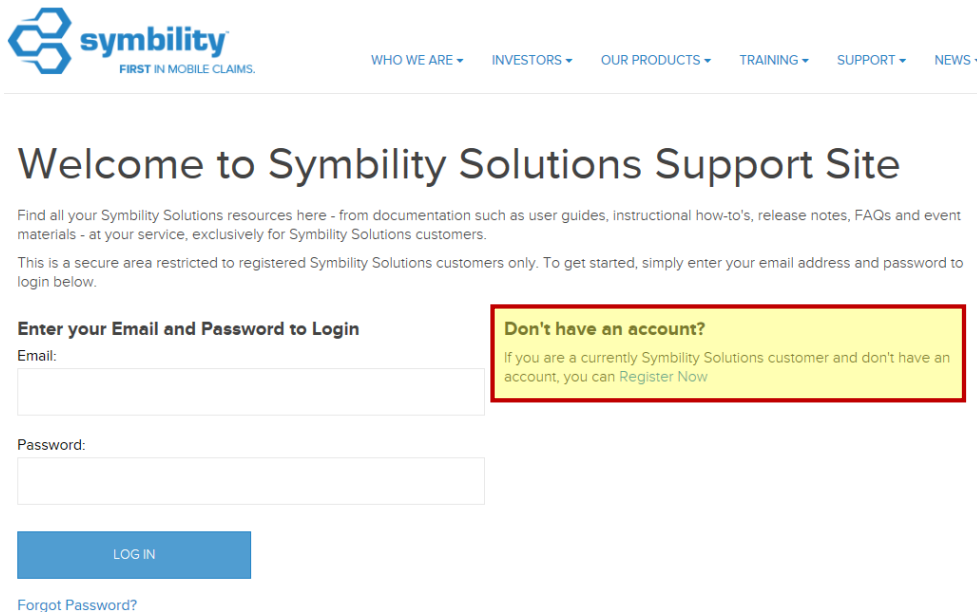


There are a few recommended settings to follow in your preferences. These settings will impact the appearance and functions within Symbility Mobile Claims. Preferences are specific to a device, so these are one-time changes unless you start working off of a new device.

As you start to learn the ins and outs of working with Symbility there are many resources to help you along the way. It is recommended that you take a few moments to register with the Symbility Support Site. Click on the link below to begin the process.

https://www.symbilitysolutions.com/support-training/support_site/

A new web browser will load and prompt you to fill in some required information.



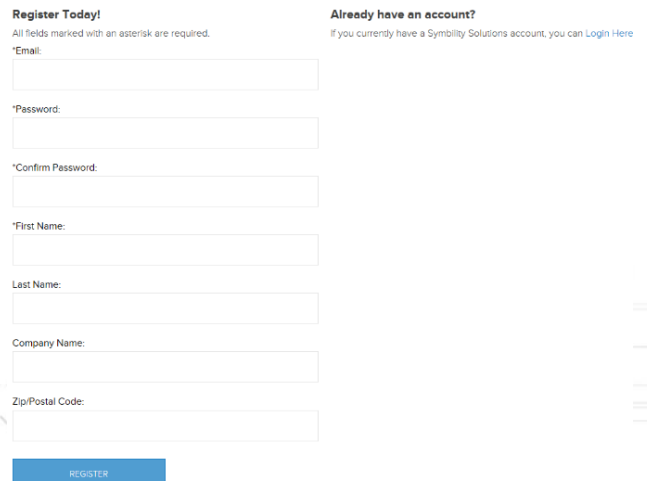
The screenshot shows the Symbility Support Site login page. At the top left is the Symbility logo with the tagline "FIRST IN MOBILE CLAIMS." To the right is a navigation menu with links for WHO WE ARE, INVESTORS, OUR PRODUCTS, TRAINING, SUPPORT, and NEWS. The main heading is "Welcome to Symbility Solutions Support Site". Below this is a paragraph of introductory text and a note that the area is restricted to registered customers. The login form includes fields for "Email:" and "Password:", a "LOG IN" button, and a "Forgot Password?" link. A yellow callout box with a red border contains the text: "Don't have an account? If you are a currently Symbility Solutions customer and don't have an account, you can Register Now".

REGISTER FOR SUPPORT

You will be prompted to enter your email address and Password. Please note, this is not the same login information that you use to login into Symbility Mobile Claims or Symbility Claims Connect. This is a separate registration you must go through. Click on Register Now and your screen will load to the following view.

Click in each field and enter the required information. When you are done click 'Register'. The next page to load will look like this.

Register for Symbility Solutions Support Site



The screenshot shows the registration form for the Symbility Support Site. It is divided into two sections: "Register Today!" and "Already have an account?". The "Register Today!" section includes a note that all fields marked with an asterisk are required. The form fields are: *Email, *Password, *Confirm Password, *First Name, Last Name, Company Name, and Zip/Postal Code. There is a "REGISTER" button at the bottom. The "Already have an account?" section includes a note that if the user currently has a Symbility Solutions account, they can click "Login Here".

Welcome to Symbility Support Site

CLIQUEZ ICI POUR
LE SITE FRANÇAIS DU SOUTIEN TECHNIQUE

Find all your technical support resources here - from documentation such as user guides, training manuals to release notes and FAQs - at your service, exclusively for Symbility registered users only.

Symbility and the Heartbleed Bug

On April 8th, 2014 we were made aware of a critical vulnerability in OpenSSL ([Heartbleed Bug](#)), and we want to update our community on how this vulnerability has impacted Symbility. We were able to determine that Symbility's systems and servers were not affected. Symbility takes customer data security very seriously, if you have any questions or concerns please do not hesitate to contact your Symbility Representative.



USER GUIDES



RELEASE
NOTES



INFOMATRIX



CLAIMS
DATA UPDATES



FAQS



JOB AIDS

User Guides

[Full User Guide 5.7](#)

The comprehensive version of the Symbility Claims Connect and Symbility Mobile Claims training manual.

[Mobile Claims Training Manual - Tablet Version - Verison 5.0](#)

Android ICS 4.0 or later
iOS 6.0 or later

[Video Connect User Guide](#)

A complete user guide for both mobile device and PC users of Video Connect.

[RCT Express Version 4.0 Quick Start Guide](#)

A quick start guide explaining the components of the new interface for creating property valuations.

[Getting Started](#)

A high level introduction to get you started with Symbility.

[ContentsExpress User Guide](#)

A helpful reference for using Symbility's self-serve contents estimating integration, powered by Enservio ContentsExpress.

From this page click on the link for 'Full Training Manual'. This will open a PDF that you can save to your computer. The Full Training Manual gives detailed step by step instructions in both Symbility Mobile Claims and Symbility Claims Connect.

At the top of the screen you will see a menu to navigate around the site. Go to Support and Training to contact the Symbility Support Team. They are there to help you sort through any confusion and fix technical issues. They are a great resource for you if you run into problems.

[SUPPORT SITE](#)

[GETTING STARTED FAQs](#)

[REACH OUR SUPPORT](#)

[TEAM](#)

Support