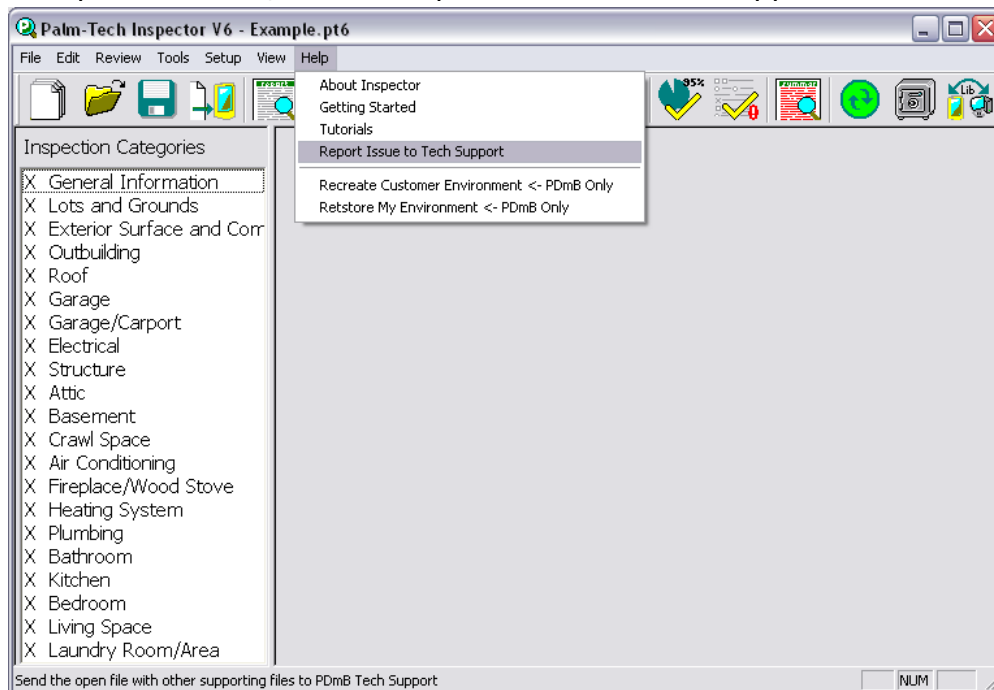


Palm-Tech Home Inspection Software is built with system stability in mind, but sometimes you will run into the occasional issue with the software and sometimes it will be specific to a particular setup or configuration. If you are suddenly receiving an error message or erratic behavior that you did not receive before, the first step you should take is to report the issue to technical support. There is a built-in tool in Palm-Tech to help you do just that, and this step-by-step guide will show you just how to do it.

Reporting an issue to technical support

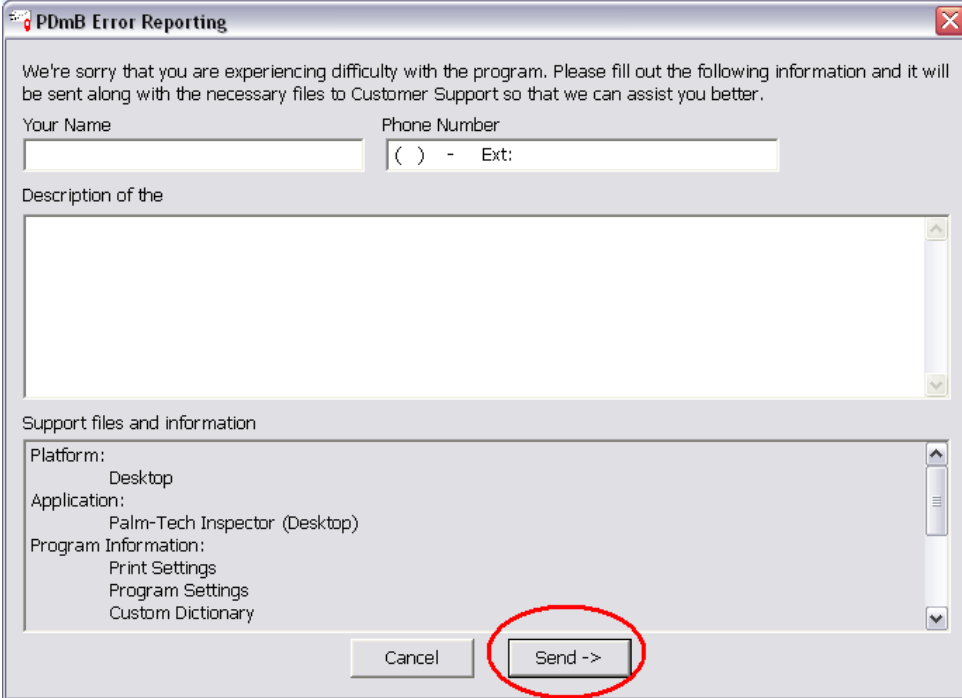
1. From an open inspection, navigate to the top of your screen and click on "Help".
 - a. If the problem is happening with a specific inspection, please open that inspection to perform this operation.
2. In the dropdown menu, select "Report Issue to Tech Support".



3. This will bring up a window that asks for some information. Please input your name, phone number and a **detailed** problem description below.
 - a. Remember, the more detailed the problem description is the better we can help you with your problem so be as thorough as you can with the description.

How To: Report issue to tech support

4. When you are finished, click "Send".



PDMB Error Reporting

We're sorry that you are experiencing difficulty with the program. Please fill out the following information and it will be sent along with the necessary files to Customer Support so that we can assist you better.

Your Name: Phone Number: () - Ext:

Description of the:

Support files and information:

- Platform: Desktop
- Application: Palm-Tech Inspector (Desktop)
- Program Information:
 - Print Settings
 - Program Settings
 - Custom Dictionary

Buttons: Cancel, Send ->

5. This will bring up an email that you can edit and send to us. Go over the email, and if everything looks satisfactory then click on "Send" again.
6. You have successfully reported the issue to technical support at this point.