

CoreLogic®

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SYMBILITY

## SYMBILITY TECHNICAL REQUIREMENTS

Claims Connect, Desk Adjuster & Mobile Claims

# 1. Purpose

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This document outlines the technical requirements for Symbility Claims Connect, Desk Adjuster and Mobile Claims and the installation instructions for Mobile Claims.

## 2. Hardware Requirements

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Below is a summary of the minimum hardware requirements needed for the installation and use of Symbility Claims Connect, Mobile Claims and Desk Adjuster.

- Any Personal Computer (PC) – desktop, laptop, tablet or slate
- 900 MHz CPU
- 512 MB RAM
- X VGA (1024x768 or 768x1024 in portrait mode) or higher screen resolution
  - A higher screen resolution is recommended to aid usability
- 100MB available disk space on your hard drive
- Internet Connection - either wired or wireless, configured to allow Symbility traffic
  - Although Mobile Claims is designed to work offline, an internet connection is required for fundamental features (such as account authentication, download and upload of claims information and pricing data etc.)

## 3. Software Requirements

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Below is a summary of the minimum software requirements needed for the installation and use of Symbility Claims Connect, Mobile Claims and Desk Adjuster.

- Windows XP SP3 or newer operating system (OS)
- Cookies and JavaScript must be enabled

## 4. PDF Printer Installation

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A PDF Printer must be installed and available for use in order to generate any claim PDF documents from Symbility Mobile Claims. Symbility Claims Connect has a built in facility to generate PDF documents, so a PDF printer is only required by Mobile Claims users. Note that there are many free to use PDF printers available.

## 5. IP Information

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Use the following information for proxy servers and other filtering services. It is required to access Symbility software and servers in a secure environment. Symbility will inform you in advance of any changes to the parameters below.

- Allow traffic to Ports 80 & 443 for each IP
- For antivirus software, white list: mClaim.exe and mClaimUpdate.exe
- US Symbility server addresses for **www.symbility.net**, for **downloads.symbility.net** and for **bi.symbility.net** are within the following ranges:
  - 199.83.128.0/21
  - 198.143.32.0/19
  - 149.126.72.0/21
  - 103.28.248.0/22
  - 45.64.64.0/22
  - 185.11.124.0/22
  - 192.230.64.0/18
  - 107.154.0.0/16
  - 45.60.0.0/16
  - 45.223.0.0/16
  - 2a02:e980::/29

**Additional protocol information on our support website:**

<https://support.symbilityproperty.com/en/support/solutions/articles/24000066749>

## 6. Traffic Direction

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### i. Mobile Claims

When a user works in Mobile Claims, Mobile Claims initiates the traffic to the server (Symbility Claims Connect webapp). Symbility Claims Connect doesn't initiate the traffic with Mobile Claims.

### ii. Claims Connect

When a user works in Symbility Claims Connect, the user initiates the traffic to the server by using their web browser. Symbility Claims Connect does not initiate the traffic with the web browser.

## 7. Proxy Support

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If a proxy is used it must be configured in the preferences of Mobile Claims.

## 8. Mobile Claims installation

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Mobile Claims is where all diagramming and estimating takes place within the Symbility platform. All training attendees will need to download and install Mobile Claims PRIOR to attending a training class.

### 8.1. Downloading & Installing Mobile Claims

Once a user account is setup for you, you will receive two emails from [noreply@symbility.net](mailto:noreply@symbility.net). One will have the subject “Welcome to Symbility” and the other “Symbility Claims Connect Registration Confirmation”. Open the email that is titled “**Symbility Claims Connect Registration Confirmation**” first which will display the following information:

REGISTRATION VALIDATION:

To confirm your registration and activate your account please click the url below and login using the following information:

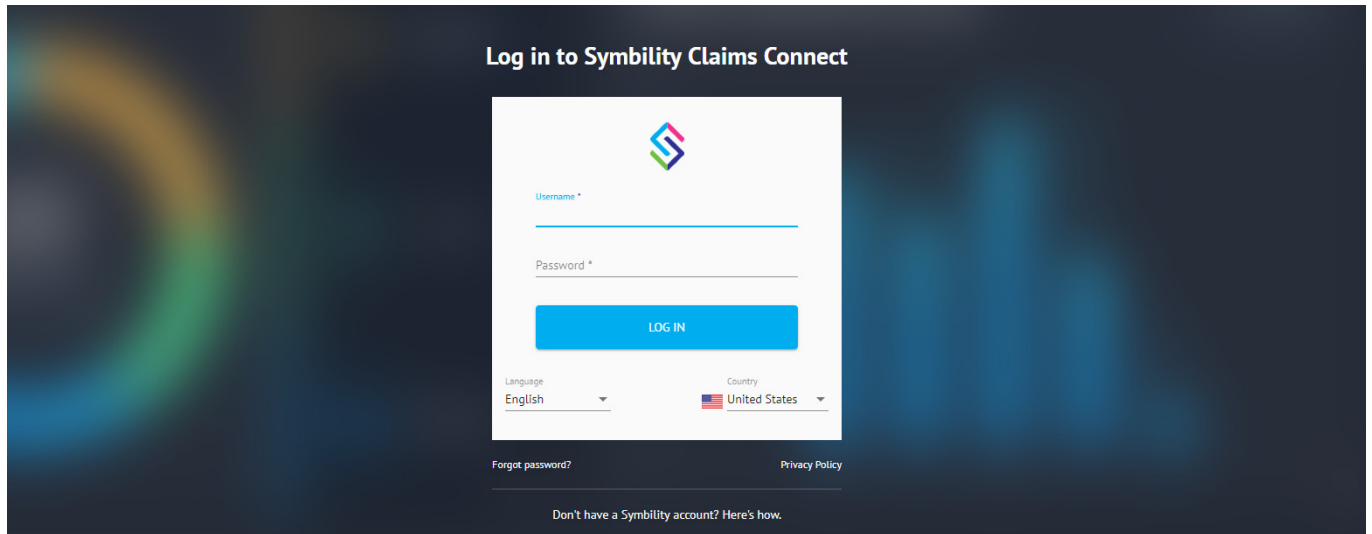
username: NewUser

password: 7c!MR#5i

<https://www.symbility.net/Login.aspx>

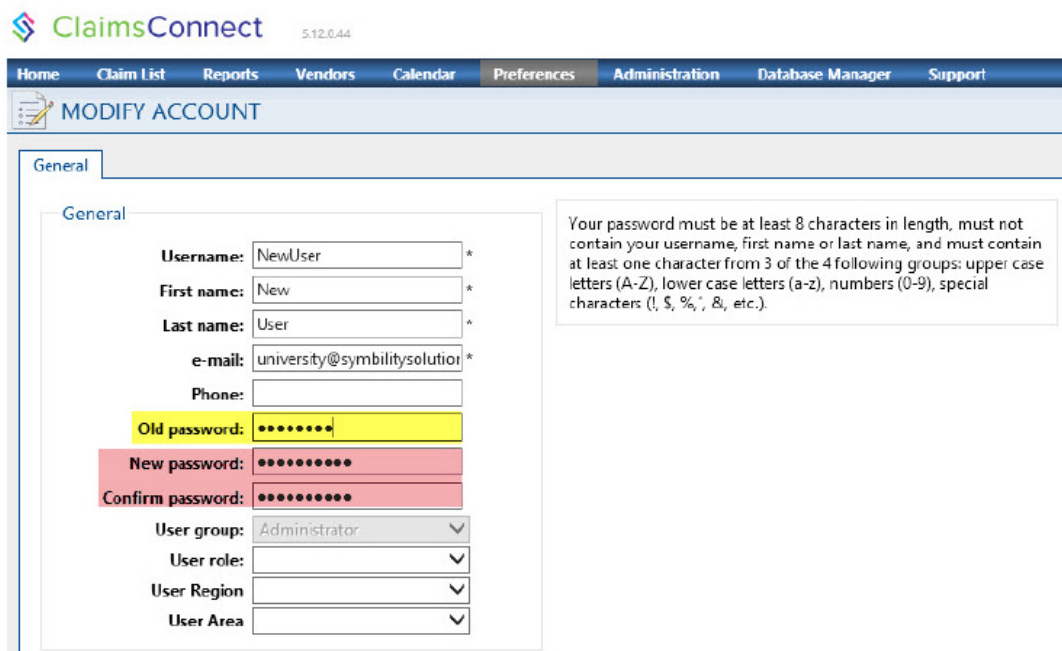
1. Click on the link <https://www.symbility.net/Login.aspx>.
2. The link takes you to Claims Connect where you will be able to download Mobile Claims. Enter your **username** and your **password** from the confirmation email you received, and click on ‘**LOG IN**’.

**Note:** The temporary password is case sensitive and is only valid for seven days from date of receipt and therefore the installation must be completed within the allotted window or a password reset will be required.



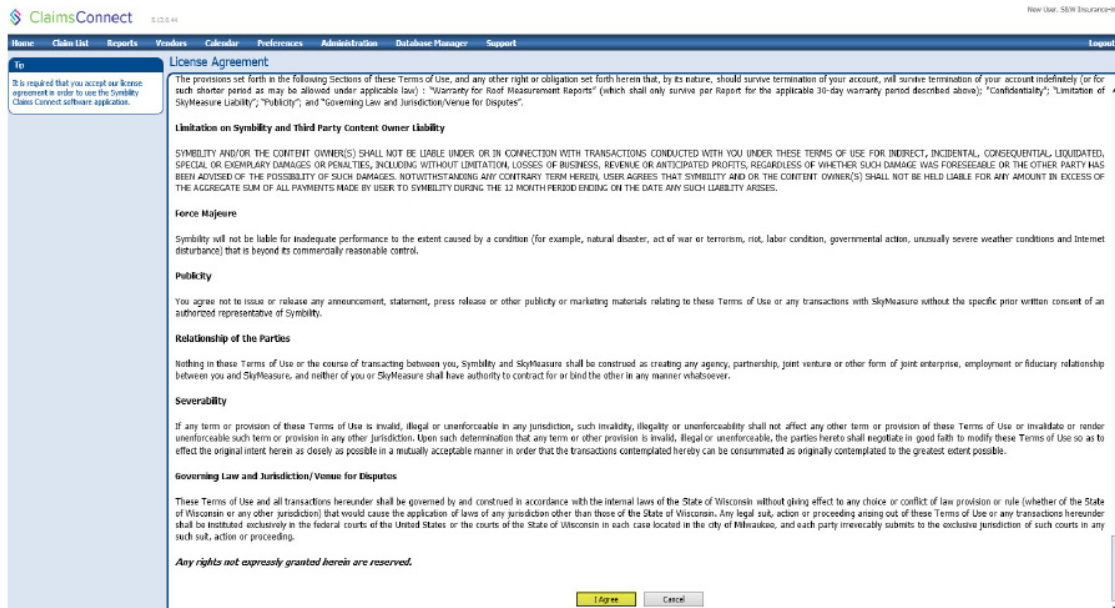
The image shows a login page for 'Symbility Claims Connect'. At the top, it says 'Log in to Symbility Claims Connect'. Below this is a white box containing the Symbility logo, a 'Username \*' field, a 'Password \*' field, and a blue 'LOG IN' button. At the bottom of the white box, there are dropdown menus for 'Language' (set to 'English') and 'Country' (set to 'United States'). Below the white box, there are links for 'Forgot password?' and 'Privacy Policy', and a note: 'Don't have a Symbility account? Here's how.'

3. Enter the temporary password into the **Old password** field and enter a new password of your choosing into the **New password** and **Confirm password** fields. Click on '**Save**' in the upper right-hand corner of the window.

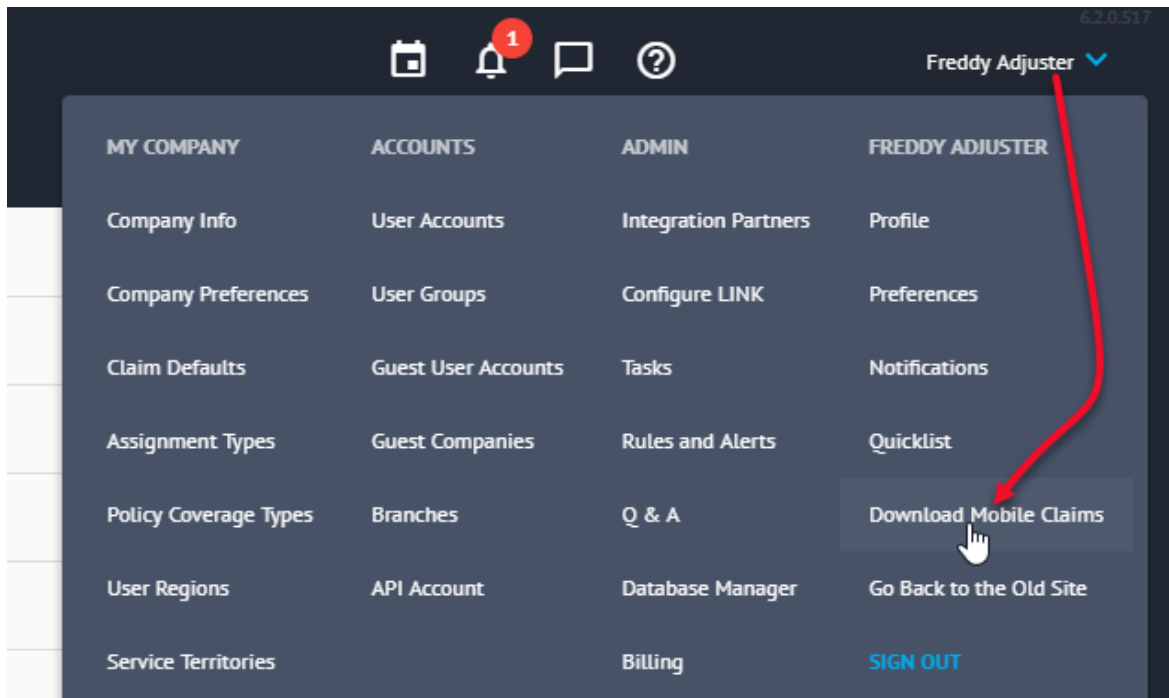


The image shows the 'ClaimsConnect' application interface. At the top, it says 'ClaimsConnect 5.12.0.44'. Below this is a navigation bar with links: Home, Claim List, Reports, Vendors, Calendar, Preferences, Administration, Database Manager, and Support. The main content area is titled 'MODIFY ACCOUNT' and has a 'General' tab selected. The 'General' tab contains the following fields: Username (NewUser), First name (New), Last name (User), e-mail (university@symbilitysolution), Phone, Old password (masked with dots), New password (masked with dots), Confirm password (masked with dots), User group (Administrator), User role, User Region, and User Area. A password requirement box on the right states: 'Your password must be at least 8 characters in length, must not contain your username, first name or last name, and must contain at least one character from 3 of the 4 following groups: upper case letters (A-Z), lower case letters (a-z), numbers (0-9), special characters (!, \$, %, , &, etc.).'

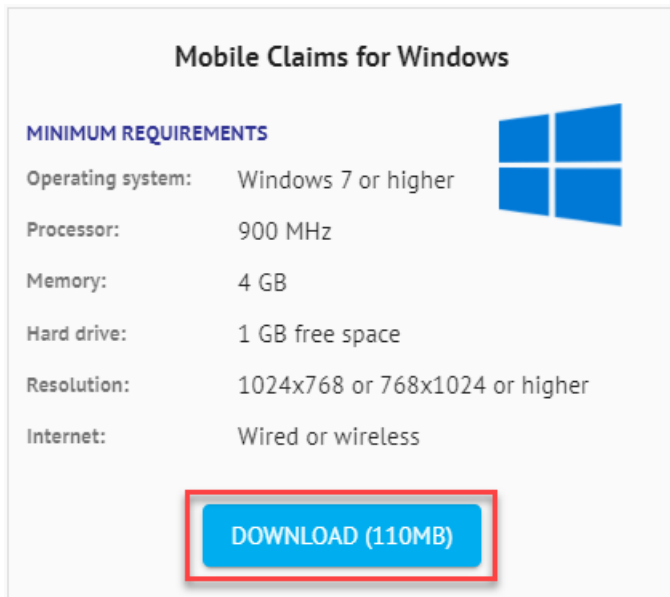
4. Scroll to the bottom of the page 'Form of End User License Agreement' and click on 'I Agree'.



5. In the upper-left hand corner, under the 'Commands' panel, click on the 'Download Symbility Mobile Claims'.



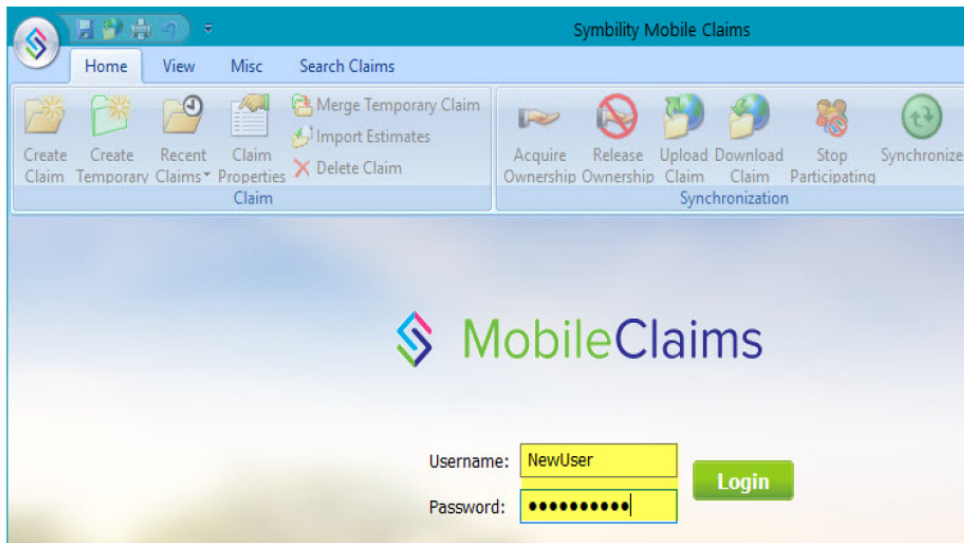
6. You will see a list of minimum requirements for installation. Review the list and make your system meets the minimum requirements, then click 'Download'.



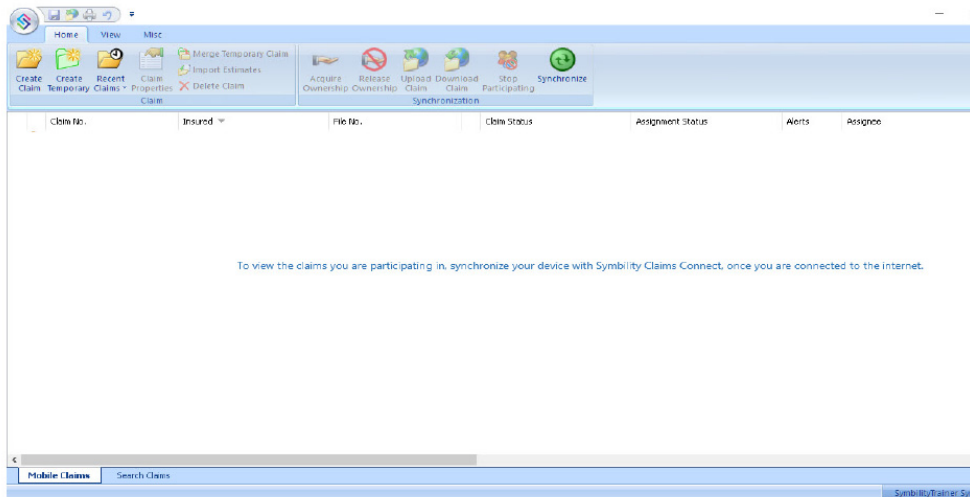
You will then see an installation window. Select 'Run' and follow the installation prompts.

## 8.2. Logging into Mobile Claims

1. Once the installation process is completed, you will have a Mobile Claims icon displayed on your desktop. Double click the Mobile Claims icon to launch the program.
2. Enter your **Username** and your new **Password**. Click '**Login**'.



3. When you have successfully logged in, your screen will look like this:



4. Now that you are logged in, click the green 'Synchronize' button on the top right-hand corner of the ribbon. This ensures that all data within Symbility associated to your environment and assignments is current.

Congratulations, you are now ready to start using Symbility Mobile Claims!