

EagleView Account Authentication, Creating Notifications, and Ordering Reports

EagleView Account Authentication

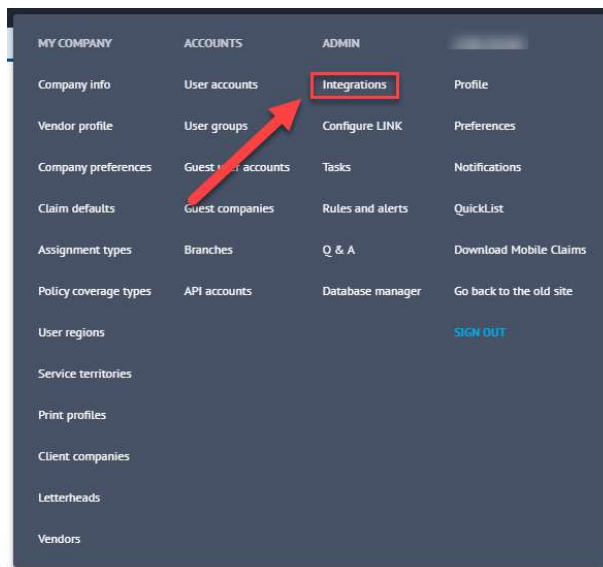
Authenticate your EagleView Account – Individual User Log-on Option

The following steps are to be used if the “Individual User Log-on” option has been selected by your company. If this option has not been selected, a company administrator will be required to enter credentials for the entire company.

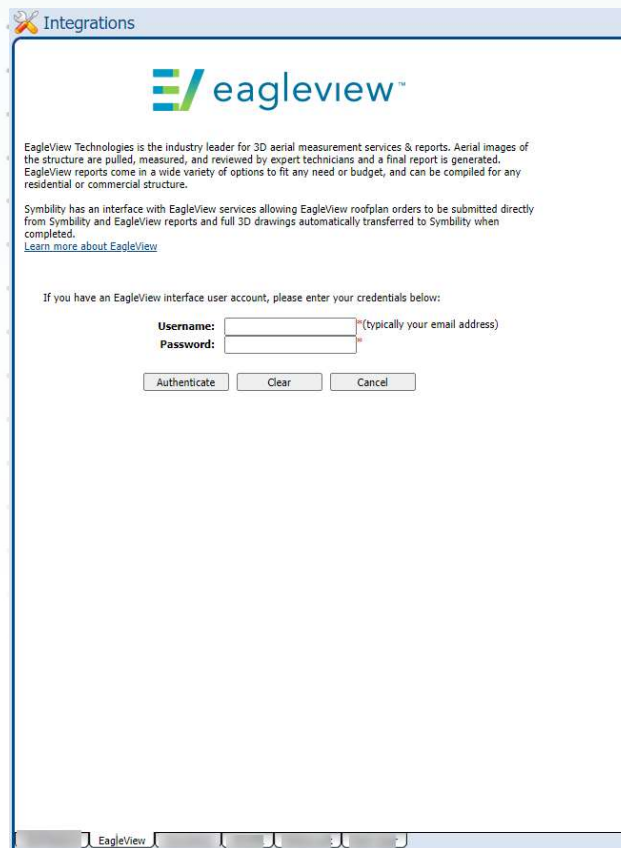
Once we’ve activated your integration, the next step is for you to enter your EagleView credentials.

For users in the United States, log in to Claims Connect at <https://www.symbility.net>. For Canadian users, log in to Claims Connect at <https://ca.symbility.net>.

In the upper right-hand corner, click on your name, then select the Integrations option under ADMIN.



Along the bottom of the screen, you will find individual tabs for each integration your company has enabled. Click the tab for EagleView.



The screenshot shows the 'Integrations' section of a software interface. At the top, there is a header bar with the word 'Integrations' and a small icon. Below this, the 'eagleview' logo is displayed. The main content area contains descriptive text about EagleView Technologies and its services, including a link to 'Learn more about EagleView'. Below the text, there is a section titled 'If you have an EagleView interface user account, please enter your credentials below:'. This section includes two input fields: 'Username:' and 'Password:'. The 'Username' field has a hint '(typically your email address)' next to it. Below the input fields are three buttons: 'Authenticate', 'Clear', and 'Cancel'. At the bottom of the interface, there is a tab bar with several tabs, and the 'EagleView' tab is currently selected.

Enter your Username and Password, then click Authenticate.



This screenshot is similar to the one above, showing the 'Integrations' section and the EagleView integration interface. The 'Authenticate' button is now highlighted with a red rectangular border, indicating the next step in the process. The 'Username' and 'Password' fields are still present, and the 'Clear' and 'Cancel' buttons are also visible. The 'EagleView' tab remains selected at the bottom.

Once you've authenticated your credentials, you'll see a list of available products that correspond to the options that have been set up in your EagleView account. Be sure to confirm you are seeing your list of available products. Below is a sample of what you may see.

Available Products		
ID	Name	Type
1	Premium - Residential	Primary Products
2	Premium - Commercial	Primary Products
3	Standard - Residential	Primary Products
11	Solar - Residential	Primary Products
12	Solar - Commercial	Primary Products
20	Installer Report	Primary Products
8	Regular Delivery	Delivery Options
4	Express Delivery	Delivery Options
7	Three Hour Delivery	Delivery Options
Page 1 of 1 (9 records)		

Keep in mind that if in the future, you change your list of available products on EagleView, you must re-authenticate your account by repeating these steps.

Creating EagleView Notifications

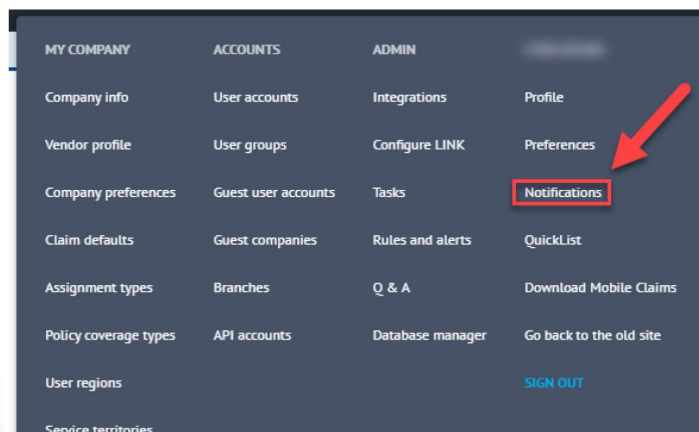
Notifications are an important step in keeping track of and managing your EagleView report requests. There are three types of notifications you may receive. They are:

- A EagleView roofplan order has been requested. (not commonly used)
- The EagleView roofplan and report have been completed. (commonly used)
- The submission or processing of the EagleView roofplan order failed. (commonly used)

There are three types of ways for you to receive notifications. They are:

- Internal – notifications within Claims Connect and Mobile Claims.
- Email – notifications sent to designated email addresses.
- Text – notifications sent to designated phone numbers as text messages.

The first step is to click-on your name in the upper right-hand corner. Then select “Notifications”.



If you haven't previously created a notification method (email or cell phone), in the upper left-hand corner under Commands, click "Create a New Method".

The screenshot shows the 'NOTIFICATIONS' page. On the left, under 'COMMANDS', the 'Create a new method' button is highlighted with a red box. The main area shows 'Notification Methods' with a table containing one row: 'Internal' with 'n/a' as the 'Message Destination'. Below this is a 'Notification Subscriptions' section with a table showing 'Claim created by Guest User' and 'Internal' as the 'Claim Life Cycle'.

A box will appear with the option to select a Method, either email or Text message (SMS).

The 'NOTIFICATION METHOD' dialog box is shown. It has fields for 'Method' (a dropdown menu with 'e-mail' selected), 'Message destination' (a text input field with 'e-mail' entered), and 'Comments' (a text input field). There are 'Test', 'Add', and 'Cancel' buttons at the bottom.

Select either option. In the "Message destination" field, depending on the Method you've selected, enter an email address or a phone number. In the "Comments" field you may enter information that is meaningful to you such as "Work Cell Phone" or "Gmail Account".

Then click "Add". You may also send a "Test" message to ensure it is working correctly.

A list of Notification Methods will be at the top of the page. To change any of the Methods, single click on the appropriate method, enter changes, then click "Update"

The screenshot shows the 'NOTIFICATIONS' page with the 'Notification Methods' table updated. It now contains three rows: 'Internal' (n/a), 'e-mail' (test@email.com, Sample Email Account), and 'Text message (SMS)' ((913) 555-1212, Work Cell Phone). The 'COMMANDS' section still shows 'Create a new method'.

If you have already created a notification method, you will not need to repeat this step.

Next, scroll to the bottom of the Notifications options and find EagleView. Select the appropriate check boxes and click "Save".

The screenshot shows the 'NOTIFICATIONS' page with the 'EagleView' section at the bottom. It has three columns: 'Internal', 'test@email.com (e-mail)', and '+1 (913) 555-1212 (Text message (SMS))'. There are checkboxes for each column. A red arrow points to the 'Save' button. Below the table, there are three rows of notifications with checkboxes for each column.

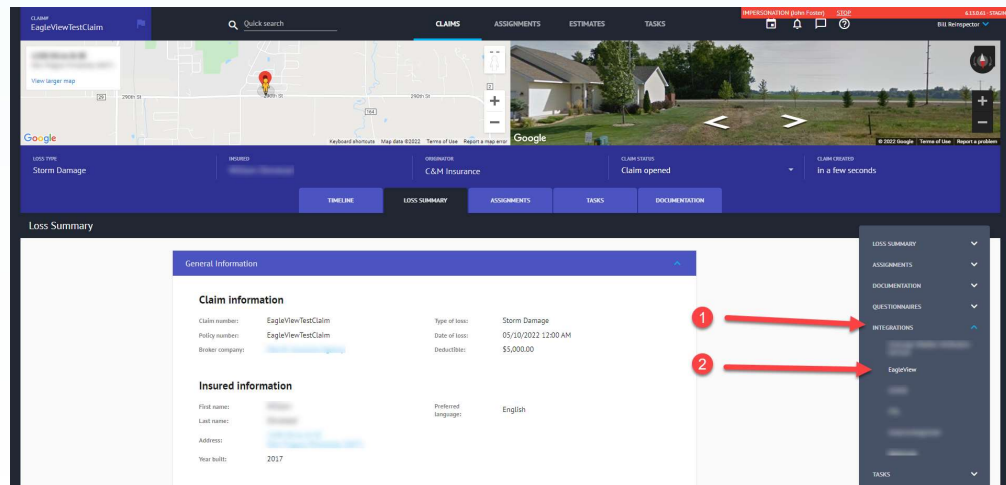
You will now receive notifications regarding your requests.

Ordering Reports

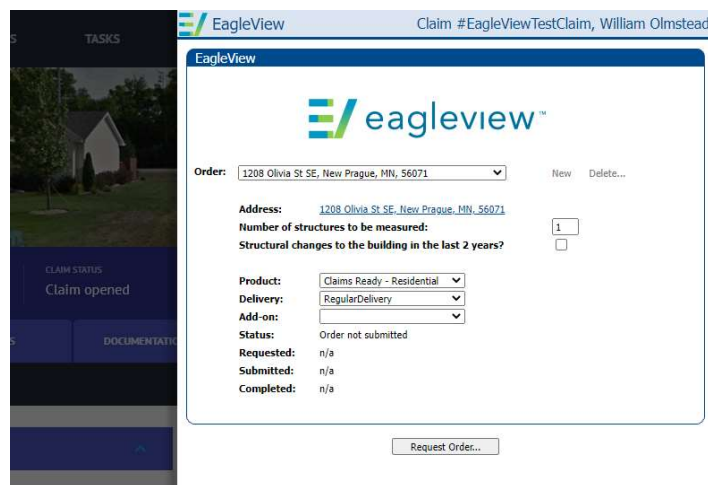
EagleView reports may be ordered in Claims Connect or Mobile Claims.

Ordering Reports in Claims Connect

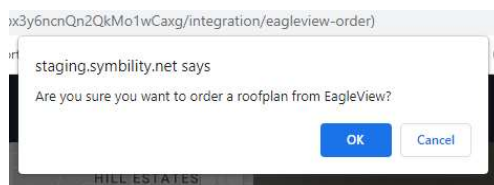
The first step is to navigate to the specific claim in which you'd like to order a report. Next, click on the "Integrations" option, then click EagleView.



A blade will open with details of the loss location prefilled in the "Order" field. Verify the details on the screen and click "Request Order".



A message asking you to confirm you want to request an order will appear. If you want to submit the request, click "OK". If not, click "Cancel".



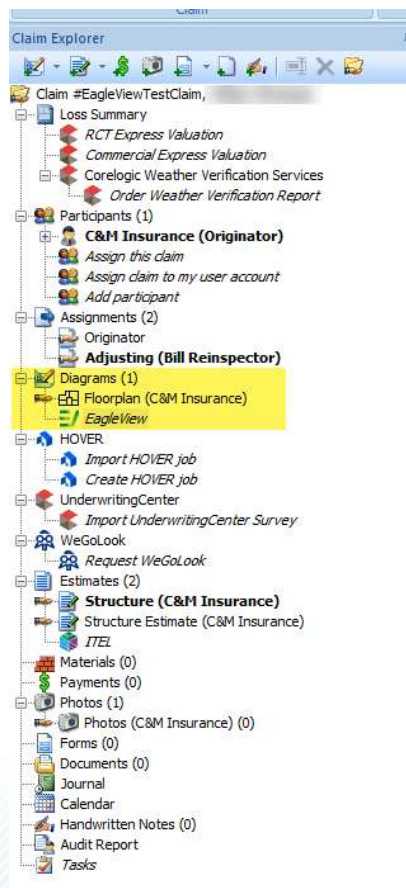
If you need to order a report for a different address than what is presented, click on the hyperlink in the Address field. A box will appear where changes can be made. Then click “OK” and then click “Request Order”. The confirmation box will appear. Click “OK” to order the report or “Cancel” if you decide not to order a report.

The screenshot shows the EagleView web interface. On the left is a sidebar with 'TASKS', 'CLAIM STATUS' (Claim opened), and 'DOCUMENTATION'. The main area is titled 'Claim #EagleViewTestClaim, William Olmstead'. It contains a form with the following fields: 'Order:' (1208 Olivia St SE, New Prague, MN, 56071), 'Address:' (1208 Olivia St SE, New Prague, MN, 56071), 'Number of structures to be measured:' (1), 'Structural changes to the building in the last 2 years?' (checkbox), 'Product:' (Claims Ready - Residential), 'Delivery:' (Regular Delivery), 'Add-on:' (dropdown), 'Status:' (Order not submitted), 'Requested:' (n/a), 'Submitted:', and 'Completed:'. An 'Address' pop-up window is open, showing the same address details and 'OK'/'Cancel' buttons.

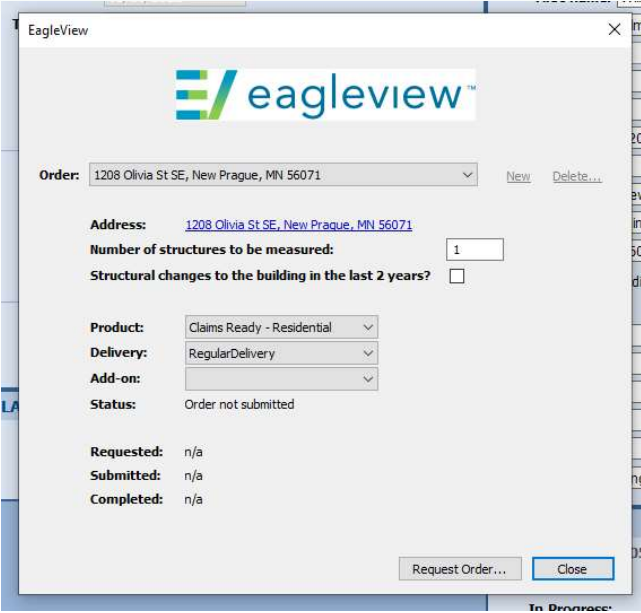
Ordering Reports in Mobile Claims

When ordering a report in Mobile Claims, the first step is to “Acquire Ownership” of the appropriate claim and “Synchronize”. Then open the claim you’ve acquired ownership.

On the Claim Explorer, locate Diagrams and the node for EagleView.

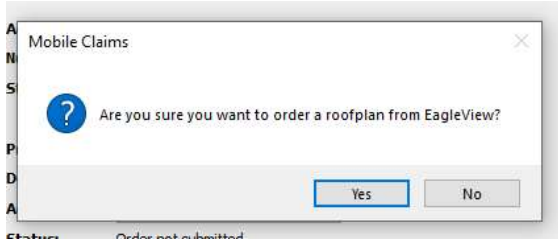


Single click the node for EagleView. A box will appear. Verify the details on the screen and click “Request Order”.



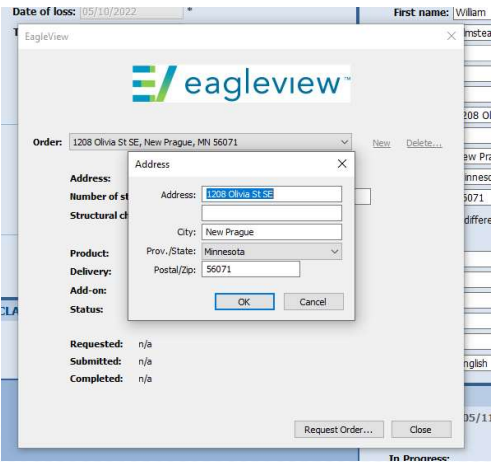
The image shows a software window titled "EagleView" with the company logo at the top. Below the logo, there is a form for creating an order. The "Order:" field contains a dropdown menu with the selected address "1208 Olivia St SE, New Prague, MN 56071". To the right of this field are "New" and "Delete..." buttons. Below the address field, the "Address:" label is followed by a blue hyperlink "1208 Olivia St SE, New Prague, MN 56071". The "Number of structures to be measured:" is set to "1" in a text box. The "Structural changes to the building in the last 2 years?" checkbox is unchecked. The "Product:" dropdown is set to "Claims Ready - Residential", "Delivery:" is "RegularDelivery", and "Add-on:" is empty. The "Status:" is "Order not submitted". At the bottom, there are fields for "Requested:", "Submitted:", and "Completed:", all showing "n/a". At the bottom right of the form are "Request Order..." and "Close" buttons.

A confirmation box will appear. If you wish to proceed with the order click “Yes”. If you wish to not proceed, click “No”.



The image shows a small dialog box titled "Mobile Claims". It contains a blue question mark icon and the text "Are you sure you want to order a roofplan from EagleView?". At the bottom of the dialog are two buttons: "Yes" and "No".

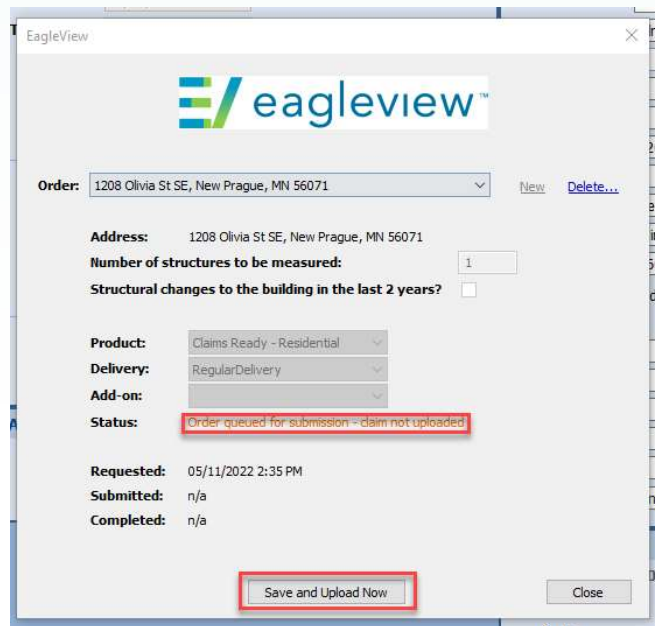
If you need to order a report for a different address than what is presented, click on the hyperlink in the Address field. A box will appear where changes can be made. Then click “OK” and then click “Request Order”.



The image shows the "EagleView" order form window with an "Address" edit dialog box open. The dialog has a title bar "Address" and a close button "X". It contains input fields for "Address:" (with the value "1208 Olivia St SE"), "City:" (with the value "New Prague"), "Prov./State:" (a dropdown menu set to "Minnesota"), and "Postal/Zip:" (with the value "56071"). At the bottom of the dialog are "OK" and "Cancel" buttons. The background "EagleView" form is partially visible, showing the same fields as in the previous image.

A confirmation box will appear. If you wish to proceed with the order click “Yes”. If you wish to cancel the order, click “No”.

After clicking “Yes”, that you’d like to proceed with ordering a report, the Status will change to “Order queued for submission – claim not uploaded”. To submit the request, there is an additional step you must complete. You must click “Save and Upload Now”. Until that step is completed, the order has not been placed.

The screenshot shows the EagleView software window. At the top is the EagleView logo. Below it, the 'Order' field is set to '1208 Olivia St SE, New Prague, MN 56071'. There are 'New' and 'Delete...' links. The 'Address' field also shows '1208 Olivia St SE, New Prague, MN 56071'. The 'Number of structures to be measured' is set to '1'. The 'Structural changes to the building in the last 2 years?' checkbox is unchecked. The 'Product' is 'Claims Ready - Residential', 'Delivery' is 'Regular Delivery', and 'Add-on' is empty. The 'Status' is 'Order queued for submission - claim not uploaded', which is highlighted with a red box. Below this, the 'Requested' date is '05/11/2022 2:35 PM', and 'Submitted' and 'Completed' are both 'n/a'. At the bottom, there is a 'Save and Upload Now' button (highlighted with a red box) and a 'Close' button.

EagleView FAQ's

Q: How much does EagleView cost?

A: EagleView has a variety of pricing and membership options available. To learn more about their pricing, consult their customer service team.

Q: Does CoreLogic charge extra for EagleView report requests?

A: CoreLogic does not charge extra for EagleView report requests.

Q: Are there any known limitations to EagleView?

A: There are two limitations:

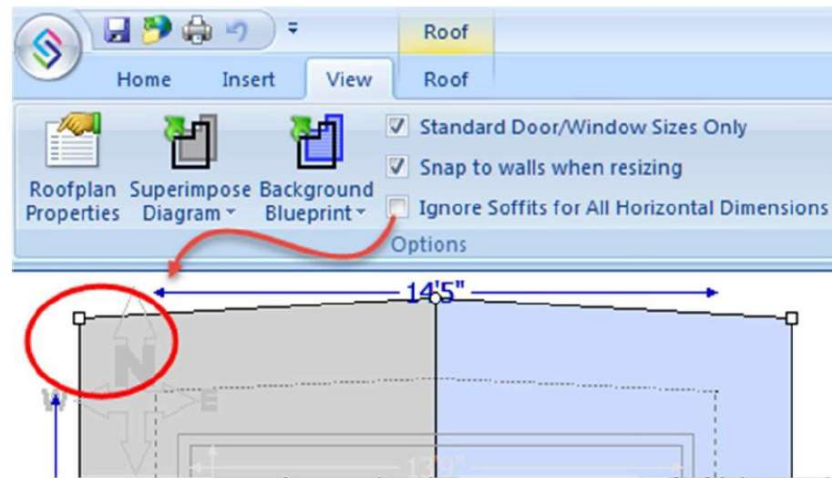
- The roof diagram is imported as a shape and cannot be edited.
- If you use the Auto-Create feature in a Mobile Claims auto-generated exterior plan to create walls from an imported roof, it is possible that parts of some walls will be missing.

Q: Why is my slope off by 1?

A: Mobile Claims does not import the EagleView slope. It imports coordinates and draws the roof, then provides the measurements according to what it calculates. Due to rounding, it is possible for the slope to be off by 1.

Q: Why are the measurements in my EagleView report vastly different from what I see in Mobile Claims?

A: Make sure the “Ignore Soffits” view is enabled. Otherwise, the measurements displayed will not include the width of the eaves. See below.



Q: If I order a report for a property with a main structure and an outbuilding (for example, a detached garage) will both diagrams be imported?

A: Both structures are in a single PDF report and XML roofplan. It's possible to have more than two structures, but if there are multiple large structures or too much distance between structures, more than one report may be required. For more information on report contents, please refer to EagleView Support.

About CoreLogic

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