

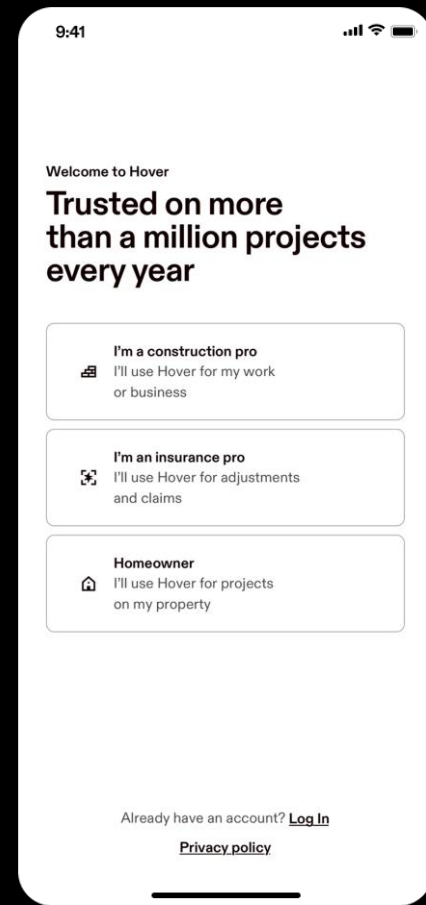
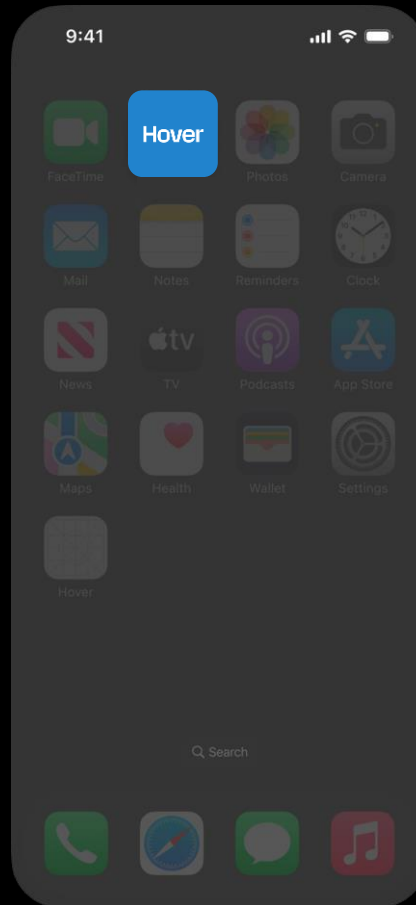
# Exterior Scan

Construction Pros

**Hover**

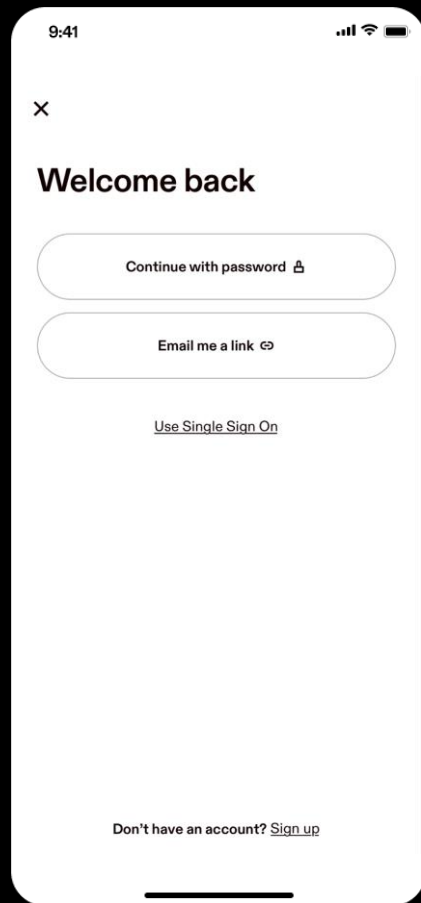
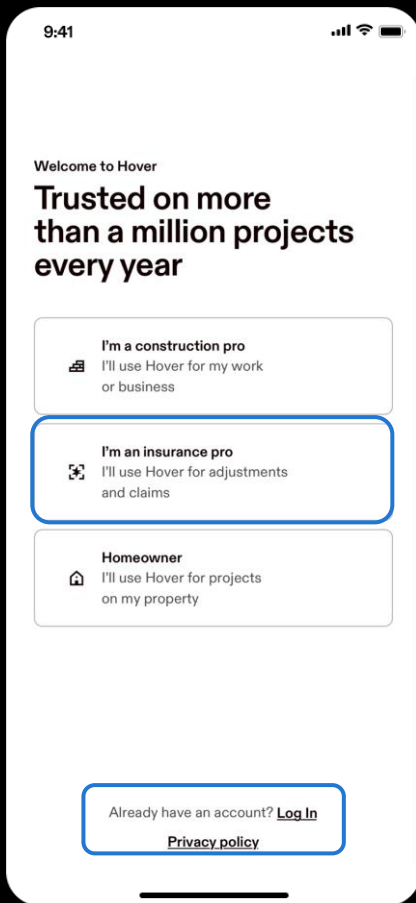
Confidential and proprietary

# Download the Hover app



# Enter login credentials

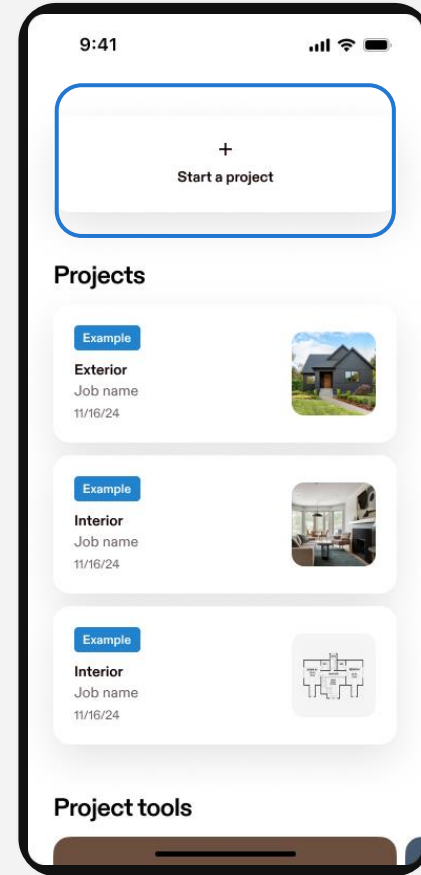
Or setup your account by  
tapping **I'm an insurance pro**



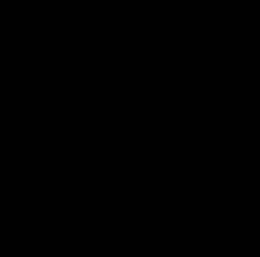
# Take photos onsite

Never hand measure again, and get material-level detail aerial can't detect.

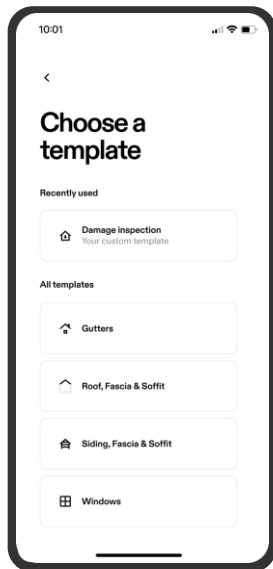
Simply take smartphone photos of any property - Hover does the rest.



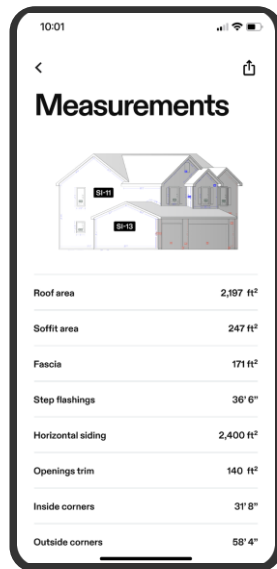
**With as few as  
eight photos**



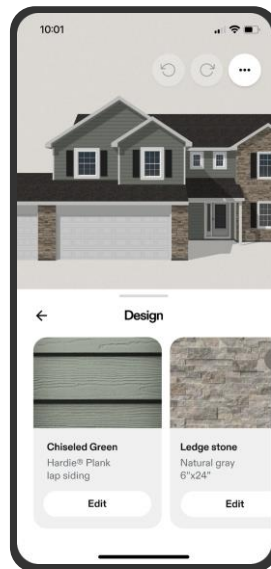
# Scope and sell any project



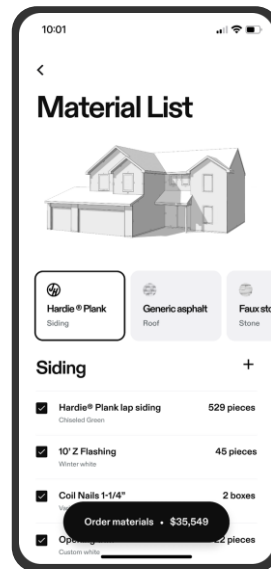
Document anything



Measure everything



Design and sell

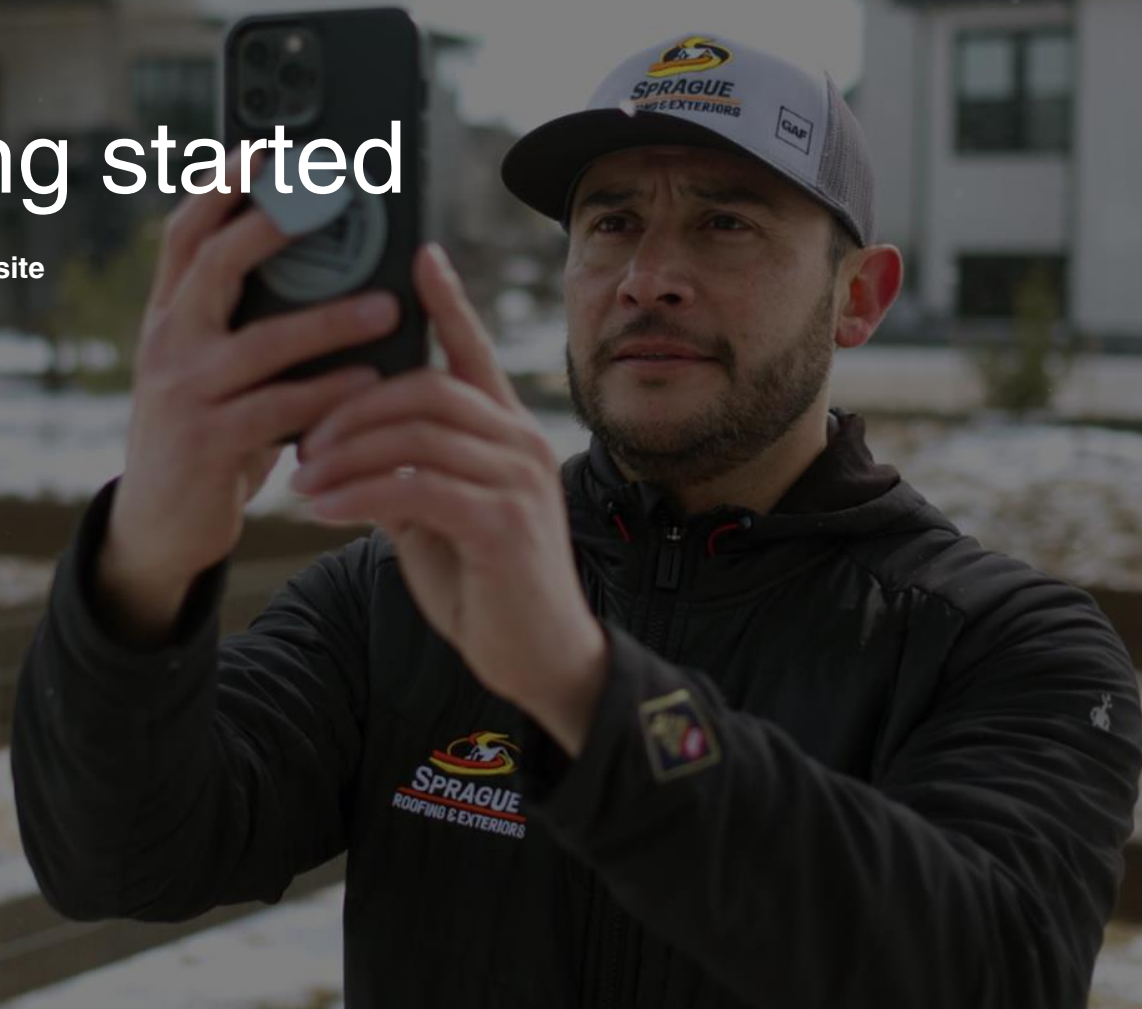


Takeoffs in 2 clicks

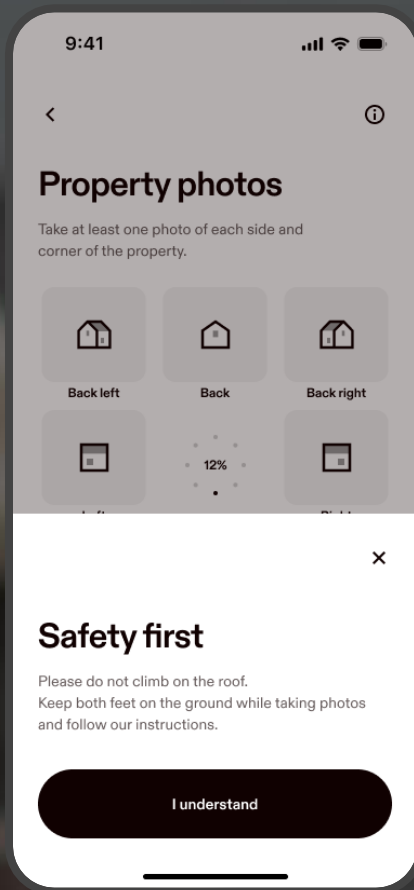
# Getting started

Taking photos onsite

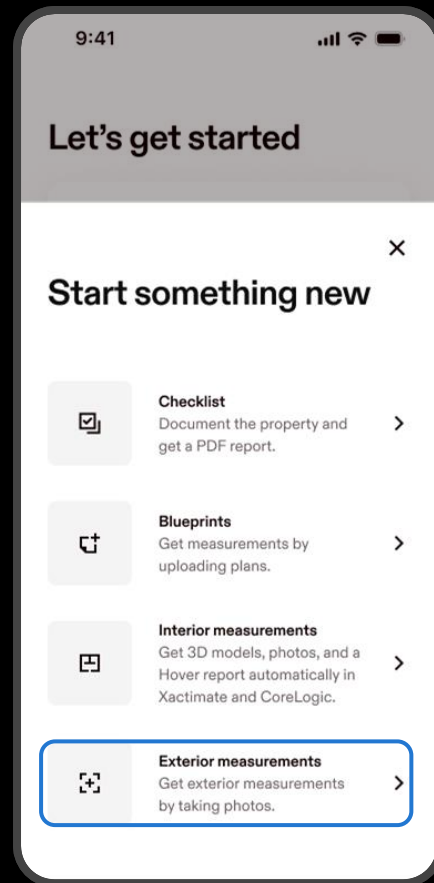
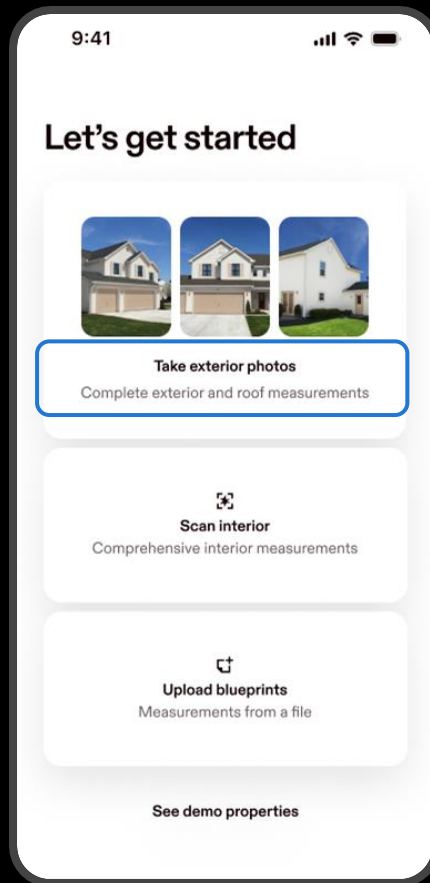
Hover



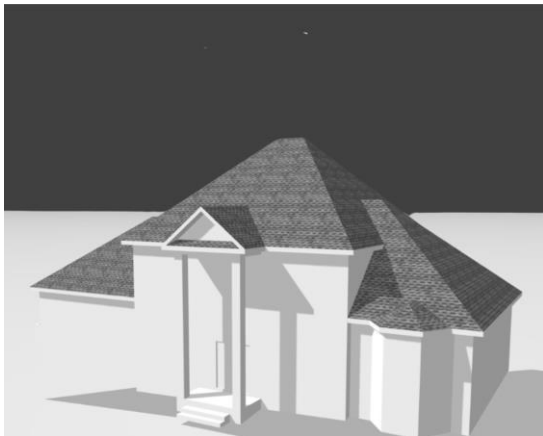
# Arrive onsite



# Start a new project



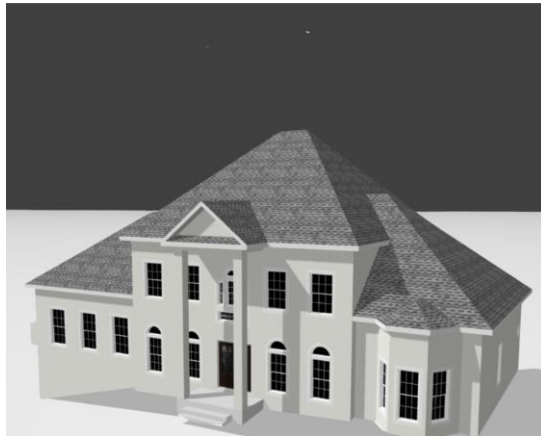
# Measurement options



## Roof Only

Roof Only option only includes the measurements, material, and model of the roof, including soffit.

*Upgrade to complete at anytime.*



## Full exterior / Complete

The full exterior / complete option includes measurements, materials, and model for the roof as well as the elevations, openings, gutters, and downspout count.



## Capture Only

Take the photos, but order the measurements later - either roof or complete options.

*No cost until you submit the job!*

# Enter a few details

9:41

×

Capture property

## Property details

Tell us about the property you'd like to capture.

🏠 Property name

📍 Address

🔑 Claim number (optional)

💰 Wallet ▾

📎 Deliverable ▾

Save photos now. Order later. ☐

Capture now and we'll bill you when  
...for the order

Invite to capture

Get started

2:34

×

## Choose a deliverable

Choose the measurements and 3D model you'd like to receive for this property

**Full exterior**  
Model & detailed measurements for full exterior including roof walls, and openings

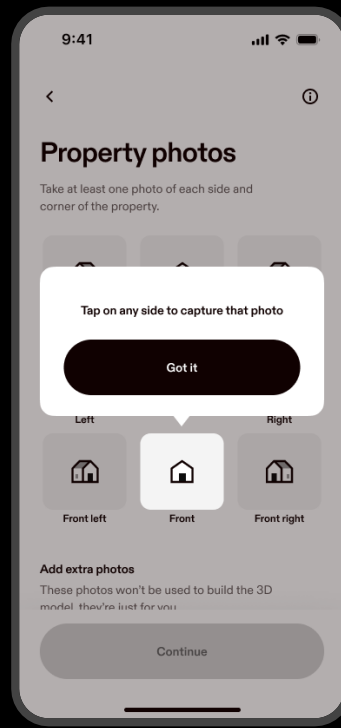
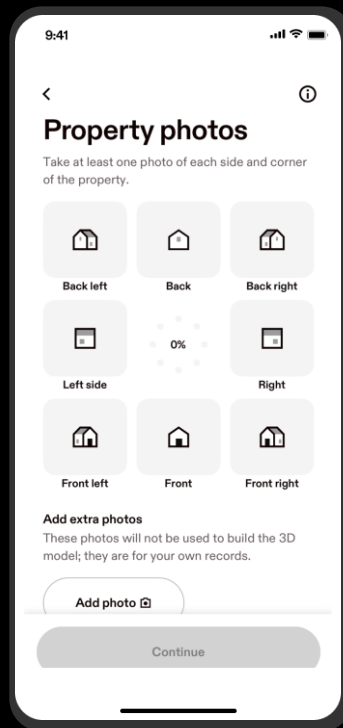
**Roof only exterior**  
Model & detailed measurements only for the roof

**Total living area**  
Sketch and total living area per floor.

**Total living area premium**  
Sketch and total living area per floor, plus 3D model and square footage of exterior materials

**Interior measurements**  
Get 3D models, photos, and a Hover report automatically in Xactimate and CoreLogic

# Take photos of property



# Photo best practices



## Step Back

Include free space around the top, bottom and edges of the photo. Try to include the full structure in the photo. Step back to include both the sky and the ground.



## Corner Photos

Corner shots are the most important photos to capture clearly so we can identify the geometry or lines of the structure. Good corner shots include three posts.



## Minimize Obstructions

Move around to minimize obstructions, changing your position to get the best view of the property.

# Photo best practices



## Sun Glare

Avoid sun glare by using your hand or a notepad to cover your device.



## Lighting

Use flash for photos at night and turn on interior or exterior lights at the property.



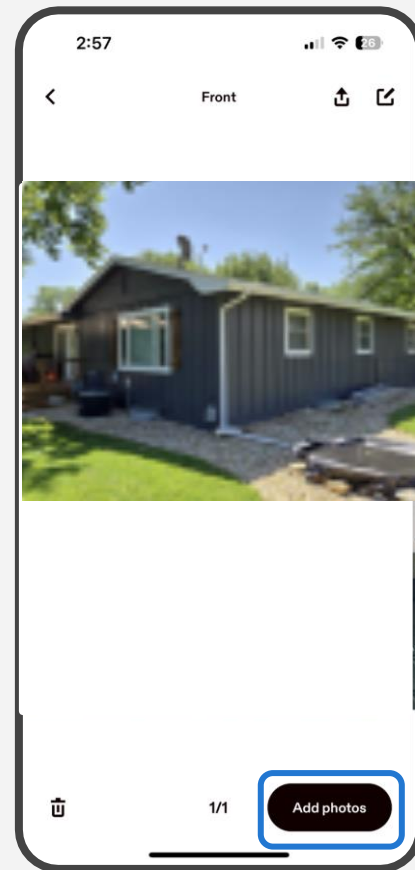
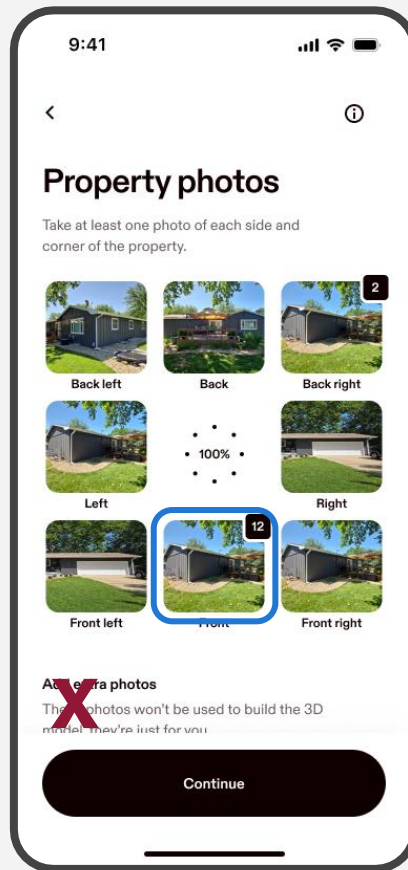
## Landscape

Try holding your phone horizontally to include the free space around all edges. (For tall, narrow buildings you can hold your phone vertically.)

# Add more photos

Don't hesitate to add additional photos if you can't capture the entire side or corner. **Tap on the photo spot** in the grid and then tap "Add photos".

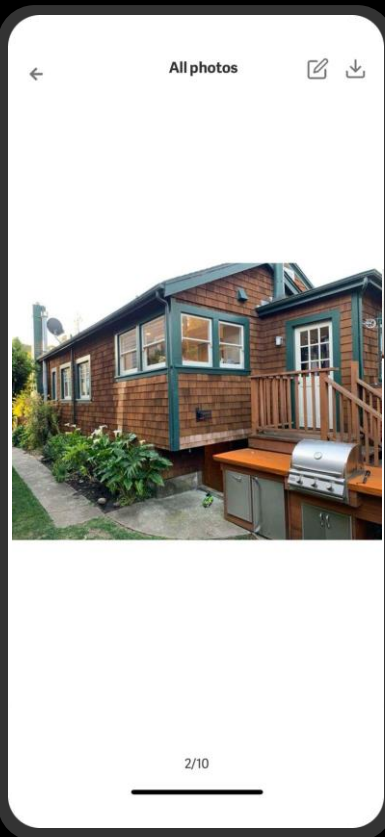
There is no limit to the number of photographs that you can take.



# Tight lot lines

If you are having trouble taking all 8 photos, adjust your position until you see some free space in between the properties.

Take additional photos as needed, including as much of the structure as possible from different angles.



Try this

Add more  
photos

Or this

Use portrait  
mode

# Town homes

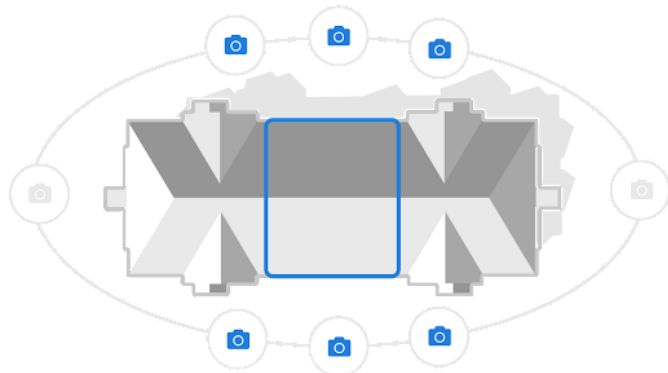
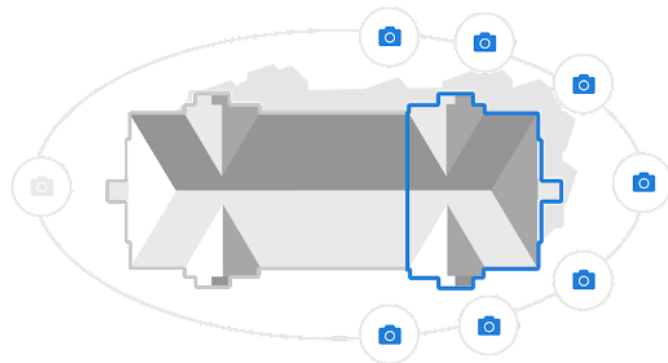
Multi-family units can still be captured by capturing as many of the 8 photos as possible.

For example, you may only capture three front and back photos for the middle unit of townhouse.

**End unit**  
7 photos



**Middle unit**  
6 photos



# Reference Measurements

We use image data, such as a standard size front door to determine scale. When that visual data is obscured (ex: heavy foliage), we need to collect that information from another source.

It's a good habit to collect one reference measurement before leaving the property. Add it to the notes section for your reference, if needed.

11:47 100% 88

< Capture summary

Property name  
Test

Address  
137 Brittany Lane, Pittsford, NY

Deliverable type  
Full exterior

Photos  
8 property, 1 extra photos

Add job note

Note: proceeding with any option uploads your photos and completes your capture.

Add another structure

Start free checklist

Finish

## What to measure:

Some [examples of reference measurements](#) are the width of any wall from the left corner to the right corner, the width and height of the front door, or the garage door.

# Reference Measurements

Examples of what to measure



## Wall

Width from left corner to right corner.

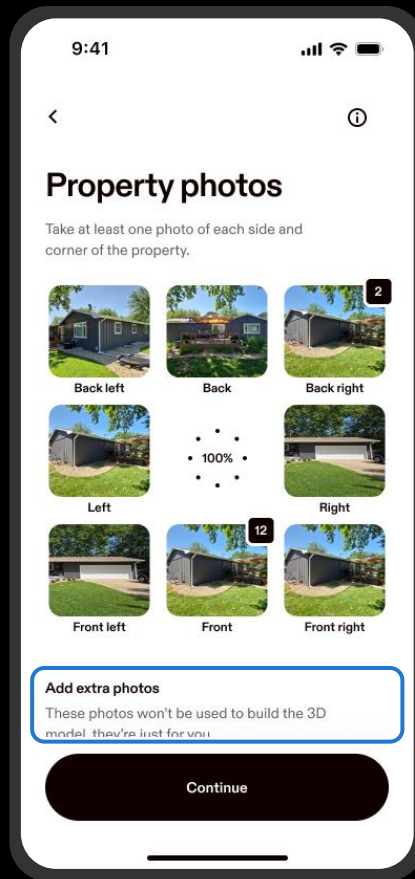


## Door

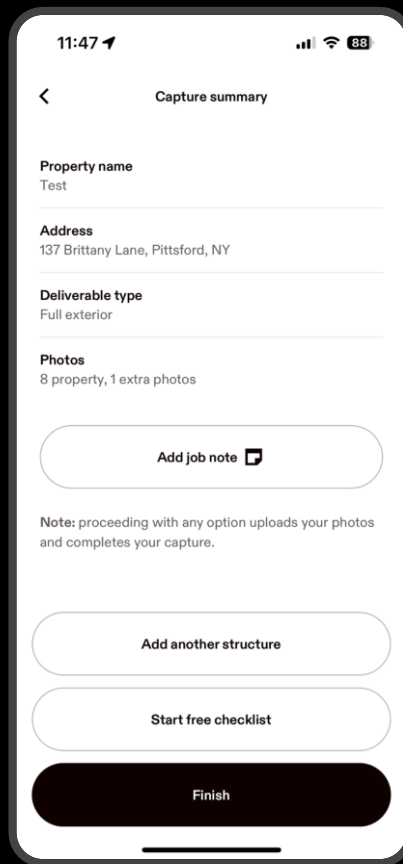
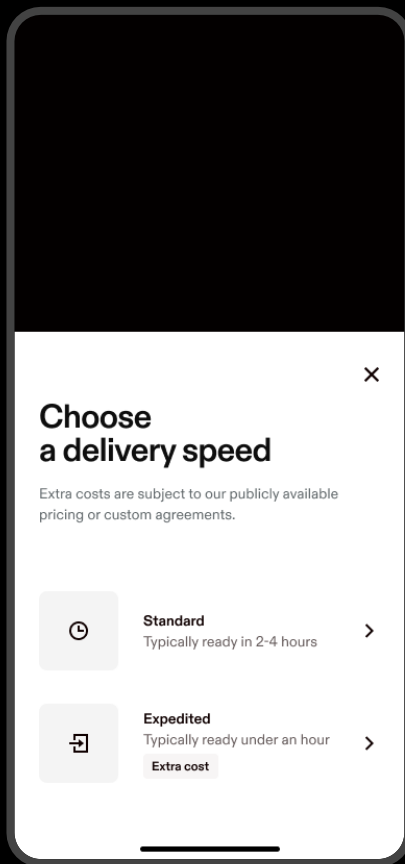
Height of front or garage door, top to bottom.

# Extra photos

After you have finished your 8 photo capture you may add extra photos for any other reasons - such as **damage to the structure and surrounding area** in the “Add extra photos” section.



# Complete your submission



# Detached structures

Each building on a property is measured and modeled as a separate order.

If a property has multiple structures, such as sheds, barns or detached garages, capture each structure separately.

It's best to use the same property name and add a suffix like 'Garage' or 'Shed' at the end.

The screenshot shows a mobile app interface for capturing property information. At the top, the status bar displays the time 11:47, signal strength, Wi-Fi, and battery level at 88%. The app header is titled 'Capture summary' with a back arrow on the left. The form contains the following fields:

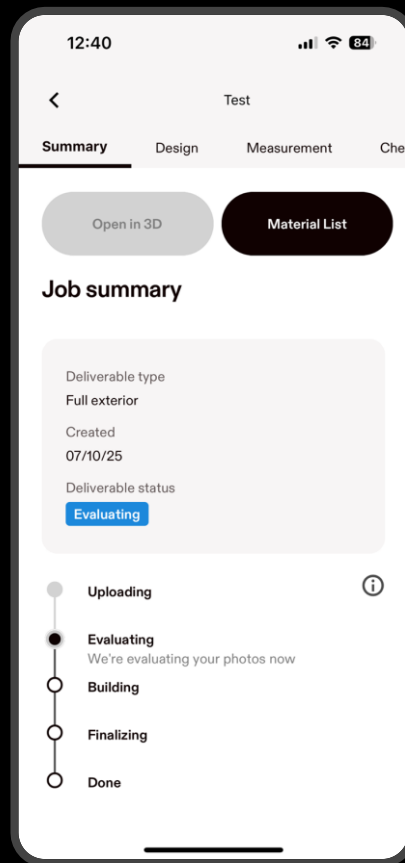
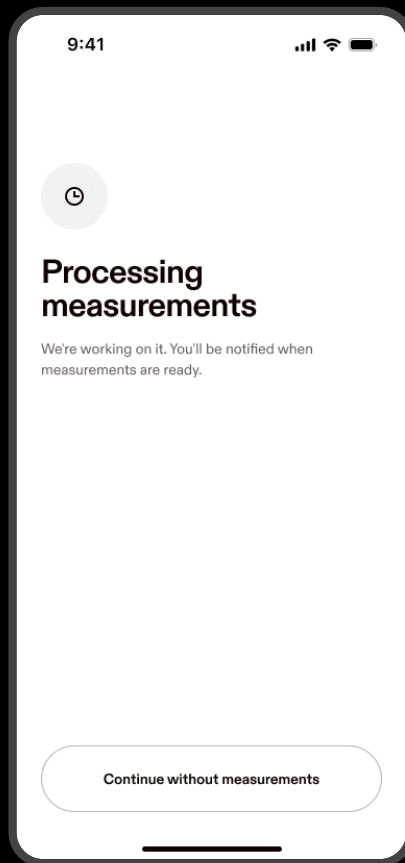
- Property name:** Test
- Address:** 137 Brittany Lane, Pittsford, NY
- Deliverable type:** Full exterior
- Photos:** 8 property, 1 extra photos

Below the form fields are three buttons:

- Add job note** (with a document icon)
- Add another structure** (highlighted with a blue border)
- Start free checklist**

At the bottom is a large black button labeled **Finish**.

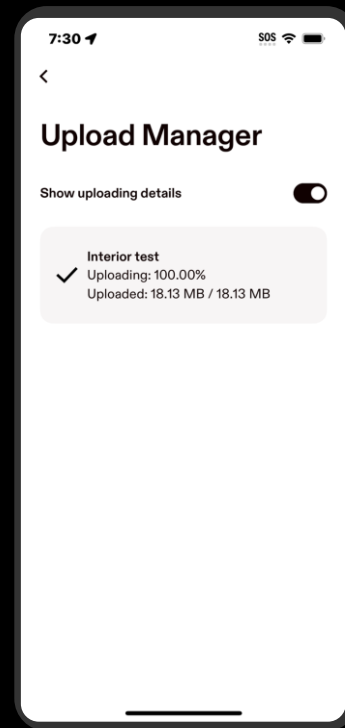
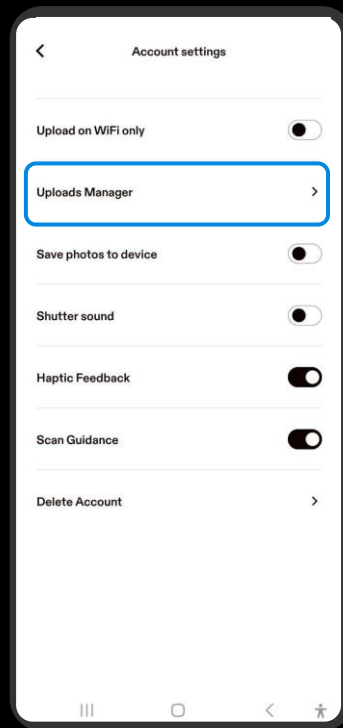
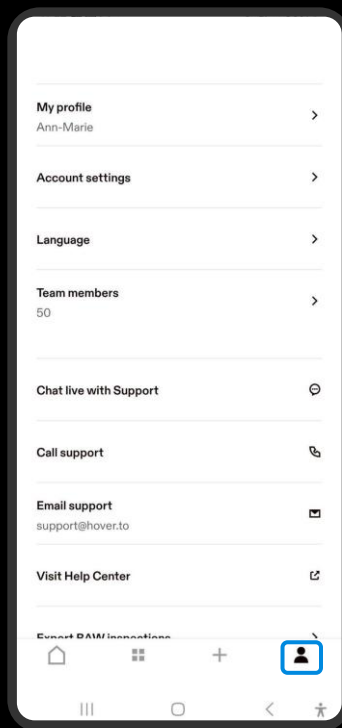
# Project notifications



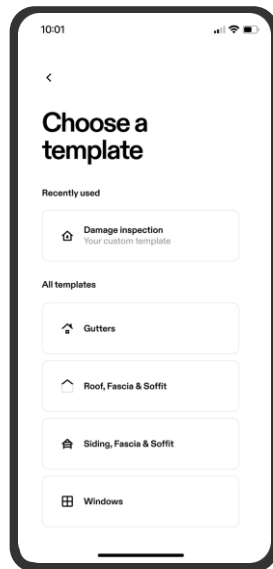
# Upload paused jobs

Do you need to re-upload a  
paused job?

1. Tap the settings icon
2. Tap Account settings
3. Open Uploads Manager



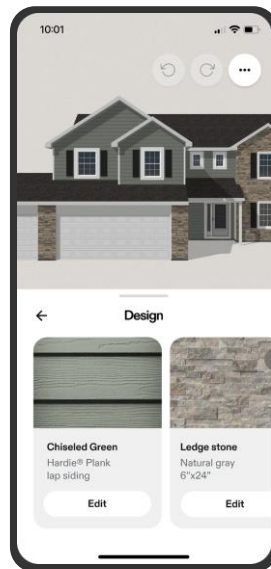
# What's next?



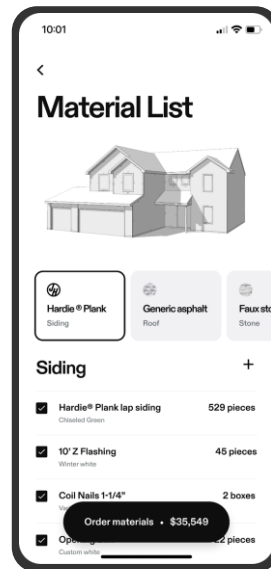
Create a checklist



Review measurements



Design and visualize



Generate material list



# Troubleshooting

Tips and tricks

Hover

## Tips and tricks

# Low Service Areas

### Upload on Wifi setting

Tap into your settings to toggle the option on to only upload when you're on wifi, that way this job will start to process next time you're connected to wifi".

### Close other apps

Make sure that you have no other apps running in the background of your mobile device. This allows for connectivity bandwidth to be fully allocated to the Hover app.

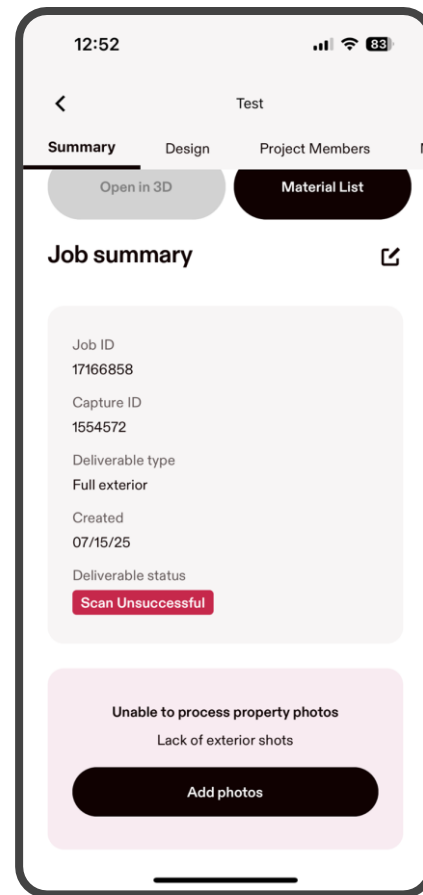
### Keep Hover open

Stay on the Hover app until the job status says "Evaluating" so that your photos upload successfully. In fact, you should always do this - in good or poor service areas.

# Re-upload photos

If we are unable to complete your job with the photos provided, you will receive a failed job notification 15 minutes after capture.

No need to start a new project! Simply open the Hover app, click on the project, and select the "Add photos" button.



# How to fix paused jobs

## 4 Most Common Issues

---

### Reference measurement needed

Open the project and tap Add measurements. Follow the in-app guide to [add a measurement](#) of part of the property clearly visible within one of the photos that you submitted.

---

### Not enough photos

Open the project and add additional photos the property again, ensuring you have the 8 photos required to process the property.

Make sure they are not blurry!

---

### Insufficient corner shots

Capture additional corner shots. Try to show two full elevations and three corner posts.

If possible, step back to get as much of the property as possible and try taking photos at different angles.

---

### Property is obstructed

Capture additional shots of your property, taking overlapping photos when there is an obstruction (trees or heavy foliage) so that we get as much information as possible.

# Be Prepared

## Storm Checklist



### Create the Hover ahead of time

You can create a Hover job and save it as a ***draft*** before arriving on property.

When you arrive onsite, simply tap on the draft to begin capturing.



### Pack your work lights, headlamps, and/or flashlight

Illuminate the space as much as possible. Have the policyholder turn on any interior lights and open all blinds.

If there is no power, use a work light, headlamp, or flashlight.



### Keep your Hover app up to date and charge your device

Ensure your device has at least 30% battery & your app is on update 5.18.0 for the most functional experience.

*Pro-tip: enable auto-updates for Hover in your device settings + pack an external battery pack*



### Toggle on the “Upload on WiFi only” setting



If you know you are going to an area with poor network connection and no WiFi, toggle ON:

**Settings > Account Settings > “Upload on WiFi only”**

**Note:** once you connect to reliable WiFi, reopen the Hover app and ensure the upload completes.

Hover How-to:

# Helpful Resources



What is a good corner shot?

[Help Center](#)

Adding reference measurements

[Watch Now](#)

Taking photos with Hover

[Watch Now](#)

[Top 4 reasons that jobs pause and how to fix them](#)

# Need some help?

We're always just a phone call (or email, or chat) away.

## Hover Support Team

7AM - 10PM EST (M-F)

8AM - 8PM EST (S-SU)



+1.844.754.6837



support@hover.to



In the app, tap 'Settings' then 'Chat live with Support'

# 94% satisfaction

WITH CUSTOMER SUPPORT

(Yes, these are real customer responses)

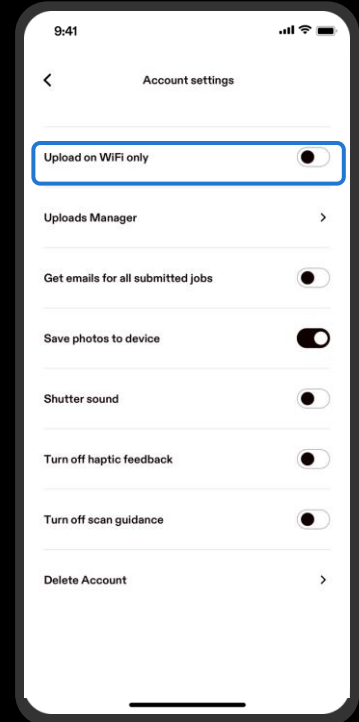
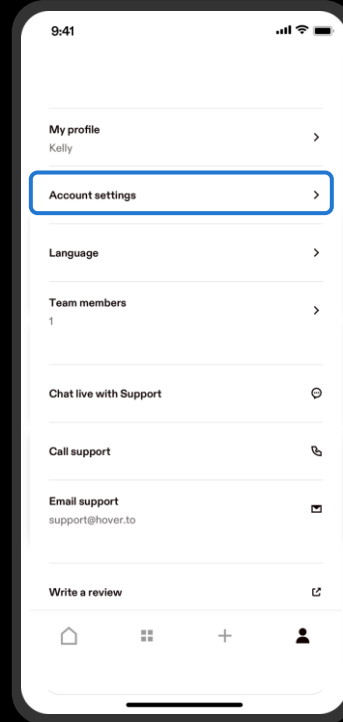
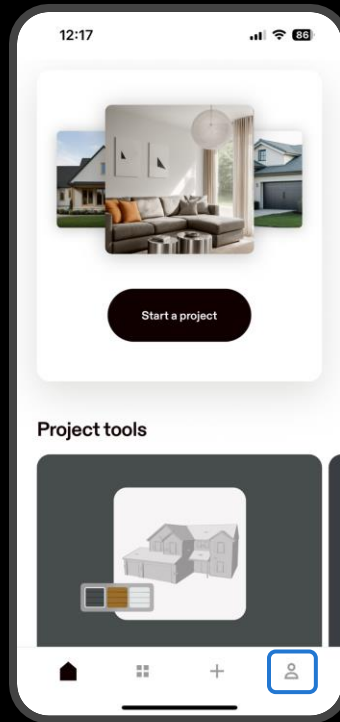
# Appendix

Hover

# Control the upload

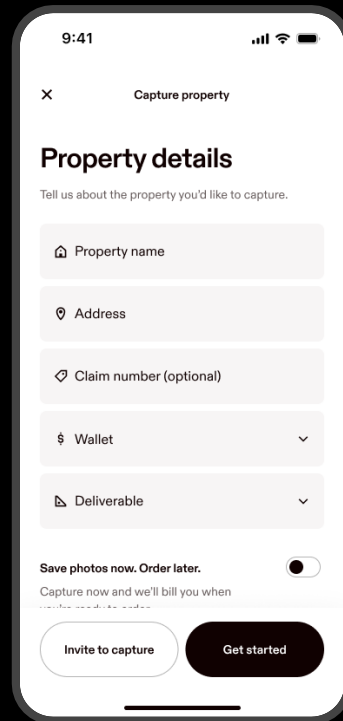
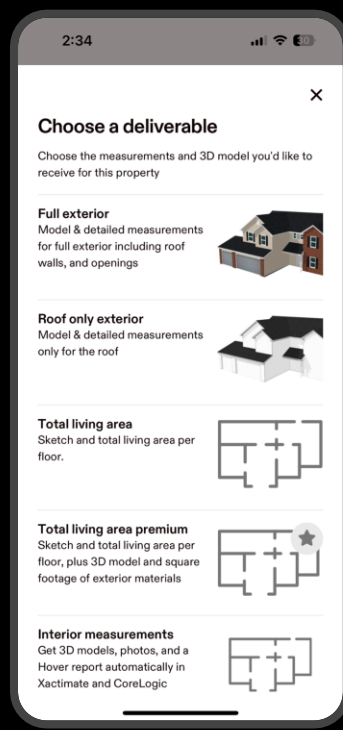
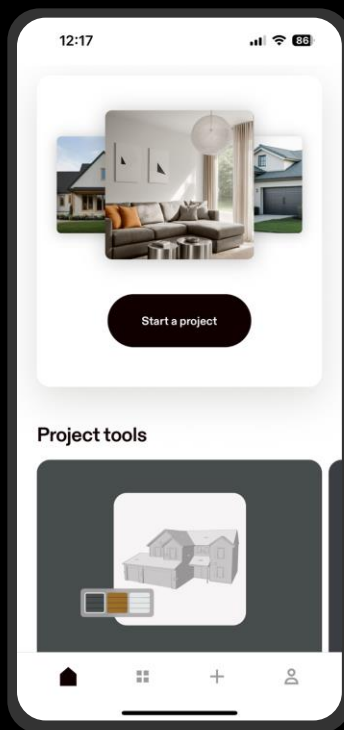
In an area with little to no wifi or network connectivity?

1. Tap the settings icon
1. Tap **Account settings**
2. Toggle ON > **Upload on WiFi only**



This setting stops the upload from happening **until you are back on wifi.**

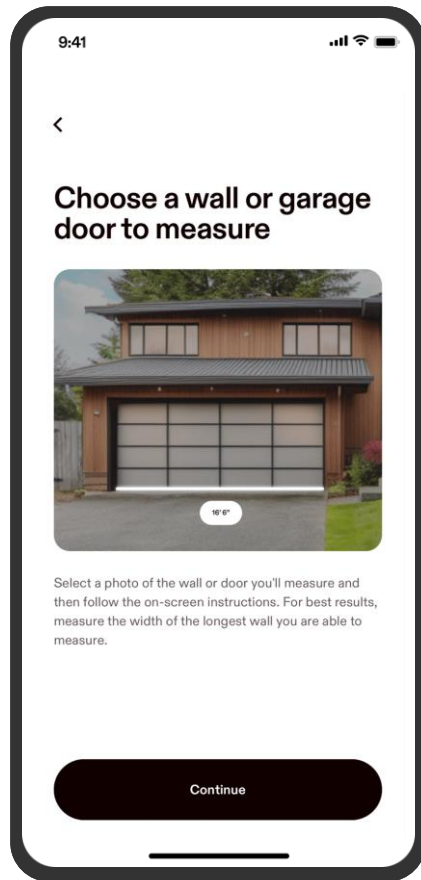
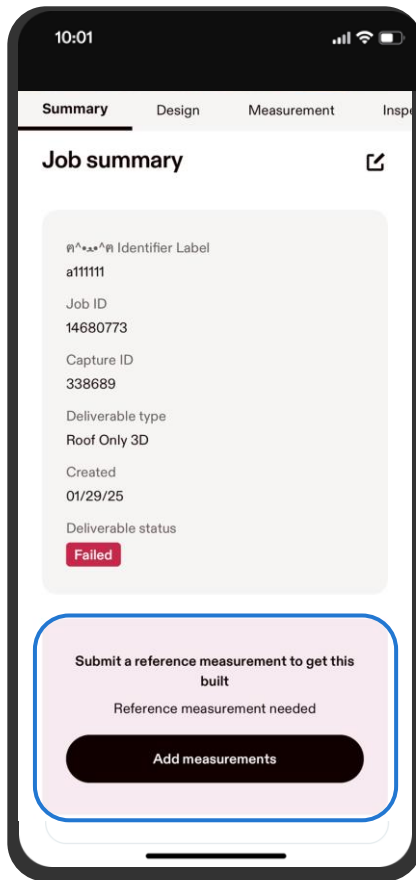
# Start a new project



# Add measurements

If we are unable to complete your job and need more information, you will receive a notification.

Open the project in the mobile app, and tap "Add measurements". Follow the in-app guide to submit a reference measurement of something clearly visible in one of the photos submitted with your job.



# Complete your capture

11:47

88

<

Capture summary

Property name

Test

Address

137 Brittany Lane, Pittsford, NY

Deliverable type

Full exterior

Photos

8 property, 1 extra photos

Add job note

Note: proceeding with any option uploads your photos and completes your capture.

Add another structure

Start free checklist

Finish