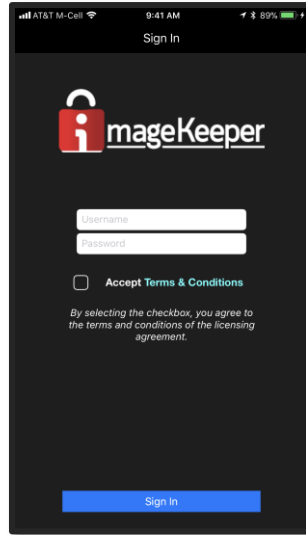


Quick Start Guide



ImageKeeper Mobile Application

[Tap Here to Download Current IOS Version](#)


To download the current version, open this document on your Apple mobile device and tap the red button above.

Please Note: The ImageKeeper Mobile Application is Officially Supported on Apple IOS Mobile Devices. However, a BETA Android version is currently available. The download link is located in section 1.0

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1 Select the *ImageKeeper Mobile Download URL* which corresponds to your mobile device type



Tap Here to Download Apple iOS Version

<https://portal.imagekeeper.com/MobileApps/ios/ImageKeeper.aspx>

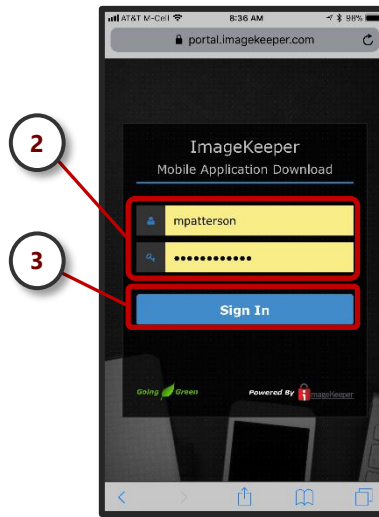
Or



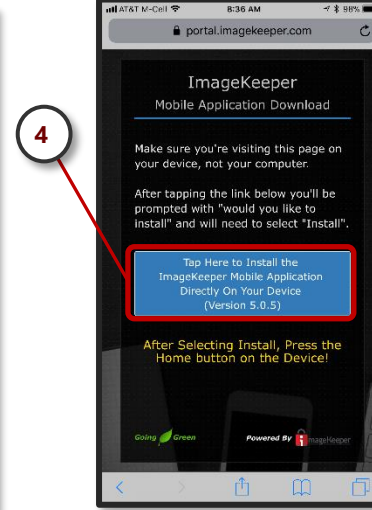
Tap Here to Download Android Beta Version

<https://portal.imagekeeper.com/MobileApps/android/ImageKeeper.aspx>

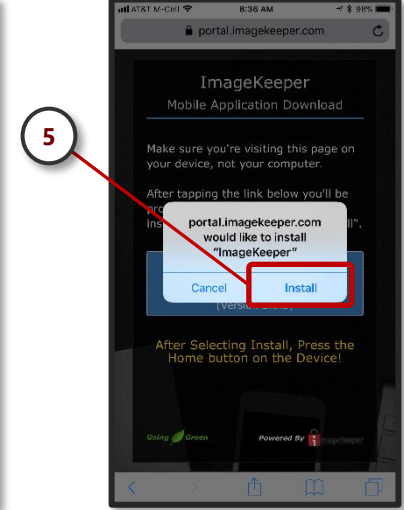
Mobile Application Download Page
Enter Your Username & Password then Tap "Sign In"



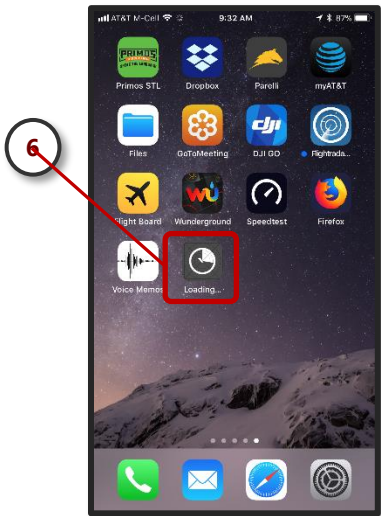
Initiate Application Install
Tap the blue button



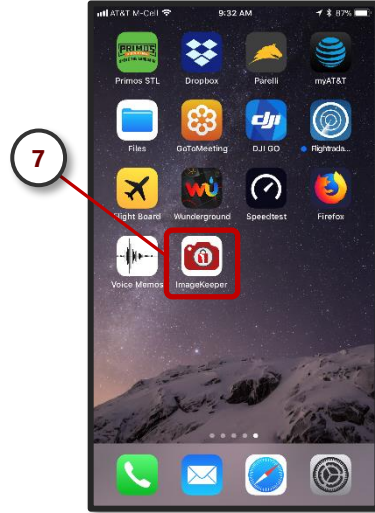
Start Installation by Tapping Install
Then Tap the device's Home Button



Observe Installation Progress
Indicated by standard iOS installer icon



Installation Complete
Indicated by the new ImageKeeper icon



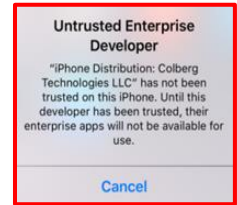
First Time Installations on iOS – "Untrusted Enterprise Developer"

First-time installations on iOS devices require "Trusting" the mobile application developer. Opening the application without trusting the developer will result in the dialog shown at the here. If you observe this dialog, the steps outlined below can be followed to resolve this item.

"Trust" the developer by performing the following steps on your Mobile Device.

1. Tap the mobile device's "Settings" icon
2. Locate & tap the "General" item
3. Scroll down to Locate & Tap the "Device Management" item
4. Locate & tap the item named "Colberg Technologies LLC" item
5. Tap the item named Trust "Colberg technologies LLC"
6. The final step is to press "Trust" on the dialog box presented

Once these steps have been successfully completed the mobile application will now startup run on the Mobile Device.

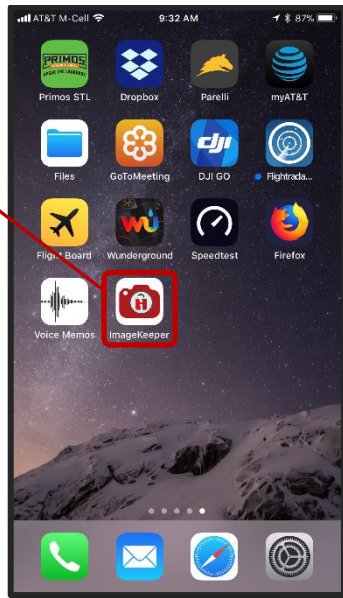


Quick Start 1.1

Signing Into the Application

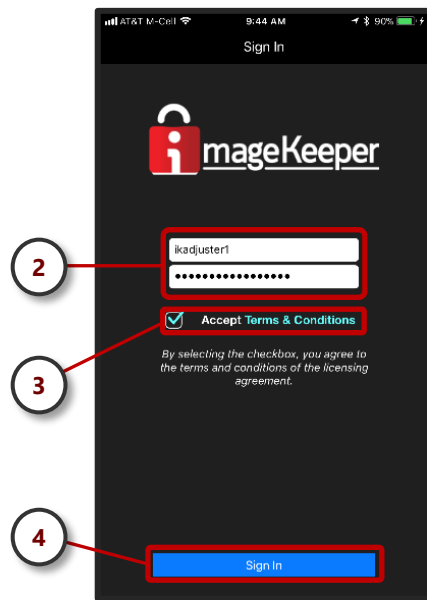
ImageKeeper Application Startup

Locate & Tap the Adjuster icon



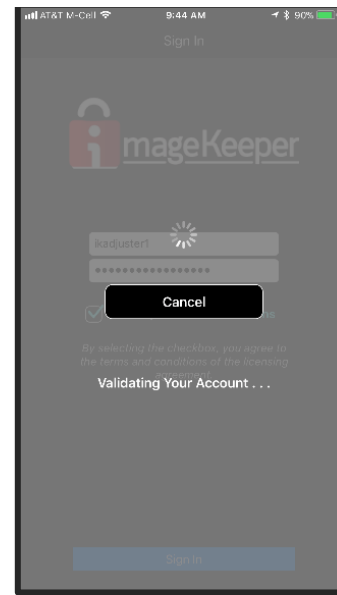
Enter Username & Password

Accept the T & C's then Tap "Sign In"



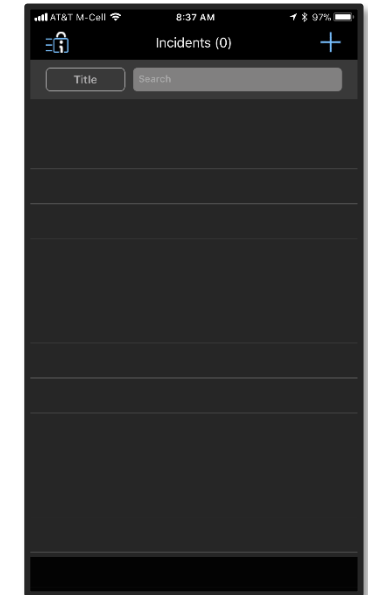
Account Validation

****A connection is required to Sign In**



Successful Sign In***

Your Incident List screen will be displayed

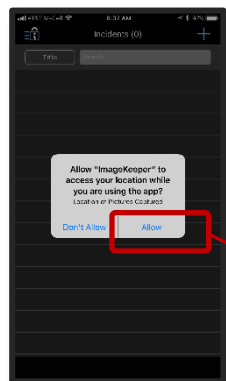


**** Once you've signed into the application there is no requirement to sign out, as the user credentials are cached in the application. This feature allows the application to function in areas with little to no service. If you're already signed into the app and observe either the "Validating Your Account" or "Synchronizing" overlays simply tap the "Cancel" button to continue using the application. Once a sufficient connection is acquired the application is designed to perform any outstanding activities which require a connection (i.e. validate account, synchronize, and perform any queued upload tasks)**

***** ImageKeeper recommends a manual Synchronization be performed after any new installation or application update. This ensures your application is fully synchronized with the ImageKeeper Cloud System**

Running the ImageKeeper Mobile Application for the first time – Granting access to the necessary mobile device's components and functions

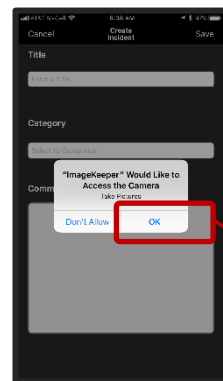
When you run the ImageKeeper application for the first time, you will be presented three dialog boxes requesting access to "Location Services", the "Camera", and "Photos" on the mobile device. To ensure the device provides the expected results you must accept these requests accordingly. If you've inadvertently selected the wrong option when requested, all of these settings are available to modify under the mobile devices settings. For explicit instructions, how to manually changes these value, please contact your administrator.



Location Services

Allows the mobile application to obtain GEO Spatial data. This provides a mechanism to validate the property location.

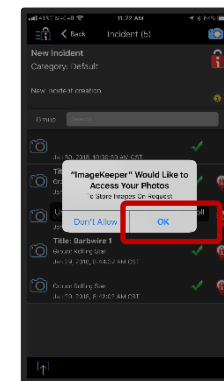
Tap "Allow"



Camera Access

Allows the mobile application to access & utilize the camera sensor on the mobile device.

Tap "OK"

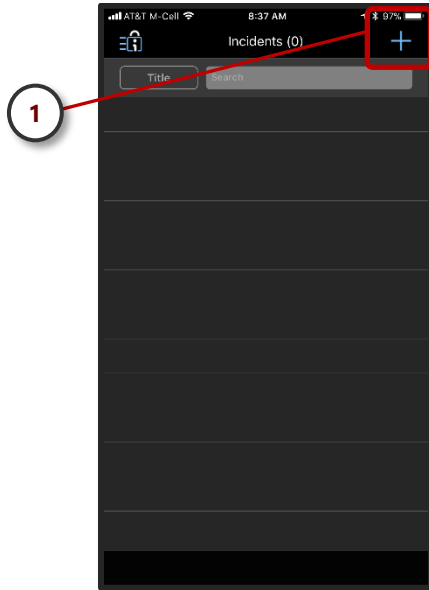


Photos Access

Allows the mobile application to access your Photo Roll. The enables the ability to store a copy of all photos taken to your photo roll for later use.

Tap "OK"

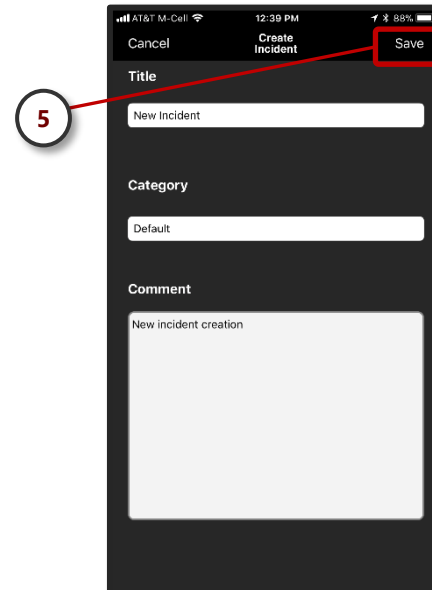
Select the New Incident Icon +
Located in the upper right-hand corner



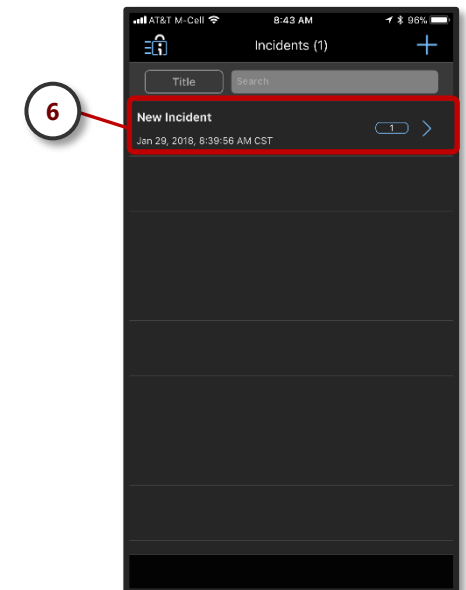
Enter the Title, Category, and a Comment
Title & Comment are text fields; Category is a selection



Save Your data or modifications
All information provided will be saved



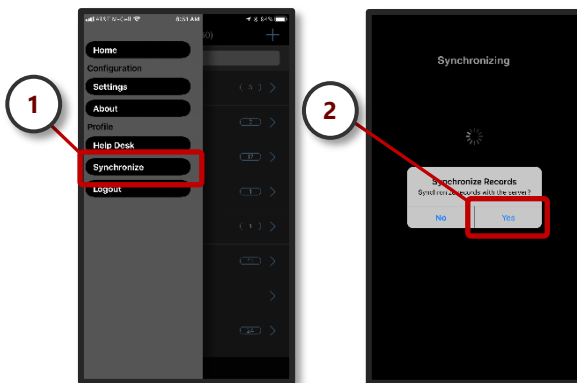
Newly Created Incident
The new incident will be displayed on the Incident Screen



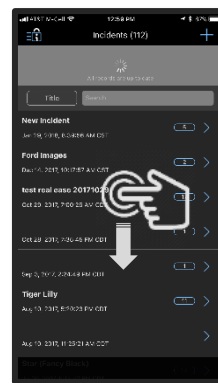
Running the ImageKeeper Mobile Application in Areas with Limited, or No, Connectivity

The ImageKeeper Mobile Application was developed to operate in areas with limited to no connectivity. Before entering these areas, you must be signed into the application and have **Not** manually logged out via the menu. While in these types of areas, you can continue to create Incidents and or capture Media normally. Once you've re-established connectivity the information can be upload by on a claim by claim basis, or by simply performing a Synchronization from the applications main menu.

Full Synchronization
Initiated from the Main menu

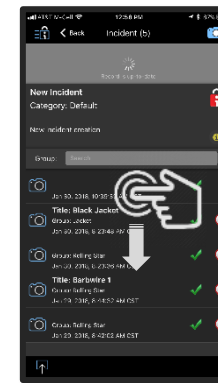


Sync'ing an individual Incident
Achieved by pulling down the Incident Page



1. Pull down on the screen using your finger or stylus.
2. The screen will move down displaying the upload progress indicator.
3. Once complete, the screen will snap back to place.

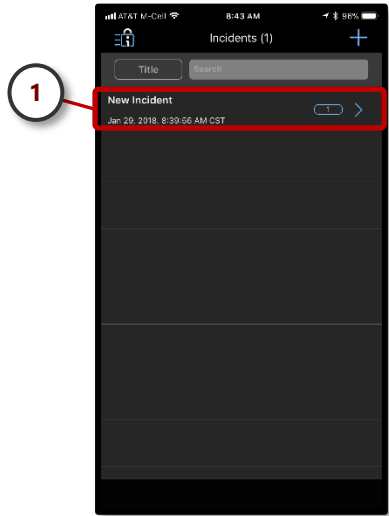
Sync'ing an individual Incident's Media
Achieved by pulling down the Incident Media Page



1. Pull down on the screen using your finger or stylus.
2. The screen will move down displaying the upload progress indicator.
3. Once complete, the screen will snap back to place.

** A cellular or WIFI connection is required for Voice-To-Text

Select Incident to Add Media
Locate & Tap the Incident Record



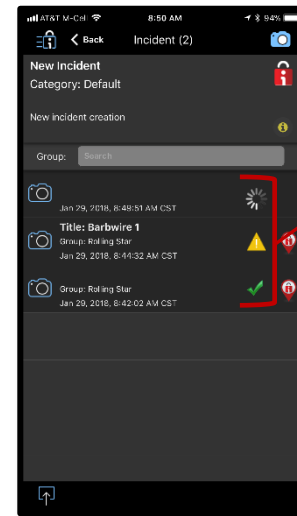
Tap the Camera Icon
Initiate the camera viewport



3



Reviewing Captured Photos Status
Access to Photos & Ensure Upload Success



Photos Status Symbols

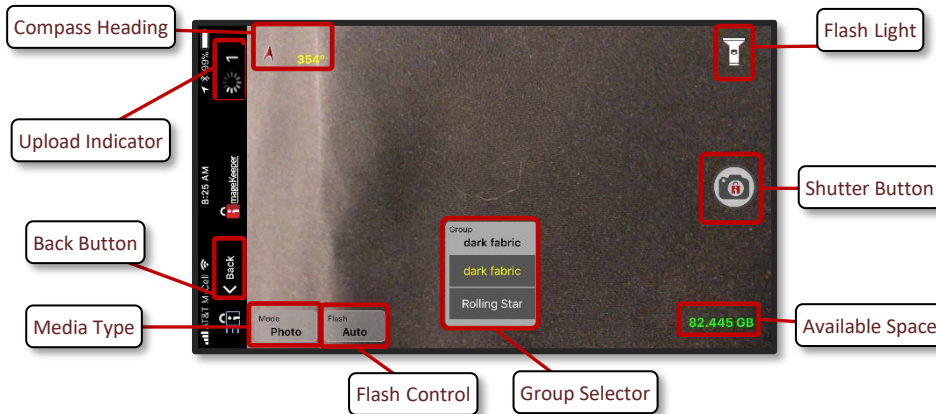
- Upload in Progress
- Successfully Uploaded
- Upload Required

The upload process for any photo requiring to be uploaded can be initiated by 1 of 2 options:

1. *Swipe down on the "Media" screen with your finger to initiate the synchronization for the current claim.*
2. *Synchronize the mobile device using the "Synchronize" option under the mobile applications main menu*



The Camera Viewport



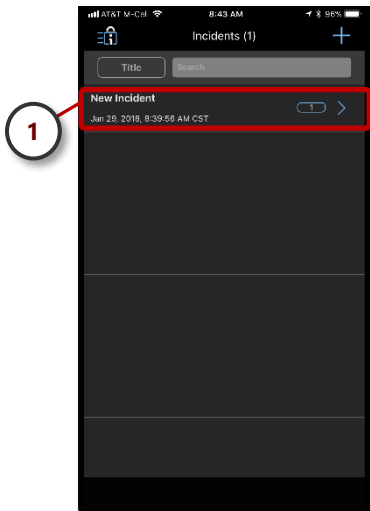
Tips to achieve highest media quality

- Capturing media in Landscape Mode provides the best results.
- The area of interest should be contained completely within camera viewport.
- Allow the camera to completely focus before pressing the shutter button
- Hold camera as steady as possible (both before and after you trigger) push trigger and continue to hold camera for an instant after triggered to gain very crisp images.
- If possible, always have the sun, or other light source, behind you when taking photos
- Occasionally, when you take a picture pointing straight down the image will show up in the portal in portrait mode due to inherent phone accelerometer errors.

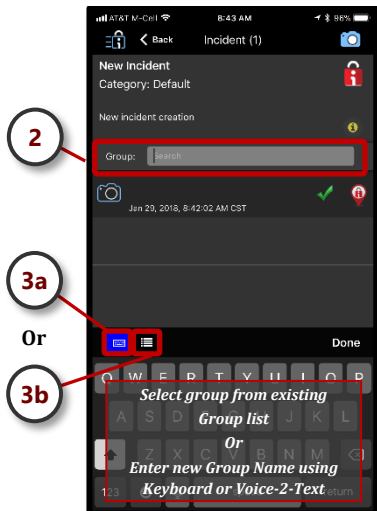
Quick Start
1.4

Working with Media – Groups (Media Segregation Groups)

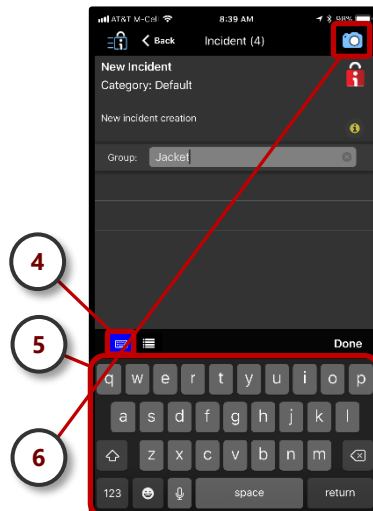
Select Incident with Media
Locate & Tap the Incident Record



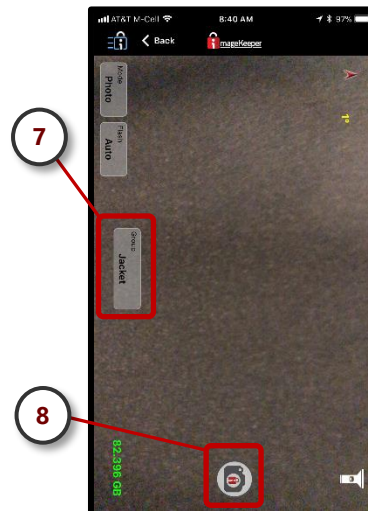
Tap the Group Search Box
Initiates the Group Selector / Creator



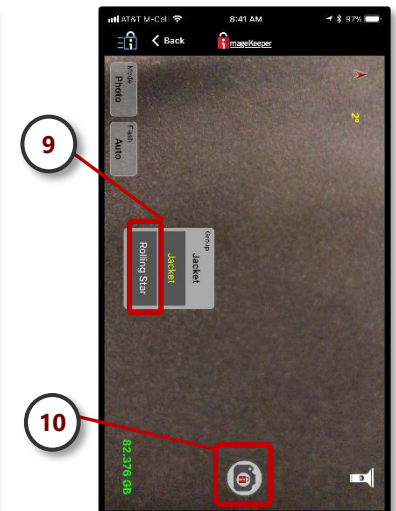
Create a New Group
Add a new group then immediately take Photo



Next Photo is placed in the New Group
Group name indicated on Group Selector

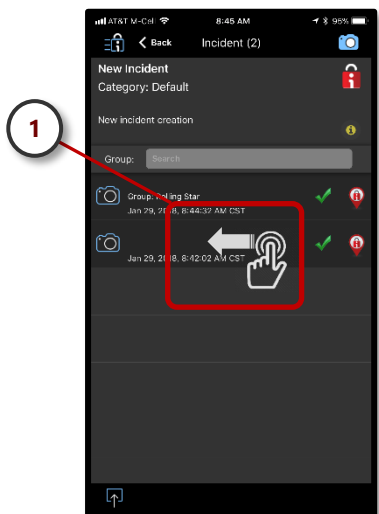


Next Photo to Different Group
Select Target group from Group Selector



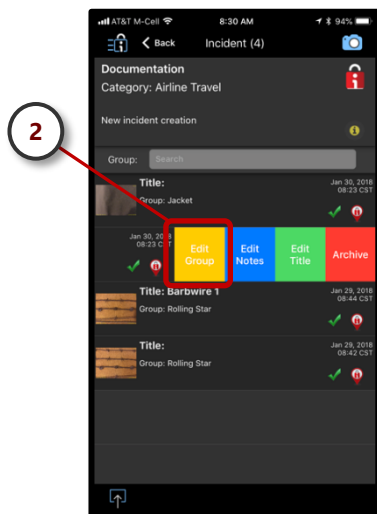
Edit Photo Group

Slide Media Record to the left with your finger



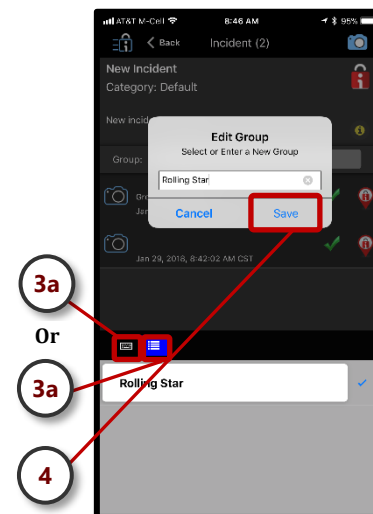
Select "Edit Group" in Quick Edit Control

Initiates the Group Selector / Creator

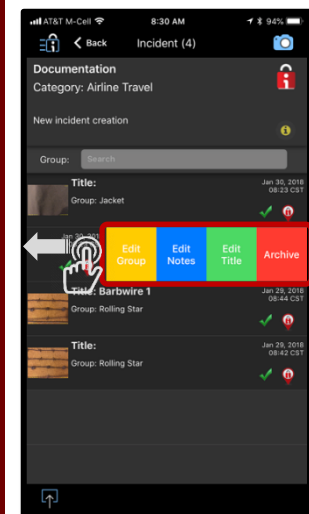


Select Existing or Create a new Group

The Title has been added & uploaded



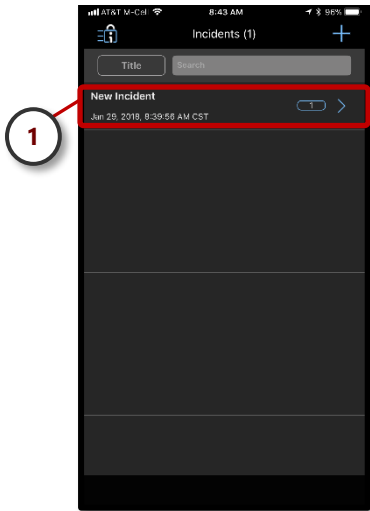
The Media Quick Edit Control Options



1. **Edit Group** – Allows a Group to be quickly added, changed, or created for an individual media.
 2. **Edit Notes** – Allows Notes to be quickly added or modified for an individual media.
 3. **Edit Title** – Allows a Title to be quickly added or modified for an individual media.
 4. **Archive** – Allows the media creator to archive a media. Performing this action marks the media as Archived preventing it from being displayed in the mobile application and from being used in a Photo Sheet.
- Note: Once a media is archived a domain administrator is the only user who can restore the archived media.*

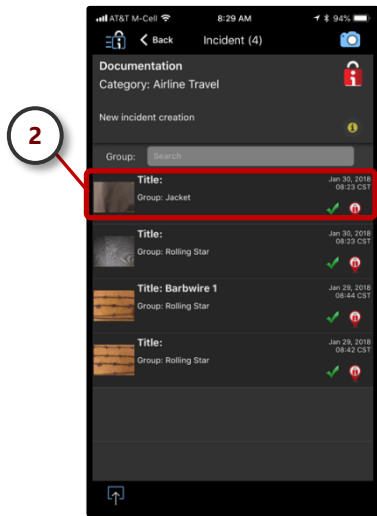
Select Incident with Media

Locate & Tap the Incident Record



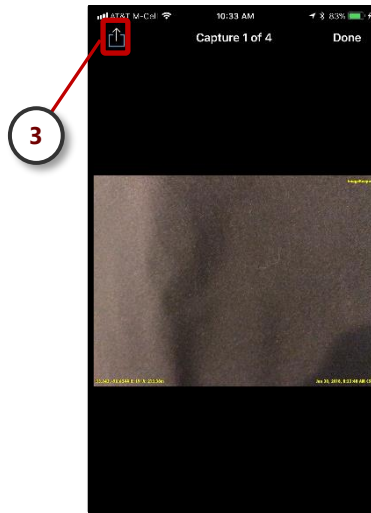
Select a Media Item from the List

Tap the desired media once located



Tap the Action Menu

Once selected the Action menu will be displayed



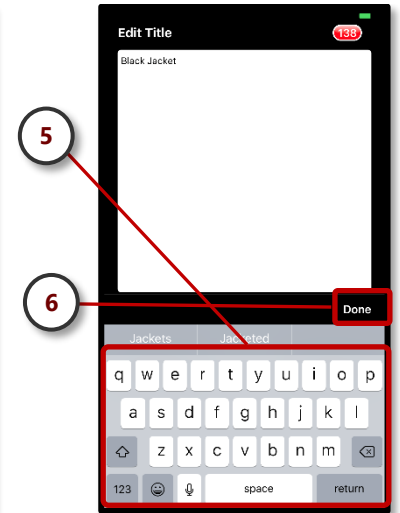
Select "Edit Title" From Action Menu

This will display the Edit Title Screen



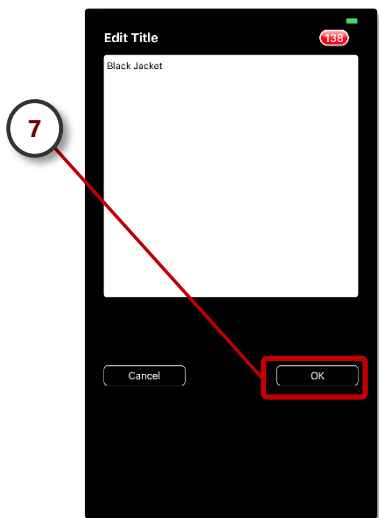
Enter the Title

Using the keyboard or Voice-to-Text



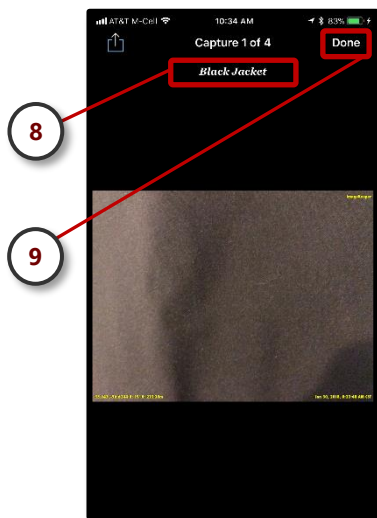
Verify Title & Close Screen

After your satisfied with Title tap "OK"



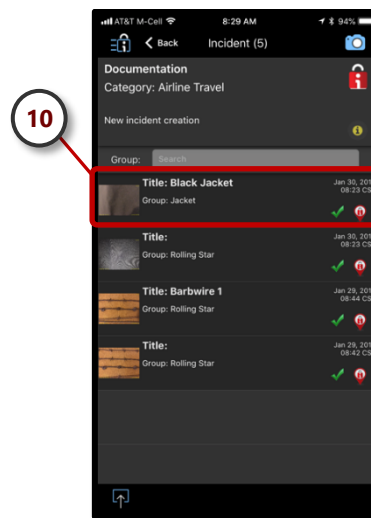
View Title

To complete, tap "Done"



Observe the newly added Title

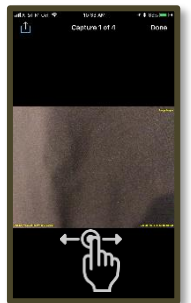
The Title has been added & uploaded



Tips when Adding Titles – Locating an Image

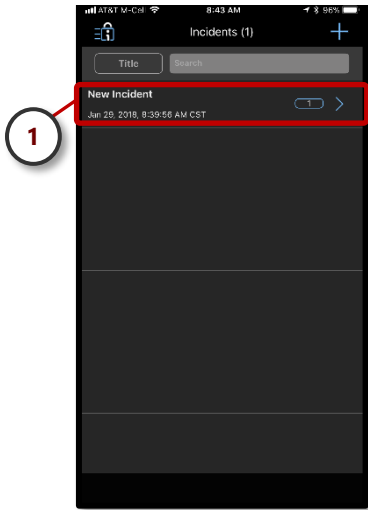
To locate a specific image, open an image to bring up the capture review screen (i.e. Depicted in step 3). From this screen, you can cycle thru the images by swiping left or right on the image with your finger. Once you've located the desired images, simply select the Action Menu Icon and continue with set 4.

The Title / Note on any image can be appended to or removed at any time.



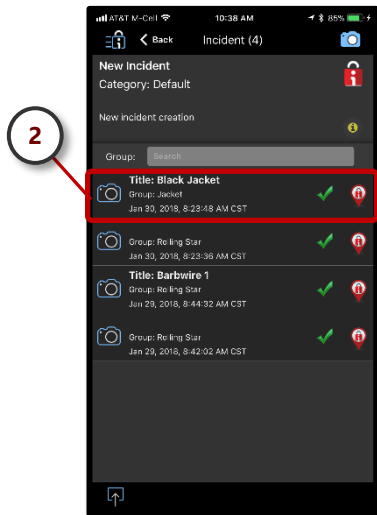
Select Incident with Media

Locate & Tap the Incident Record



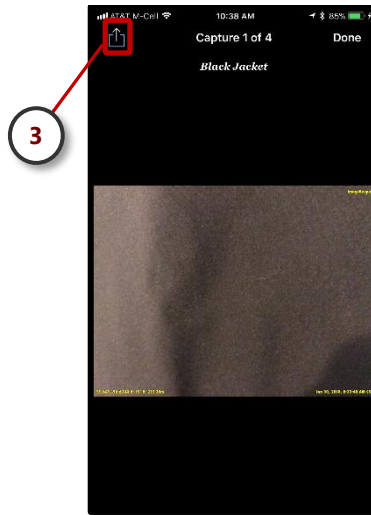
Select the Desired Media

Tap the desired media once located



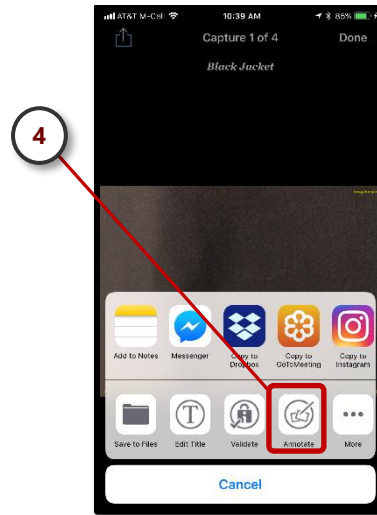
Access the Action Menu

Once selected the Action menu will be displayed



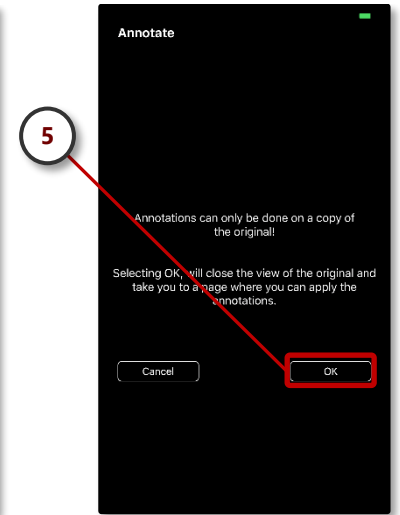
Select "Annotate" From Action Menu

This will display the Annotate Screen



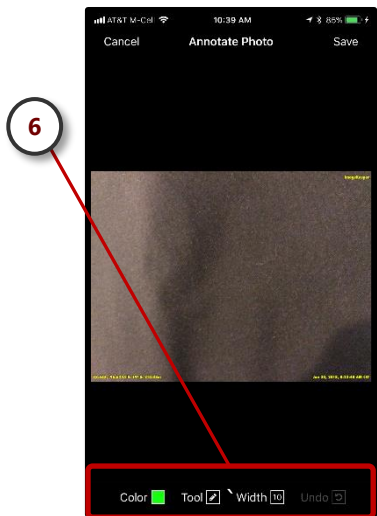
Confirm to Create a Copy

Original Images cannot be modified



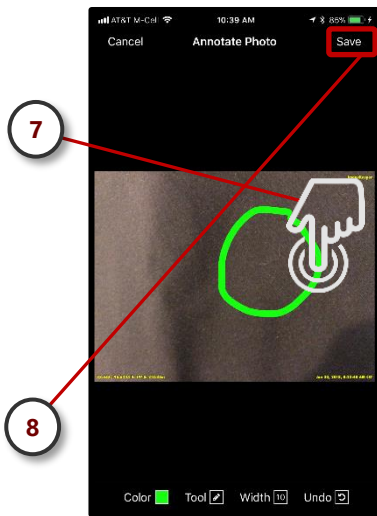
Select the Type of Annotation

Optional colors, widths, tools can be defined



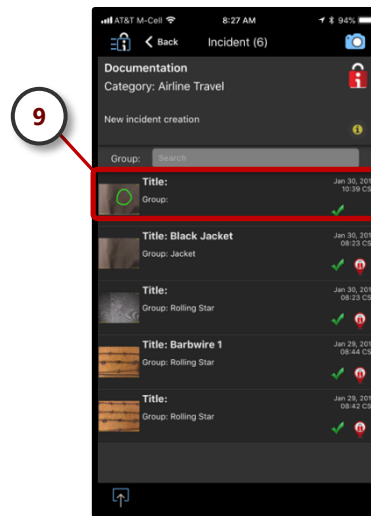
Add the Annotation

Using your finger add the annotation



Observe New Annotated Image

The new image will be displayed in the Media List



Notes About Annotations

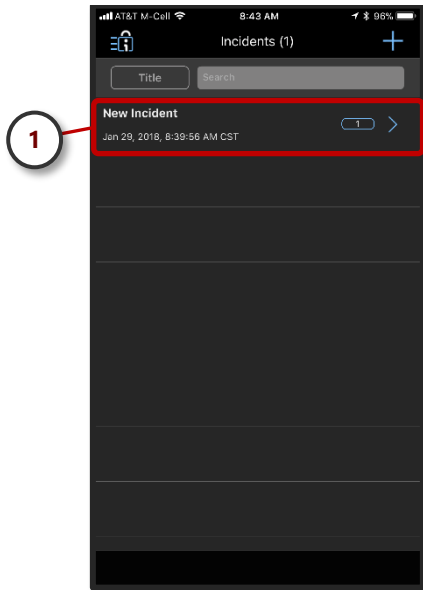
As noted in the Step 5, the original image may never be modified so to enable annotations a copy of the original is created and attached to the claim.

Annotations can be used to callout specific areas within the image. A variety of annotation tools are provided.

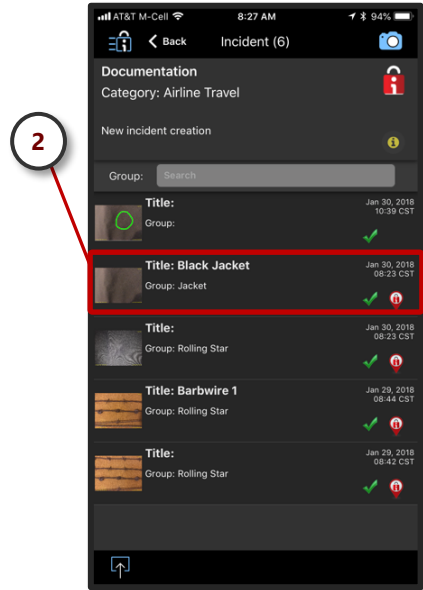


Available Annotation Tools

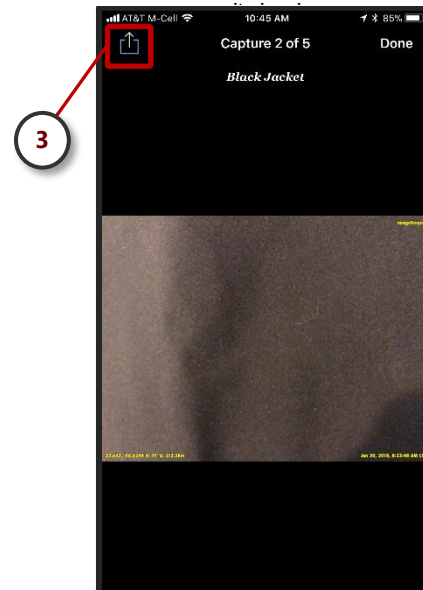
Select Incident with Media
Locate & Tap the Incident Record



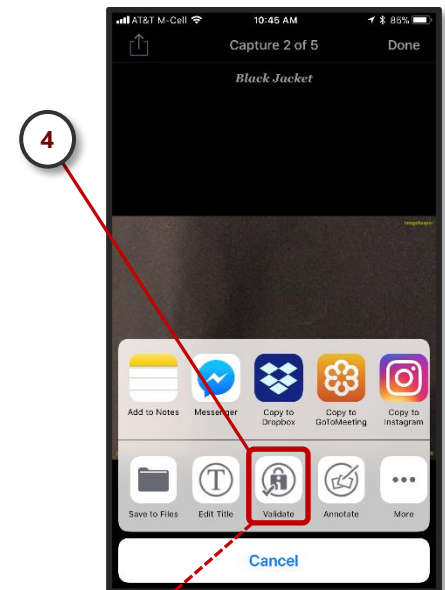
Select a Media item from the list
Tap on the media record with your finger or stylus



Access the Action Menu
Once selected the Action menu will be



Select "Validate" From Action Menu
This perform a Certification check on the selected Media



Media Validation Results

Certified Media
Verifiable Certified Media Captured by ImageKeeper

Non-Certified Media
A Media from an unverifiable Source

Or

The 'Media Validation Results' section shows two possible outcomes. On the left, 'Certified Media' is shown as a dark overlay with the text 'Certified Media' and 'Certified By imageKeeper'. On the right, 'Non-Certified Media' is shown as a dark overlay with the text 'Certification Failed' and a yellow warning triangle. A vertical double-headed arrow with the word 'Or' is placed between the two screenshots.

** Media Validation may also be performed on the ImageKeeper Web Portal

