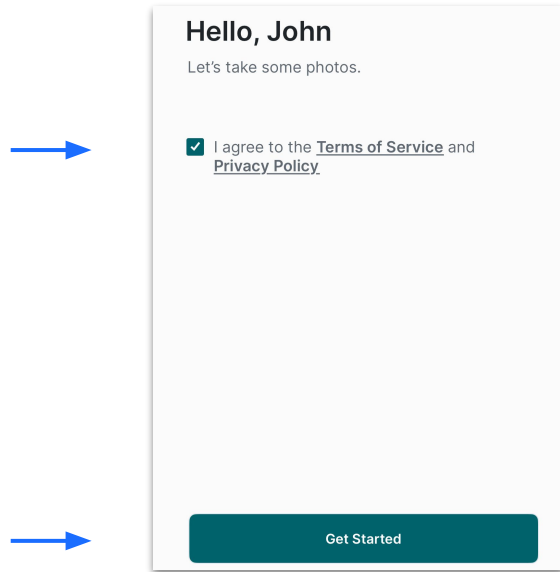


TRUEPIC Inc

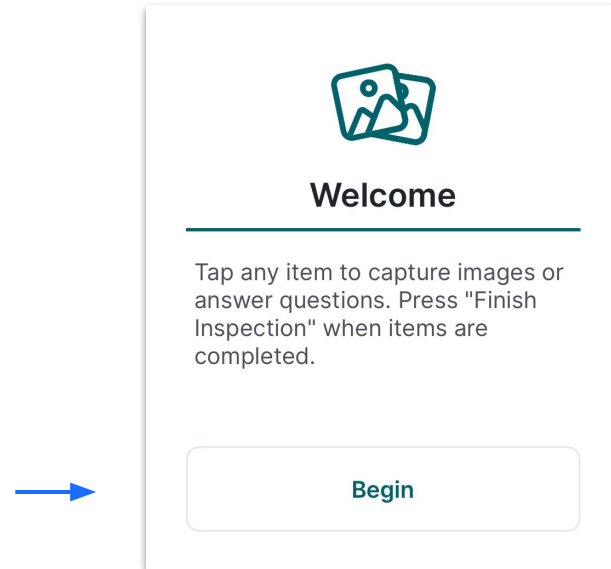
*\*Above example shows an iOS app store.*

Tap to download the Vision Camera app onto your device.

## Step 2 Logging in and onboarding

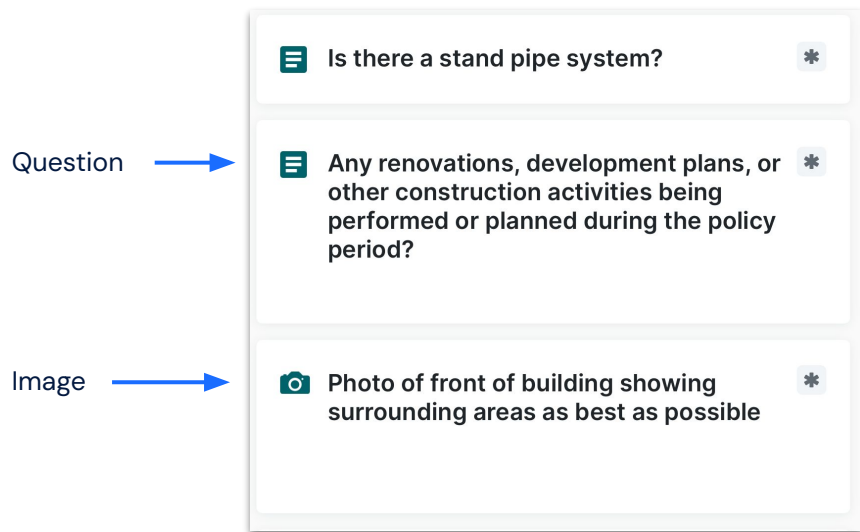


Once downloaded, open the Vision Camera app and check the box to agree to the Terms of Service and Privacy Policy. Tap "Get Started."

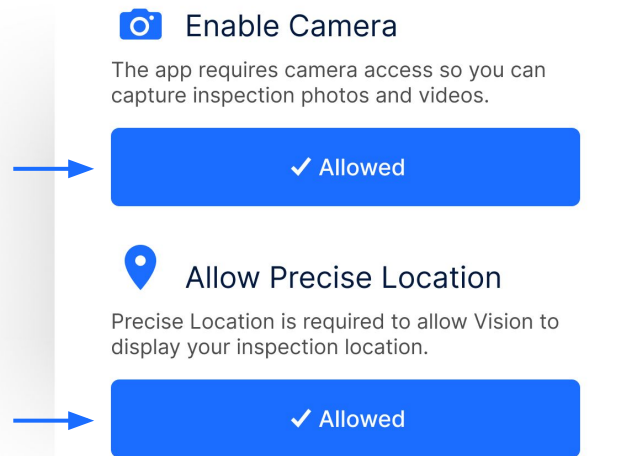


Read the brief instructions and then tap "Begin taking photos."

### Step 3 Inspection checklist and app permissions



Your inspection checklist will appear after selecting "Begin Taking Photos." Click on each item and follow the steps to complete the inspection process.



Once you tap the first item, tap "Allow While Using App" to give the app access to your camera and location. Both are required to use the app.

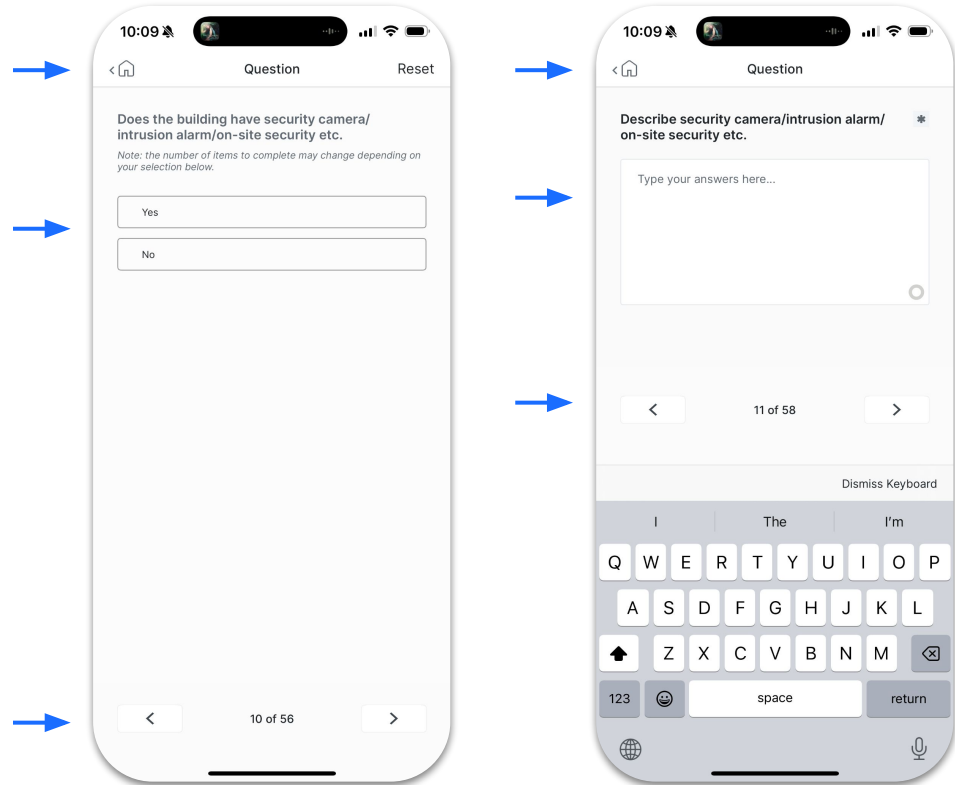
## Step 4 Capturing images

- To capture a photo, tap the shutter button.
- To exit and return to your inspection checklist, tap on the home icon located on the top left corner.
- To move to the next item, use the arrows at the bottom of the screen.

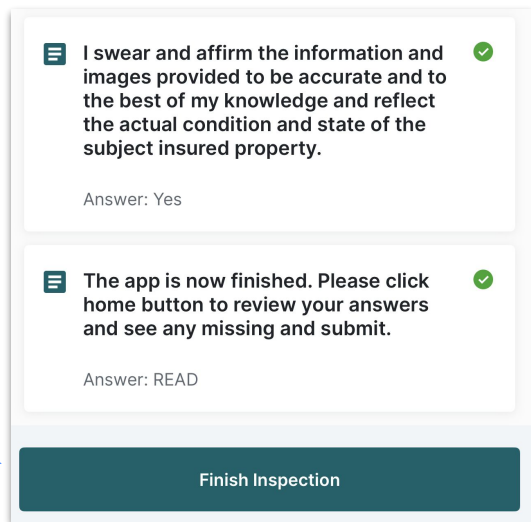


## Step 4 Answering questions

- To answer a question, type in free form responses or make a selection for multiple choice questions.
- To exit and return to your inspection checklist, tap on the home icon located on the top left corner.
- To move to the next item, use the arrows at the bottom of the screen.



## Step 5 Finishing inspection



I swear and affirm the information and images provided to be accurate and to the best of my knowledge and reflect the actual condition and state of the subject insured property. ✓

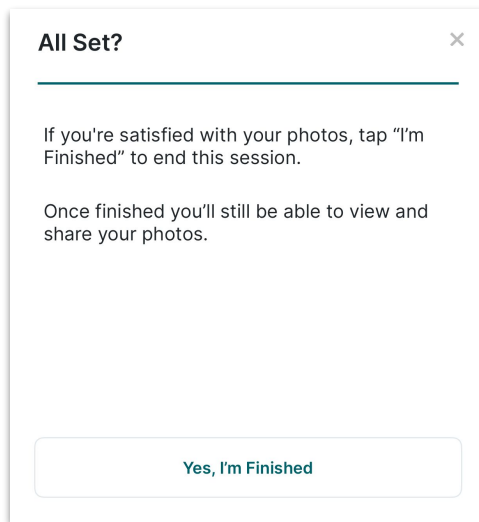
Answer: Yes

The app is now finished. Please click home button to review your answers and see any missing and submit. ✓

Answer: READ

Finish Inspection

Once you've completed the required checklist items, tap "Finish Inspection."



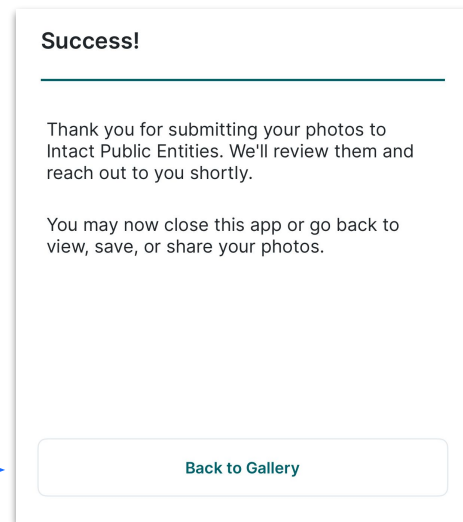
All Set? ✕

If you're satisfied with your photos, tap "I'm Finished" to end this session.

Once finished you'll still be able to view and share your photos.

Yes, I'm Finished

Tap "Yes, I'm Finished." This will send a notification that the inspection has been completed.



Success! ✕

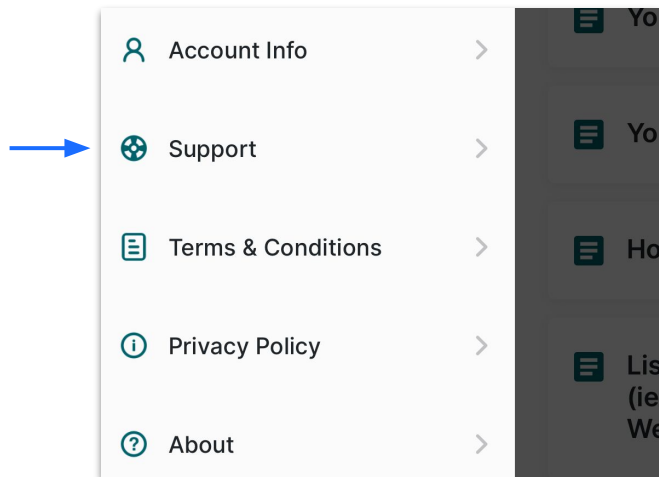
Thank you for submitting your photos to Intact Public Entities. We'll review them and reach out to you shortly.

You may now close this app or go back to view, save, or share your photos.

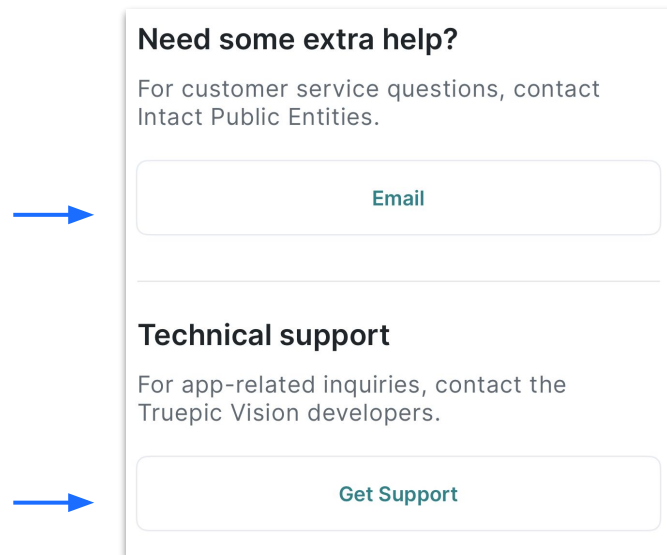
Back to Gallery

Select "Back to Gallery" if you'd like to view your submitted images, videos, and/or responses.

# Support



To access Support, tap the three lines icon on the top left and select "Support."



For questions about your inspection request, please call or email the company you are working with.

For technical support, you can reach Truepic via email.






# Tips & Tricks

- Disable ad blockers and VPN on your phone to ensure that the app is able to authenticate you.
- The Vision Camera app is free to use; however, if the iOS App Store requires you to enter payment information, please review Apple's support documentation at <https://support.apple.com/en-us/HT201266>
- If you are having troubling accessing the camera after downloading the app, go into your device's Settings and select Vision Camera. Make sure that you've allowed access to Location, Camera and Cellular Data.
- To improve image upload speed and save on data charges, please make sure you're connected to wifi.

## Truepic Customer Support:

[Support@truepic.com](mailto:Support@truepic.com) | 619-512-9759

### ALLOW VISION CAMERA TO ACCESS

	Location	While Using >
	Microphone	<input checked="" type="checkbox"/>
	Camera	<input checked="" type="checkbox"/>
	Siri & Search	>
	Cellular Data	<input checked="" type="checkbox"/>