Optigo Happy — Virtual Inspections
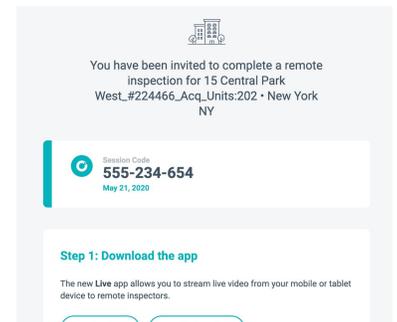
Before you get started

To join a Virtual Inspection as the Camera Operator (the person onsite at the property) you will need to:

- Have an Apple or Android mobile device or tablet that has a connection to the internet.
- Be running Apple iOS or iPadOS 12.0 or higher, or Android v8 or higher.
- Have the permission to install apps from the Apple or Google stores.
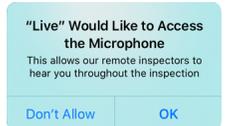
How to join a Virtual Session

Step 1 - Installing the app

- Once the inspection is scheduled, you will receive an email containing details of the inspection and the unique session code.
- The email also contains links to install the **Live by HappyCo** app from the Apple or Google stores.
- If the **Live** app is not installed on the device you intend to use, click the iOS (Apple) or Android link in the email to be taken to the relevant store to download the app.

You have been invited to complete a remote inspection for 15 Central Park West_#224466_Acq_Units:202 • New York NY

Session Code
555-234-654
May 21, 2020

Step 1: Download the app

The new **Live** app allows you to stream live video from your mobile or tablet device to remote inspectors.

Step 2 - Joining the Virtual Session

- At the time of the inspection, either copy or write down the 9 digit session code provided in the email.
- Open the **Live** app and click **I understand** to confirm that you understand the video footage is being recorded.
- If this is your first time opening the app, you will be prompted to allow **Live** to access your Camera and Microphone. Make sure you click **OK** on both of these.
- The next page will ask for your name and the session code. **Tip:** You can copy and paste this code from the email.
- Entering the code will open the virtual session; if there are others already there, you will immediately be able to speak with them and they can communicate back with you.
- If others have not arrived yet or they all leave, the screen will say **Waiting for others....**

"Happy Remote" Would Like to Access the Camera
This allows our remote inspectors to see the property
Don't Allow   OK

"Live" Would Like to Access the Microphone
This allows our remote inspectors to hear you throughout the inspection
Don't Allow   OK

Step 3 - During the Virtual Session

You have several controls available to you during a virtual session:

- In the upper right corner of the screen you can click to see the other participants.
- At the bottom you can click to switch the camera view and also click the red cross to leave the session.

Click here to see who else is in the session

Click here to switch the camera view

Click here to leave the session

Having trouble?

If you are having trouble you can visit **hpy.io/optigohappy-support** or if urgent call dedicated support at **(628) 272-8050.**