Delivering People, Process & Technology

GRS On-Demand Services Training
Using the GRS OD Mobile App- iPhone

2021 | Global Risk Solutions

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- **Start by going to the App Store and download the GRS On-Demand Mobile App which is free.**

- **You will be sent an email to register as a user and create your own password.**

- **Log into the mobile app using the credentials you set up and stay logged in so you receive alerts when new claims are assigned to you.**
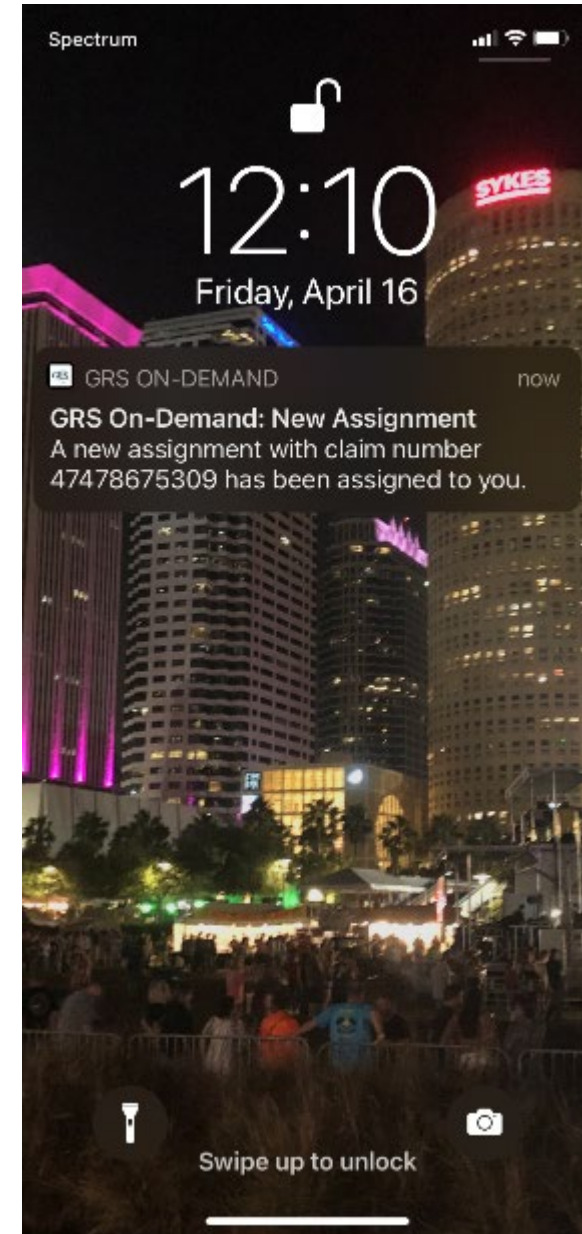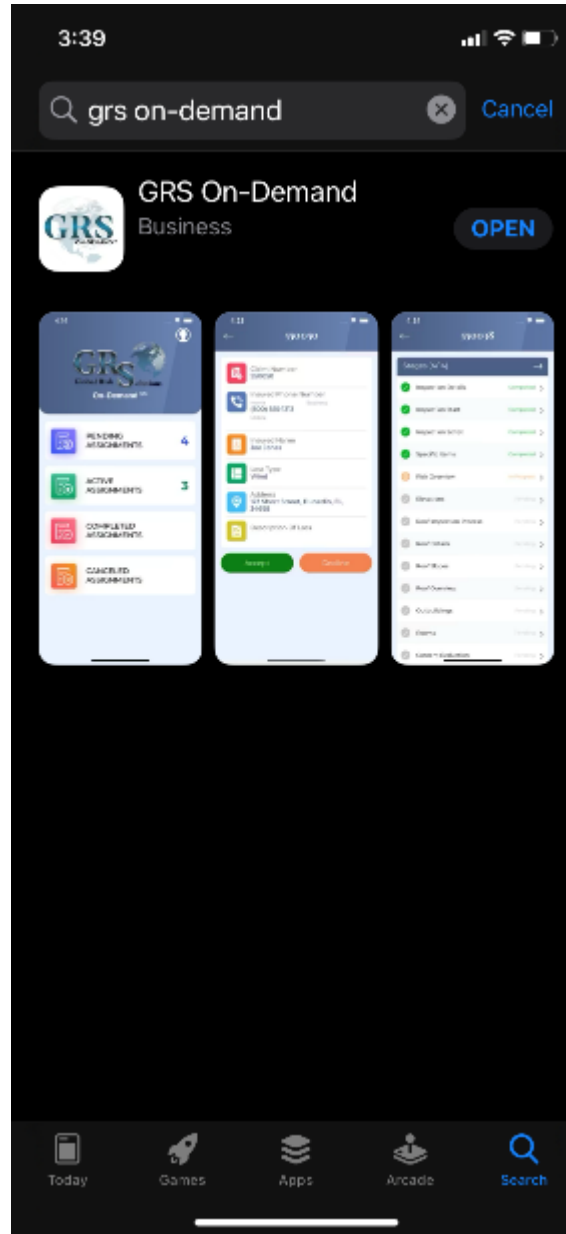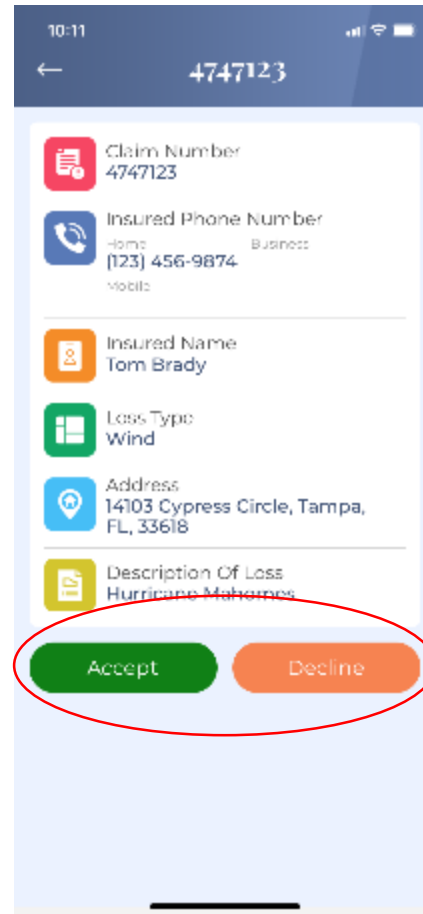
Home Screen- This is what you see once you log in. You can access all new and pending jobs that have been assigned to you.
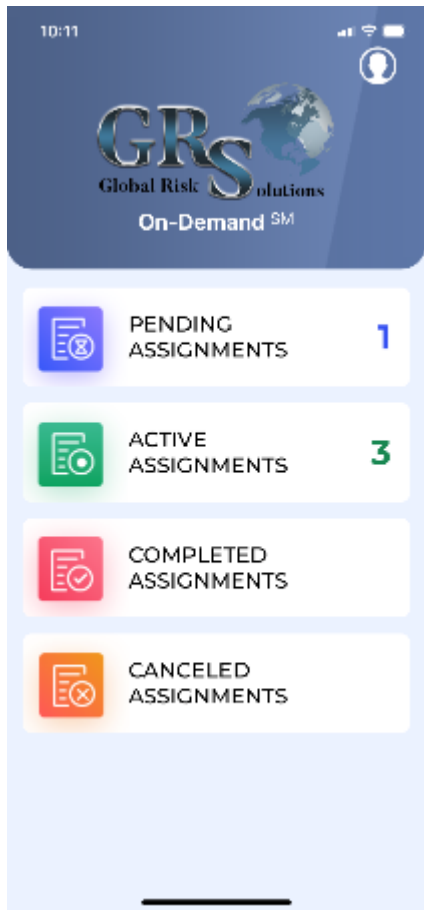
In Pending Assignments, Tap a job to open it.
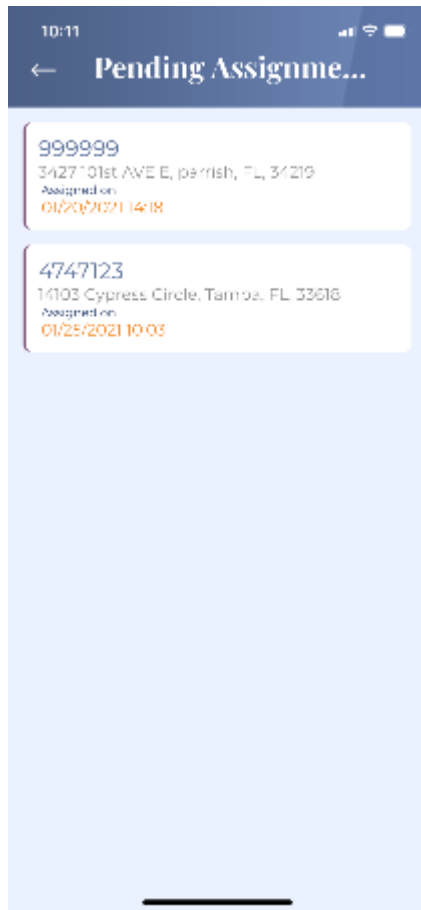
Accept or Decline the job here as soon as possible. We want an action within 1 hour.

Once you accept the claim it will be moved into your Active Assignments. You can start recording contact and appointment Dates & Times.
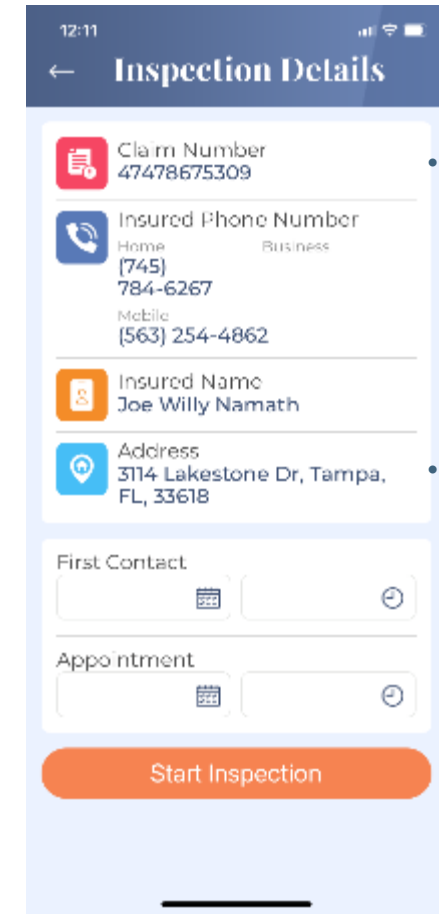

- You can copy and paste the claim # to input in the VA app when it's needed

- The address is a hyperlink to your mapping app on your phone.

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It's important that you update this information in real time so it gets passed on to the carrier. This information gets pushed back to the client through XA.

Once these 2 fields are complete the app will let you start the inspection. Don't hit Start Inspection until you actually are on site and ready to do so.

If you accidentally hit the Start Inspection button the app will ask you if you really do want to start. You should never hit start until you are actually at the property starting the inspection as hitting this button sends a time stamp to the carrier.
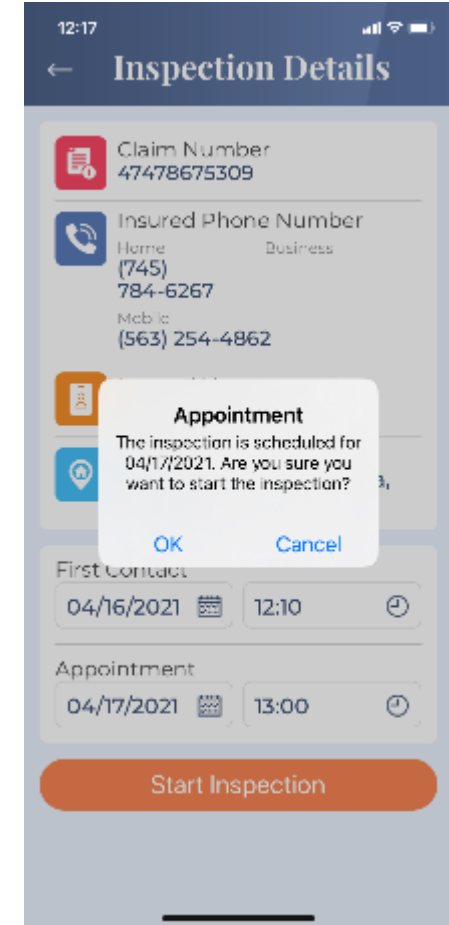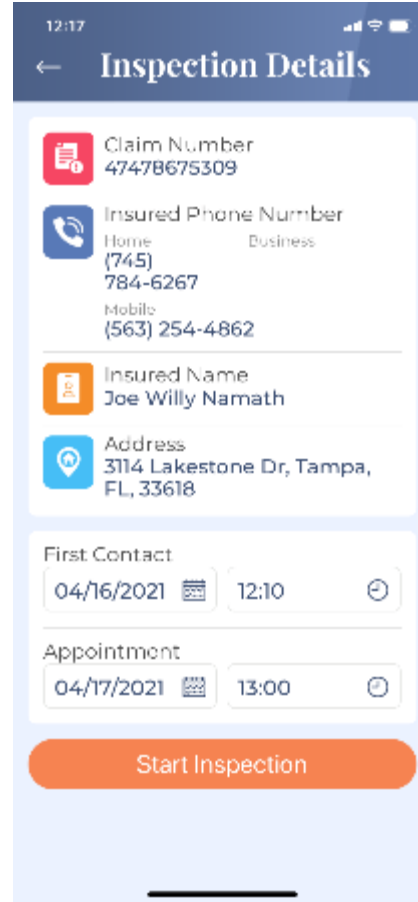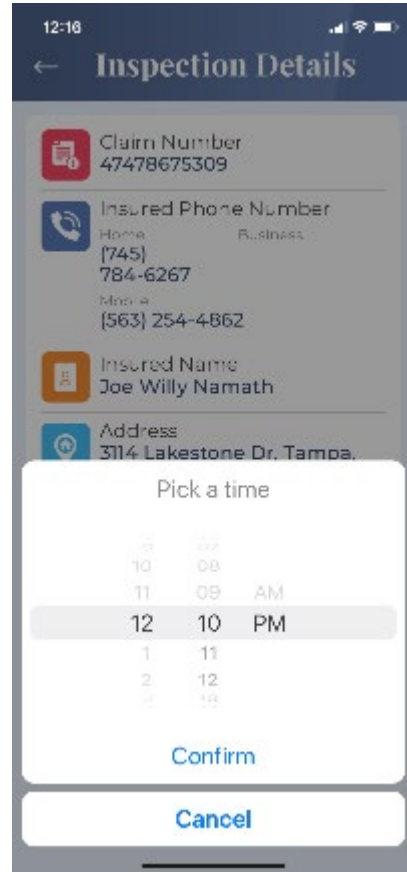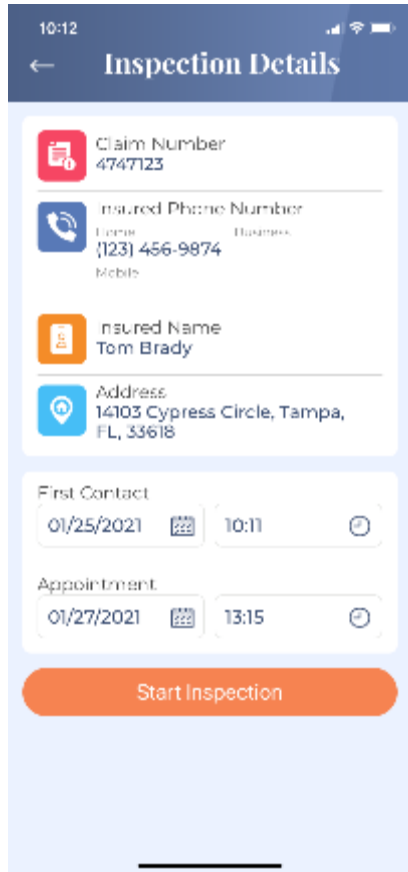
Screen 1 — Inspection Start

Initial Or Subsequent Inspection?

Initial ∨

Who Is In Attendance At The Inspection?

☐ No One Present
☑ Homeowner
☐ Homeowner's Representative
☑ Contractor

Contractor's Name

Ron Smith ABC Roofing 222-123-7...

Is the Homeowner Represented By An Attorney Or PA? ○ No

Are There Any Interior Damages Related to this Storm? Yes ●

← Back   Next →

- Select Initial inspection unless this is one you are going out for an additional inspection.
- Select all parties present at the inspection.
- Input contact info for contractors

- Leave the Attorney or PA toggled as no for now. If you select yes it will not let you move forward with the inspection.
- Mark Yes or No if there are interior damages that need to be looked at.

Screen 2 — Inspection Start

Initial Or Subsequent Inspection?

Initial ∨

Who Is In Attendance At The Inspection?

☐ No One Present
☑ Homeowner
☐ ...   ive
☑

Warning
The inspection should now be terminated if the homeowner is represented by an attorney or public adjuster

OK

Is th...
Rep...   By An
Attorney Or PA?

Attorney's or PA's Name *

← Back   Next →

- This is the message you will get if you select yes for attorney or PA.
- This bug will be fixed in the next version of the app so you can mark it yes and input the information.

Screen 3 — Inspection Script

Thank you for answering those questions. If you don't mind, I am going to move forward with my inspection of your property.

You are welcome to walk around the property with me during the inspection, however I need to follow our process to make sure I gather all the facts related to your loss.

I will need to access your roof during the inspection. I cannot permit you to climb the roof with me or use my ladder at any point during the inspection due to liability reasons.
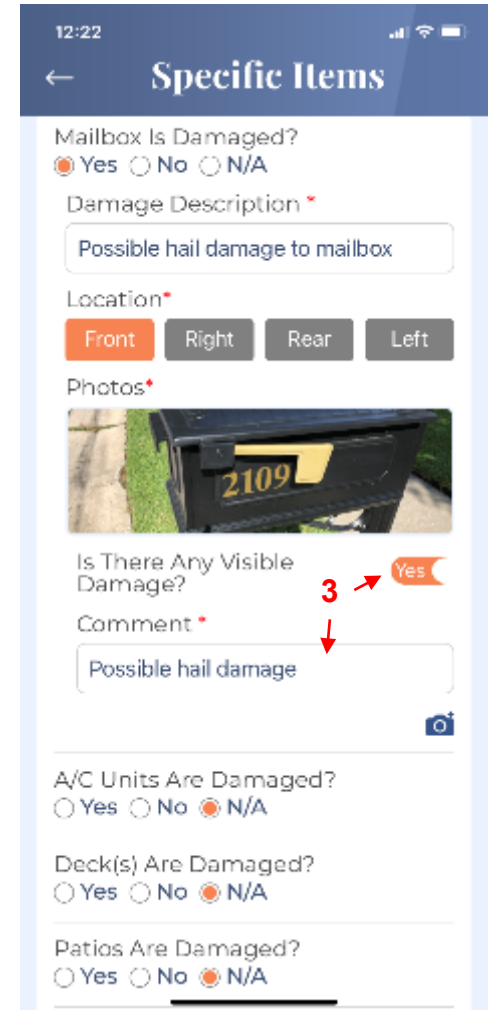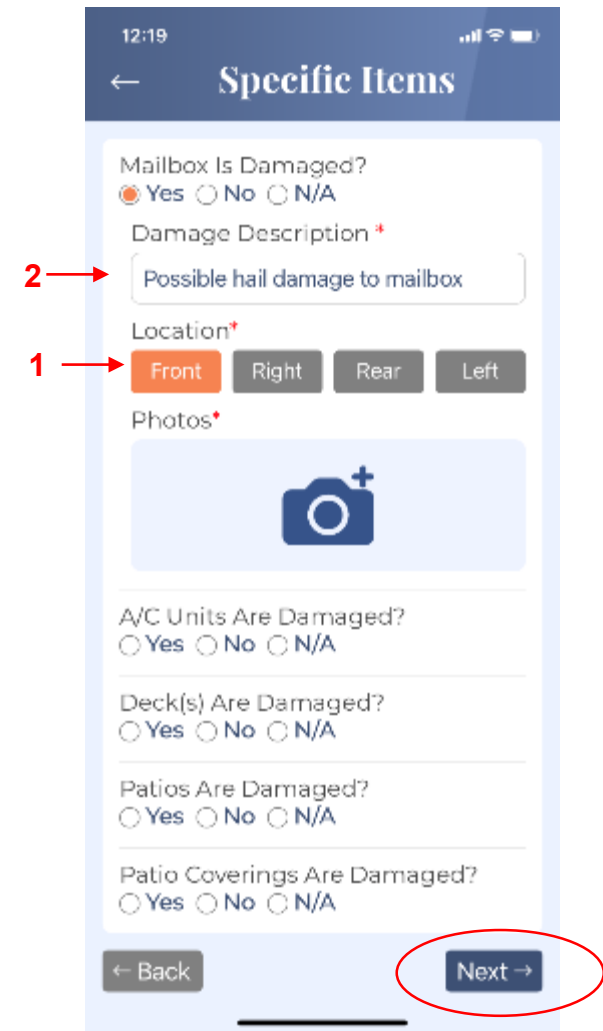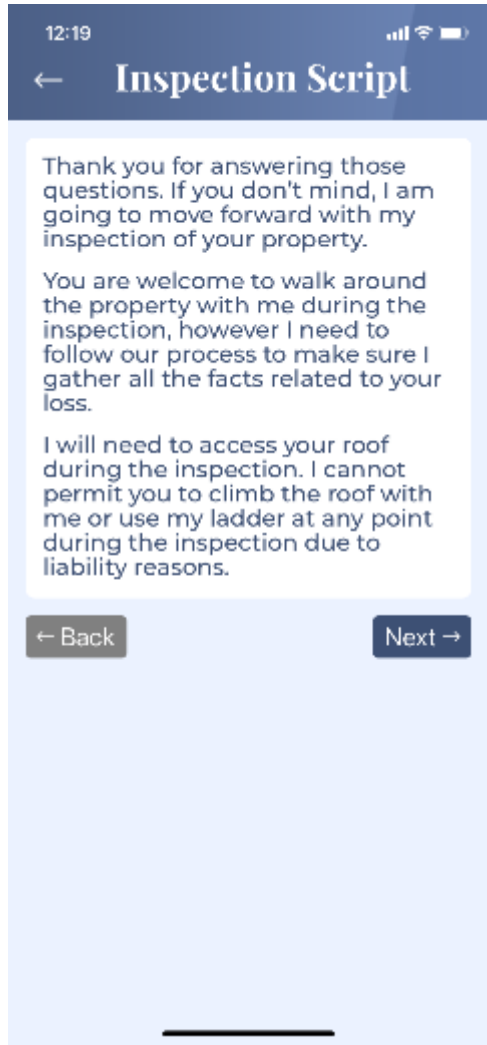
← Back   Next →

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5

The app will walk you through the rest of the inspection including what pictures to take and what data to collect.

There are some specific items the carrier wants addressed. You can come back to this screen at any time and fill in this info as you get it. If the items does not exist mark it as N/A

Anything I don't find on the Front elevation I mark as N/A and then come back to it if I find it as I walk the property. If you mark something as damaged it will open up and allow you to take a photo of it and describe the damage. You should 1) Select the location 2) Describe the damage and 3) Mark the photos as Yes for visible damage and comment on it. The Description goes into a form the client requires and the comment is part of the photo report. Click Next to move forward

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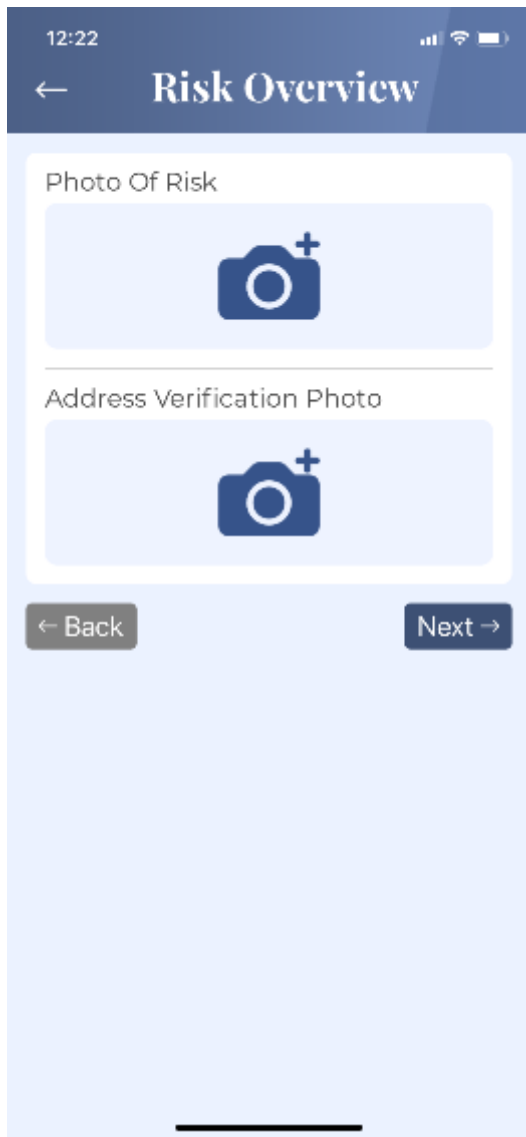
- Click the photo icon to open the camera and take the photo.

- Choose if you would like to keep it or retake it if need be.

- The app will walk you through the required photos and information needed.
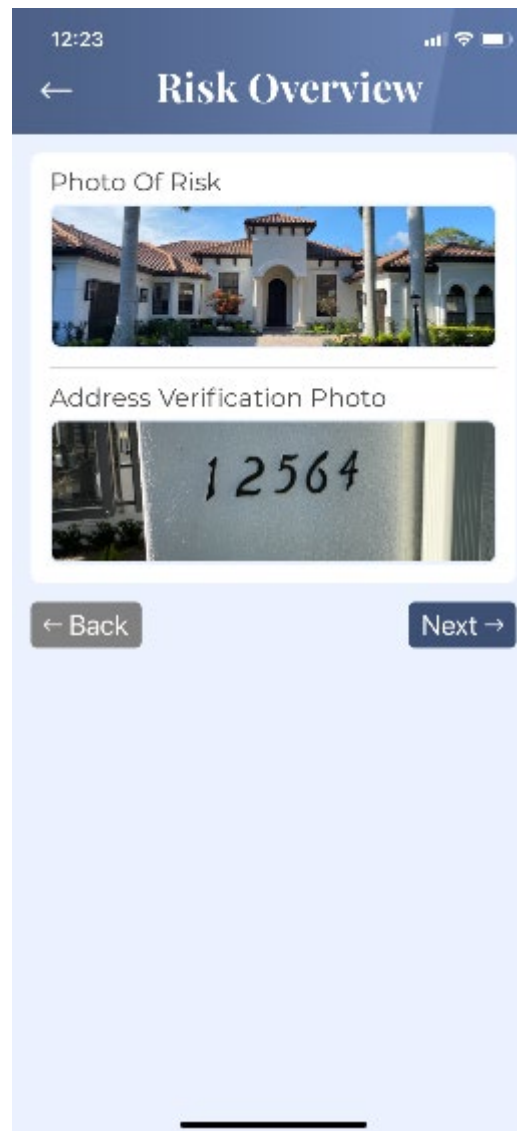
- Click Next
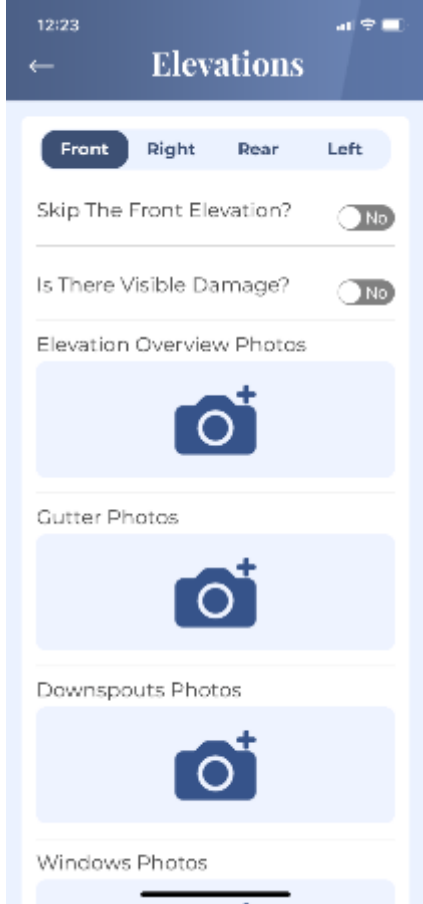
- Navigate the elevations (ground level) of the home by completing one section at a time.

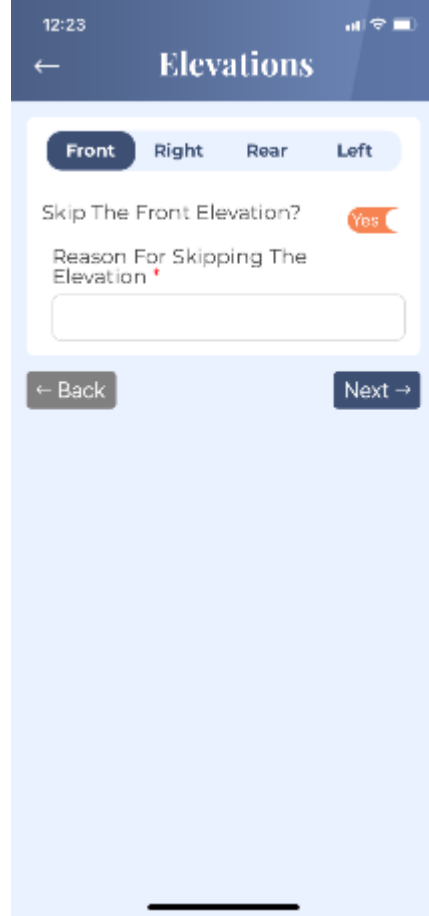- You can move from section to section by tapping the Front, Right, Rear or Left Tab.

- If you need to skip an elevation because it does not exist or there is an access issue, toggle the skip button to yes and put in the reason.

- If there is any damage on the elevation you should toggle the Visible Damage button to yes and list all of the items damaged on the elevation and the COL (Cause of loss).

- Take the required photos and toggle the damage question to yes if your photo shows possible damage associated with this claim.

- Put in a description that tells the adjuster what you are trying to show them.

- If you need to take additional photos under any category just hit the small camera+ button below the image.
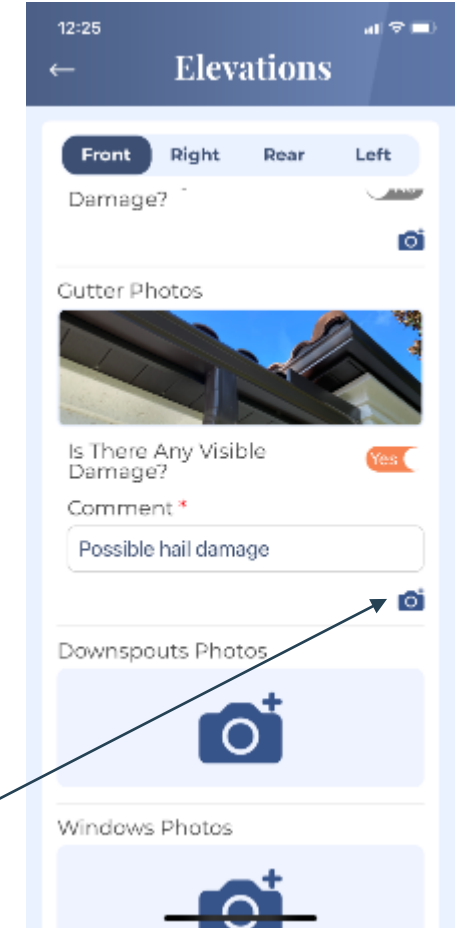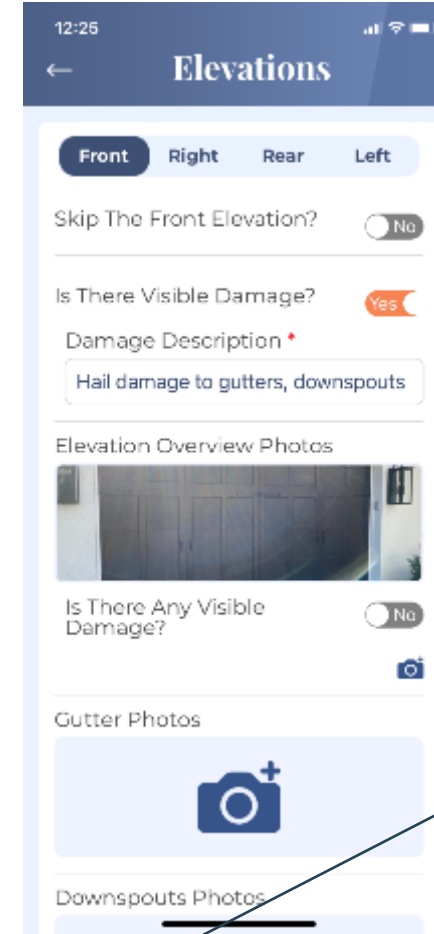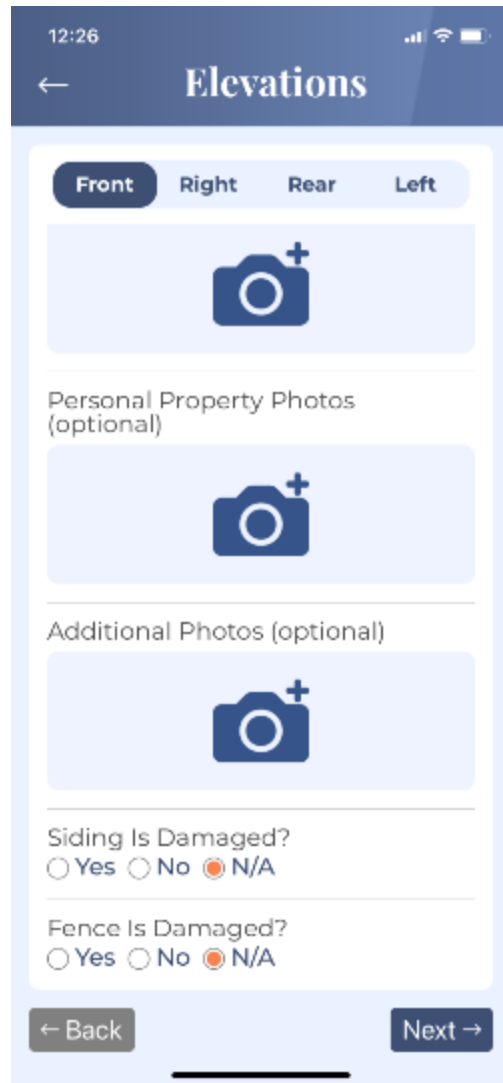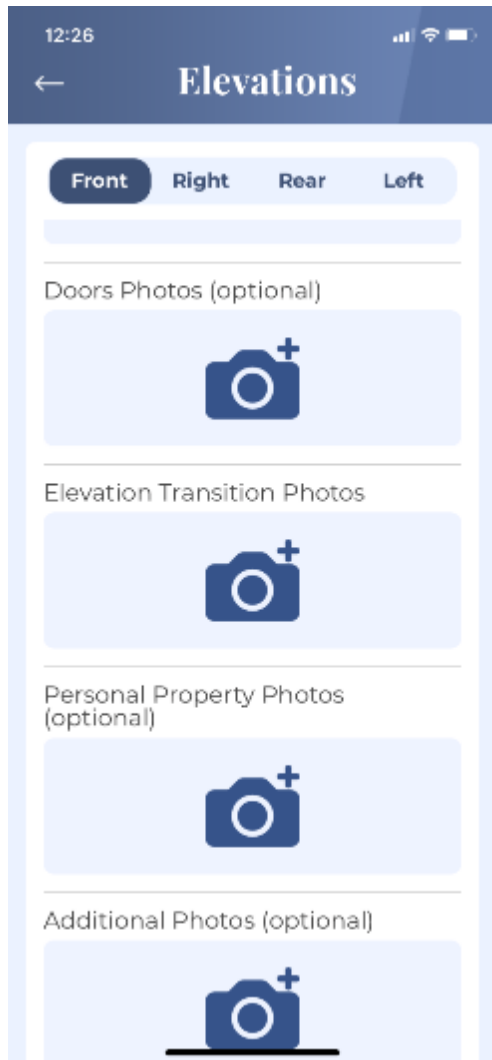
- Photos marked optional are just that. If those items don't exist on that elevation you do not need to take them.

- The other photos are required and the app will not let you submit the claim without them.

- Be sure to answer the questions at the bottom of the page.
- Yes, if it is damaged
- No, if it exists but is not damaged
- N/A if it does not exist

- If you mark Yes, it will open up and allow you to take a photo of it and describe the damage. You should 1) Choose an option from the drop down2) Describe the damage and 3) Mark the photos as Yes for visible damage and comment on it. The Description goes into a form the client requires and the comment is part of the photo report.

- If the fence is present but not damaged, take a photo of it under Additional Photos to document its condition.

- You should always be capturing photos of the garage door as well. If it's on the front elevation you can put it under elevation overview since you already have the Risk photo. On other elevations use additional photos.
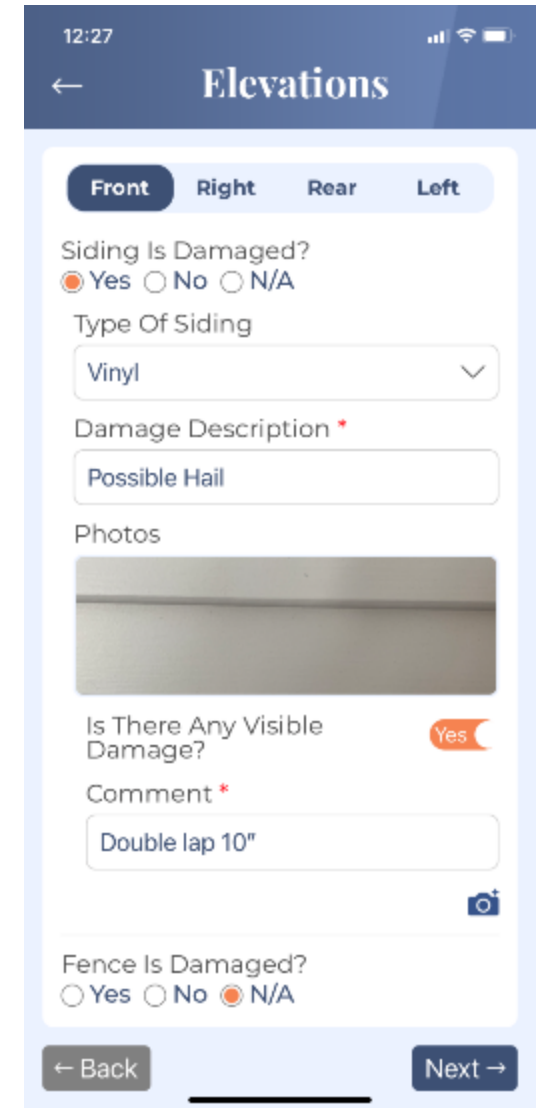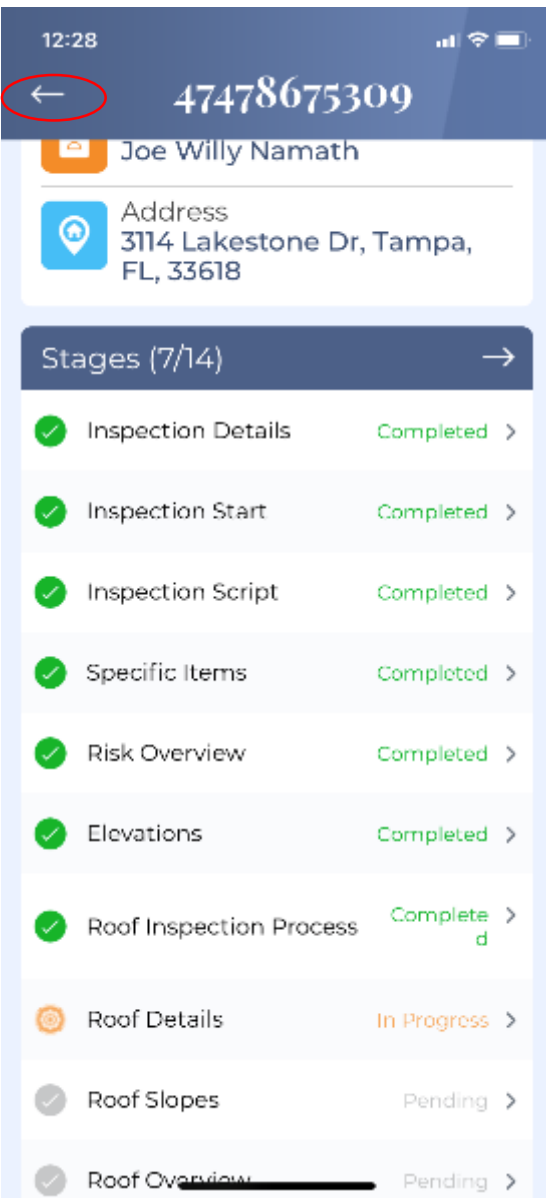
- You can navigate to any of the pages with the inspection by hitting the back arrow at the top left.

- Then click on the page you want to go to.

- This will also show you what you have completed and what you still need to do before you can submit.

- Continue on to the roof inspection.

- Start taking the Roof Detail photos from the ladder before you get on the roof.
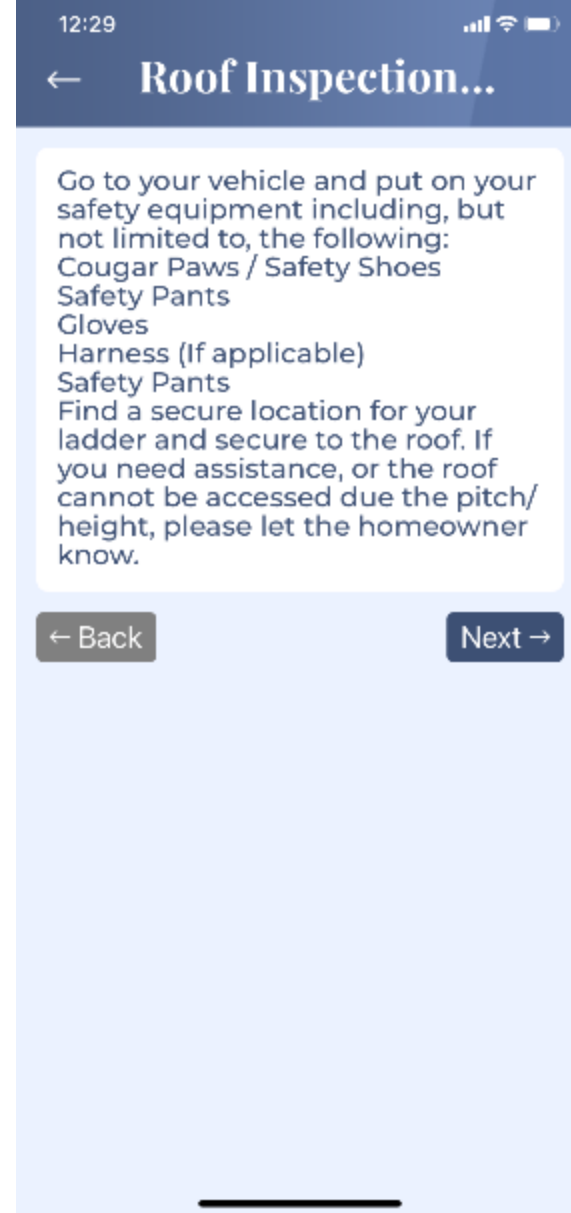
Roof Details

Eave Overhang Measurements Photo

Gutter Measurements Photo

Shingle Gauge Photo

Layers Photo

Pitch Gauge Photo

- Take the required photos, most will be taken before getting on the roof.

- Choose Shingle Type
- 3 Tab
- Laminate
- Tile
- Etc.

- Enter the number of Layers

- Enter the roof Pitch

- Enter the approximate age.

- The customer or contractor will be the best source of the age but if they don't know just give your best estimate.

Roof Details

Pitch Gauge Photo

Gutter Guards Present?   No

Shingle Type

Laminate

Number Of Layers

1

Roof Pitch

6   /12

Approximate Age Of The Roof (Years)

14

← Back   Next →

11
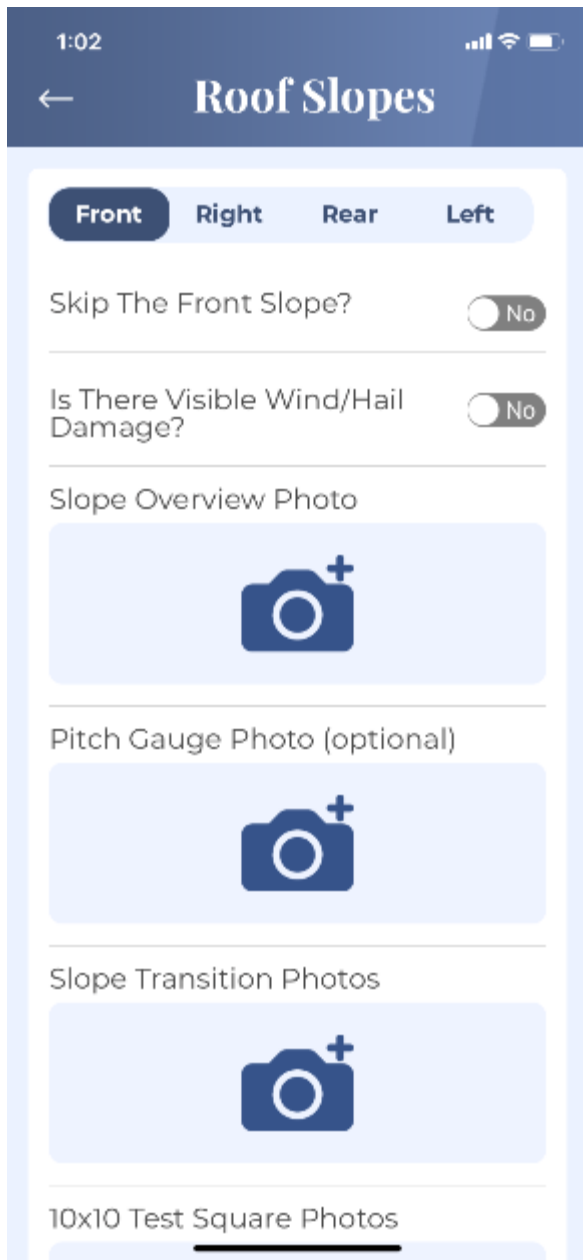
- Toggle between slopes at the top.

- Use the Skip feature if a property that does not have that slope. For example, a roof might only have a front and back slope, so you would skip the right and left slopes to complete the section. You will be required to give a reason you are skipping.

- If there is damage anywhere on the slope, toggle the Visible Damage switch to yes and give a description of the damages. Example: Possible scattered wind damage to the entire front slope.

- **Always** enter the wind and hail counts in the app.

- **Do Not** write them on the roof surface unless asked to by the VA during the calibration

- Start taking the required photos just like you did on the elevations

- If there is damage, mark it as damaged and give an appropriate description.

- You only need to take the pitch gauge photo if the pitch of that slope is different from the pitch you took in the roof detail page
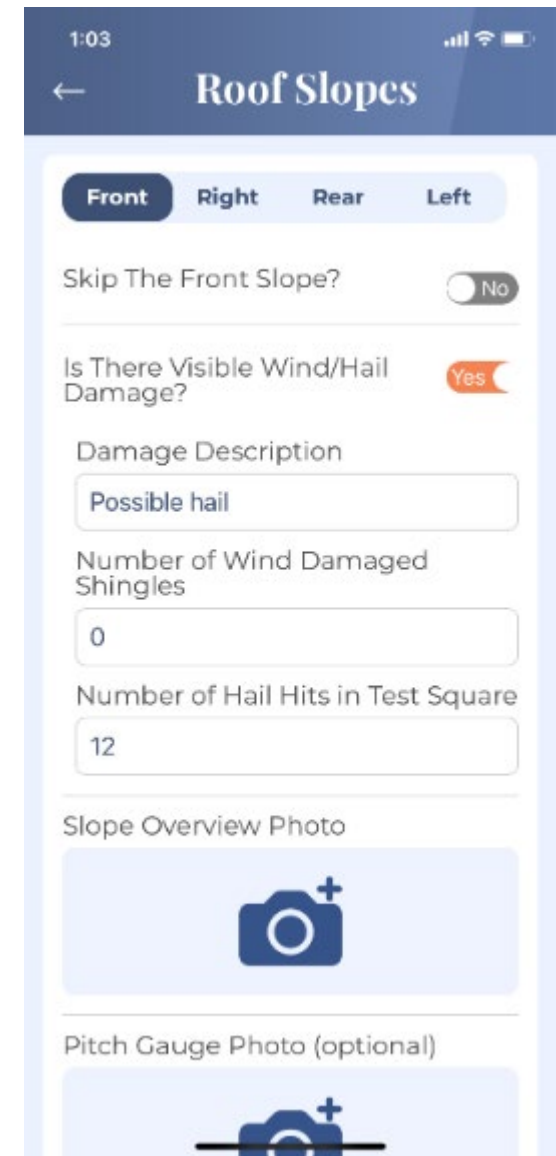
Slope Overview Photo

Pitch Gauge Photo (optional)

Slope Transition Photos

10x10 Test Square Photos

10x10 Test Square Photos

Close-Up Photos

Vent and Accessories Photos

Other Collateral Damage Photos (optional)

F

Roof Slopes

Front	Right	Rear	Left

📷

Vent and Accessories Photos

📷⁺

Other Collateral Damage Photos (optional)

📷⁺

Additional Photos (optional)

📷⁺

← Back   Next →

Roof Slopes

Front	Right	Rear	Left

Close-Up Photos

Is There Any Visible Damage?   **Yes**

Comment *

Possible hail

📷⁺

Vent and Accessories Photos

📷⁺

Other Collateral Damage Photos (optional)

📷⁺
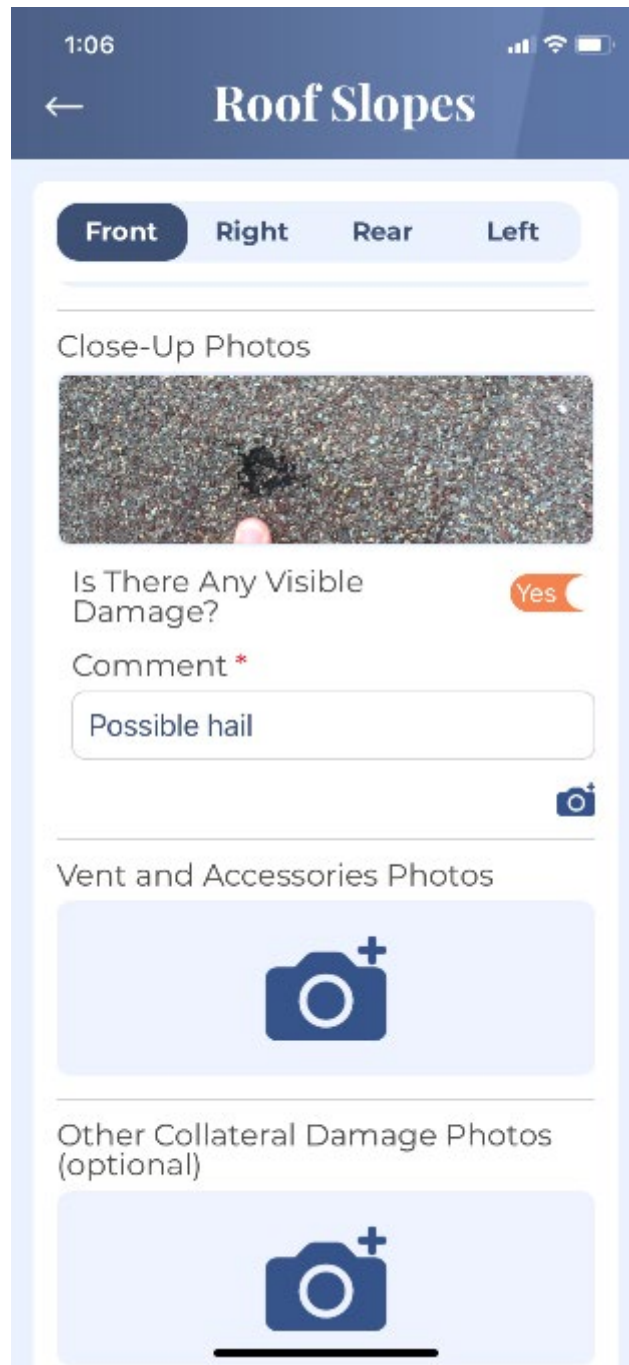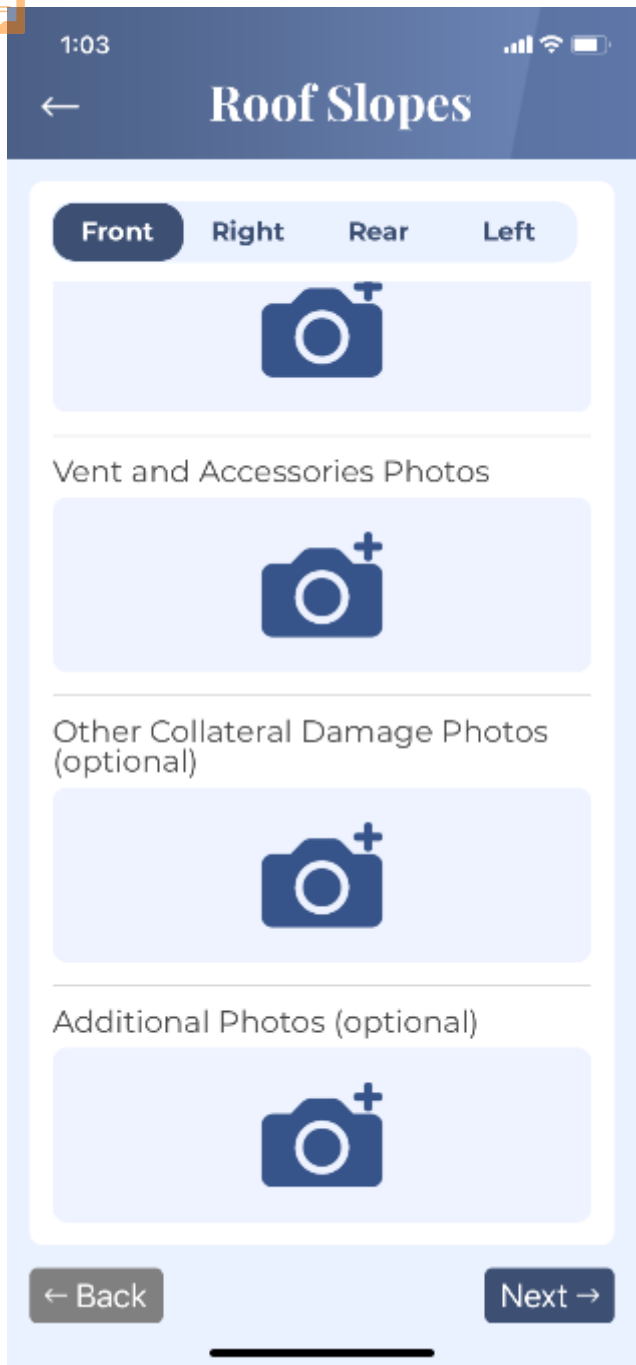
- Take 3 close ups per slope. For hail claims that should be the best 3 examples of hail damage in the test sq.

- If the roof has no damage, take close ups of the shingles to show their condition.

- When damage is present toggle the visible damage button to yes and enter a comment. Possible hail damage or possible wind damage.

- Roof Overview photos should be take from the center of the highest point on the roof when you get to this section.

- You can just rotate 90 degrees for each shot.

Roof Overview

Face North Photo

📷⁺

Face East Photo

📷⁺

Face South Photo

📷⁺

Face West Photo

📷⁺

Overall Roof Condition

Overall Roof Condition

Average

Pipe Jacks

0

Box Vents

0

Exhaust Vents

0

Power Vents

0

Turbine Vents

0

HVAC Vents

0

Ridge Vents-LF

0

- Put in the condition of the roof
- New
- Good
- Average
- Below Average
- Poor

- Enter the roof accessories

- Enter Ridge Vent in LF. Ex. 78

- Use other for other items not listed like skylights

Exhaust Vents

0

Power Vents

0

Turbine Vents

0

HVAC Vents

0

Ridge Vents-LF

0

Satellite Dishes

0

Other Items (optional)

← Back   Next →

Outbuildings

Add Outbuilding

← Back   Next →

Add Outbuilding

Type of Outbuilding

Select   ⌄

Shed

Detached Garage

Guest House

Carport

RV Port

Metal Building

Barn

Greenhouse

Pump House

Pool Enclosure

Outbuilding

Cancel

Roof Shingle Gauge Photos
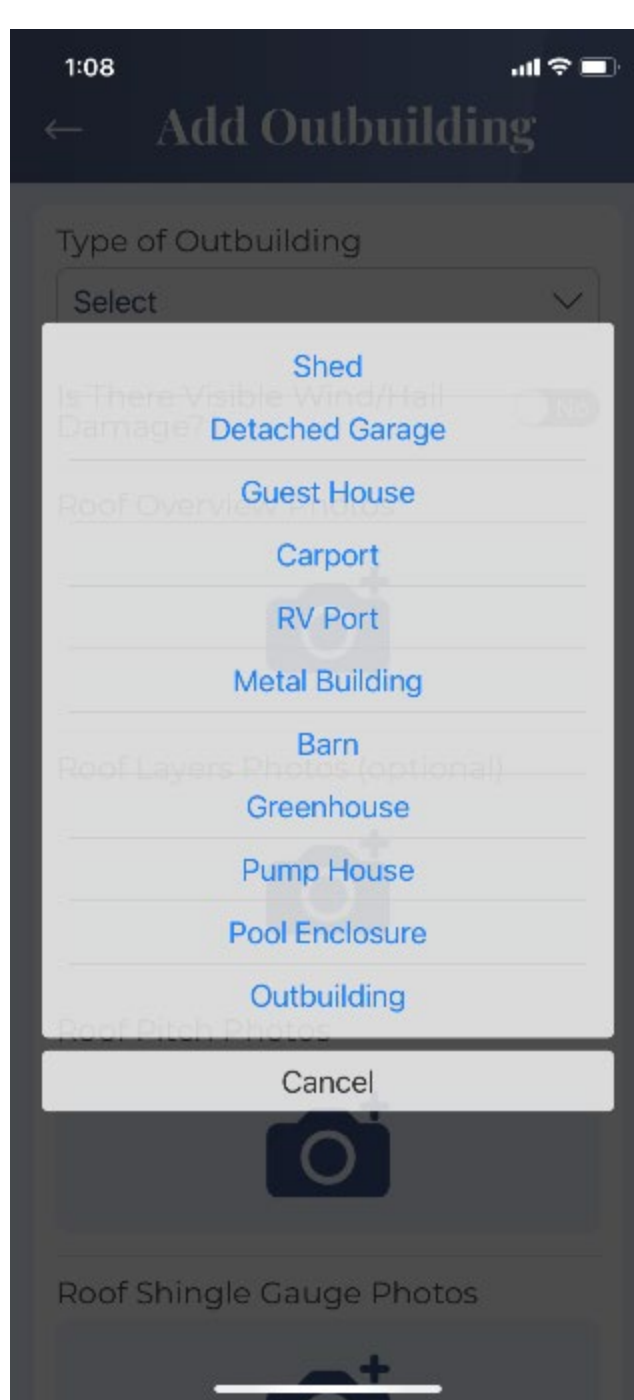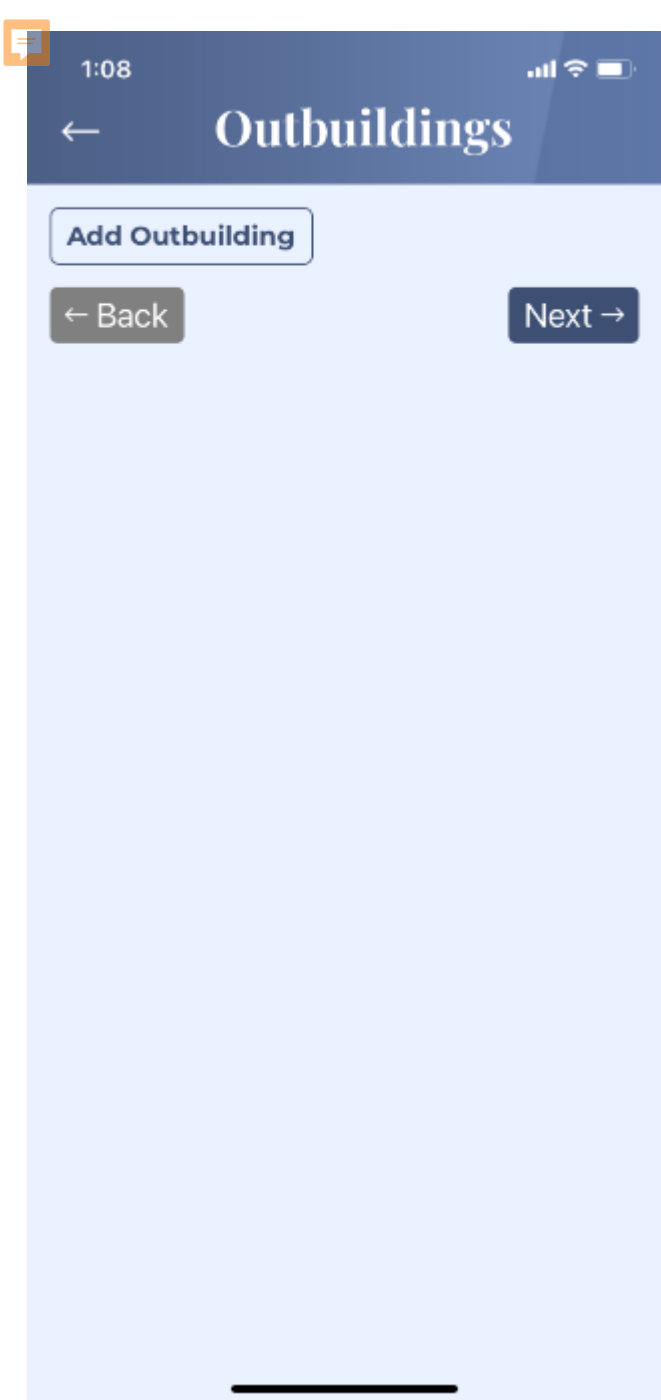
- If the house has a outbuilding you need to document, hit Add Outbuilding.

- Choose the Type of building from the drop down.

- Everything else operates the same way the main structure was handled.

- Take the appropriate photos and enter any damage information.

Add Outbuilding

Type of Outbuilding

Shed   ⌄

Is There Visible Wind/Hail   Yes
Damage?

Damage Description

Possible hail to metal roof

Number of Wind Damaged
Shingles

0

Number of Hail Hits in Test Square

6

Roof Overview Photos

📷⁺

Roof Layers Photos (optional)

📷⁺

Add Outbuilding

Screen 1 (1:09)

Roof Overview Photos

Roof Layers Photos (optional)

Roof Pitch Photos

Roof Shingle Gauge Photos

Roof Transition Photos (optional)

Screen 2 (1:09)

Roof Close-Up Photos

Roof Accessories Photos (optional)

Collateral Damage Photos (optional)

Front Elevation Photos

Instructions

- Since these buildings are typically much smaller and more simple so a lot of the of the photos are optional.

- Be as abbreviated as possible, but still properly document the structure.

- Get one overview of each side of the structure.

- If the building has damage, you can take more by hitting the small camera below. That will add additional photos to any section anywhere in the app.

- Do not click on the previous photo to add a new one. That will only replace the one you just took.

- Make sure to appropriately comment on damage photos

- Hit SAVE at the bottom

Screen 3 (1:13)

Front Elevation Photos

Is There Any Visible Damage?   Yes

Comment *

Possible rot

Is There Visible Damage To The Front Elevation?   Yes

Damage Description

Possible rot to fascia and soffit

Right Elevation Photos

Is There Visible Damage To The Right Elevation?   No

Rooms

← Back

Add Room

Next →

1:15

Add Room

Living Room

Family Room

Dining Room

Kitchen

Breakfast Area

Pantry

Foyer

Game Room

Office/Study

Hall

Hall Closet

Utility Room

Garage

Attic

Crawlspace

Basement

Bedroom

Bedroom Closet

Bathroom

Cancel

- If you have interior damage to the home hit Add Room

- Choose a room type and name the room

- Choose Yes to Access and enter the room dimensions.

- You also need to diagram the room for the VA and if the room is not square you can just enter 9 in each room dimension so it will let you move forward.

- The first 2 photos are just room overviews

- Once you toggle the damage switch to Yes for visible damage, it will let you take you damage photos

---

1:15

← **Add Room**

- Yes
- No Access
- Homeowner Declined

Room Size

Length (Inches)	Width (Inches)	Height (Inches)
144	144	96

Room Overview From Entry Photos

Additional Room Overview Photos

Is There Visible Damage?   No

Room Contents Evaluation

Add Content Item

Save
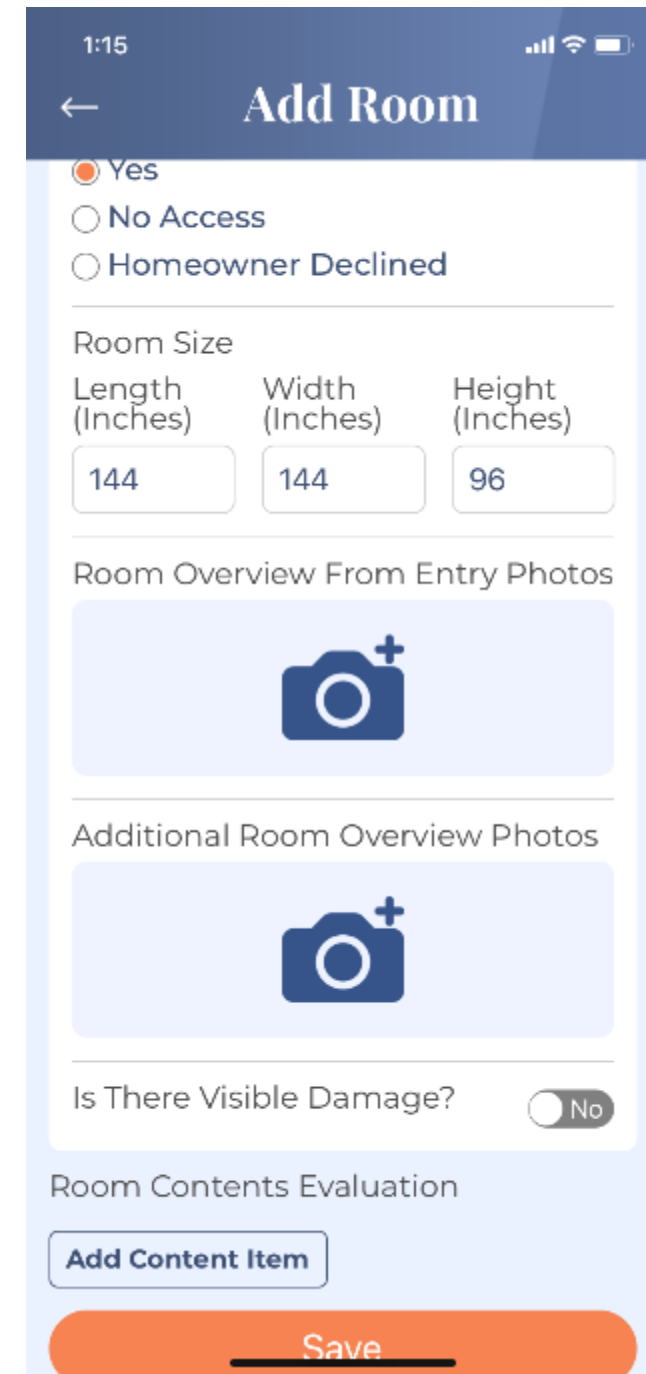
Is There Visible Damage?   Yes

Damage Description

Water stain on ceiling

Damage Close-Up Photos

Is There Any Visible Damage?   Yes

Comment *

Water stain

Photo of Damage From Entry

Room Contents Evaluation

Add Content Item

- Create a basic damage description for the room. Ex. Water stains to the ceiling and 1 wall.

- Take damage overview and close ups.

- Make appropriate comments on each damage photo

- The photo categories might not always fit every situation. Use your best judgement on the photos that best document the damage.

- Hit SAVE

Damage Close-Up Photos

Is There Any Visible Damage?   Yes
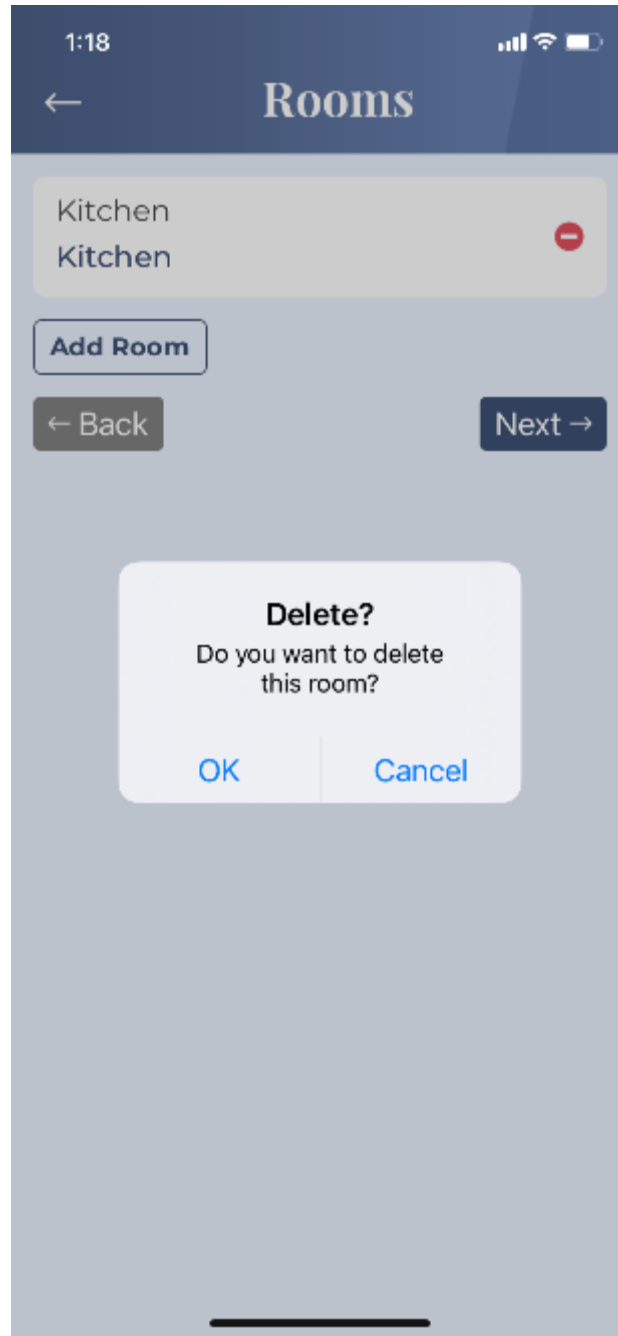
Comment *

Water stain

Photo of Damage From Entry

Is There Any Visible Damage?   No

Room Contents Evaluation

Add Content Item

Save

Rooms

1:17

Kitchen
Kitchen 🚫

Add Room

← Back   Next →

Rooms

1:18

Kitchen
Kitchen 🚫

Add Room

← Back   Next →

Delete?
Do you want to delete this room?
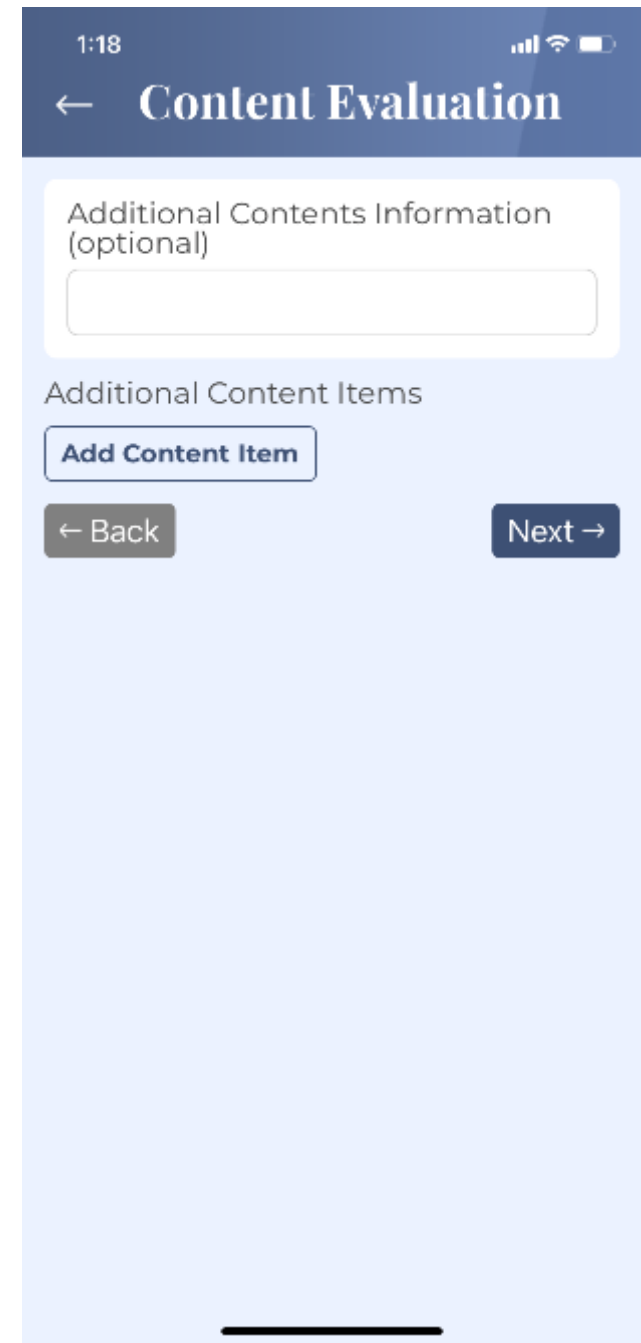
OK   Cancel
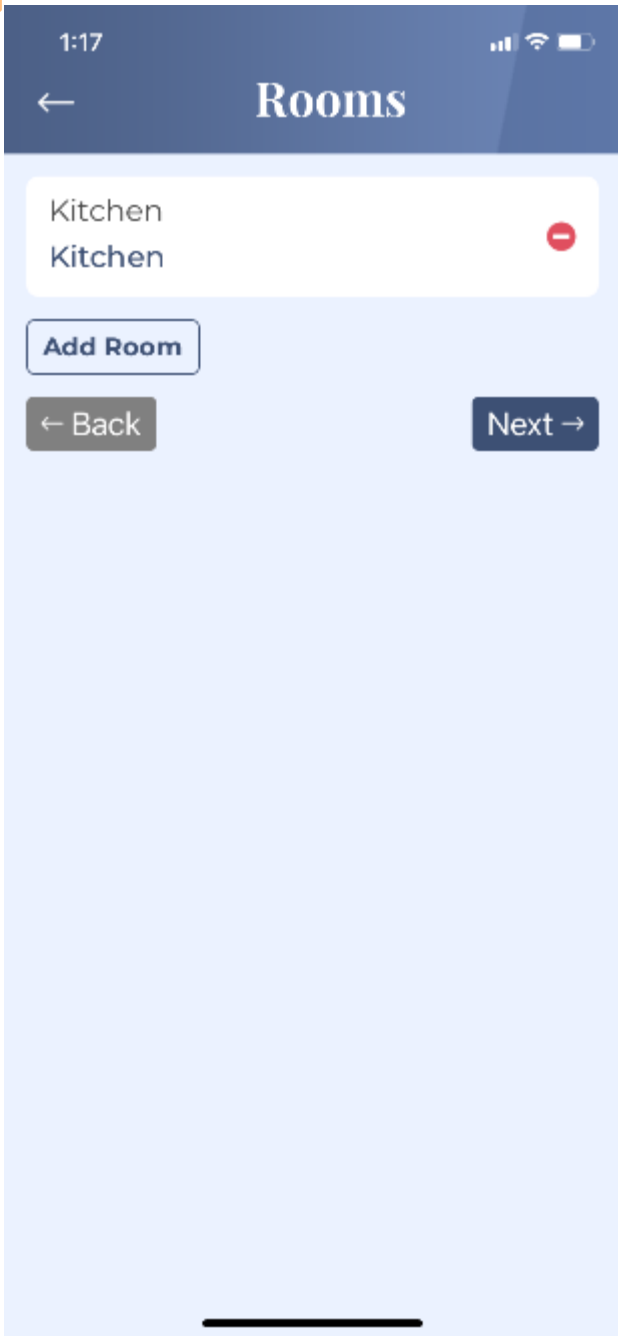
- Once you have created a room you can delete it if needed by hitting the red circle.

- Confirm by hitting OK

- Move onto contents if needed

Content Evaluation

1:18

Additional Contents Information (optional)

Additional Content Items

Add Content Item

← Back   Next →

Description

Blender

Condition

Average

Quantity

1

Cost Per Item

$ 125.00

Purchased From

Bed bath and beyond

Brand

Model

Age

Year   Months

- Fill out the information for the personal property

- Make sure you put a number in the year and the months even if it is a 0

- Hit Save

Quantity

1

Cost Per Item

$ 125.00

Purchased From

Bed bath and beyond

Brand

Cuisinart

Model

10

Age

Year   Months

0   10

Location

Kitchen

Save

Finalities

Were You Instructed To And Did You Diagram And Measure Any Of The Elevations Of The Home? **No**

Were You Instructed To And Did You Diagram And Measure The Roof? **No**

Were You Instructed To And Did You Detach And Reset A Tarp To Allow For Inspection Of The Roof? **No**

Did You Have To Go To The Property An Additional Time Due To A Customer Or Customer's Representative Inability To Be Present Or Provide Access? **No**

Was The Virtual Adjusting Call Completed? **Yes**

← Back   Next →

- You will be asked some questions at the end so that the claim is billed correctly and you get paid correctly

- Question 1 applies if the VA needs you to diagram the whole elevation due to damage. This does not apply to measuring things like a window or downspout here and there.

- Question 2 applies to when there is no EagleView report available for the roof and you are required to measure and diagram the roof.

- Question 3 applies if you had to remove and then re-install tarp to complete the roof inspection.

- Question 4 applies if you had to go to the property a second time due to access issues caused by the PH.

- We need to know if the VA call was successful, meaning were you able to complete the entire call.

- If not, provide a screen shot to show why the VA call did not happen.

- Make sure you always record the full name of the VA.

- When all stages are green hit submit.

- Go to your completed files to see the upload progress.

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Stages (14/14) →

- ✅ Inspection Details — Completed >
- ✅ Inspection Start — Completed >
- ✅ Inspection Script — Completed >
- ✅ Specific Items — Completed >
- ✅ Risk Overview — Completed >
- ✅ Elevations — Completed >
- ✅ Roof Inspection Process — Completed >
- ✅ Roof Details — Completed >
- ✅ Roof Slopes — Completed >
- ✅ Roof Overview — Completed >
- ✅ Outbuildings — Completed >
- ✅ Rooms — Completed >

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- ✅ Inspection Script — Completed >
- ✅ Specific Items — Completed >
- ✅ Risk Overview — Completed >
- ✅ Elevations — Completed >
- ✅ Roof Inspection Process — Completed >
- ✅ Roof Details — Completed >
- ✅ Roof Slopes — Completed >
- ✅ Roof Overview — Completed >
- ✅ Outbuildings — Completed >
- ✅ Rooms — Completed >
- ✅ Content Evaluation — Completed >
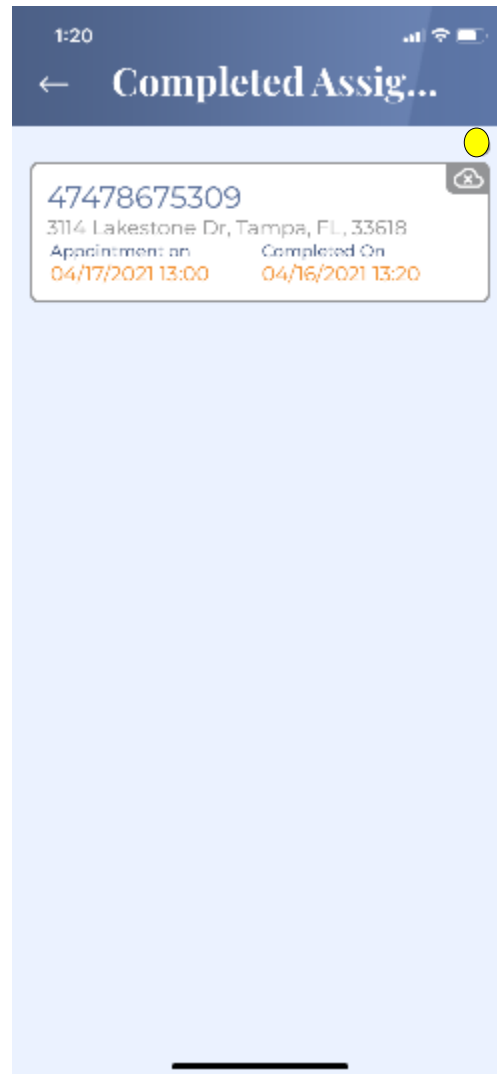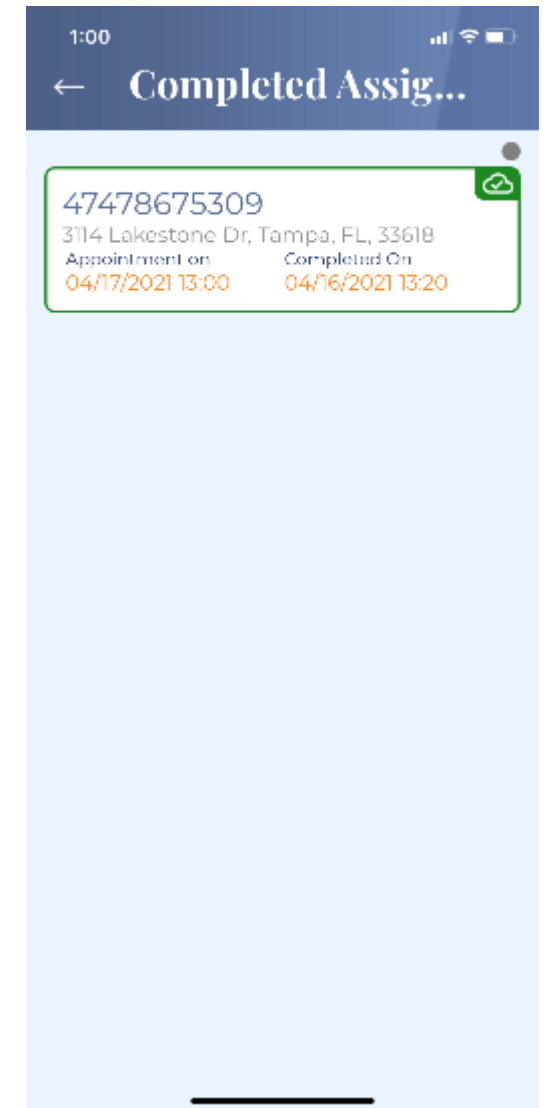- ✅ Finalities — Completed >

Submit

Not fully uploaded and not actively uploading photos
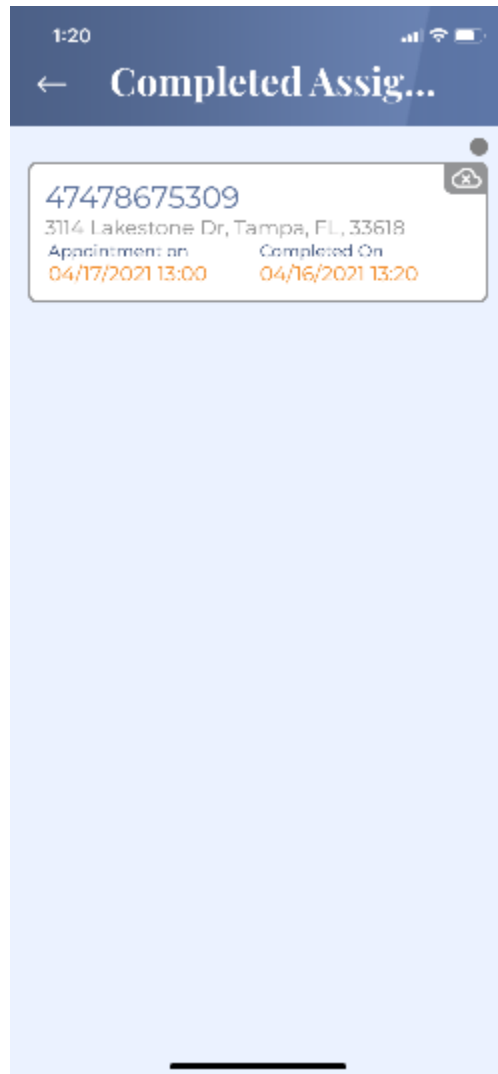
Not fully uploaded but is actively uploading photos

Job is fully uploaded

- Once you submit the job it will move into your completed jobs.

- We need the job fully uploaded ASAP

- You will know the app is actively uploading photos when you see the Yellow circle.

- A gray circle means you are not actively uploading and should go back to the home page and then back into the completed queue. It should turn Yellow.

- If you are at home, make sure you are connected to Wi-Fi.

- Gray Cloud with a X means the job is not fully uploaded.

- Green Cloud with Check Mark means the job is fully uploaded.

Great Job!

You are now ready to use the GRS On Demand Mobile App on a real inspection.