

HOVER

HOVER transforms smartphone photos into an accurate 3D model, providing line lengths and surface area measurements for every facet of the home. HOVER can then generate roof and exterior diagrams, automatically transferring them to Symbility when complete.

You can work with HOVER from both Claims Connect and Mobile Claims. In order to do so you must have a HOVER account created. Please contact your Account Manager or the Symbility support team to create a HOVER account for your company.

Enabling HOVER in Claims Connect

Once your HOVER account is created, you'll need to enable HOVER from Claims Connect.

Note: If your Symbility company settings are configured to use company login then you do not have to enter HOVER credentials as all users will share the same HOVER account.

To enable HOVER in Claims Connect follow the steps below:

1. Log in to Claims Connect.
2. Click your name in the top right-hand corner.
3. Click Integration Partners under the Admin heading.
4. Select the HOVER tab at the bottom of the Integration/Interface Partners page.
5. Enter your HOVER account username and password.

Note: Within the HOVER tab there are headings for both Administrators and Users. Make sure you scroll down and are entering your credentials under the appropriate heading depending upon your individual role. Only one Symbility admin user needs to enter HOVER admin credentials and it will apply to all users in your company. If another Symbility admin enters HOVER admin credentials, it will overwrite the previously entered credentials.

Administrator

HOVER administrator account credentials:

Email: justin+symbolity1@hover.to
Password:

Automatically import in the claim:
☐ HOVER receipt
☒ HOVER photos

Save Clear Cancel

User

Please enter your HOVER account credentials:

Email: justin+symbolity3@hover.to *
Password:

Save Clear Cancel

SkyMeasure EagleView Accurrence MSB BVS Express MSB RCT Express WeatherFusion Video Connect The Home Depot CoreLogic Commercial Express HOVER

6. Click Save.

With HOVER enabled you'll now be able to create and import HOVER jobs, generate diagrams, and work with all job information such as photos, measurements, XML files, and receipts.

Setting Up HOVER Notifications

You can set up Notifications in Claims Connect (See "Notifications") to receive status updates on HOVER jobs via email or SMS. When enabled, you'll be notified when a HOVER job is imported either manually or automatically into a claim.

	HOVER	Internal
The HOVER job has been created.	<input type="checkbox"/>	<input type="checkbox"/>
The HOVER job is waiting for approval.	<input type="checkbox"/>	<input type="checkbox"/>
The processing of the HOVER job failed.	<input type="checkbox"/>	<input type="checkbox"/>
The HOVER user requested corrections or uploaded new pictures.	<input type="checkbox"/>	<input type="checkbox"/>
The HOVER job has been completed and imported.	<input type="checkbox"/>	<input type="checkbox"/>
The HOVER job was cancelled.	<input type="checkbox"/>	<input type="checkbox"/>

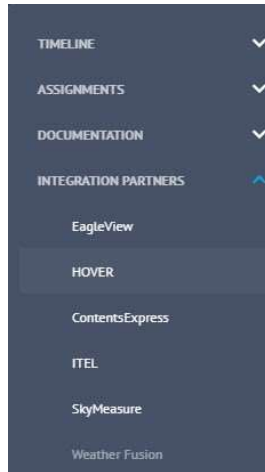
Working with HOVER in Claims Connect

HOVER jobs are typically transferred automatically to Claims Connect. The transfer occurs when the claim number matches in both HOVER and the claim file. If Claims Connect cannot transfer the job automatically, likely because the claim number was entered into HOVER incorrectly, then the user can import the job manually. You can also create a HOVER job directly within Claims Connect.

Manually Importing HOVER jobs in Claims Connect Follow

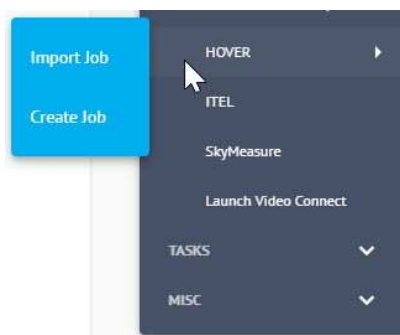
these steps to manually import HOVER jobs in Claims Connect:

1. Open a claim in Claims Connect.
2. Within the action panel displayed on the right side of the screen, select Integration Partners.
3. Click HOVER.



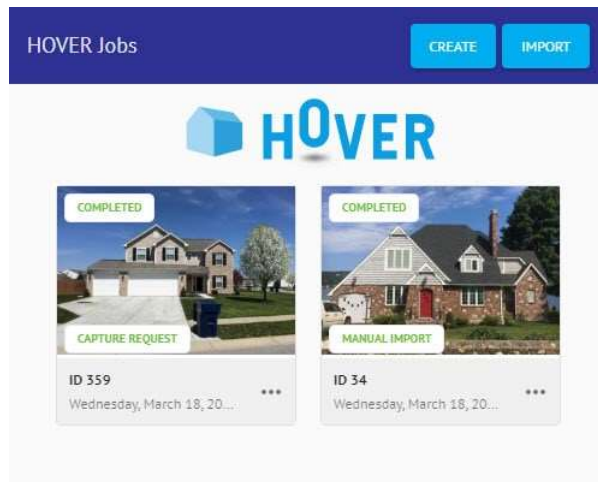
Note: If you're viewing Claims Connect on a mobile device with a smaller screen you may need to click the "... " symbol to locate IntegrationPartners.

4. You'll see the option to Import Job or Create Job. Here we'll explore the Import Job option. Select Import Job.

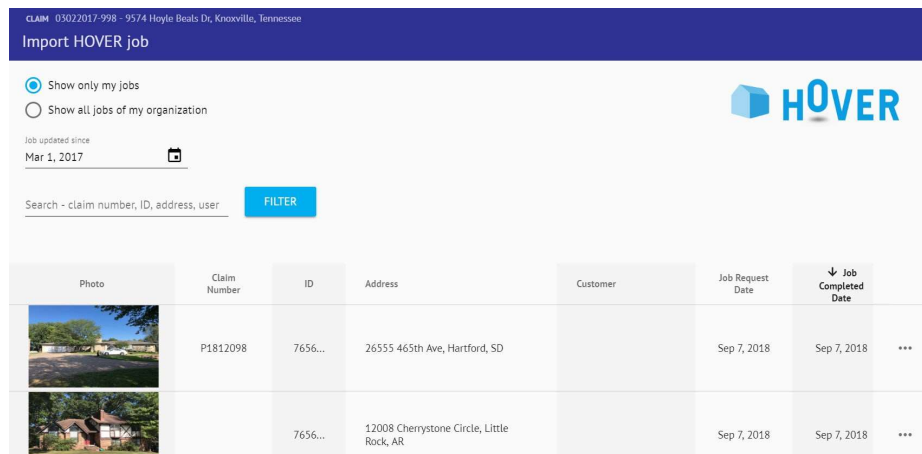


Note: If you have previously imported HOVER jobs, you will not be presented with the choice to Import or Create, rather, you will be taken directly to the Hover jobs window and from there you will be able to Import.

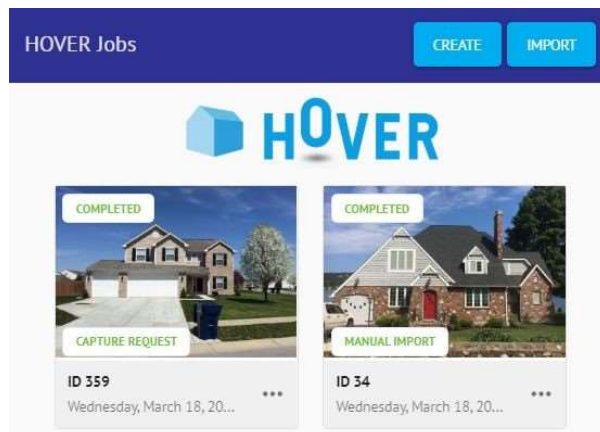
5. You'll now see the Import HOVER job window. This shows you all HOVER jobs along with their current status. In the top right-hand corner, you have the option to Create or Import. Click Import.



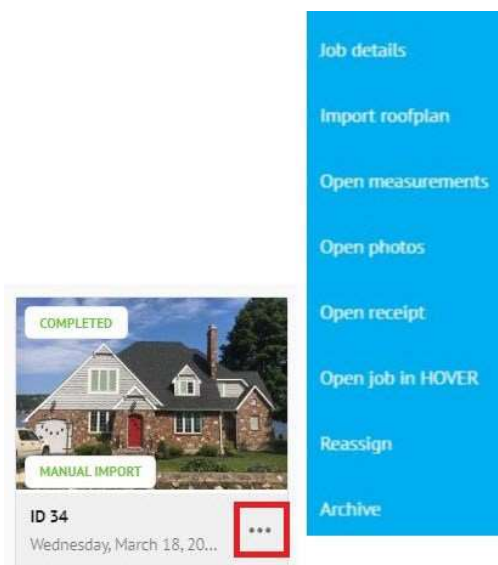
6. This opens the Import HOVER job window and shows you all of the available HOVER jobs to select from. Filter the jobs by choosing to show only your HOVER jobs (all jobs associated with your HOVER username), to view all jobs of your organization, jobs updated since a specific date of your choosing, or search for a job based on a claim number, HOVER job ID, address, or username.



7. Click the job you'd like to work with. You'll then be prompted to select Import.
8. Click Import.
9. Now that the HOVER job has been imported into your claim you'll see the HOVER Jobs window displaying all imported jobs. You can click the "..." symbol to see all of your available options.



Note: Clicking Import in the top right-hand corner of this screen will return your view to the Import HOVER Job window where you can select a different job to import..



Note: Reassign - When the user owns a HOVER job they can reassign the job to another claim participant who also has a HOVER account. When the reassign command is used to transfer ownership of a job in HOVER, the job will then appear in the property list of the assigned user.

Note: Archive - When the user owns a job, they can use the archive command. This command removes the job from the property list in HOVER and it will no longer be possible to import the job in Symbility. The capture request will be deleted if the process had not already been initiated.

Archive can be used if the job was inadvertently created or no longer needed.

Manually creating HOVER jobs in Claims Connect

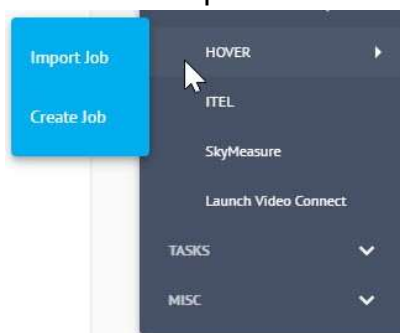
Follow these steps to manually create HOVER jobs in Claims Connect:

1. Open a claim in Claims Connect.
2. Within the action panel displayed on the right side of the screen, select Integration Partners.
3. Click HOVER.

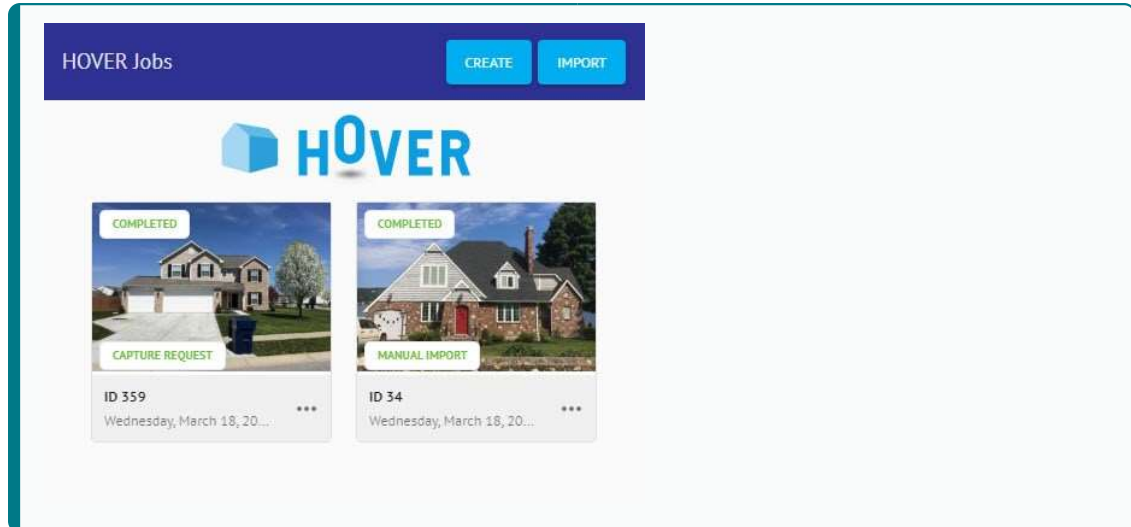


Note: If you're viewing Claims Connect on a mobile device with a smaller screen you may need to click the "..." symbol to locate Integration Partners.

4. You'll see the option to Import Job or Create Job. Here we'll explore the Create Job option. Select Create Job.



Note: If you have previously imported HOVER jobs, you will not be presented with the choice to Import or Create, rather, you will be taken directly to the Hover jobs window and from there you will be able to Create a HOVER job.



5. Here you'll see the Create HOVER job window. You can specify who will be doing the capture, who will the request be sent to, and the property to capture.

CLAIM 20200407-001 - Judith Parker

Create HOVER job REQUEST

WHO WILL BE DOING THE CAPTURE?

☒ Me (Patrick Ludwig)

☐ Insured

☐ Claim participant

☐ Other Name: Patrick Ludwig

SEND THE REQUEST TO

Email
pludwig@mail.com
Example: email@email.com

Phone Number
(877) 901-8711
Example: +1 (555) 555-5555

PROPERTY TO CAPTURE

Address line 1 *
1086 Barnes Street

Address line 2

Postal/Zip code *
32805

City *
Orlando

State *
Florida

6. Select Request in the top right-hand corner.
7. You'll then be prompted to Create or Cancel. Click Create.

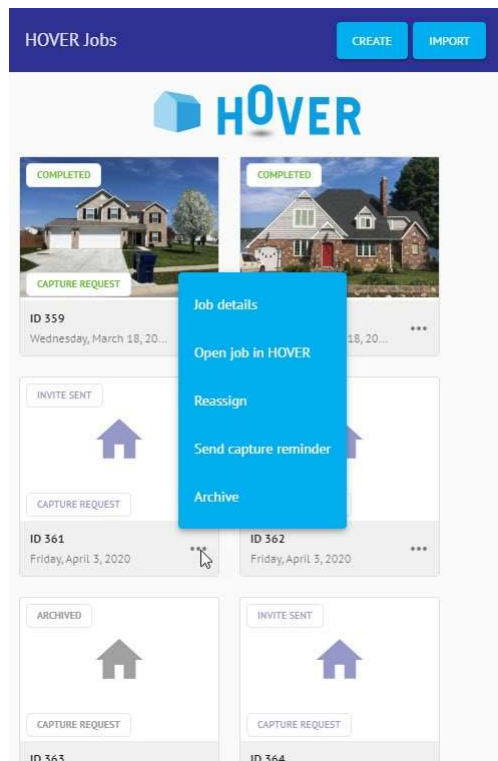
Create HOVER job?

CANCEL CREATE

8. You'll see a message across the bottom of your screen that the HOVER job was successfully created.

HOVER job successfully created. DISMISS

9. In the HOVER Jobs window on the right-hand side, you'll see that the HOVER Job has been created and is represented here. You can monitor the status here and view additional options by clicking the '...' in the bottom righthand corner.



Note: Reassign - When the user owns a HOVER job they can reassign the job to another claim participant who also has a HOVER account. When the reassign command is used to transfer ownership of a job in HOVER, the job will then appear in the property list of the assigned user.

Note: Archive - When the user owns a job, they can use the archive command. This command removes the job from the property list in HOVER and it will no longer be possible to import the job in Symbility. The capture request will be deleted if the process had not already been initiated. Archive can be used if the job was inadvertently created or no longer needed.

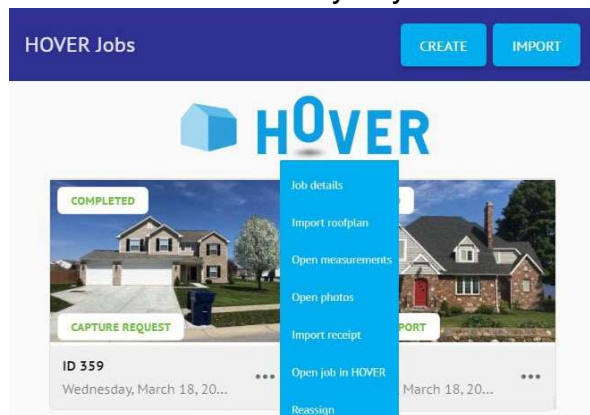
10. After you've created the HOVER job the designated user (participant, policy holder, etc.) will receive the request by SMS message or email. They will be prompted to install the HOVER app and given instructions to capture the required photos. HOVER will then create a 3D model and the PDF report, photos, invoice (optional), roofplan diagram will all be transferred back to Symbility and automatically added to the claim file. If you've set up your HOVER notifications, you'll be notified when this occurs (See "Notifications").

Note: Only Complete measurement type is supported when sending capture requests to insureds or other users that do not have HOVER accounts.

Generating HOVER Diagrams in Claims Connect

Once a HOVER job has been imported you can generate a roofplan and exterior diagram in Claims Connect.

1. From the HOVER Jobs window select the "..." symbol underneath the image thumbnail. This shows you your available actions.



Note: If the HOVER Jobs window is not currently displayed you can view it by clicking Partner Integrations in the action panel and selecting HOVER (see steps 1-3 above, in Manually Importing HOVER Jobs).

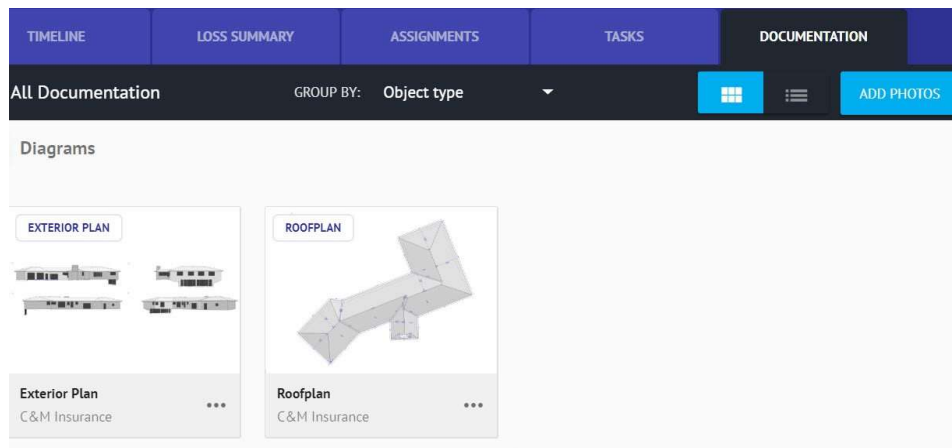
2. Click Import roofplan. You'll be prompted to confirm the import, to do so, select Import.

Import roofplan?

CANCEL

IMPORT

3. The roofplan and exterior diagrams have now been generated and are available under Documentation. Select the Documentation tab.





Note: If you choose to Import receipt or Open photos from the "..." symbol, these elements will also be found in the Documentation tab. If you select Open measurements, you'll view a PDF file with all HOVER information displayed.

Working with HOVER in Mobile Claims

HOVER jobs are typically transferred automatically to Mobile Claims. If the claim number matches in both HOVER and the claim file the transfer will occur when the user synchronizes in Mobile Claims. If the job cannot transfer automatically, likely because the claim number was entered into HOVER incorrectly, then the user can import the job manually.

Manually Importing in Mobile Claims

Follow these steps to manually import HOVER jobs in Mobile Claims:

1. Open a claim in Mobile Claims.
2. If the HOVER node is not already open, click on the + sign to open it in the Claim Explorer.

3. Select Import HOVER job.

4. You'll now see the Import HOVER job window. This shows you all available HOVER jobs to select from. Filter the jobs by choosing to show only your HOVER jobs (all jobs associated with your HOVER username), to view all jobs of your organization, jobs updated since a specific date of your choosing, or search for a job based off of claim number, HOVER job ID, address, or username.



CLAIM: 03022017-998 - 9574 Hoyle Beals Dr, Knoxville, Tennessee

Import HOVER job

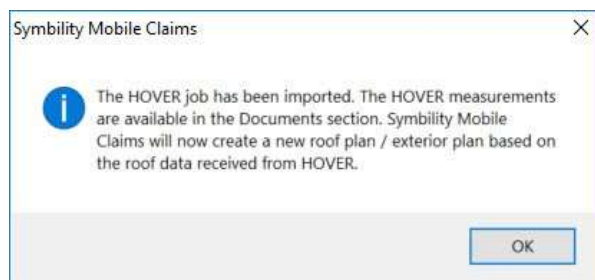
☒ Show only my jobs
☐ Show all jobs of my organization

Job updated since
Mar 1, 2017

Search - claim number, ID, address, user **FILTER**

Photo	Claim Number	ID	Address	Customer	Job Request Date	Job Completed Date	
	P1812098	7656...	26555 465th Ave, Hartford, SD		Sep 7, 2018	Sep 7, 2018	***
		7656...	12008 Cherrystone Circle, Little Rock, AR		Sep 7, 2018	Sep 7, 2018	***

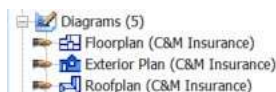
- Click the job you'd like to work with. You'll then be prompted to select Import.
- Click Import.
- You'll see this message stating that the HOVER job has been imported. Click OK.



Accessing HOVER Diagrams in Mobile Claims

As stated in the message seen in step 7 above, once a HOVER job has been imported, a roofplan and exterior plan are automatically generated based on the data received from HOVER.

To access the automatically generated diagrams, look through your Claim Explorer and select the desired diagram.



Note: You can also find the HOVER measurements PDF file and the Roofplan XML file under Documents, as well as HOVER photos under the Photos page within the Claim Explorer.

