


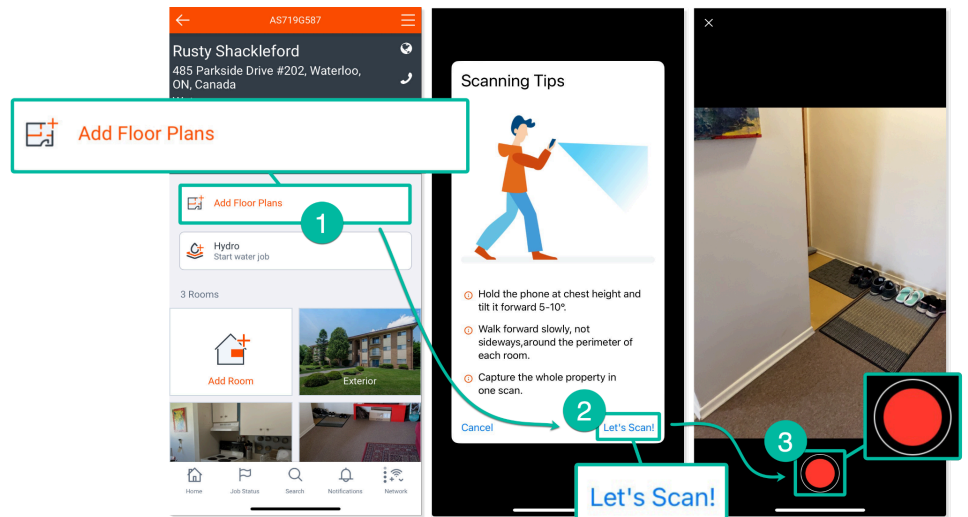
# ENCIRCLE FLOOR PLAN CHEAT SHEET

## BEFORE YOUR SCAN (BEST PRACTICES)

1. **Make sure you have enough battery power.** We recommend having at least 50% (but 5% is the minimum required).
2. **Consider switching to offline mode for the duration of the scan** if you have an unreliable connection.
3. **Consider putting your device on “do not disturb”.** Incoming calls or alerts during the scan need to be ignored.
4. **Remove any external lenses or camera attachments from your device.** Do not block your device’s camera.
5. **Plan your path.** Walk through the property to plan the path that you will take while scanning.
6. **Open all doors that lead into rooms you intend to scan.** While scanning, you need to avoid capturing any doors opening or closing.
7. **Turn on lights and open blinds.** The more light you have, the better.
8. If you are in a low-light situation, **consider using an external light source attached to your device**, like a [Lume cube](#). Most iOS devices will automatically enable the flashlight while scanning in a dark area.

## STARTING YOUR SCAN

1. From the home page of the claim,
2. tap **Add Floor Plans**.
3. Read our scanning tips and tap **Let’s Scan**.
4. Tap the **red record button**  to start your scan.



## DURING YOUR SCAN (BEST PRACTICES)

1. **Follow any on-screen guidance.** Our live user guidance will notify you when you need to adjust your technique.
2. **Hold your device at chest height, and tilt it slightly downwards.** Aim to capture where the floor meets the wall.
3. **Walk forwards (not sideways), and at a normal pace.** Avoid rapid movements or turning quickly.
4. **Avoid getting too close to walls.** Our optimal range for data collection is 5 - 11 ft away from walls / furniture.
5. **Pan upwards to capture fixtures and windows if desired.** *Stand still* and pan up to show the fixed furniture or the bottom of the window, then pan back down before you continue walking.

6. **Pan upwards to capture the ceiling height\* if desired.** *Stand still* and pan up to the ceiling at a slight upwards angle, so that the ceiling and other context is visible in the frame. Do not scan directly under the ceiling you are capturing. Do not scan the ceiling for longer than 5 seconds.  
\*Note that ceiling height is not currently available with Encircle Floor Plan. This feature will be added in the future.
7. **DO NOT capture any doors opening (or closing) during your scan.** Doing so will greatly disrupt the scan. If you need to open a door, point the camera away from the door while you open it. Then point the camera back at the room once the door is open.
8. **Capture very small spaces by aiming your device through the door opening without entering the space.** If the space is large enough to accommodate you, walk forwards into the space and then back out of the space, rather than turning around.
9. **Capture multiple floors in one continuous scan.** Be sure to scan one floor completely before moving to the next. Do not go back and forth between floors during the scan. When you get to the bottom of a staircase, point the device up the stairs and walk up them at a normal pace. It is okay to look at where you are stepping instead of your device, to avoid tripping.

## SUBMITTING YOUR SCAN

1. Tap the **stop button** to end the scan.
2. Review your scan before submitting. If the timeline bar at the bottom shows red, it means there was a warning issued while scanning. *If the timeline has more than 30% (or about one third) red, we recommend that you redo the scan.*
3. When you're ready to submit your scan, tap **Submit**.
4. Your scan video will need to finish uploading before processing. Best to leave the app open while it syncs.
5. You will see a notice that your scan is processing, which may take up to 6 hours. You will receive an email when your scan has finished processing. \*Note that if you captured your scan in offline mode, you will need to reestablish a connection before your scan begins to process.

