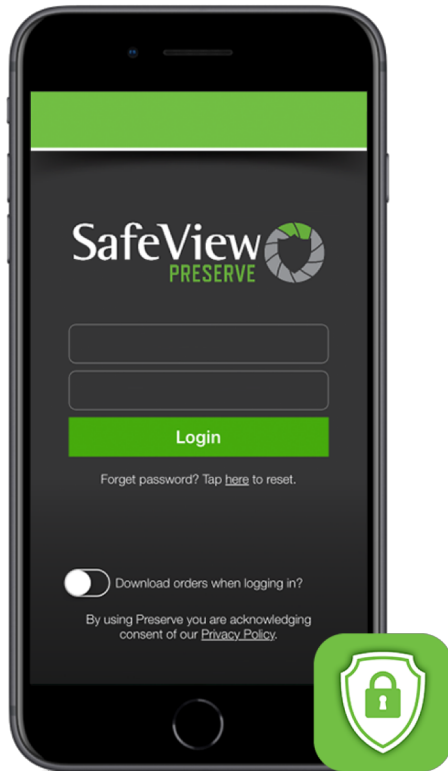




SafeView PRESERVE

(Property Maintenance)



Preserve Mobile
(for contractors)

This quick guide is intended to provide crews an overview of how to use Preserve Mobile in the field. For any questions or suggestions regarding Safeguard's applications, please email

Staci from the Mobile Team at

anastasia.hannebrink@safeguardproperties.com.

Logging In / Out

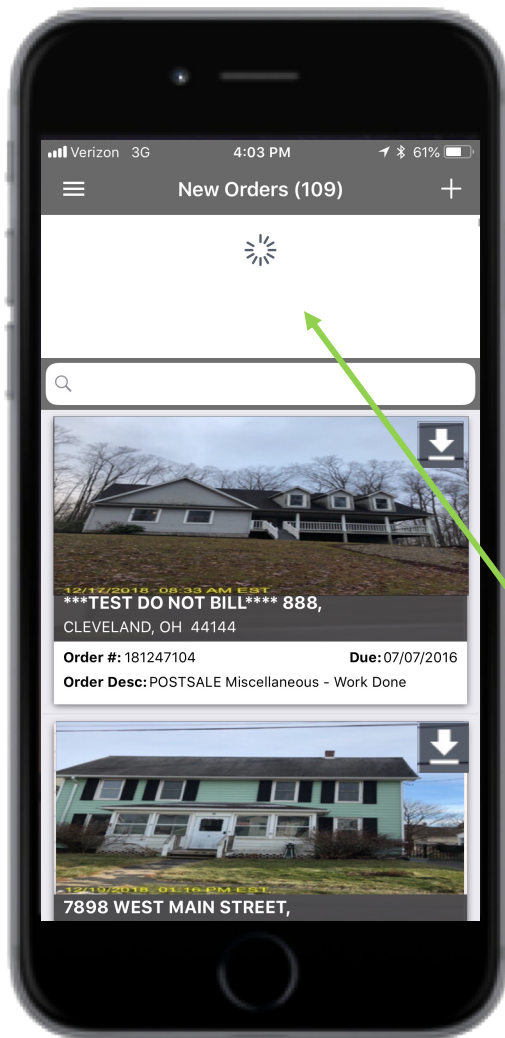
Please log in with your given vendor code and password. Only one user may log into the Preserve Mobile app at a time

Poor Data Connectivity

To log in to the app with minimal to no data connection, put the phone into Airplane Mode and then log in.

Note: You must reconnect your device to a data connection or wifi to get new orders. You must already have logged in for the day before performing this action.

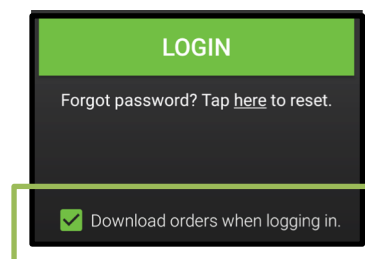
** Please note, actual home addresses or photos are not used for internal testing as a privacy precaution.*



**New Order List
Screen**

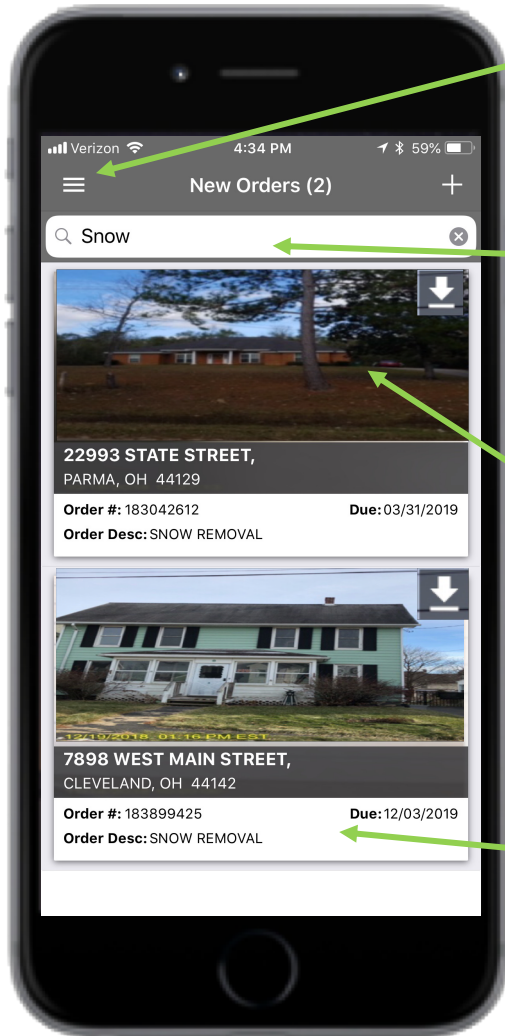
Downloading Orders (on login)

Before heading out into the field, users are encouraged to log into Preserve Mobile and update their New Order List. To ensure the New Order List is being updated, check the box to download orders on the Login Screen. Users with multiple vendor codes can create an accumulative code by logging in and out of vendor codes.



Downloading Orders (pull-down)

Once logged in, users can refresh their New Order List by utilizing the pull-down feature on the New Orders List Screen. Simply go to this screen and swipe down anywhere below the gray header bar that says “New Orders”. During refresh, a circular loading spinner will appear until the update is complete. After refreshing, orders that are closed in Preserve Web will be removed, and newly assigned orders will be added. Note, if you use multiple vendor codes you will have to do this with each code.



Sort Orders

Users can sort their order list by clicking on “Sort” in the side bar navigation.

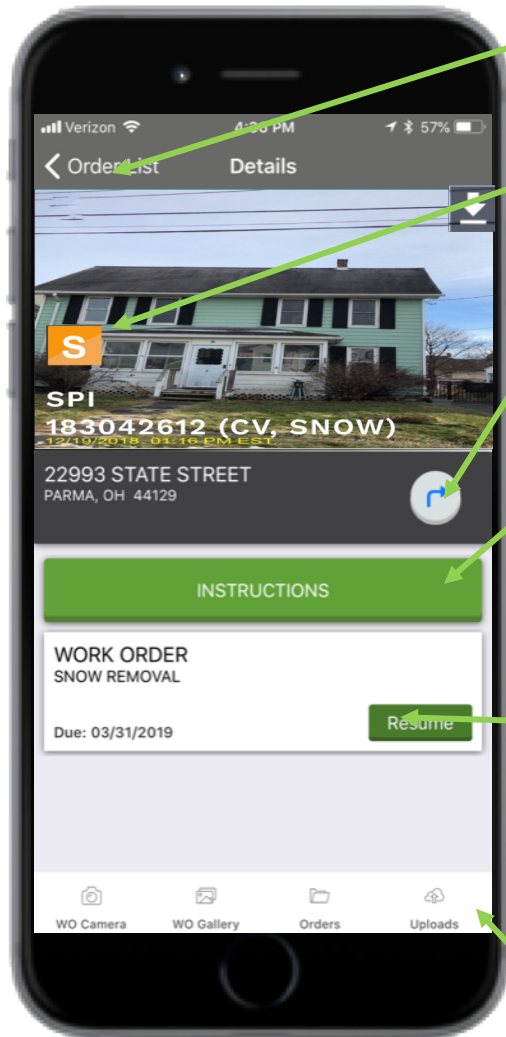
Search Orders

Users can search for orders by clicking on the search bar at the top of the screen.

Audited front of house photos are displayed along with address for visual confirmation when first selecting a WO.

Order cards also display order number, order description and due date. If an order is past due, the due date will display in red. Clicking on an order card will take the user to the Work Order Details Screen.

***New Order List
Screen***



Work Order Details Screen

Takes the user back to the New Order List

Will display a “S” if the order has been started.

Users can click on the directions icon to see their location in relation to geo coordinates of the property.

Take the user to the instructions screen.

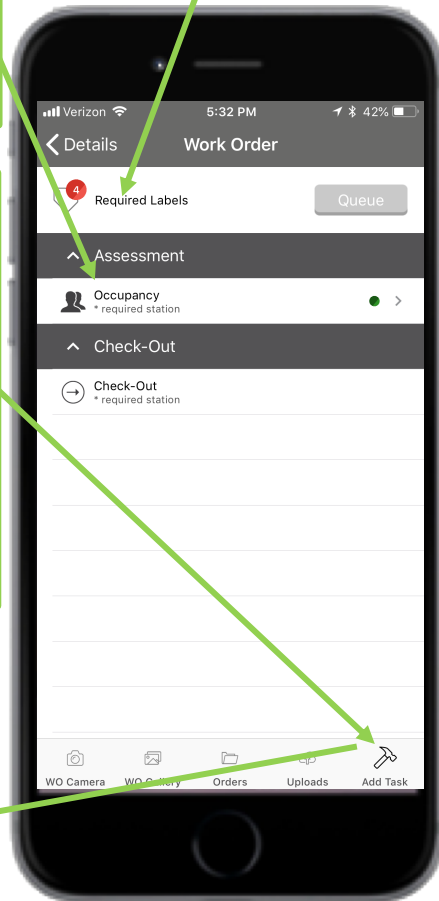
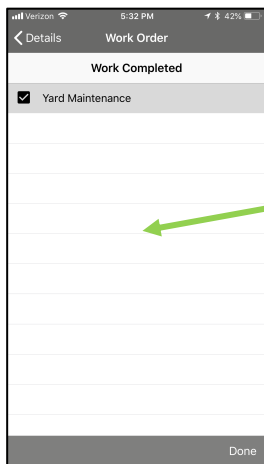
If the order has not yet been started, the call to action on the order will be “Start”, if the order has been started, the call to action will be “Resume”. If the order is complete, the user will have the option to either “Queue” or “Update” the order. Clicking on “Start”, “Resume”, or “Update” will take the user to the Work Order Screen. Clicking on “Queue” will move the order to the Queue Screen for transmit.

Quick access to the “WO Camera” and “WO Gallery”. Clicking on “Orders” will take the user to the New Order List Screen and clicking on “Uploads

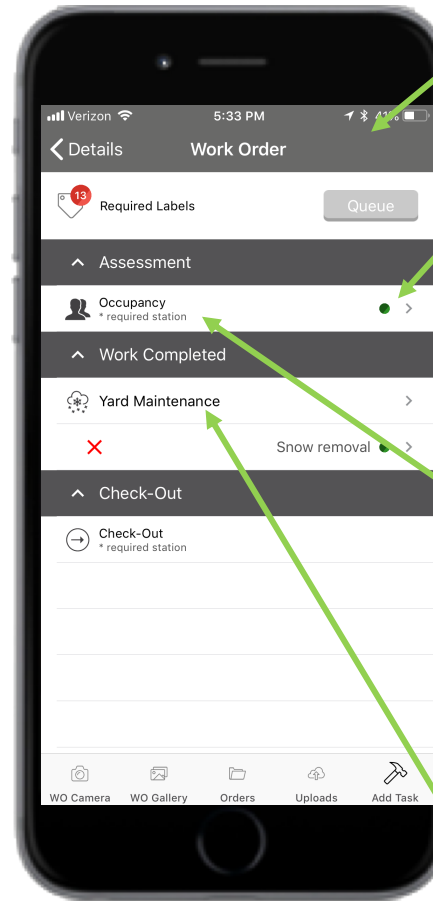
Required photo count automatically updates based on script answers.

Clicking on a station pulls up its script questions.

Work completed categories can be added by clicking the “Add Task” hammer. Clicking on this icon brings up completed work categories to choose from.



Work Order Screen



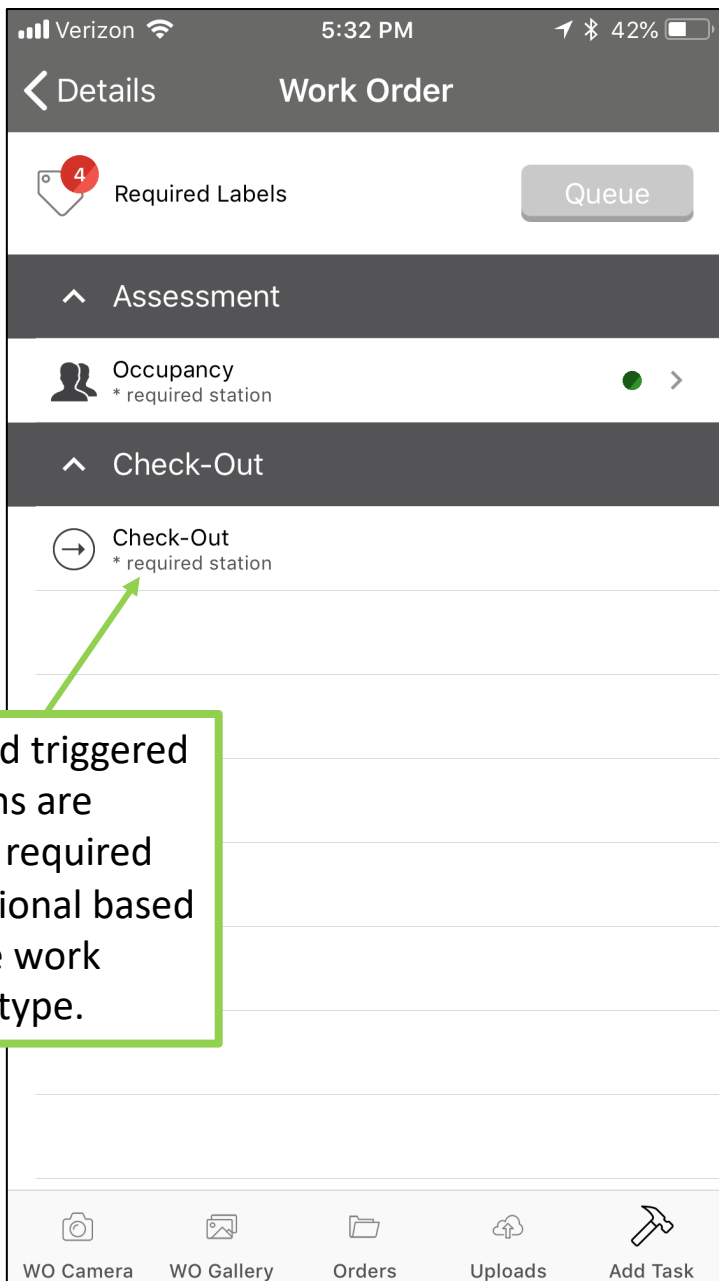
*Work Order Screen
(w/ Triggered Snow Removal)*

User is unable to transmit work until all required questions are answered and all documentation taken.

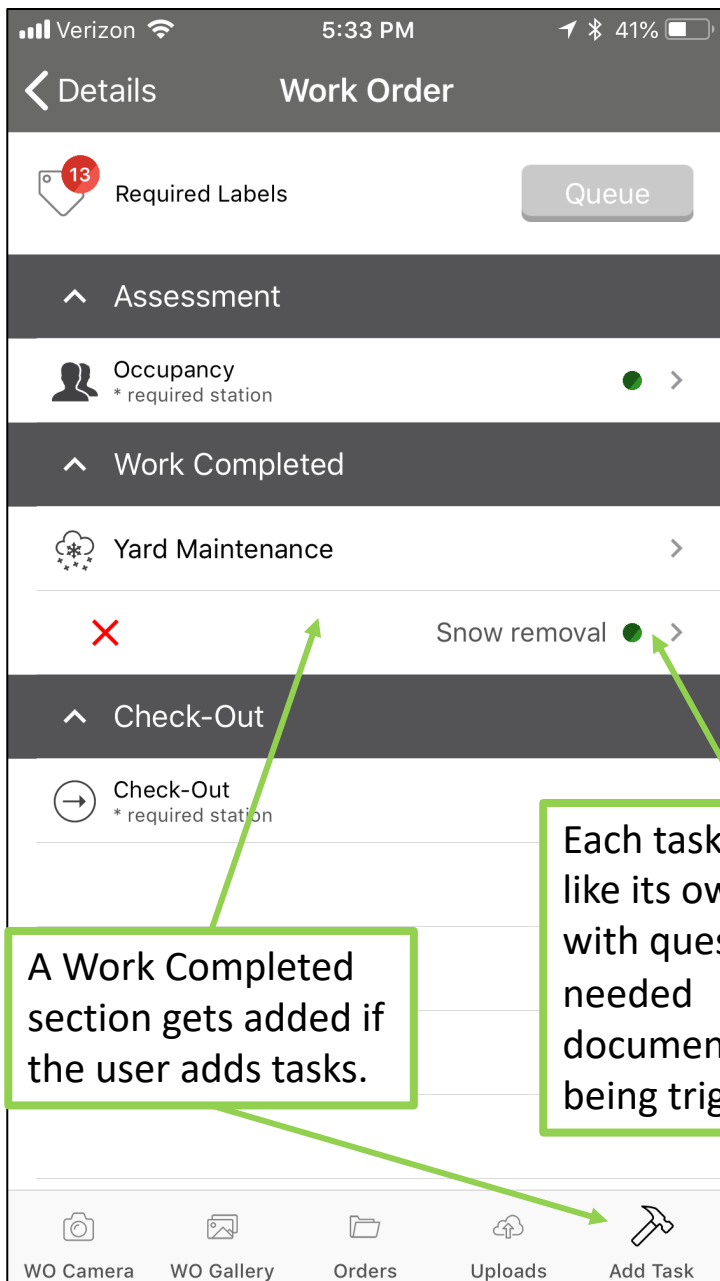
Visual indicators show station completion status. Yellow = incomplete. Green = complete.

Stations are arranged logically with additional stations being automatically triggered based on user answers.

Once the type of completed work has been added, the user can click on the triggered station to add specific tasks like Snow Removal.



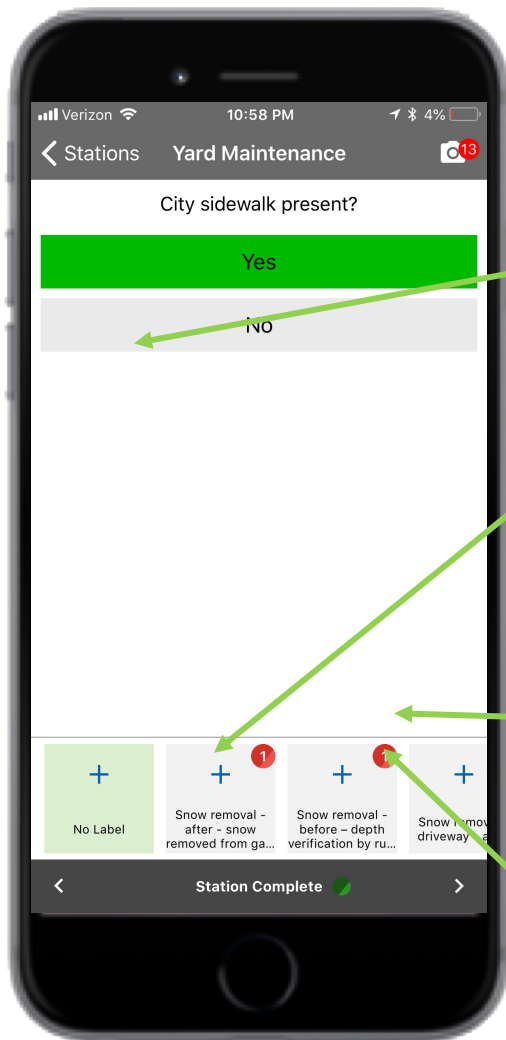
Set and triggered stations are either required or optional based on the work order type.



A Work Completed section gets added if the user adds tasks.

Each task is handled like its own station, with questions and needed documentation being triggered.

Enlarged Work Order Screen



Script Screen

Within each station, a user is asked a series of questions (the script) required for order completion.

As the user answers questions, required documentation automatically populates on the screen below as a label thumbnail. The user can click on the thumbnail to open the camera in-script without jumping off screen.

All answers and labeled photos or videos map directly into SafeView Preserve Web once transmitted.

A circular indicator will appear on each thumbnail alerting the user how many pictures need to be taken. As soon as the required amount is fulfilled the indicator changes to green.

Torch mode available for dark corners and crawlspaces.

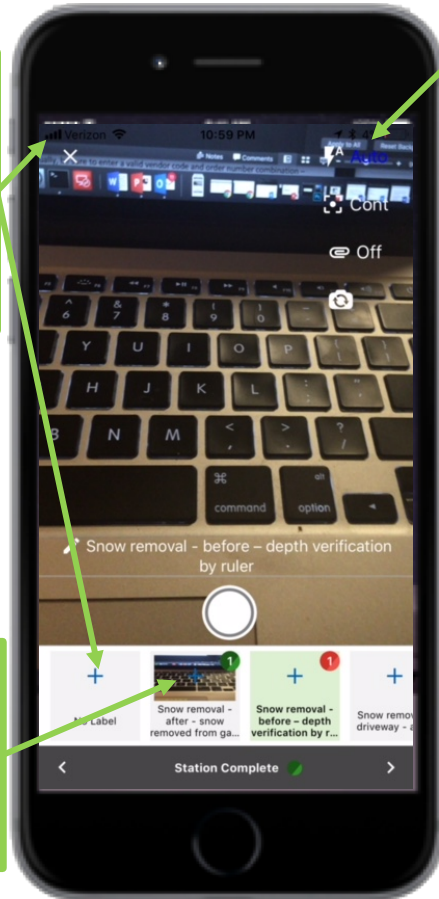
Same camera features as in-script camera.

User can return to the script questions by clicking the close button or selected thumbnail.

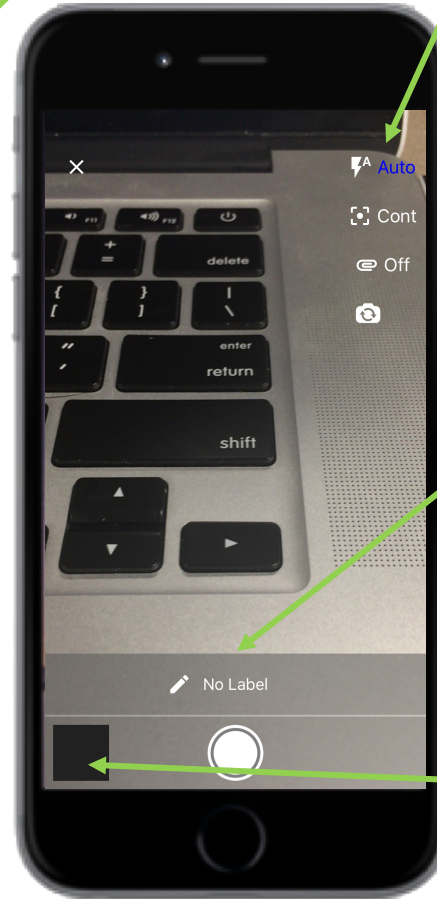
Once a photo is taken, a preview appears in the label thumbnail.

User can pull up the Labels Screen and change label.

Photo previews appear in the thumbnail and the user is able to go to the Gallery to review photos and videos on the work order and relabel and delete them as needed.



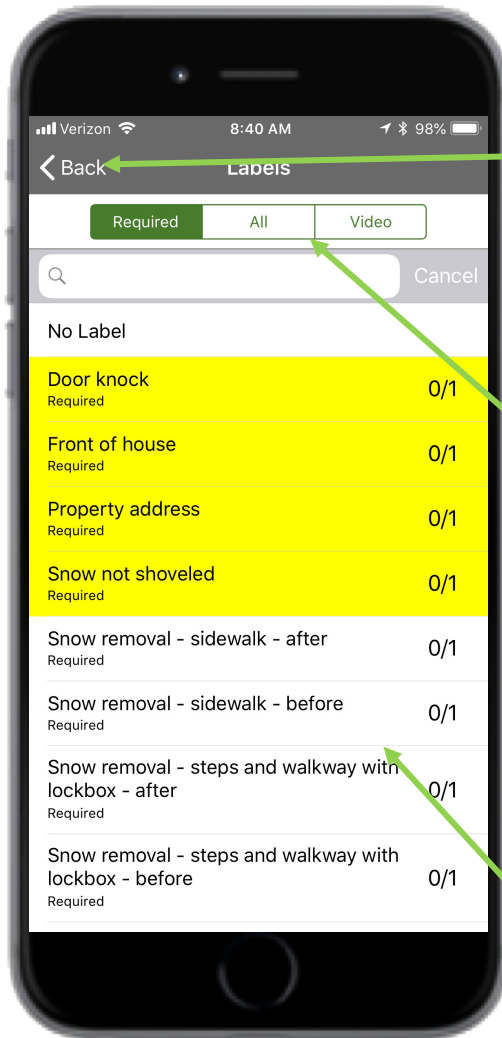
In-Script Camera



*WO Camera Icon
Full-Screen Camera*

Cameras

Preserve has two different cameras – one in-script and one accessible by clicking the WO Camera icon in the bottom navigation bar on the WO Details Screen or Work Order Screen.



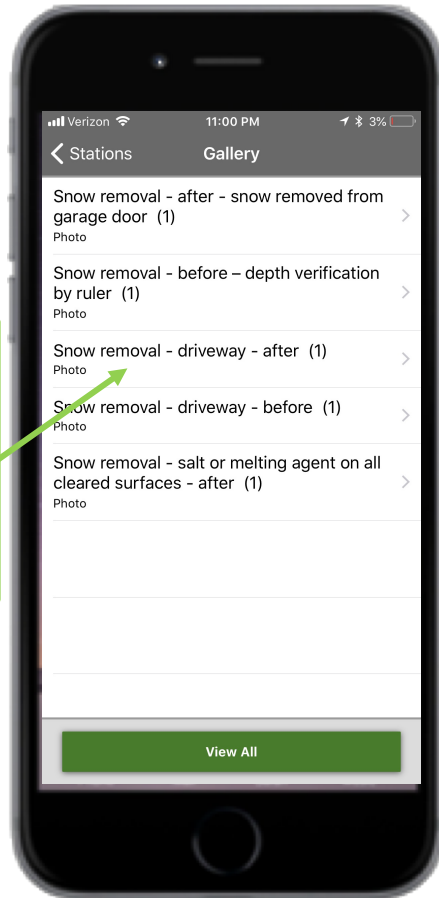
Labels Screen

Will take the user back to the last screen they were on. The Labels Screen can be accessed through the full-screen camera to change the label of photos currently being taken, or through clicking on a photo in the gallery and clicking on the “Change Label” icon to change the label of a already taken photo.

Photo labels triggered by the user’s script answers will appear on this screen. Label that are required for order transmit will appear on the “Required” tab. Photo that are optional for transmit, but that still may be required for order submission on the web will appear on the “All” tab. Available video labels will appear on the “Video” tab.

Photo labels appear in alphabetical order and also display the needed number of photos. On the “Required” tab, once the user has taken enough photos to fulfill the label, the label will disappear, but will still be available on the “All” tab.

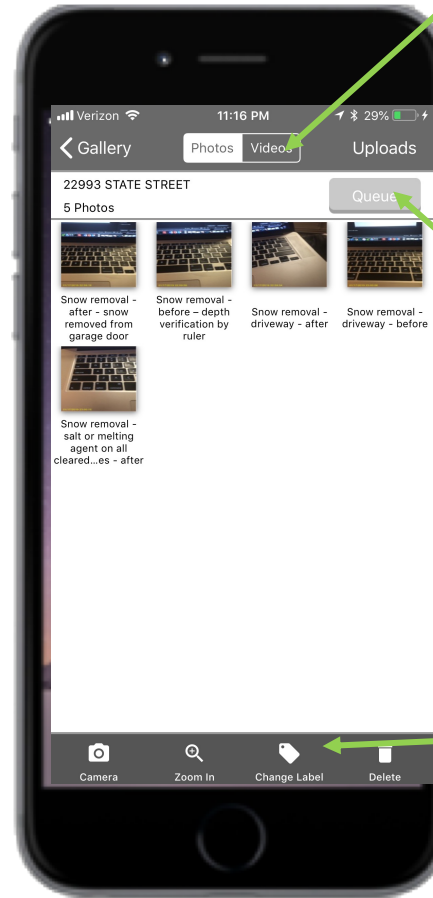
Clicking on a label will only take the user to the photos that were taken for that particular label.



Labels Gallery Screen

Users can toggle between photo and video.

The "Queue" button will be active once all script questions have been answered and all required photos and/or videos have been taken.



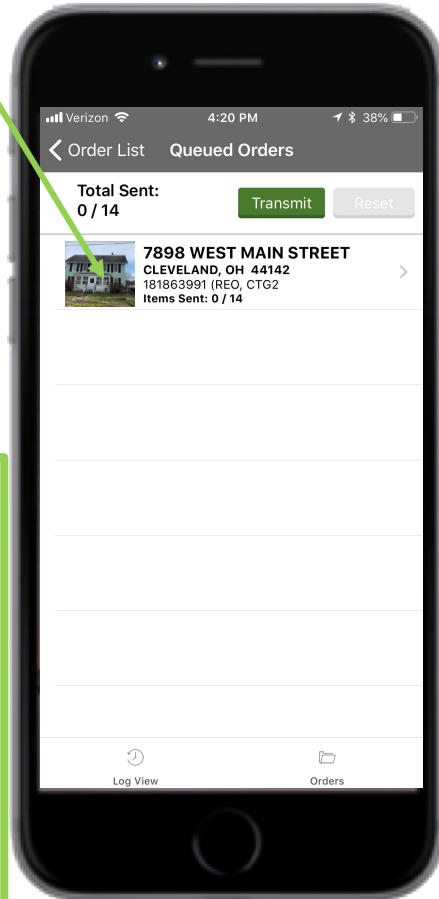
View All Gallery Screen

Photo Gallery

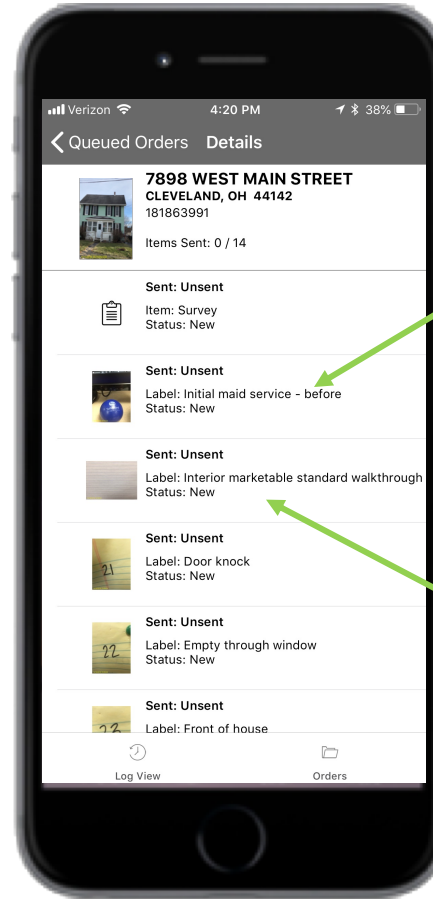
When clicking on the WO Gallery icon on the WO Details Screen, the user can either choose to look at a single label's photo, or they can choose "View All" and see all the taken photos.

Once an order is complete, a user can move it to the Queue for transmit into SafeView. Multiple orders can appear in the queue, and once transmitted, orders move to the user's Log View.

Users can add additional photos to queued or sent orders by going to their "Completed (Sent)" Screen from the sidebar navigation on the New Orders List Screen and clicking on the work order.



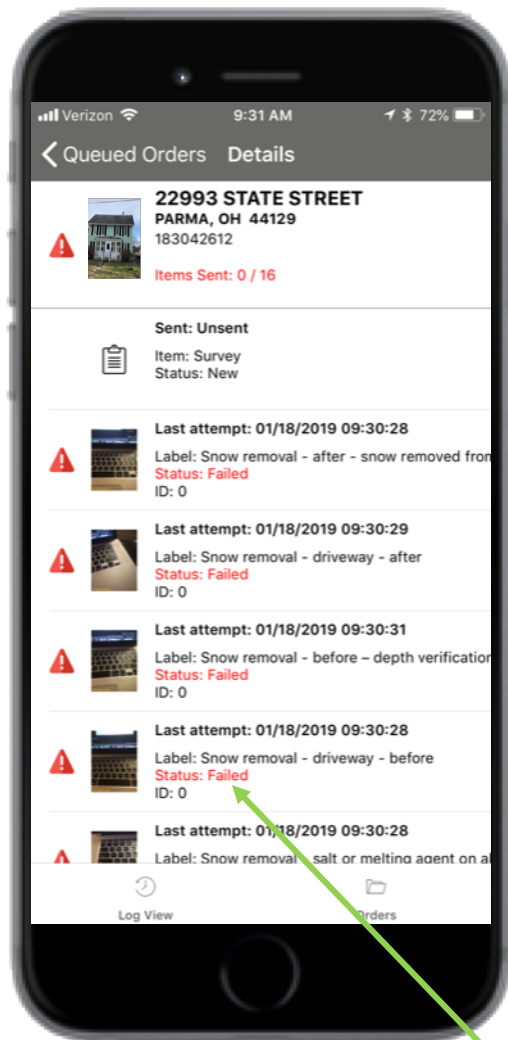
Queued Orders



Queued Details Screen

Users can click on an order in the Queue to see all the photos and videos being sent (along with each item's transmission status). Any failed items can be reset and resent from the Queued Orders Screen.

Clicking on a long label causes it to scroll.



Queued Details Screen

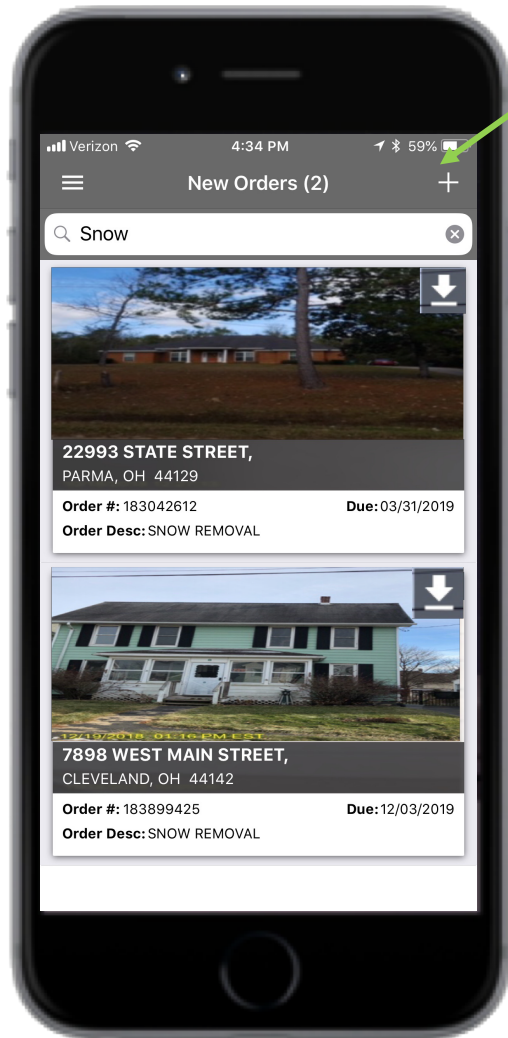
Transmitting Work

If a vendor's updater has a work order open in Preserve Web, the user in the field will be unable to transmit the survey for that particular order. Although photos and videos will transmit, the survey will fail until the updater fully closes out of the order in Preserve Web.

Note: A transmitted script will override any existing work order responses made by the updater.

Users can view the transmission progress of all work order items by clicking on the order in the queue and going to the Queued Order Details Screen. Each work order item will be listed on this screen and will display its status. The different statuses are:

- "New" – the item is not yet in line to be processed by SafeView
- "In progress" – the item is being transmitted (i.e., encrypted and processed by SafeView)
- "Success" – the item has been successfully processed and uploaded to Preserve Web
- "Failed" – a networking error has occurred and the item has not been processed by SafeView
- "Invalid" – for manual orders where the vendor code and work order number combination are incorrect.



**New Order List
Screen**

Manual Work Orders

Users have the ability to manually add an order to their New Order List. This functionality enables users to take and transmit supplemental photos – and now videos – for work orders without having to answer script questions.

When entering a work order manually, be sure to enter a valid vendor code and order number combination – the work order must be assigned to that inputted vendor code to transmit successfully.

Manual work orders that have been added will get their own order card in the New Orders List.

Note: If the order already appears on the user's device as an assigned order, he or she cannot also add the order manually.

In iOS, click on the "+" icon in the upper right of the New Orders List Screen.

In Android, click on the green "+" button in the lower right of the New Orders List Screen.