

## Installing TrackDown (All Versions)

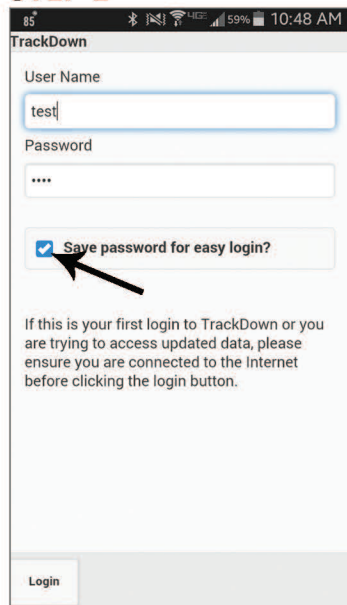
**For Apple/iOS devices:** Click on the iTunes store icon, then in the search bar at the top type in "TrackDown Government Edition". Click the install button to download the app.

**For Android devices:** Click on the Google Play Store icon, then in the search bar at the top type in "TrackDown Government Edition". Click the install button to download the app.

## Using TrackDown (All Versions)

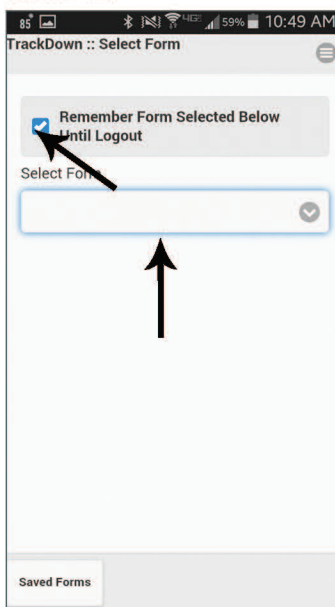
Open TrackDown by clicking on the icon that appears on your mobile device.

### STEP 1



Enter the **User Name** and **Password** provided to you by your Damage Assessment Coordinator. Check the box to "**Save password for easy login**" each time you access Trackdown. Now press the **Login** button.

### STEP 2

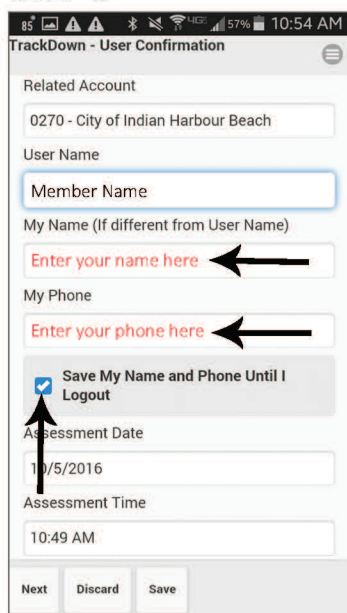


This will take you to the TrackDown form selection page. Press the checkbox above the form selection button to "**Remember this form until I logout**". This will tell the system to automatically start a new damage assessment after you submit your previous assessment, saving valuable time.

Now select, "Damage Assessment" from the **Select Form** dropdown

*\*Note: If you run into problems getting back into the login screen, close the app and log back in.*

### STEP 3



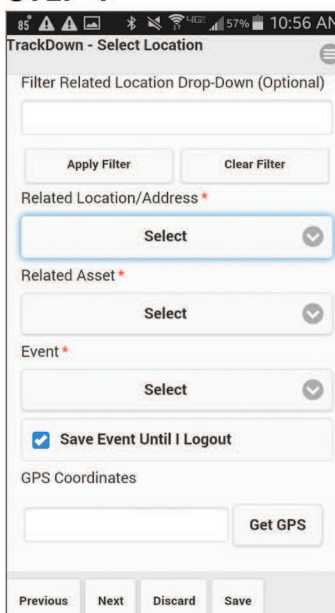
On the next screen, enter your name and phone number into the **My Name** and **My Phone** fields (highlight fields).

Then select the checkbox to "**Save My Name and Phone Until I Logout**"

Once you have entered your information on this screen, press the Next button to proceed.

*\*Note: The Assessment Date and Time that appear at the bottom of the screen and are not editable. This ensures that we have a record of the damage at the exact date and time of the assessment.*

### STEP 4



You are now on the Location and Event screen. Select the location by pressing **Related Location/Address** button.

Select the Location Prefix - Address combination that matches your location.

*\*Note: If you cannot find the Location in the drop-down, you can select, "Location Not Listed" to enter a NEW location.*

Once the Location is selected, press the Related Asset button. Select the Asset you are assessing for damage.

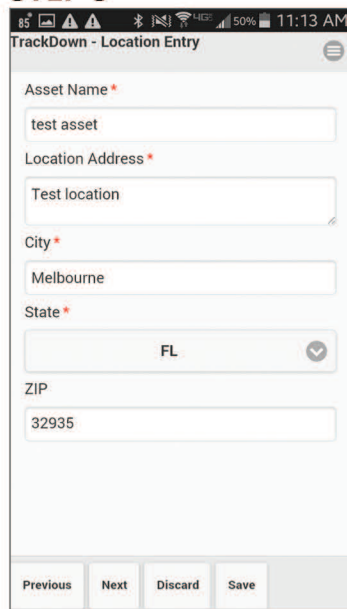
Next, press the **Event** button & select, **Hurricane Matthew**.

Press the Get GPS button to capture location. Click Next.



## Using TrackDown (All Versions)

### STEP 5

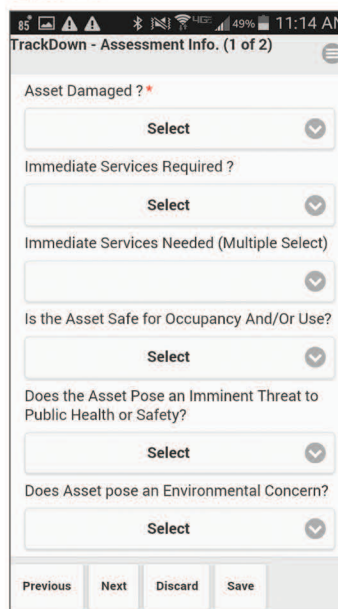


If you selected a **Location** and **Asset** from the list on the previous screen, go to **Step 6**.

If you chose “**Location Not Listed**” on the previous screen, the next screen will allow you to enter the Asset Name and Location Address, City and State. The ZIP field is optional.

Once you are finished, press the **Next** button to continue.

### STEP 6



From this screen, select whether the asset has damage.

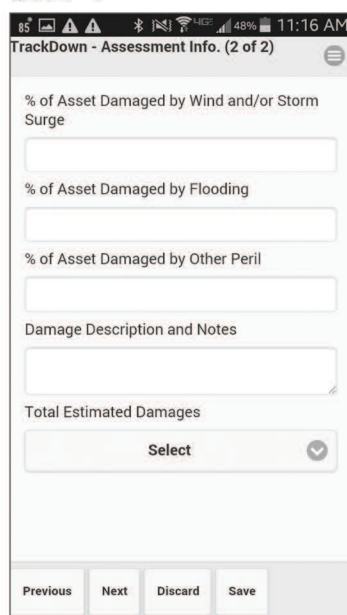
Press the Asset Damaged? button and select, Yes or No.

If you select, “No” the fields below will automatically populate and the screen will advance to save you time.

If you select, “Yes” then you can fill out the rest of the fields accordingly. Press the **Next** button to continue.

**Note:** Capturing assets that are not damaged is important during an event as it frees up response & recovery resources so they can be focused on the assets that need it the most.

### STEP 7



The next screen allows you to enter the percent of the asset damaged by Wind or Storm Surge, Flooding or Other Perils.

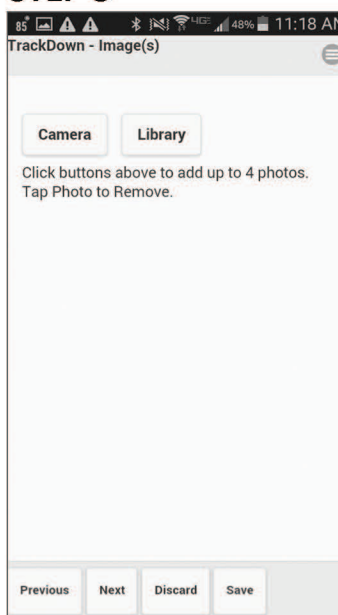
Enter your best guess here and don't worry about being 100% accurate.

These values will be used to provide estimates of damage once they are united with the insurance limits in our simpliCity online software

Next, press the Total Estimated Damages button to enter an estimated value of damages at that location.

Press the **Next** button.

### STEP 8



This screen will allow you to take up to 4 photos of the damaged asset.

Make sure you are safe while taking photos of damages.

If you have taken photos previously that are stored on your device, click on the **Library** button and locate them.

If you need to take the photos, click the **Camera** button. This will open up the Camera on your phone.

Take one photo of the entire building/asset and up to three more of the damages.

Press **Next** once finished.

### STEP 9



This screen is the final screen of the assessment. The **End Time** of the assessment will be auto-populated and is not editable.

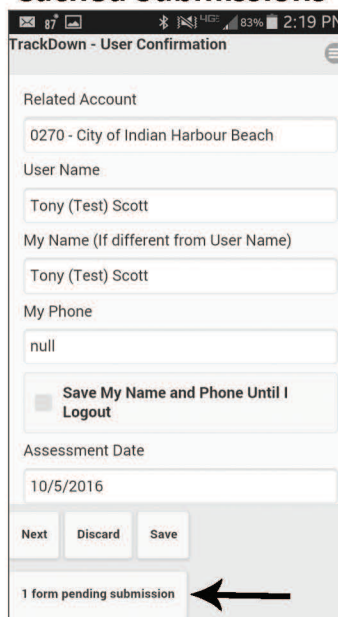
Enter your initials or sign the assessment in the grey box using your finger or stylus.

Press the **Clear** button if you want to erase the signature.

Press the **Submit** button to send the assessment to the online system. Pressing **Save** will NOT send it to the online system.

**Note:** If submittal fails, you will get an alert and it will save the cached form to your device. See the next step.

### Cached Submissions



If you experience a failed submission, it will be cached locally on your device. Your device can store as many submissions as your device's memory can hold.

The number of pending submissions will appear in a box at the bottom of the damage assessment **User Confirmation** screen (see arrow to the left).

Once you arrive at a location with Internet and your device gets connected, you can go back into the Damage Assessment form and click the **Forms Pending Submissions** button to resubmit.