



## Getting Started Guide - Guest Inspector v1.3

## Before you get started

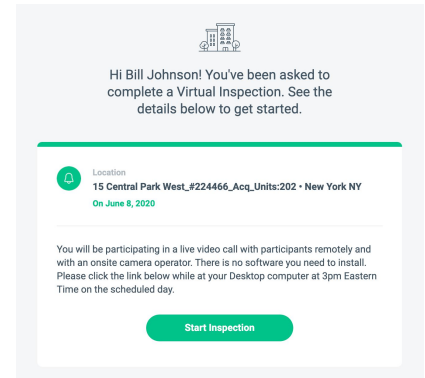
To join a Virtual Inspection as a Guest you will need to:

- Be in front of a desktop computer
- Have one of the following web browsers installed and updated to the latest version: Chrome, Firefox, or Safari
- The computer will need a way to play audio and have a microphone

## How to join a Virtual Session

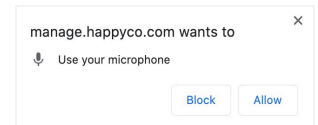
### Step 1 - Opening the invite email in your inbox

- Once the inspection is scheduled you will receive an email containing details of the inspection.
- This email will also have a personalized **Start Inspection** button to open the virtual session.
- **This email should never be forwarded to another person as this link is unique to you.**



### Step 2 - Joining the Virtual Session

- At the time of the inspection, click the **Start Inspection** button to open the virtual session in your browser.
- Upon joining you may be prompted to give the browser access to your microphone; simply click "Allow" to give access.



### Step 3 - During the inspection

- Now that you have joined the session, you will be able to speak to and hear others on the call.
- Once the Camera Operator (the person onsite at the property) joins, you will also be able to hear them and view the video feed from their mobile device.
- Once you complete the inspection, you can leave the session by clicking the **X** in the top right of the screen.
- **Tip:** You can mute yourself at any point during the session using the microphone icon in the bottom left corner.



## Having trouble?

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