



# SafeView Mobile 101

Android Quick Guide - PC

**Task:** Backing up photos from an Android SafeView app to a PC.

**Overview:** Provides direction on how to copy photos from your Android device to a PC for manual upload in to SafeView.

## Notes

- When backing up, photos are only copied from your device — photos are not deleted. To permanently delete and remove app photos from your device, you must either select and delete the associated work order(s) from the Log View Screen, or uninstall and reinstall the app.

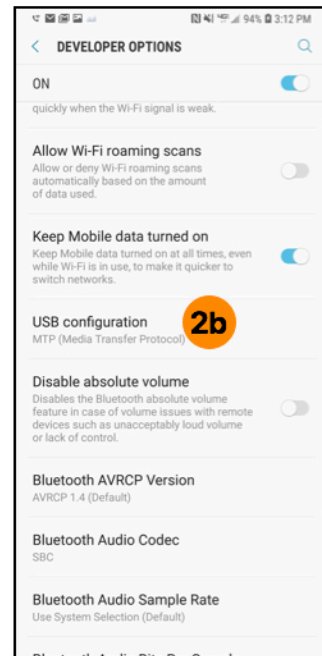
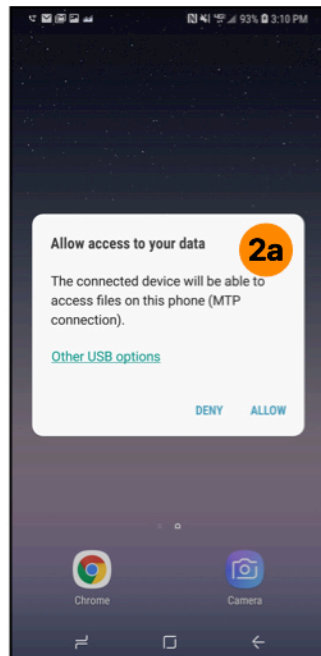
**Uninstalling the app will delete ALL your app photos from your device, so please make sure all photos have successfully transmitted or are backed up before taking this action.**

- Photos cannot be added to the device from your desktop.
- Manual Order photos are saved under the original order number. Meaning, whatever order number you entered first will be the name of your picture folder for that Manual Order, regardless if the Manual Order is updated and transmitted with a different order number. For example, a Manual Order created with the order number "111", but later changed to "1809283727" to transmit will still have the folder name "111" on the device.
- Preexisting app photos, like front of house or prior damage pictures, cannot be copied from your device.

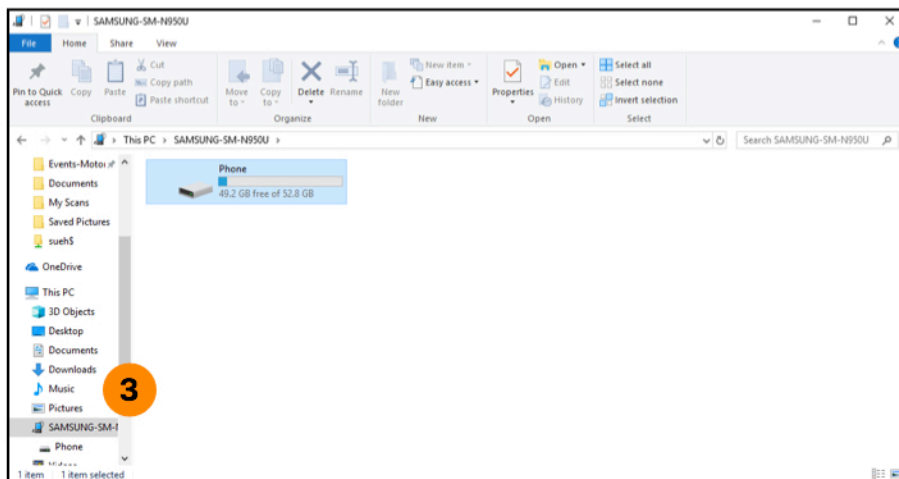
## Instructions

- 1 Plug your device into your computer using the USB cable.

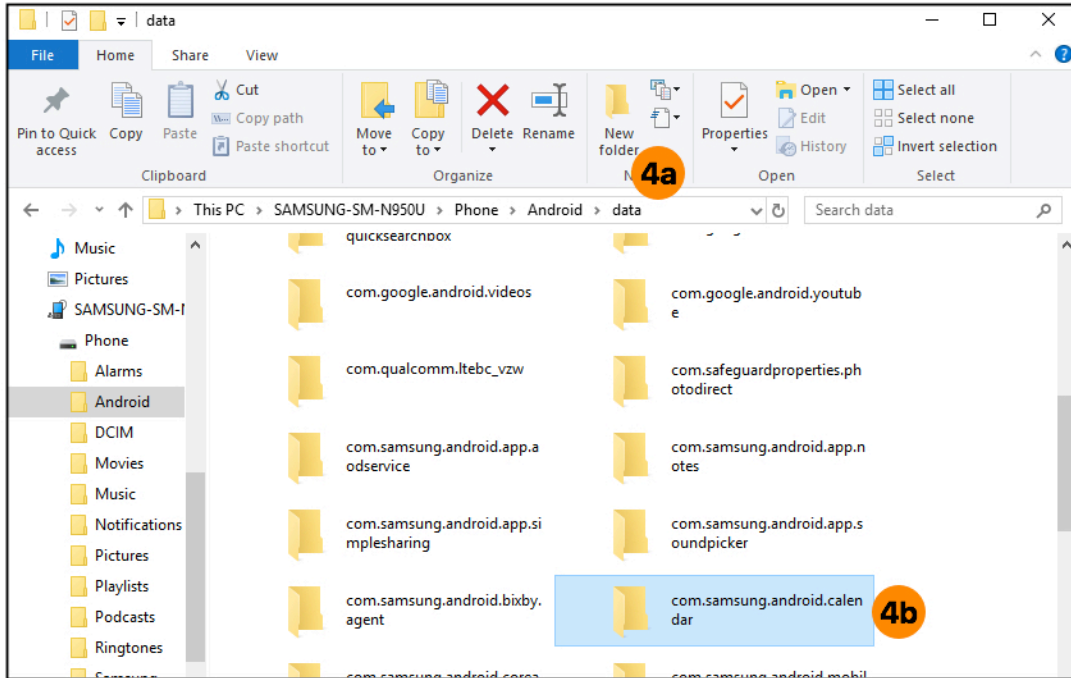
- 2 Click to allow file sharing between your device and computer — this is known as a “MTP Connection” (MTP stands for Media Transfer Protocol). Most new devices will automatically prompt you for permission once connected to your computer (2a), however, you can also ensure file sharing is enabled by going to Settings > Developer options > USB configuration and selecting “MTP” from the available options list (2b).



- 3 Open file explorer and choose your device from the main list. Next, click on “Phone” or “Internal Storage” to view all folders.



- 4 From the main "Phone" or "Internal Storage" folder, click on the "Android" folder and then the "data" folder (4a) — at this point you will see all your downloaded apps listed as folders in file explorer. Click on the folder of the SafeView app you wish to back up (4b).



- 5 Next, click on the "files" folder (all your application photos will be organized in subfolders named for each work order). Copy and paste (or drag) the subfolders you need from this folder to your desktop or other location to save your photos.

