

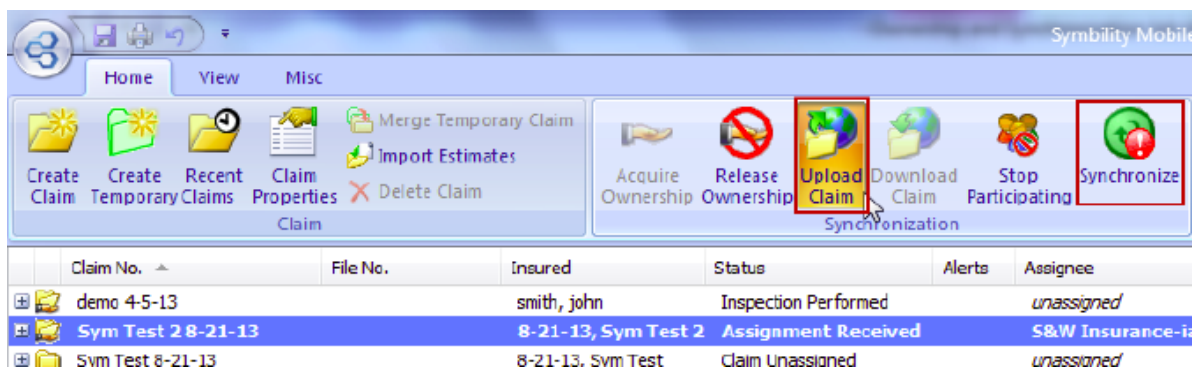
## WHY WOULD I EVER WANT TO RELEASE OWNERSHIP?

Releasing ownership is very important for a few key reasons.

- ▶ Releasing ownership and synchronizing saves all changes you have made to a claim and backs them up to the cloud (Claims Connect).
- ▶ Ownership is specific to a device. If you do not release ownership you will not be able to work on that claim from another device such as a laptop, iPad, or smartphone.
- ▶ If a supervisor or manager needs to review a claim, they will not be able to do so if you have not released ownership.

\* It is recommended to release ownership of all claims and synchronize at the end of each workday. This is an easy way to create flexibility and ensure that all of your changes have been saved.

## IS THERE A WAY TO SAVE MY WORK WITHOUT RELEASING OWNERSHIP?



Yes, by clicking on 'Upload Claim' and then 'Synchronize'.

## IF I RELEASE OWNERSHIP CAN I GET OWNERSHIP BACK?

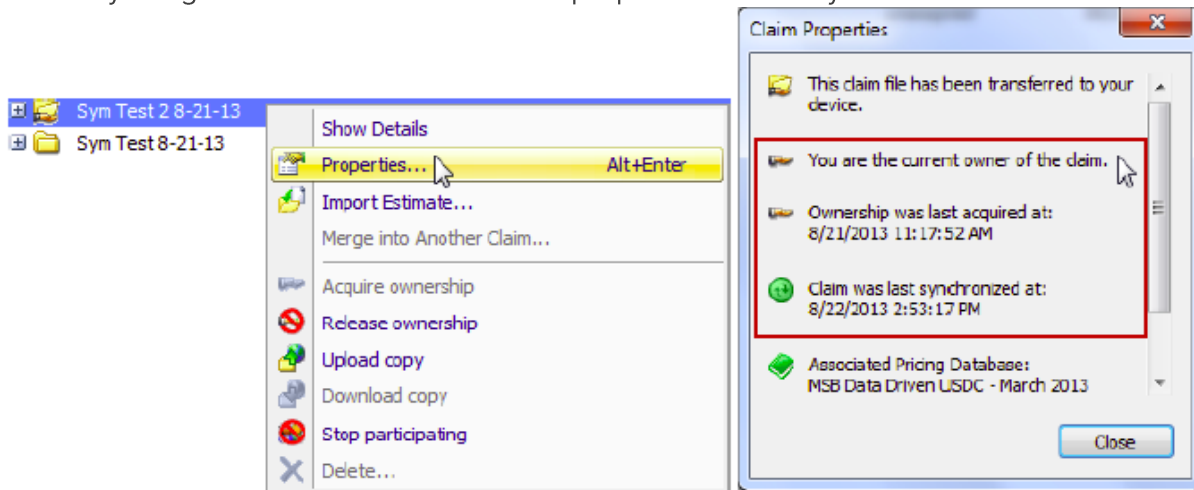
Yes, you can release and acquire ownership as many times as you need, but remember that you must have an Internet connection in order to synchronize.

## WHAT IF I THINK I CLICKED ON "ACQUIRE OWNERSHIP" & SYNCHRONIZED, BUT I STILL DO NOT OWN THE CLAIM?

Make sure you are clicking on Acquire Ownership only once. If you double click, that function will be turned on and then off. Release and Acquire Ownership are toggle features. This means you click on it once to turn it on and twice to turn it off. Watch for the red exclamation point to appear on the synchronize symbol, this is a visual indicator that you have clicked on acquire ownership once.

## IF I RELEASE OWNERSHIP CAN SOMEONE ELSE ACQUIRE OWNERSHIP OF MY CLAIM

Yes, however if you right click on a claim and select properties it will tell you who the current owner is.



## WHAT HAPPENS IF I SYNCHRONIZE WITHOUT FIRST RELEASING OWNERSHIP?

If you synchronize without first triggering Release Ownership, none of your changes to the claim will be Saved and backed up on Claims Connect. All that synchronize will do at that point is pull in new claim assignments and updates, but no changes will be sent out to the claim.

## CAN MORE THAN ONE PERSON OWN A CLAIM AT THE SAME TIME?

A claim is made up of several different components such as diagrams, estimates, photos, and forms. One person may own the diagram and another person may own the estimate, but they cannot own the same component at the same time. To learn more about managing claim ownership refer to the full training manual available at the Symbility Support site.

[http://symbilitysolutions.com/index.php/support-training/support\\_site/](http://symbilitysolutions.com/index.php/support-training/support_site/)