



Trueepic Vision

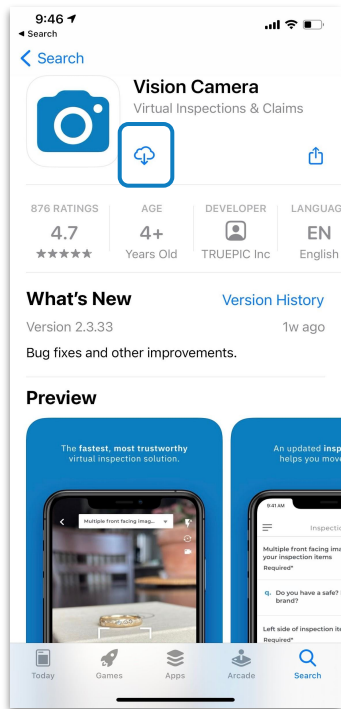
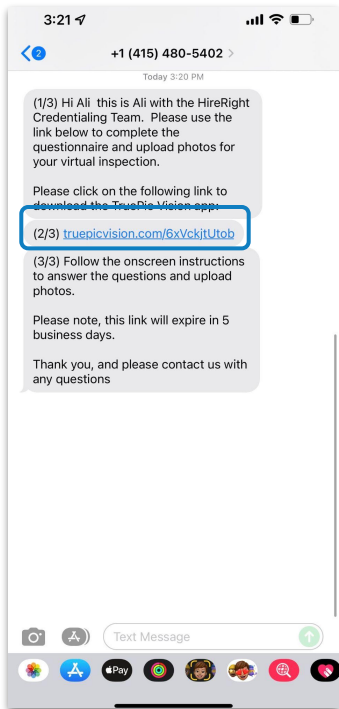
Vision Camera User Guide

Wait to receive your photo request via text message or email before downloading the Vision Camera app. Then, tap the link within.

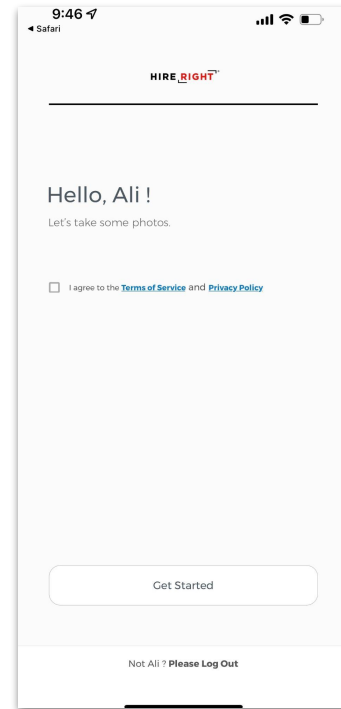
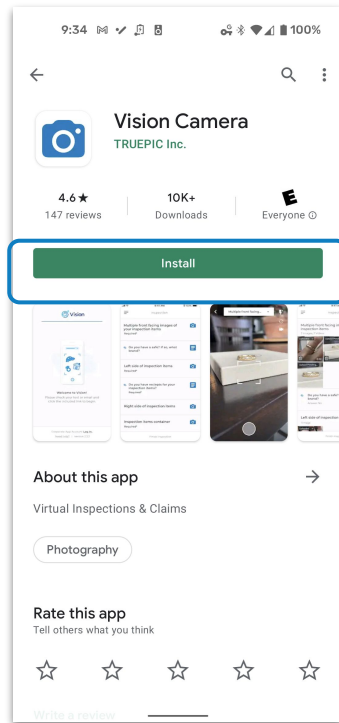
You'll be taken to your device's App Store. Download and then open the app.

Once in the app, you'll be welcomed by name. Agree to the Terms of Service and Privacy Policy, and then tap Get Started.

iOS



Android

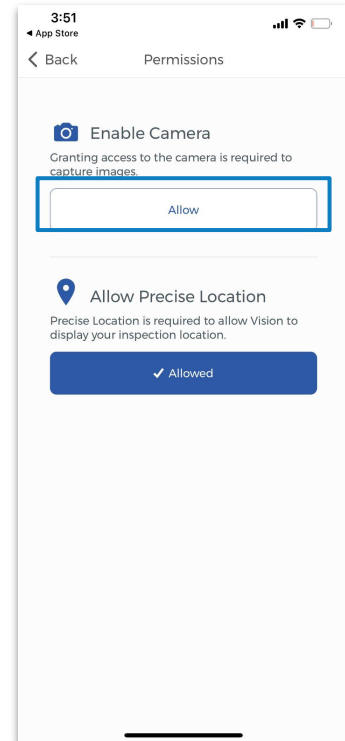
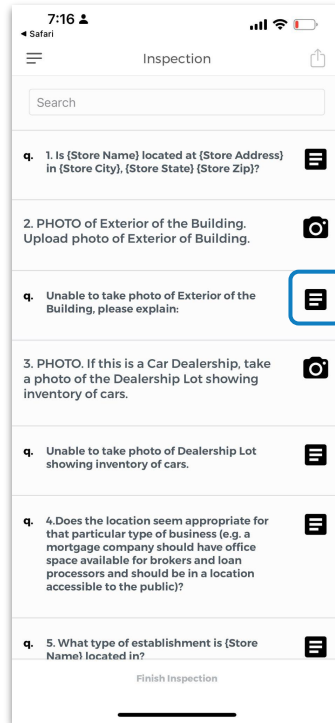
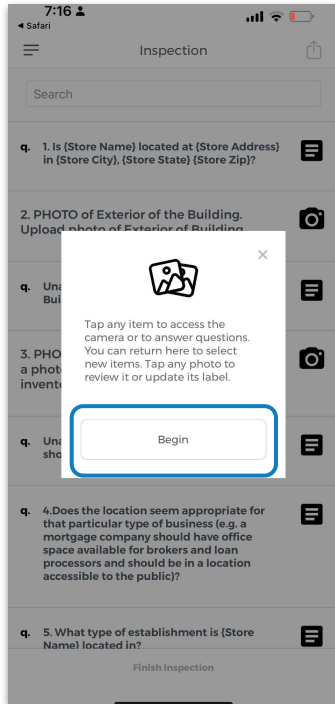
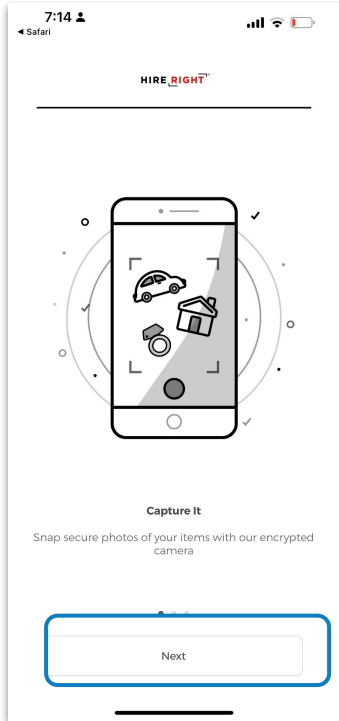


Read and tap through the brief instruction screens. On the final "Send It" screen, tap Begin taking photos.

After reading the on-screen instructions, tap Begin.

You'll see a list of questions to answer, photos or videos to capture. Tap any Icon to start your inspection.

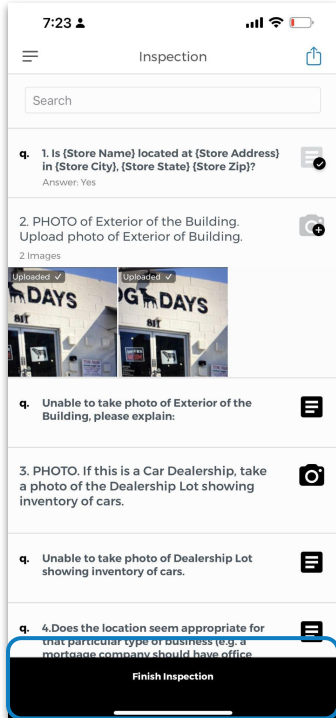
Tap Allow While Using App to allow the app to access your location, camera, and microphone.. All are required to use the app.



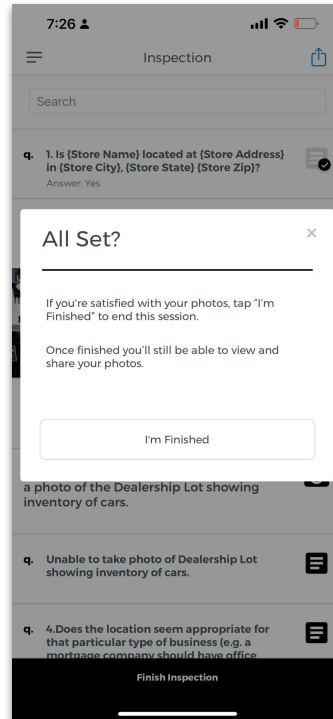
Take the photo by tapping the shutter button.. Tap on the photo label to reveal a drop down Tap a new label to take a photo of the new item.



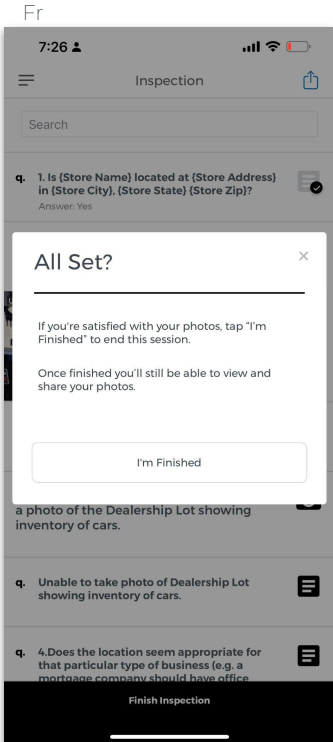
When you're done taking all requested photos, tap Finish Inspection.



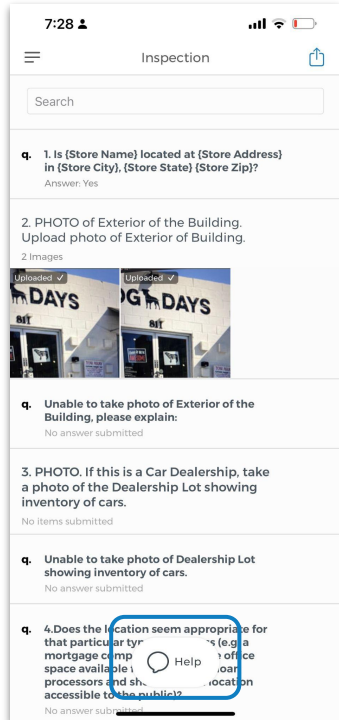
Once you've confirmed you have no further changes, tap I'm Finished to send notification that the inspection has been completed.



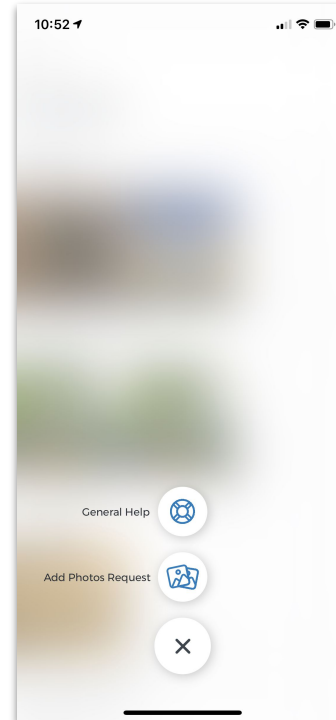
From the Success! Screen, tap the Return to Photos button to view your photos and access help options



After finishing your inspection, you can view your submitted photos and access the Help menu.



From the Help menu, you can reach out for General Help or send a Request to Add any photos you may have missed.



If you are still having technical issues, please contact Truepic at support@truepic.com
or Call 619.512.9759

- The Vision Camera app is free to use; however, if the iOS AppStore requires you to enter payment information, please review Apple's support documentation at <https://support.apple.com/en-us/HT204034>.
- If you are having trouble accessing the camera after downloading the app, go into your device's **Settings** and select **Vision Camera**. Make sure that you've allowed access to Location, Microphone (for video), Camera, and Cellular Data (see screenshots).
- Disable ad blockers and VPN on your phone to ensure that the app is able to authenticate you.
- To improve image upload speed and save on data charges, please make sure you're connected to wifi.
- If you have an image that is stuck in "Pending Upload," uninstall the app and tap the link in the text/email to download again. Don't worry - any photos that were already uploaded have already been received and do not need to be retaken.

