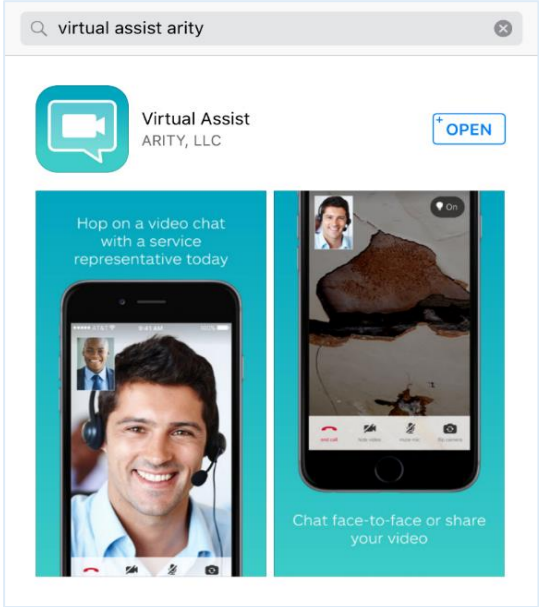
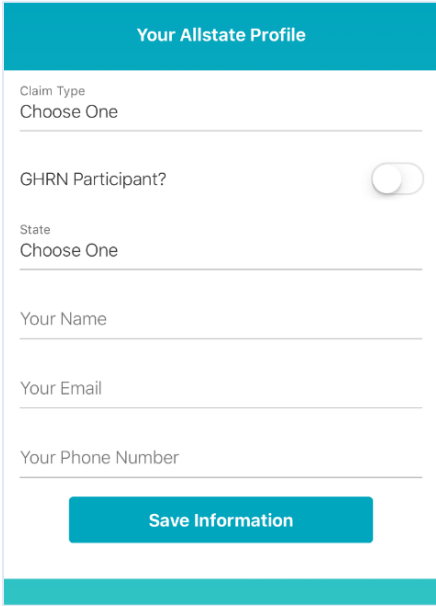
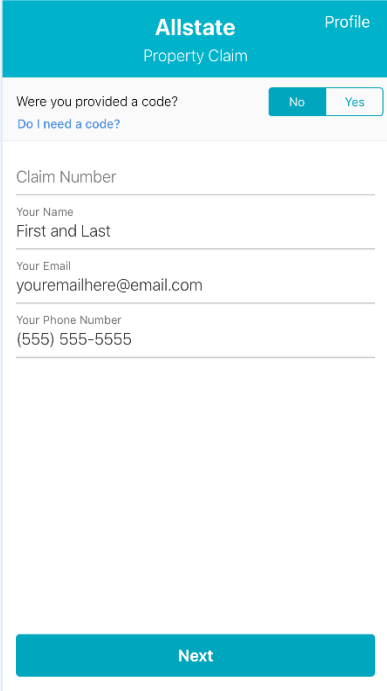
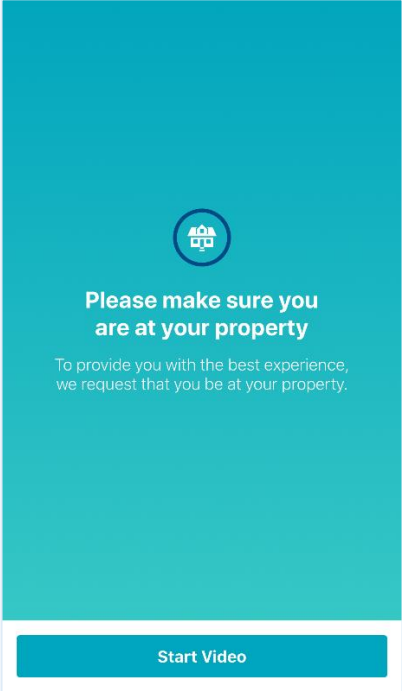
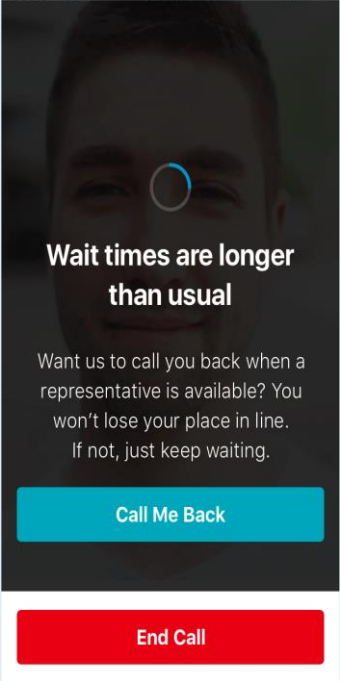
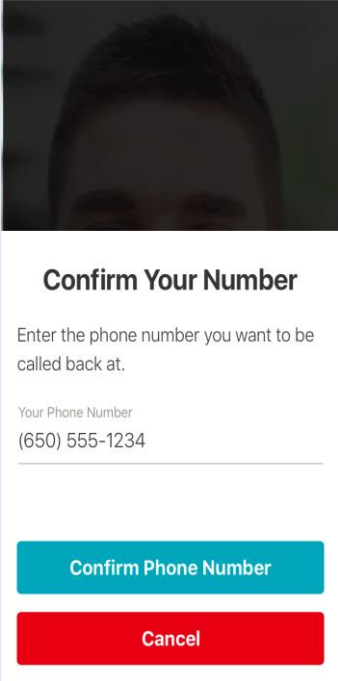
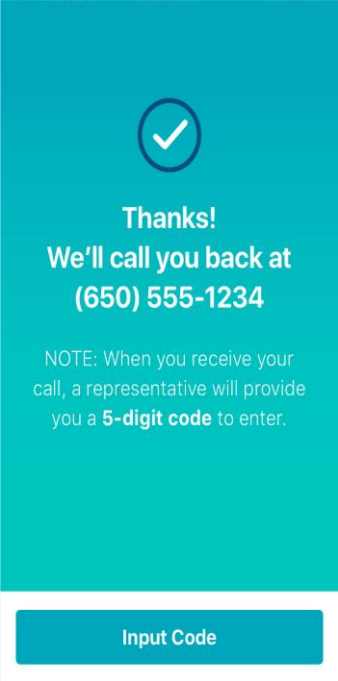


Virtual Assist Inspector Training Guide

When to use	When a Virtual Assist Inspector is contacting an adjuster post-inspection
Audience	Inspectors that use Virtual Assist to contact adjusters with inspection results
Content	Steps to downloading and using the Virtual Assist tool

Item	Resources	
Equipment / Tool Set Up	<ul style="list-style-type: none"> • Apple or Android device (phone or tablet) 	<ul style="list-style-type: none"> • Access to Apple iTunes or Google Play App store

Step	Screen Display
<p>Step 1 Search 'Virtual Assist Arity' from your App store and download the Virtual Assist App</p>	
<p>Step 2 Open the app and complete the profile page:</p> <p>Claim Type: Property Exterior for roof inspectors. Property Interior for mitigation companies and contractors.</p> <p>GHRN Participant: If you are an inspector for a Good Hands Repair Network Vendor, toggle this button on.</p> <p>State: The location of the inspection.</p>	

Step	Screen Display		
<p>Step 3 Enter claim number and press 'Next'.</p> <p>Start Video when you are ready to connect with an adjuster.</p>			
<p>Step 4 If call is not answered within two minutes, you will be given the following screens to opt for a call back.</p>			

Step	Screen Display	
<p>Step 5 If an adjuster has called you to provide a code, press 'Yes' and then enter the code as provided by the adjuster.</p>	