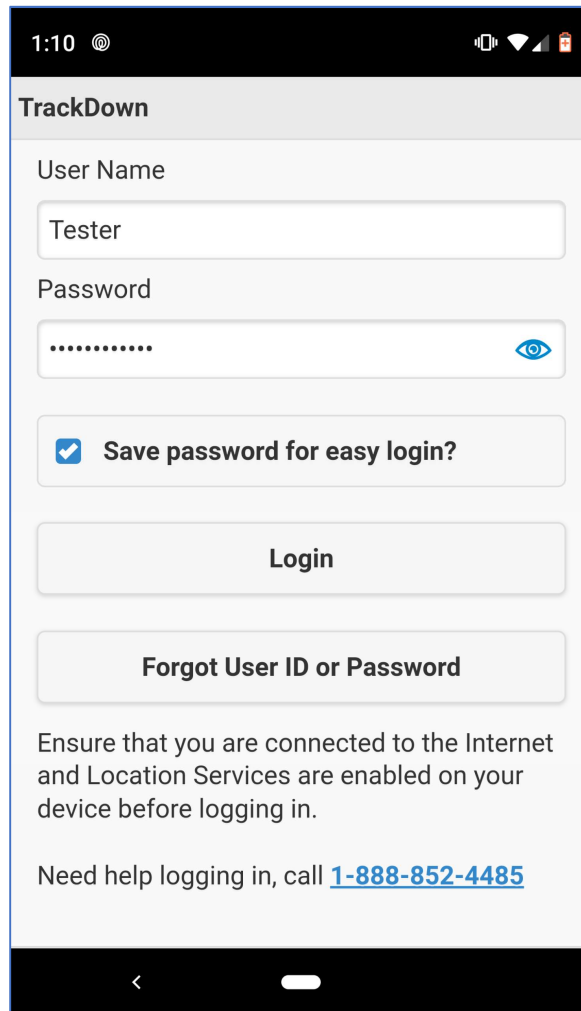


Trackdown User's Guide (V 7.2.8c)

Call 844.364.8228 with Questions/Issues



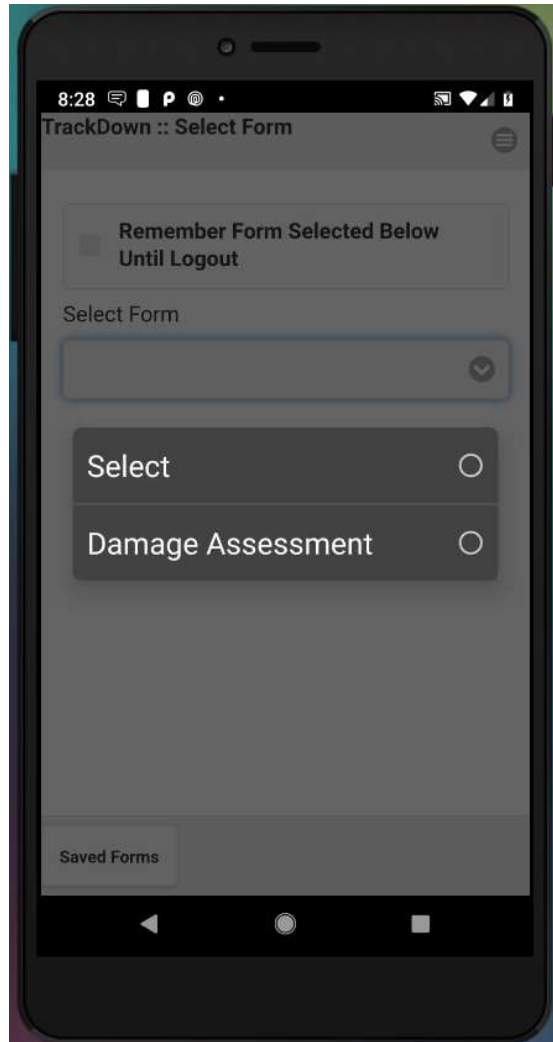
The screenshot shows the TrackDown mobile app interface. At the top, the status bar displays the time 1:10 and various icons. Below the status bar is a header bar with the text "TrackDown". The main content area contains a login form with the following elements:

- User Name:** A text input field containing the text "Tester".
- Password:** A text input field with masked characters (dots) and a toggle icon (an eye) to the right.
- Save password for easy login?:** A checkbox that is checked, with the text "Save password for easy login?" to its right.
- Login:** A large, light gray button with the text "Login" centered on it.
- Forgot User ID or Password:** A light gray button with the text "Forgot User ID or Password" centered on it.
- Instructions:** A paragraph of text stating: "Ensure that you are connected to the Internet and Location Services are enabled on your device before logging in."
- Help:** A line of text stating: "Need help logging in, call [1-888-852-4485](tel:1-888-852-4485)".

At the bottom of the screen is a black navigation bar with a white back arrow icon on the left and a white home indicator in the center.

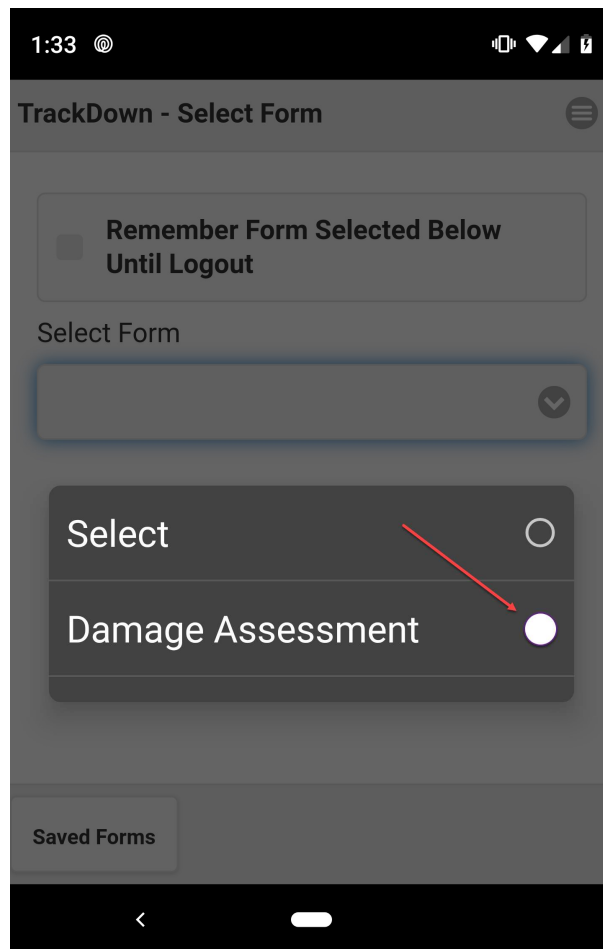
Logging Into Trackdown with Appropriate Credentials

- **Ensure Internet Connectivity & Location/GPS Services on your device are ON** when logging in for the first time or performing any type of Assessment.
- Login with the **Member User Name & Password** provided to you by FMIT/Synergy.
- Check the **“Save password for easy login?”** button
- **Click the Login** button.



Selecting Damage Assessment Form

- Select the, “**Remember Form Selected Below Until Logout**” to save the form selection you will make below.
- From the **Select Form** drop-down, select “**Damage Assessment**”.
- The application will automatically go to the next screen.
- If you have not selected to “Remember the Form” above, this selection process will be repeated as you complete each damage assessment.



Selecting Damage Assessment Form

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9:58 83°

TrackDown - User Confirmation

Member/Company

0885 - City of Panama City

My Name (Change to your name below) *

Panama City

My Phone (Where we can call you, if necessary)

850-872-3013

My Email (To receive a copy of Assessment. Separate multiple emails with comma) *

tmiller@pcgov.org

☐ Save Contact Information Above Until I Logout

Next Discard Save

1 form pending submission

User Confirmation Screen (You will replace existing information)

- Review the **Member/Company** field to confirm correct login.
- Update the **My Name** field with Your Name.
- Update the **My Phone** field with your Cell Number using ###-###-#### format:
- Update **My Email** with your Email Address.
- Check the “**Save Contact Information Above Until I Logout**” button.
- **Click the Next** button to go to the Next Screen.

(NOTE: In the image above, at the bottom of the screen, a **button displaying pending submissions appears**. This is where forms will appear if unable to upload during assessment due to connectivity issues. Once stable Internet is achieved, press the button to upload pending forms.)

DO NOT TURN OFF OR USE PHONE WHILE UPLOADING CACHED FORMS!

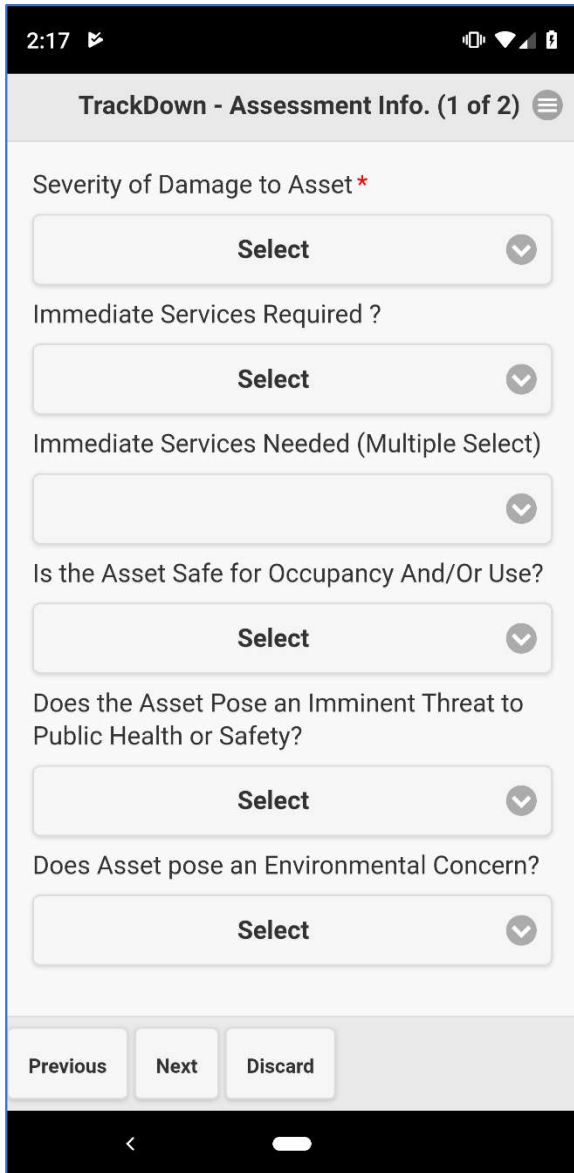
Before

After

Trackdown Select Location screen.

- Select the **Damaged Location** from the List (If not there, select, “**Location Not in List**”)
- Check the box to “**Save Location Until I Logout**” if doing multiple DAs at same address.
- Select the **Damaged Asset** from the List. (If not there, select “**Asset Not in List**”)
- Next, select the **Event**, which should be: **Dorian**
- The application will try to automatically capture GPS Coordinates. Make sure your Location Services are ON for your device. Press the **Get GPS** button to try again. If unable to gather the GPS Information, proceed without the information.
- Press the **Next** button to go to the next screen.

Before
After



2:17

TrackDown - Assessment Info. (1 of 2)

Severity of Damage to Asset *

Select

Immediate Services Required ?

Select

Immediate Services Needed (Multiple Select)

Select

Is the Asset Safe for Occupancy And/Or Use?

Select

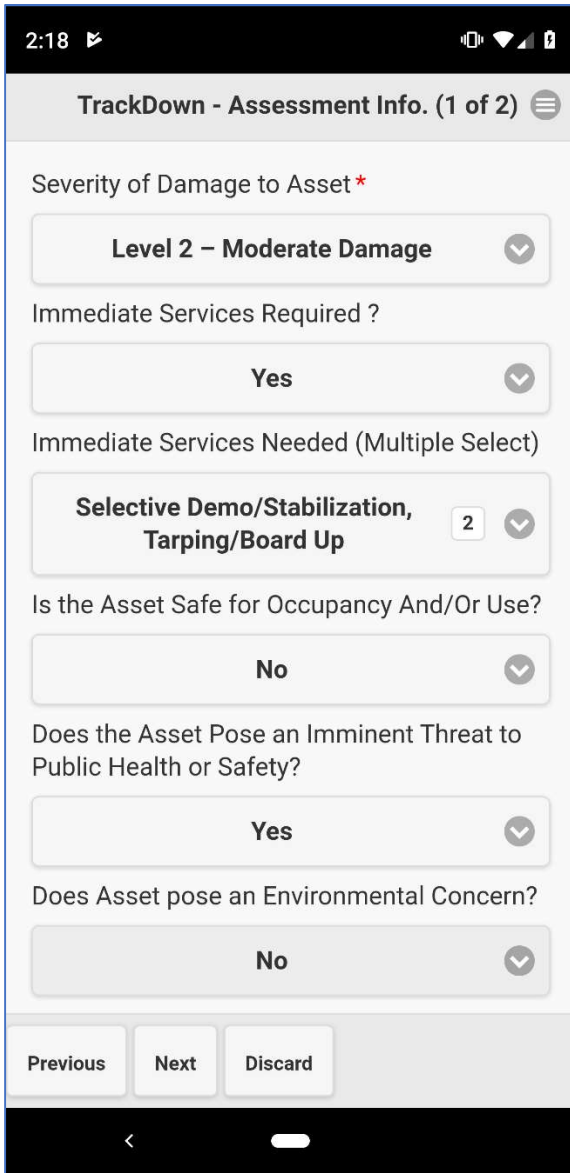
Does the Asset Pose an Imminent Threat to Public Health or Safety?

Select

Does Asset pose an Environmental Concern?

Select

Previous Next Discard



2:18

TrackDown - Assessment Info. (1 of 2)

Severity of Damage to Asset *

Level 2 – Moderate Damage

Immediate Services Required ?

Yes

Immediate Services Needed (Multiple Select)

Selective Demo/Stabilization, Tarping/Board Up 2

Is the Asset Safe for Occupancy And/Or Use?

No

Does the Asset Pose an Imminent Threat to Public Health or Safety?

Yes

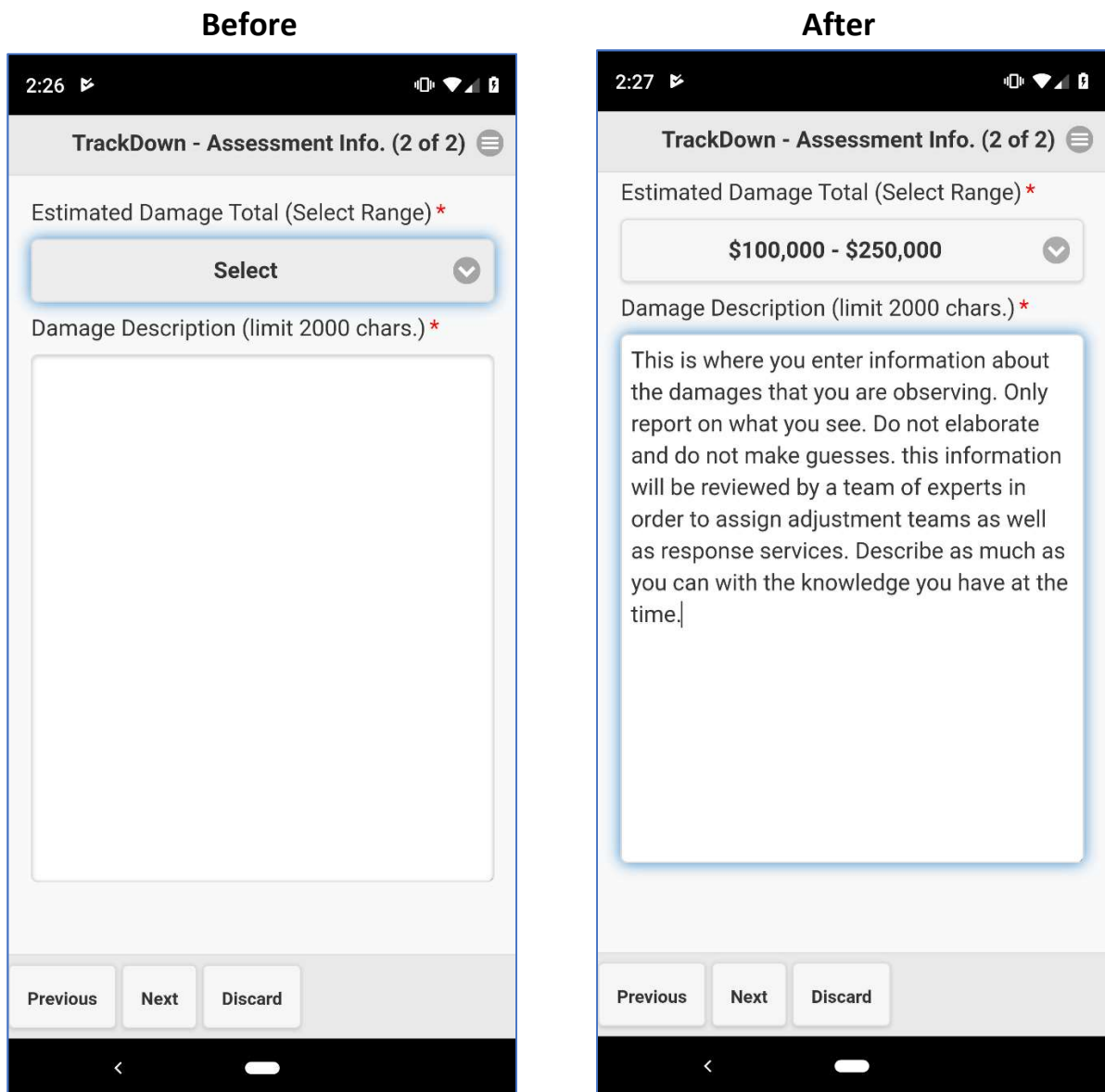
Does Asset pose an Environmental Concern?

No

Previous Next Discard

Trackdown Assessment Info (1 of 2) Screen

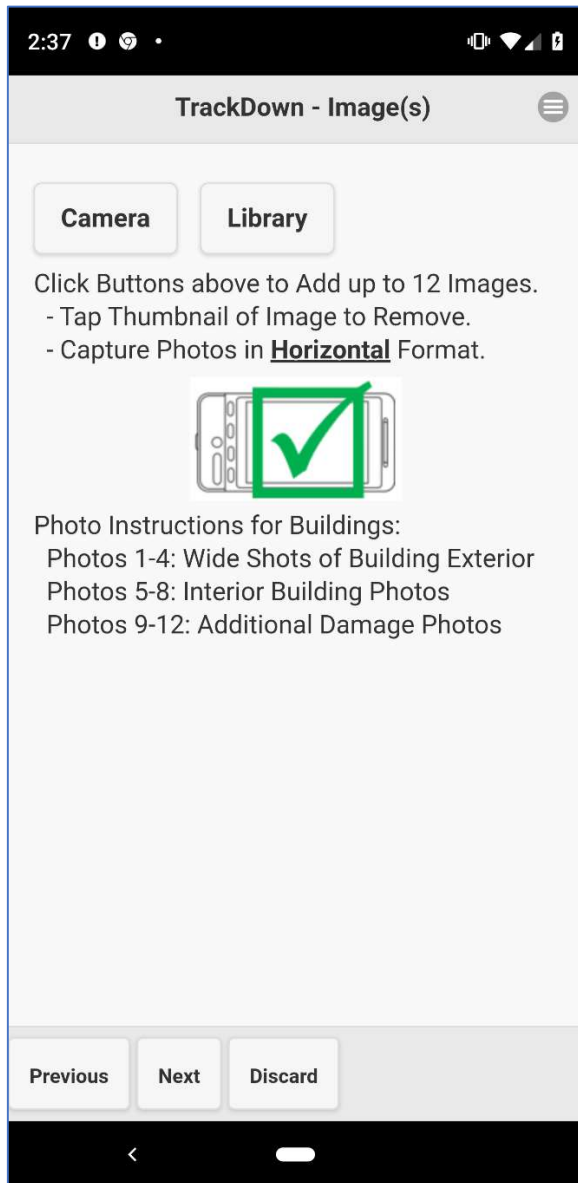
- In the **Severity of Damage to Asset** drop-down, select appropriate item from list.
Level 0 – No Visible Damage | Level 1 – Minimal Damage | Level 2 – Moderate Damage | Level 3 – Severe Damage
- If **Immediate Services Required?**, select **Yes**. (Note, use this primarily for Buildings)
- From the **Immediate Services Needed** drop-down, select any services which apply.
- Select answers to remaining fields (**Is Asset Safe, Does it Pose Imminent Threat, Environmental Concern**)
- Press the **Next** button to go to the next screen.



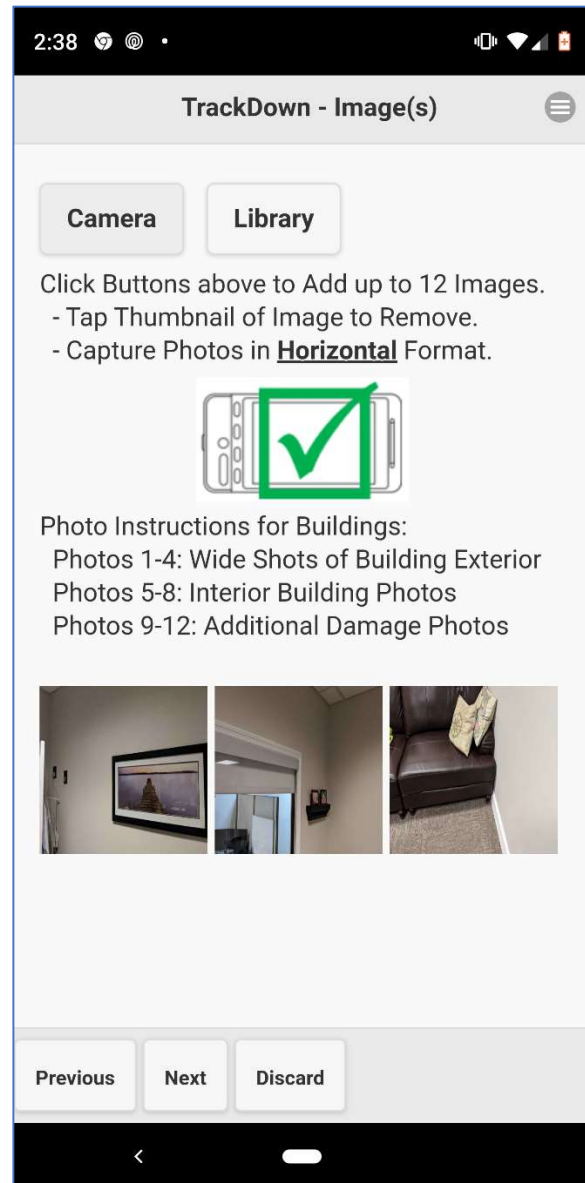
Trackdown Assessment Info (2 of 2) Screen

- Select an **Estimated Damage Total** amount. Make a **reasonable guess** using current information. Ranges provided allow you room for error in your selection.
- In the **Damage Description** field, enter only key information that will convey the type and extent of damages, as well as any key factors. Enter what you see and the extent of damages. Use words like, "Vertical water damage, damage to roof tiles and structure, damage to tile floors, etc..."
- **Do NOT indicate a cause of loss. Do NOT enter, "DORIAN caused..."** This will be determine later by professional loss adjusters. This field will allow you to use your microphone to dictate your notes by clicking the microphone icon.
- Press the **Next** button to go to the next screen.

Before



After



Trackdown Image Capture Screen

- Follow the on-screen instructions for Buildings, taking a **minimum of 8 and max of 12**.
- For smaller assets, like fencing, canopies, lights, etc., take at least 4 photos. More is better.
- If taking the picture while assessing damages, click the **Camera** button, which will activate the device's camera. **Take ALL photos with device in horizontal format (landscape).**
- If using pictures previously taken, click the **Library** button to locate photos on your device.
- Once a photo is captured, a small thumbnail image (see image above) will appear. **To remove a photo**, press on it & approve the removal confirmation that appears.
- Press the **Next** button to go to the next screen.

TrackDown - Signature

End Time

2:38 PM

Draw your signature

Clear

TS

Press the Next button below to review your inputs & then Submit on the Next Screen

Previous Next Discard

This is the **Signature** screen.

- The final data entry screen is the Signature screen.
- The **End Time** field is not editable.
- Using your finger or a stylus, quickly enter your initials or other identifying mark in the gray area.
- Press the **Clear** button to clear the signature.
- Press the **Next** button to go to Review screen.

The screenshot shows a mobile application interface titled "TrackDown - Review". It contains a section "Review and Submit" with instructions: "Review your form submission data below prior to submitting. Tap the 'Previous' button below to go back into the form and make changes." Below the instructions are several form fields: "Member/Company" (9999 - Synergy Test Company), "My Name" (Tony Test), "My Phone" (337-267-7837), "My Email" (ascott72dx@gmail.com), "Assessment Date" (8/30/2019), and "Assessment Time" (empty). At the bottom are three buttons: "Previous", "Discard", and "Submit".

2:39

TrackDown - Review

Review and Submit

Review your form submission data below prior to submitting. Tap the "**Previous**" button below to go back into the form and make changes.

Member/Company

9999 - Synergy Test Company

My Name

Tony Test

My Phone

337-267-7837

My Email

ascott72dx@gmail.com

Assessment Date

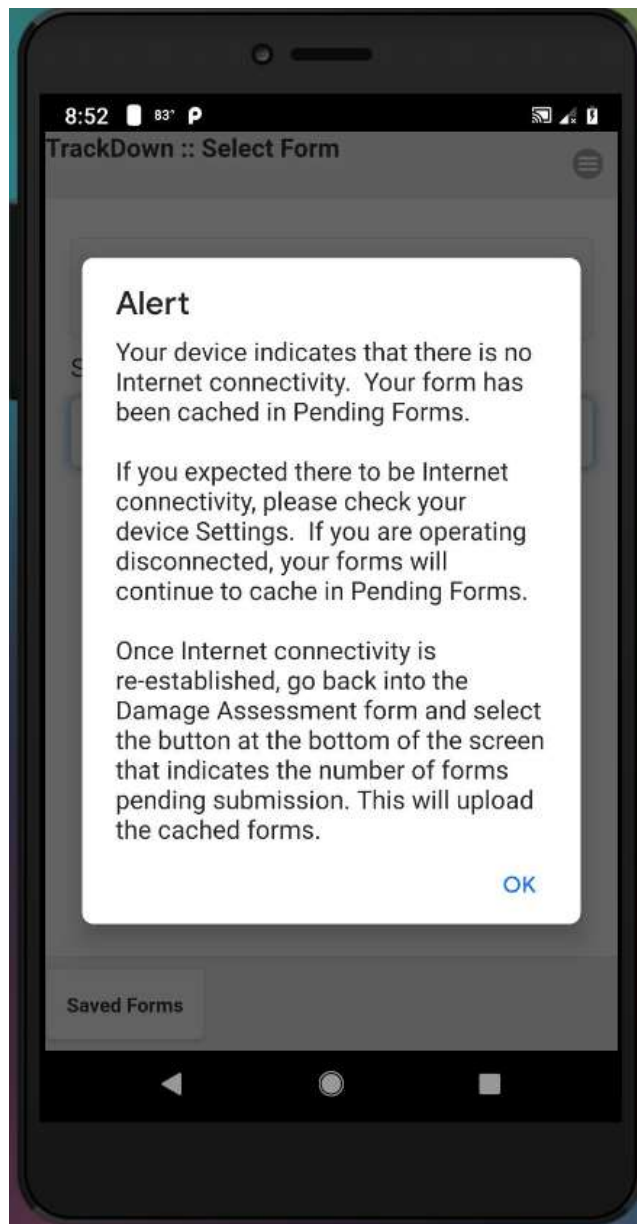
8/30/2019

Assessment Time

Previous Discard Submit

Trackdown Review Screen

- Prior to submitting, you can review the data entered in the assessment from this screen.
- Scroll down using your finger or stylus to see all information in the Form Submittal.
- If information is not correct, press the **Previous** button to navigate back and change it.
- Once you are satisfied with information on the assessment, click the **Submit** button to complete the process. A progress indicator will appear and then a success message.
- Once successfully submitted, the app will take you back to the beginning to complete another assessment. See next page for information about forms that fail to submit.



This is the **Alert** screen.

- This screen appears after submission when no Internet is detected on your device.
- Press the OK button at the bottom right to proceed. The app will go back to the beginning so the assessment process can begin on a different asset.
- The submitted forms that have not been transmitted will appear at the bottom of the device once you've selected the Damage Assessment form (See Note on Page 1 of this document).
- If pending forms are on your device, **DO NOT login using different credentials until all of the Pending forms have been submitted.** This will corrupt your data and it will be lost.