

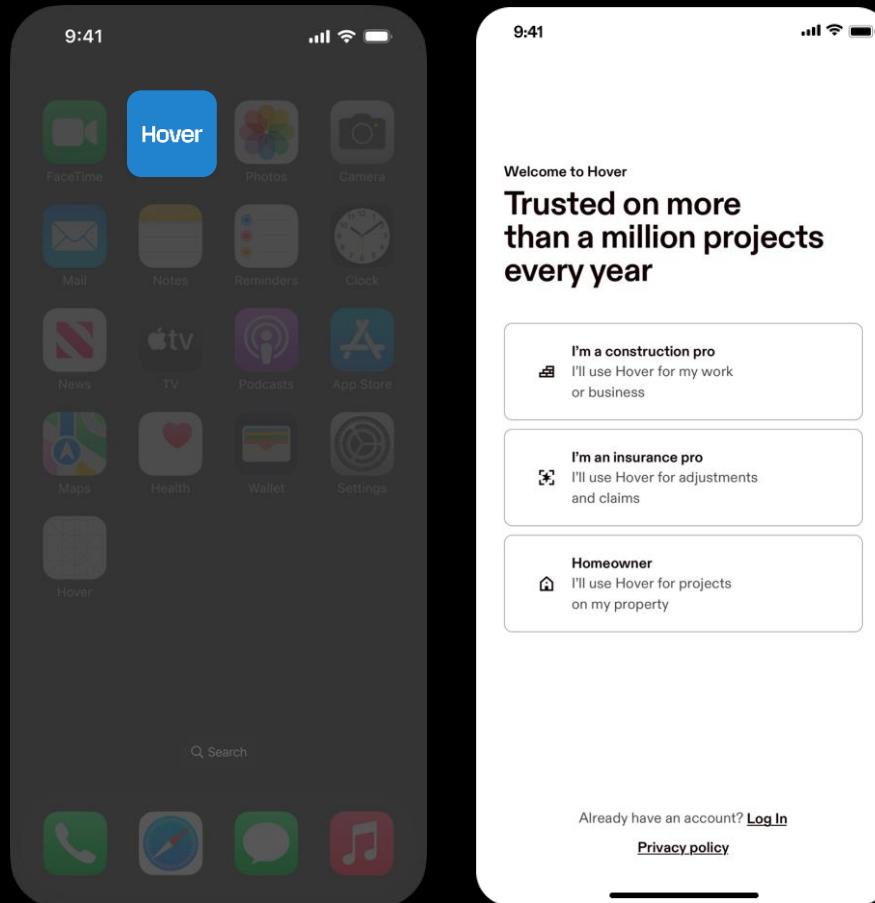
Exterior Scan

Construction Pros

Hover

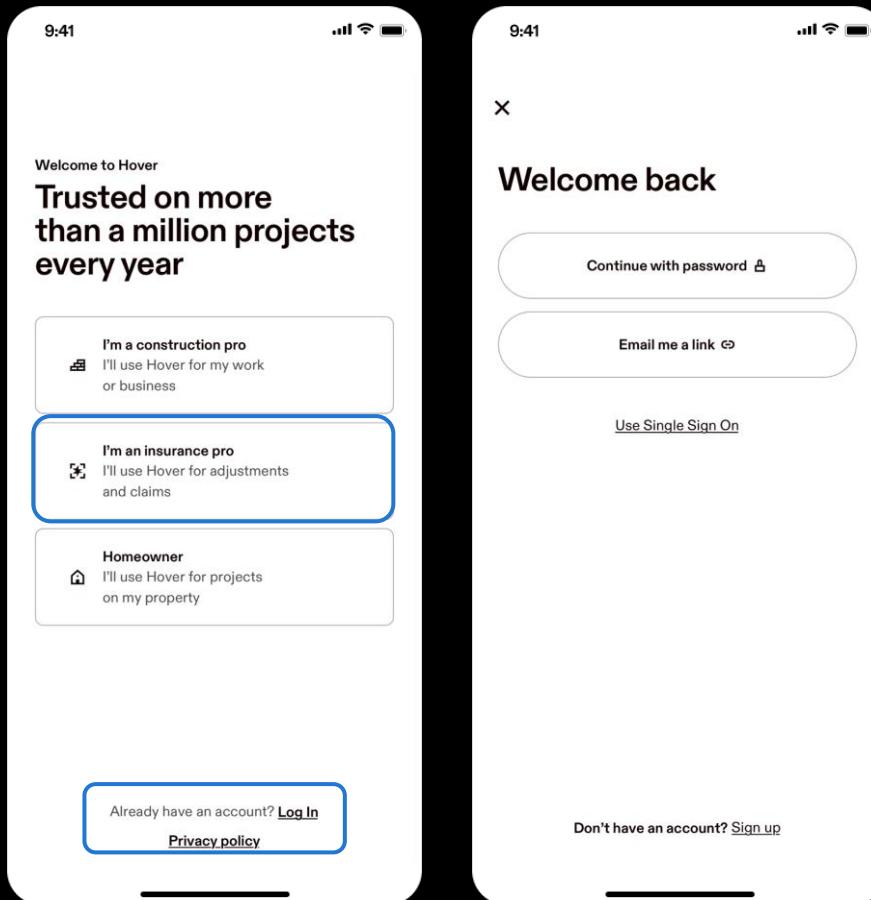
Confidential and proprietary

Download the Hover app



Enter login credentials

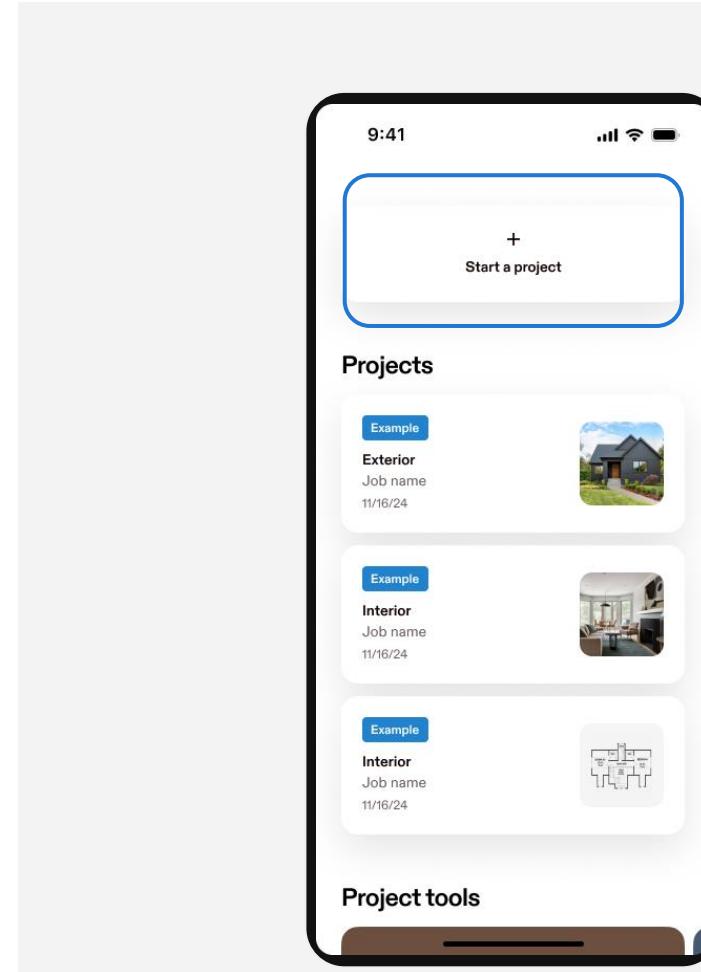
Or setup your account by
tapping I'm an insurance pro



Take photos onsite

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

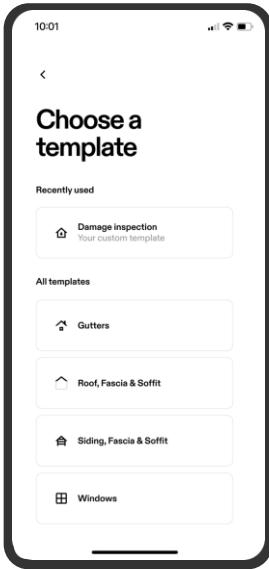
Simply take smartphone photos of any property - Hover does the rest.



With as few as eight photos



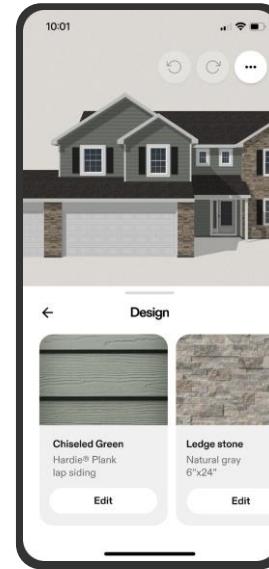
Scope and sell any project



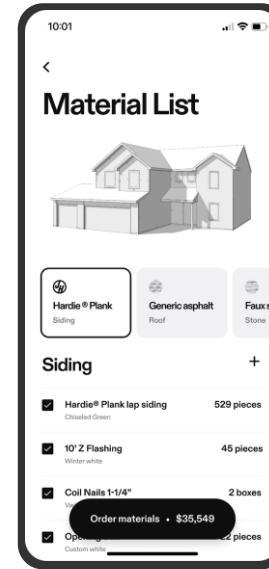
Document anything



Measure everything



Design and sell



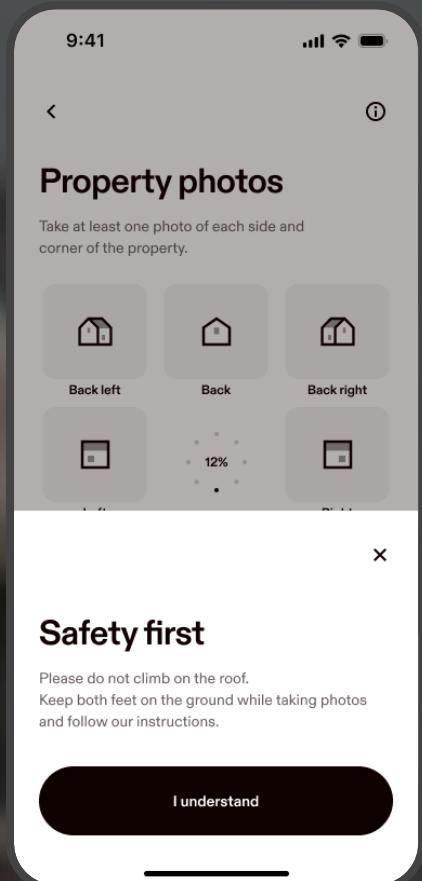
Takeoffs in 2 clicks

Getting started

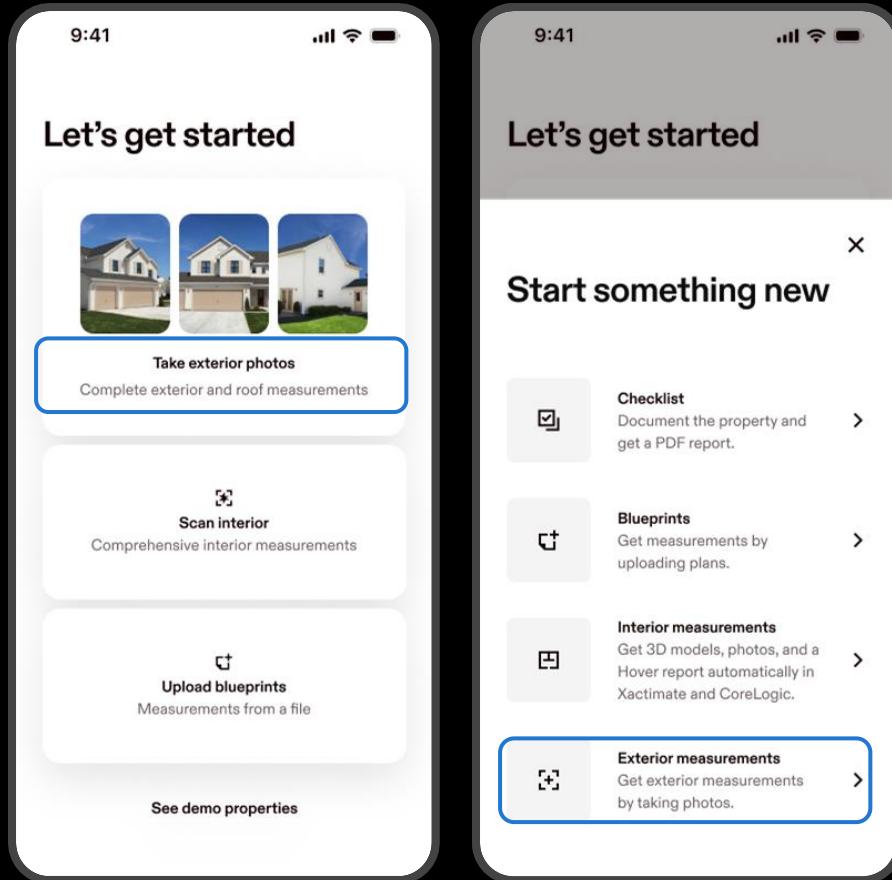
Taking photos onsite

Hover

Arrive onsite



Start a new project



The image displays two side-by-side mobile phone screens, both showing a "Let's get started" interface. The left screen shows three main project initiation steps: "Take exterior photos" (with a blue outline), "Scan interior" (with a grey outline), and "Upload blueprints". The right screen shows a "Start something new" section with four items: "Checklist", "Blueprints", "Interior measurements", and "Exterior measurements" (with a blue outline). Each item includes a description and a right-pointing arrow.

9:41

Let's get started

Take exterior photos

Complete exterior and roof measurements

Scan interior

Comprehensive interior measurements

Upload blueprints

Measurements from a file

See demo properties

9:41

Let's get started

Start something new

Checklist

Document the property and get a PDF report.

Blueprints

Get measurements by uploading plans.

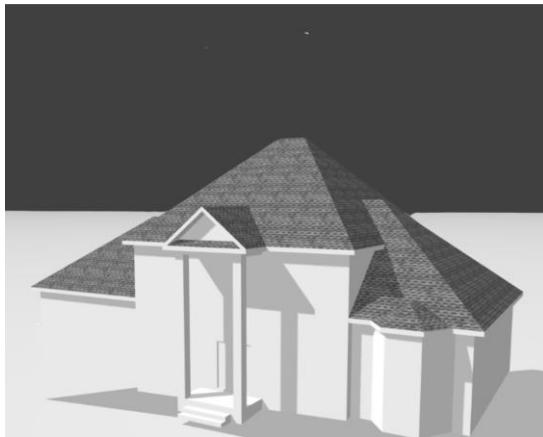
Interior measurements

Get 3D models, photos, and a Hover report automatically in Xactimate and CoreLogic.

Exterior measurements

Get exterior measurements by taking photos.

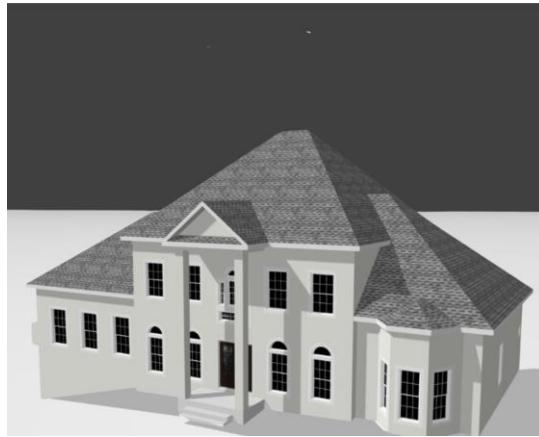
Measurement options



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

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

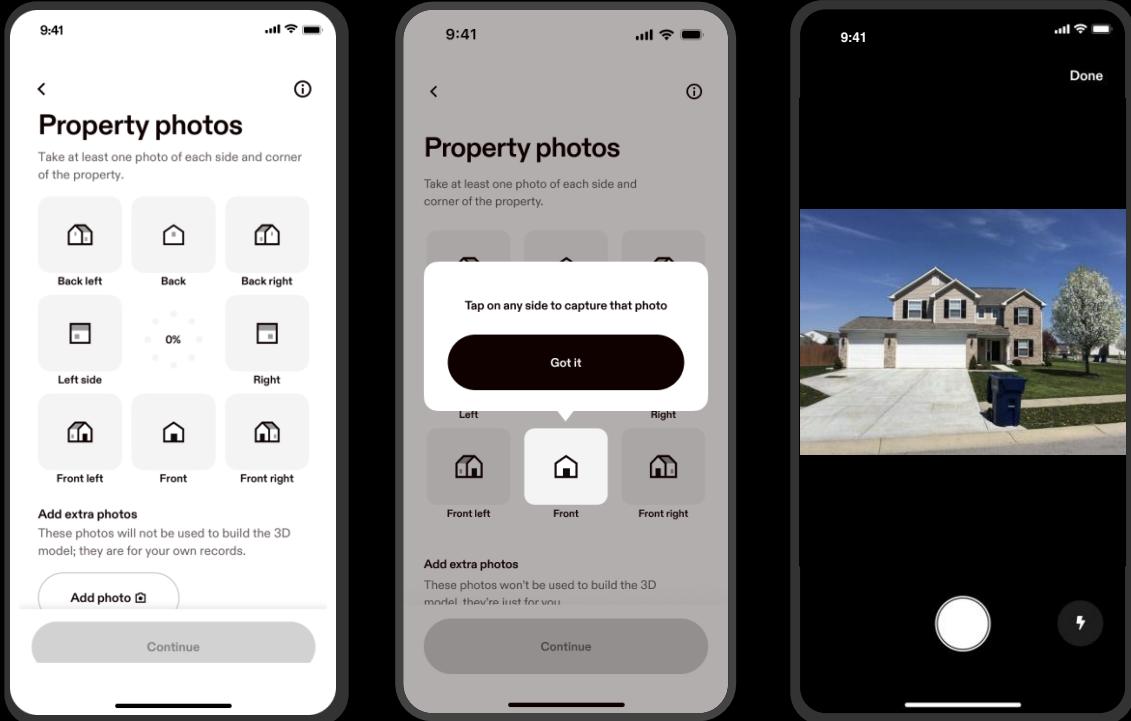


Photo best practices



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.



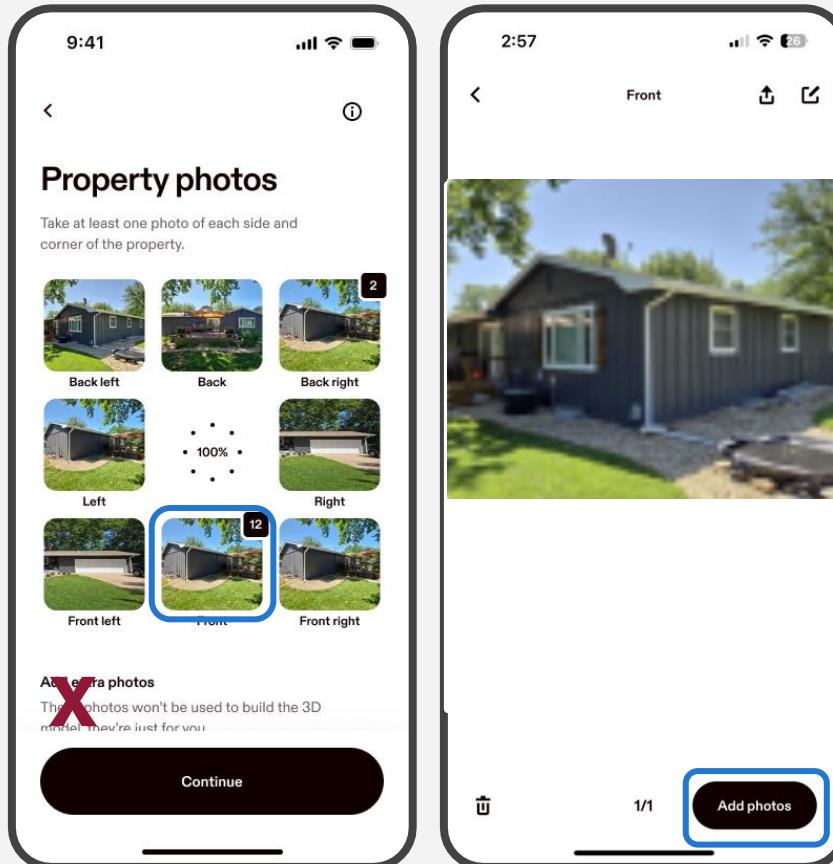
Landscape

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

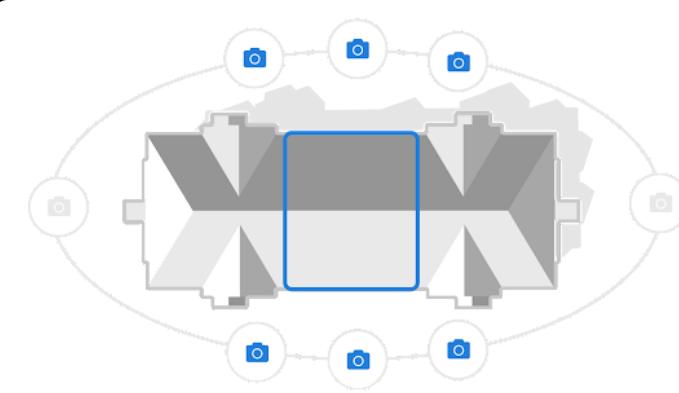
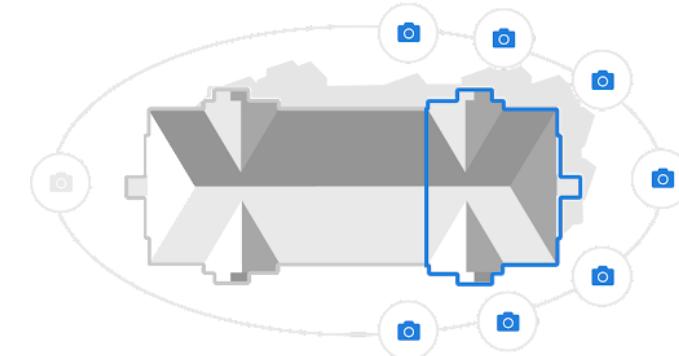
Multi-family units can still be captured by capturing as many of the 8 photos as possible.

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

End unit
7 photos



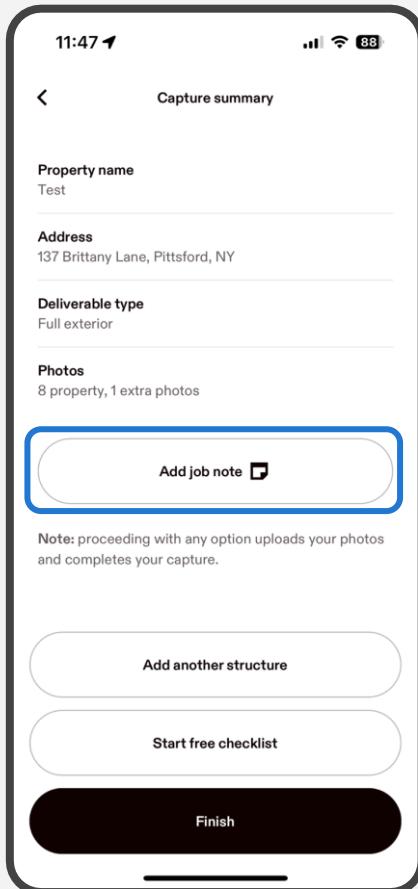
Middle unit
6 photos



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.



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.

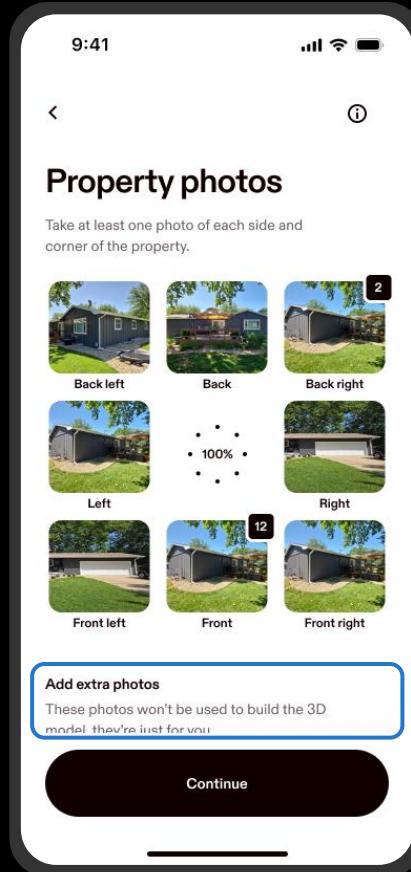


Door

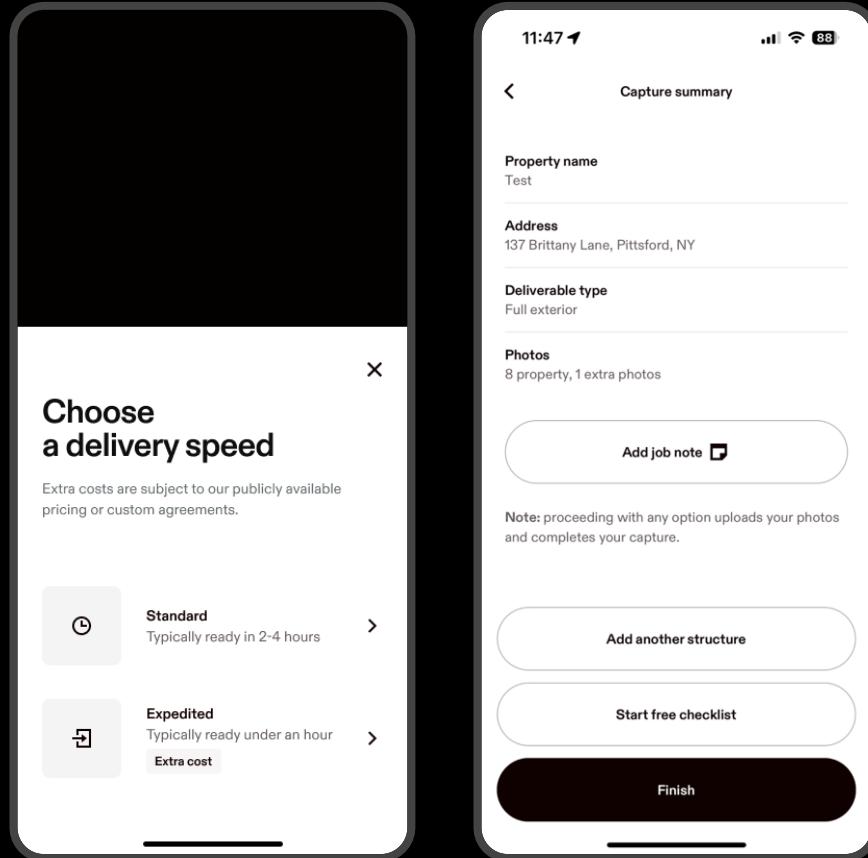
Height of front or garage door, top to bottom.

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



The image displays two side-by-side mobile phone screens. The left screen shows a modal dialog titled 'Choose a delivery speed' with two options: 'Standard' (typically ready in 2-4 hours) and 'Expedited' (typically ready under an hour, with an 'Extra cost' note). The right screen shows a 'Capture summary' page with fields for 'Property name' (Test), 'Address' (137 Brittany Lane, Pittsford, NY), 'Deliverable type' (Full exterior), and 'Photos' (8 property, 1 extra photos). It also includes a note about proceeding with uploads and buttons for 'Add job note', 'Add another structure', 'Start free checklist', and a large 'Finish' button.

Choose a delivery speed

Standard
Typically ready in 2-4 hours

Expedited
Typically ready under an hour
Extra cost

Property name
Test

Address
137 Brittany Lane, Pittsford, NY

Deliverable type
Full exterior

Photos
8 property, 1 extra photos

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

Add job note

Add another structure

Start free checklist

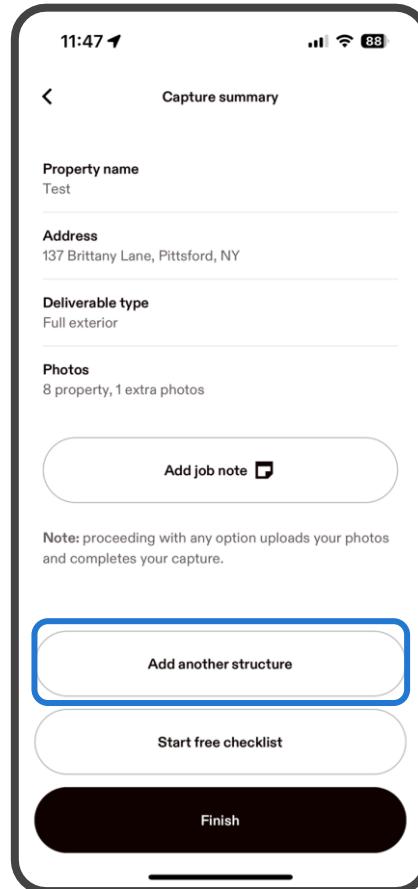
Finish

Detached structures

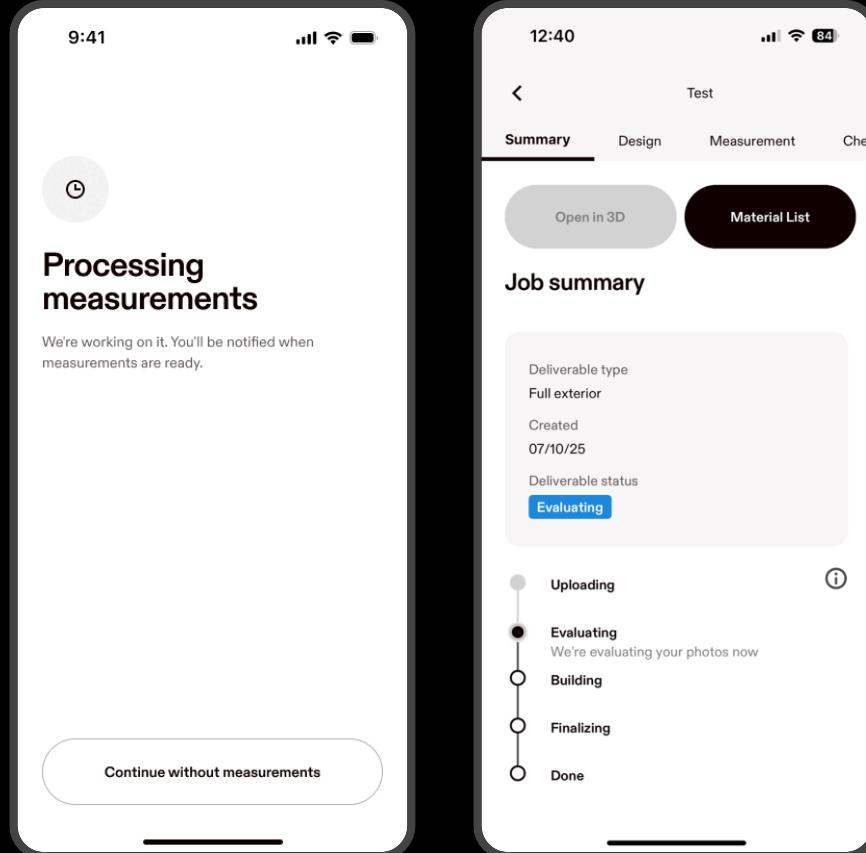
Each building on a property is measured and modeled as a separate order.

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.



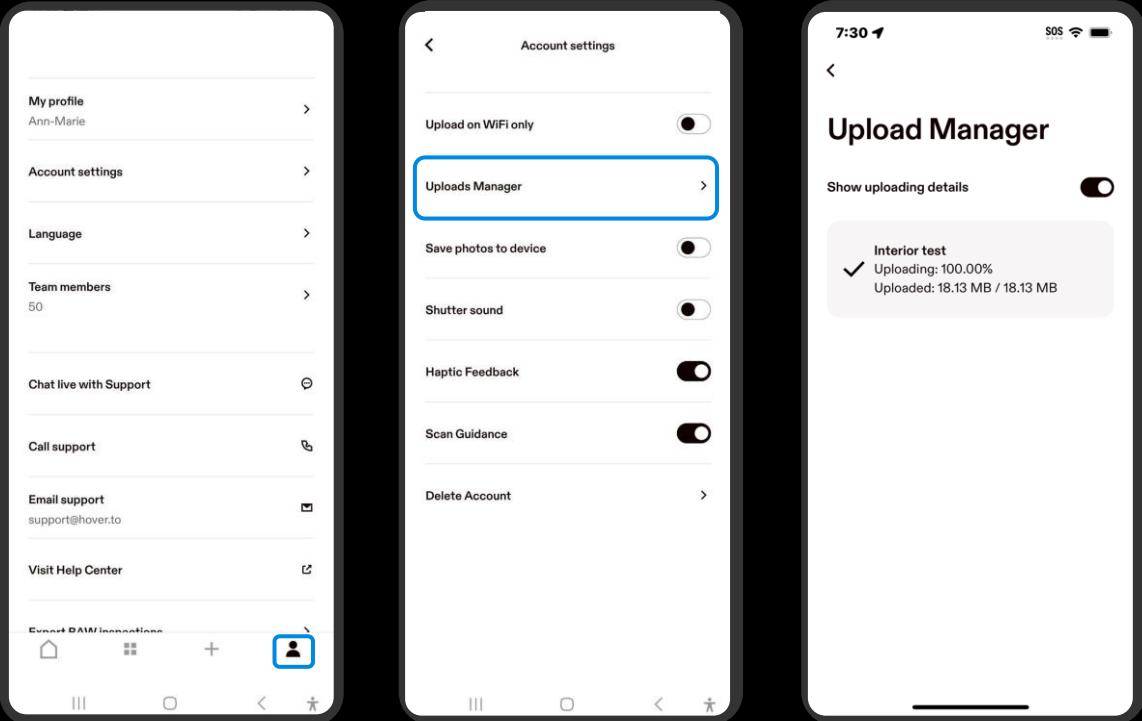
Project notifications



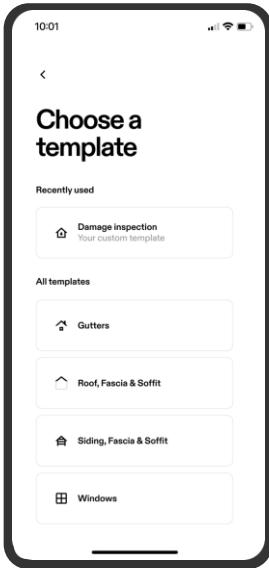
Upload paused jobs

Do you need to re-upload a paused job?

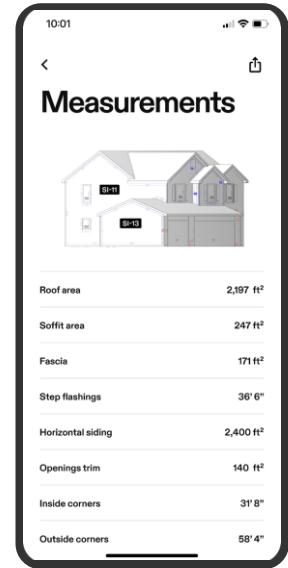
1. Tap the settings icon
2. Tap Account settings
3. Open Uploads Manager



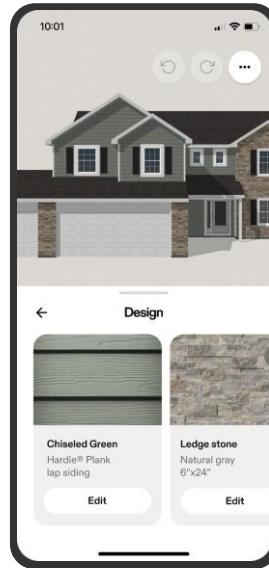
What's next?



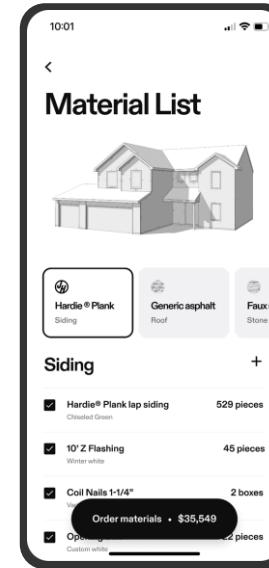
Create a checklist



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.

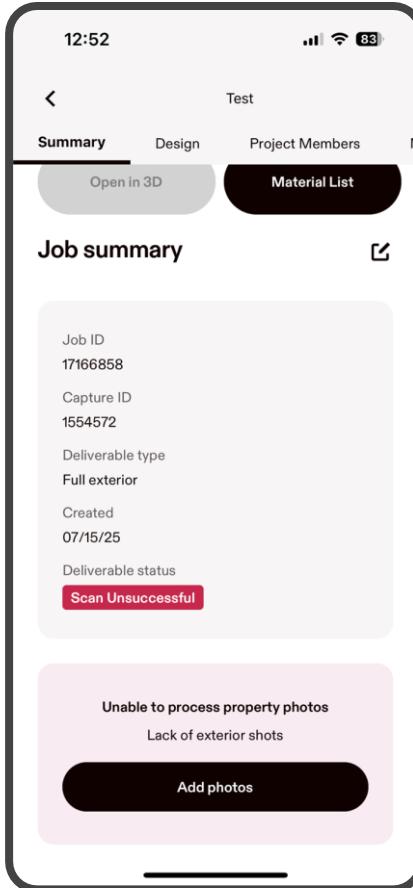
Keep Hover open

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:

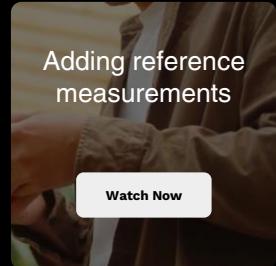
Helpful Resources



What is a good corner shot?

[Watch Now](#)

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)

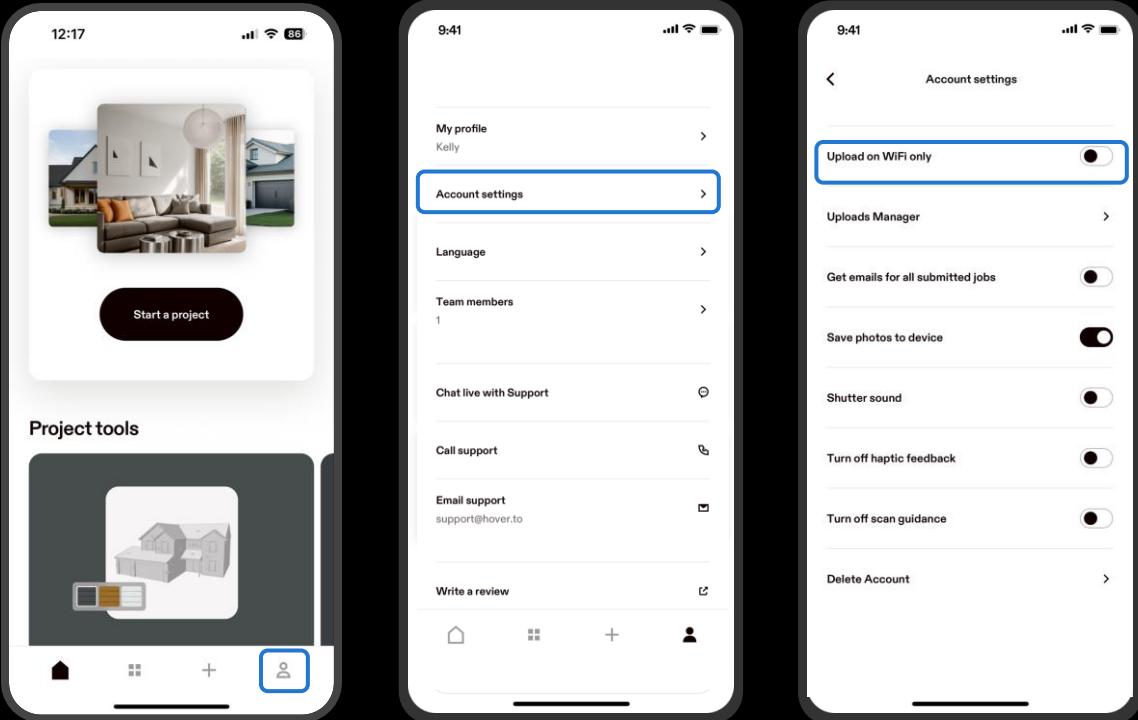
Appendix

Hover

Control the upload

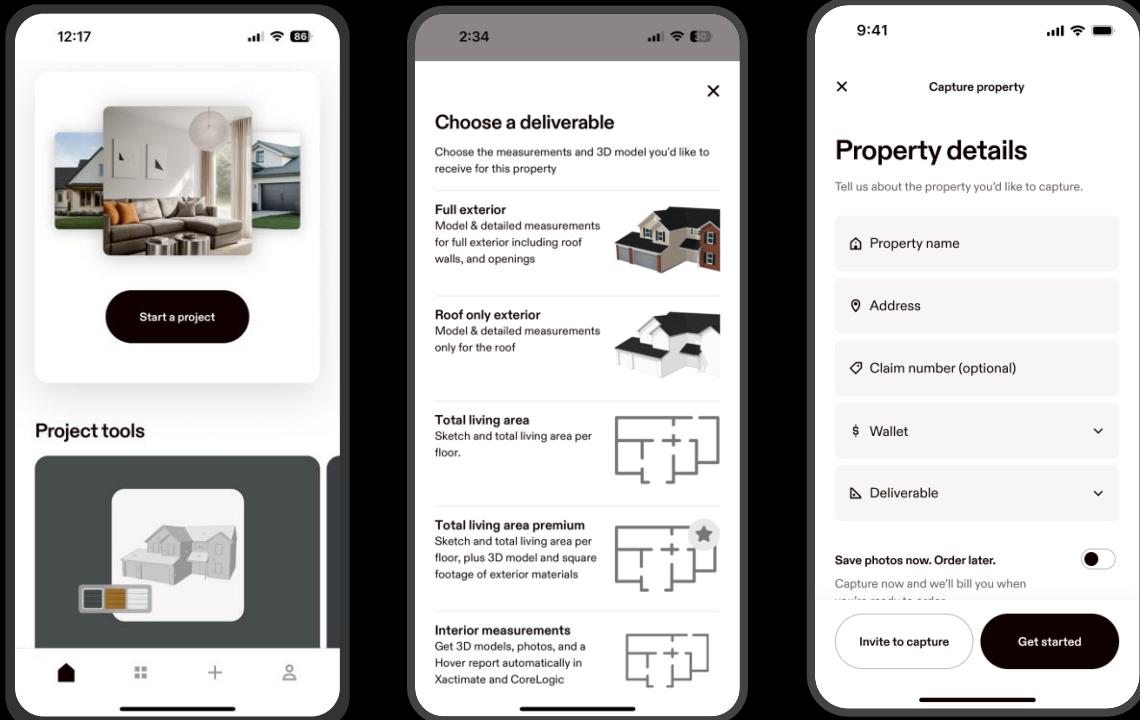
In an area with little to no wifi or network connectivity?

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



The image displays three mobile phone screens showing a user interface for starting a new project. The first screen shows a thumbnail of a house and a living room, with a 'Start a project' button. The second screen shows a list of deliverables: 'Full exterior', 'Roof only exterior', 'Total living area', 'Total living area premium', and 'Interior measurements'. The third screen shows a 'Property details' form with fields for 'Property name', 'Address', 'Claim number (optional)', 'Wallet', 'Deliverable', and a toggle for 'Save photos now. Order later.'.

12:17

Start a project

Project tools

Choose a deliverable

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

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.

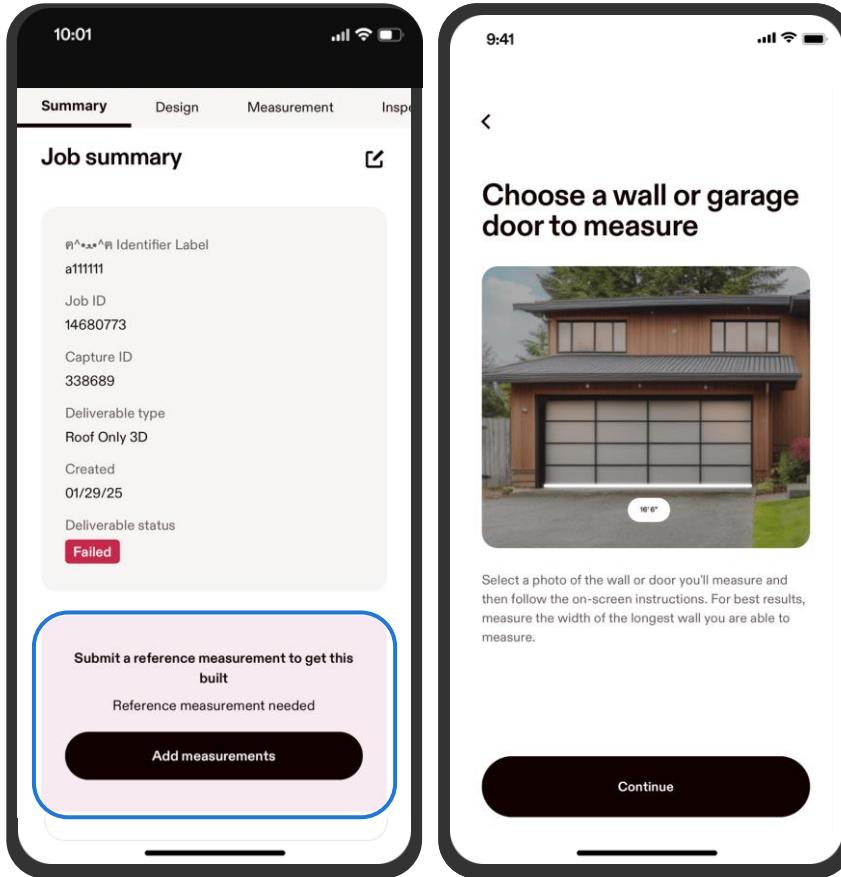
Invite to capture

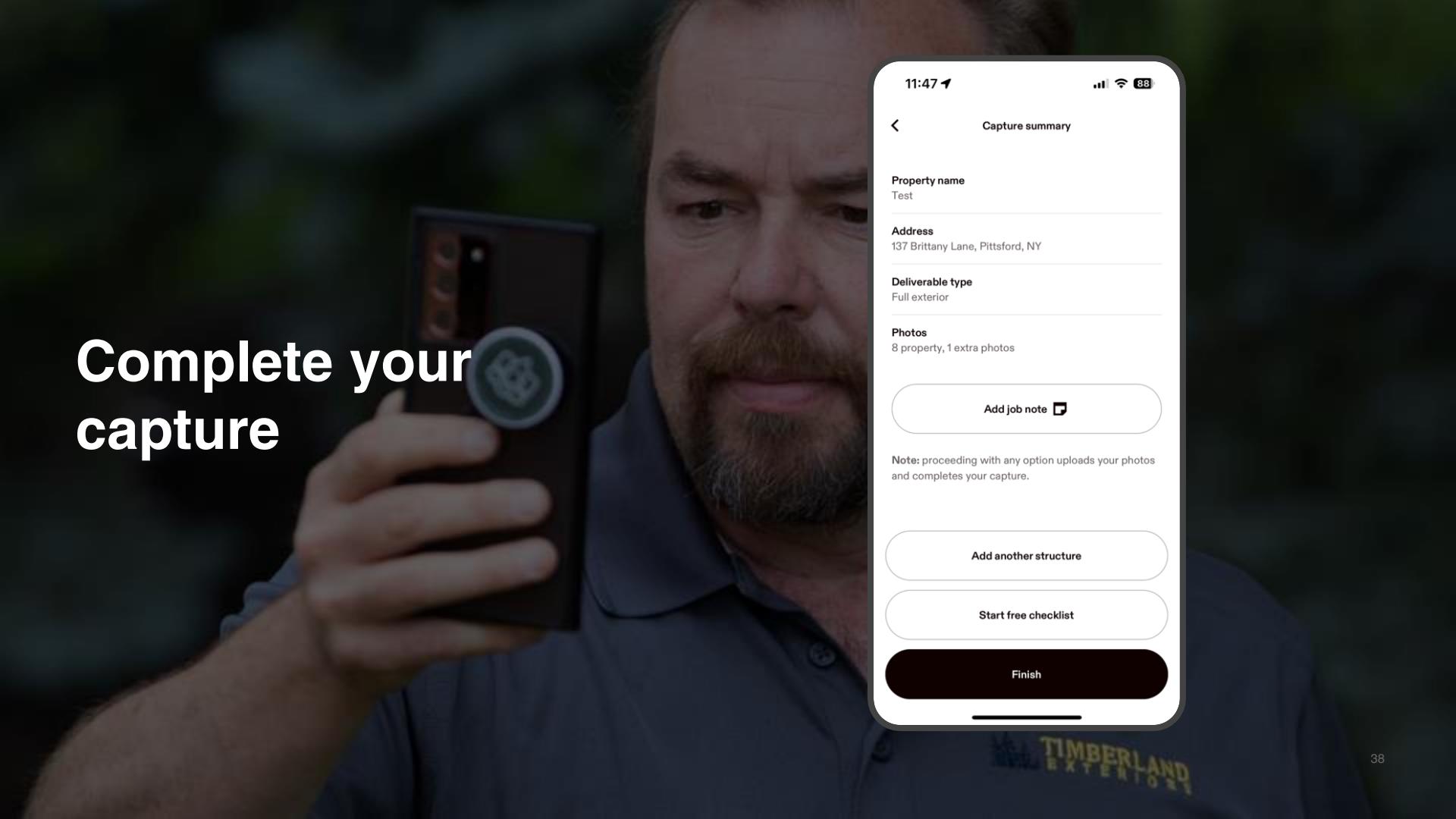
Get started

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

