



# Centriq Full Detailed Guide for Inspectors





Get the Centriq  
Mobile App

Use Centriq on any device



## Minor Differences:

**Mobile** app: Multi image upload

**Web** app: Access to recall reports



Use **both** the web app and mobile app on your iPad.

Use the same login on any device and the information is always synchronized.





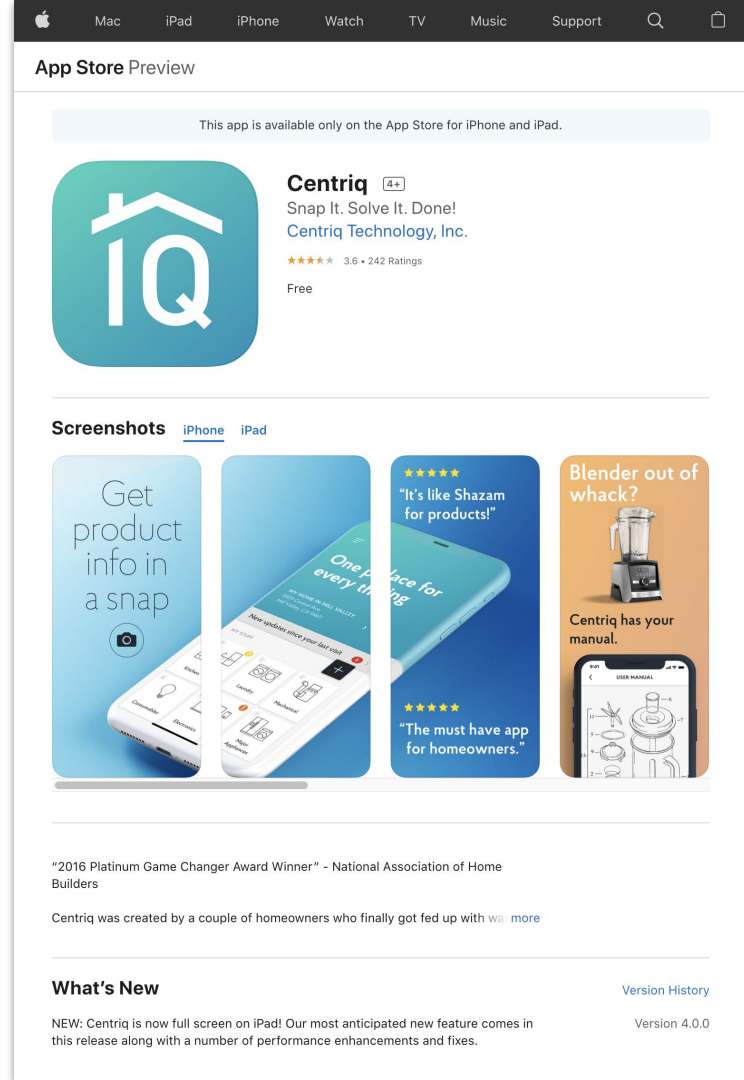


You signed up on the web app.

Now [download Centriq](#) from the Apple App Store.



You can also get Centriq from the Google Play store if you use an Android device.





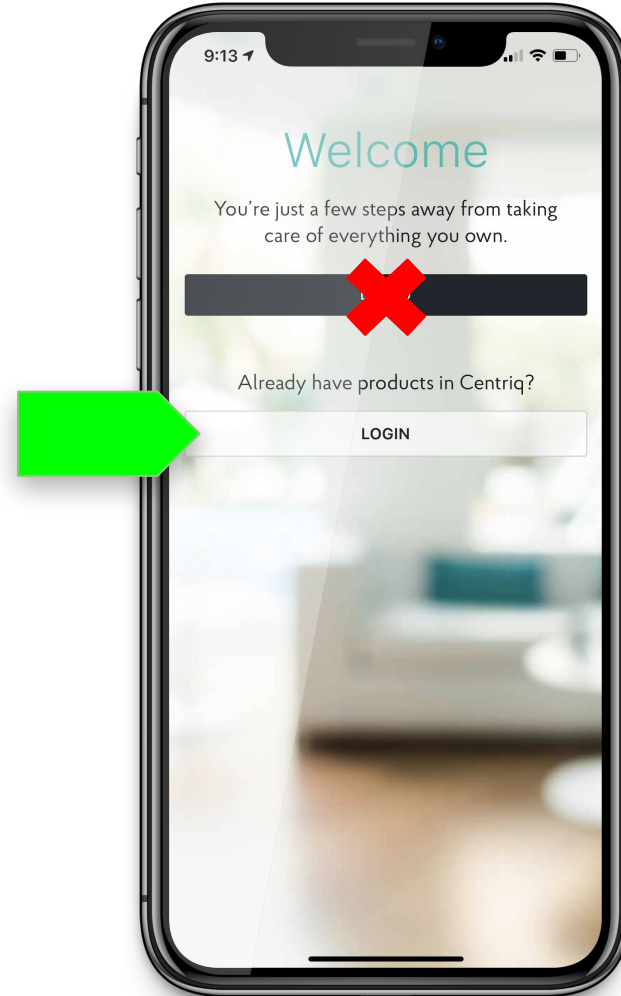
When you open the app you see 4 intro screens. Scroll past them to get to the Welcome.





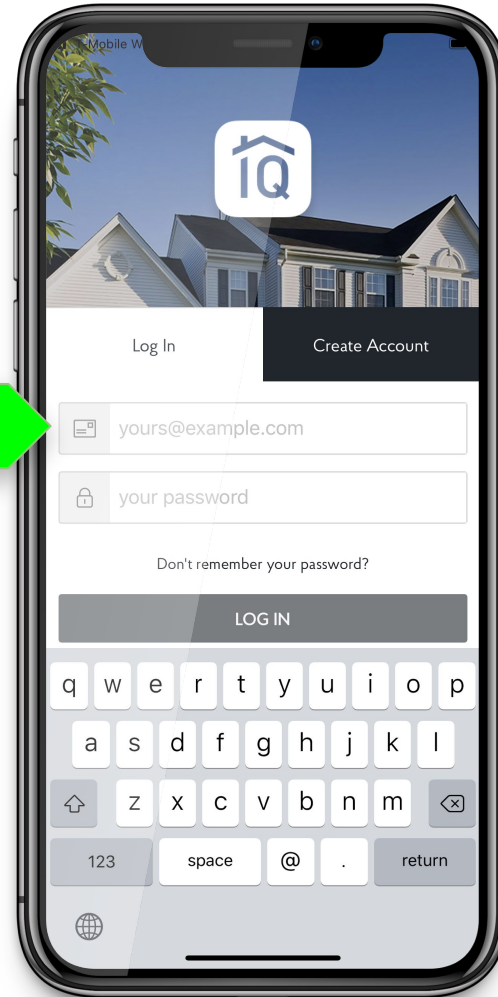
IMPORTANT. Make sure that you pick **Login** and not Let's Go.

If you pick Let's go, you won't be in your account.





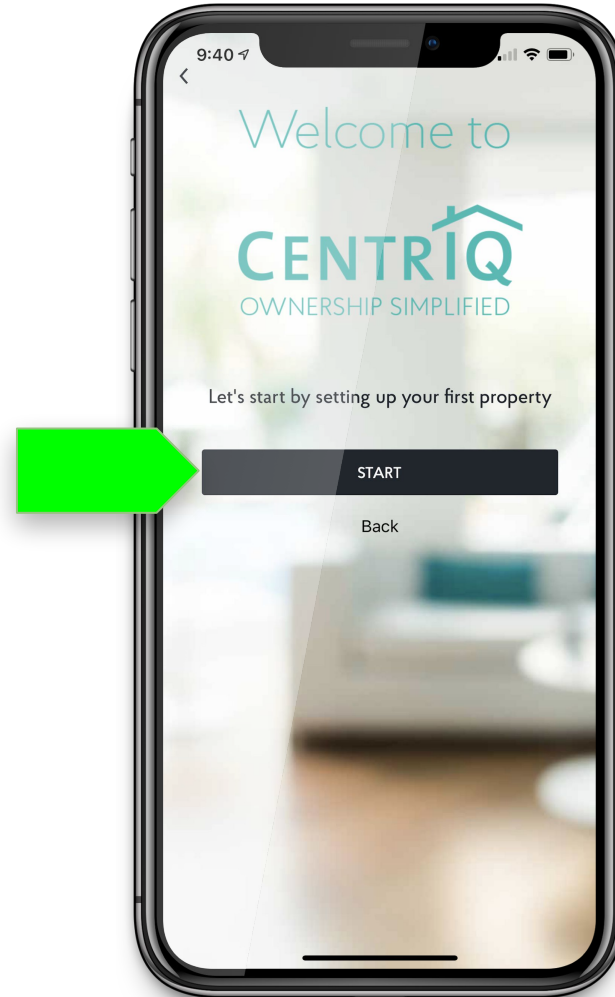
Log in with the **same email** that you used to create your account.





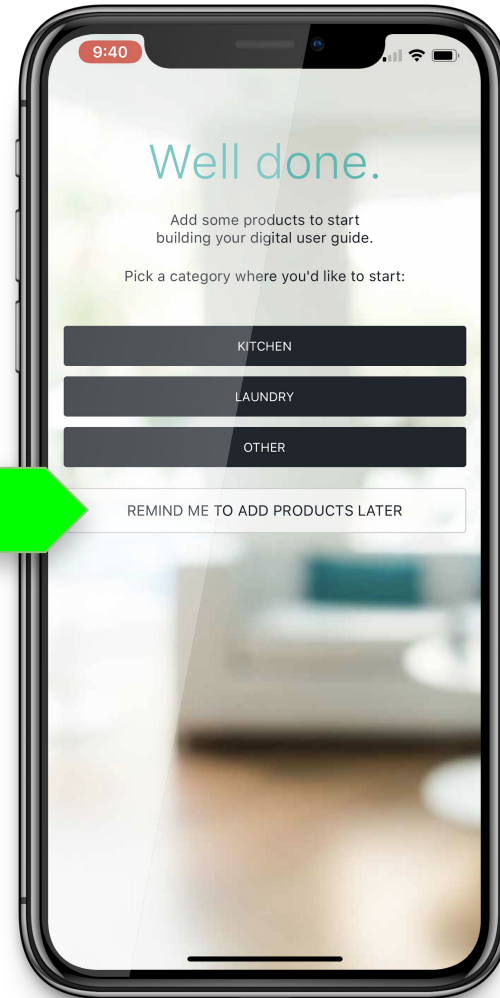
The app requires at least one property, so you might see this prompt.

Just pick **Start** and add an address.



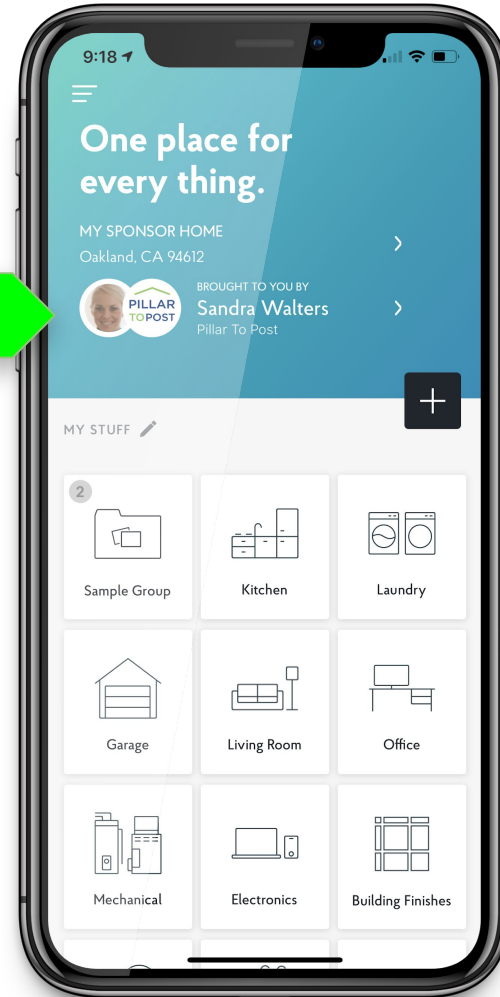
After initial login on mobile you may be prompted to add items.

Just pick “**Remind me to add items later**”





Look for your branding. If its not there,  
you are in the wrong place!



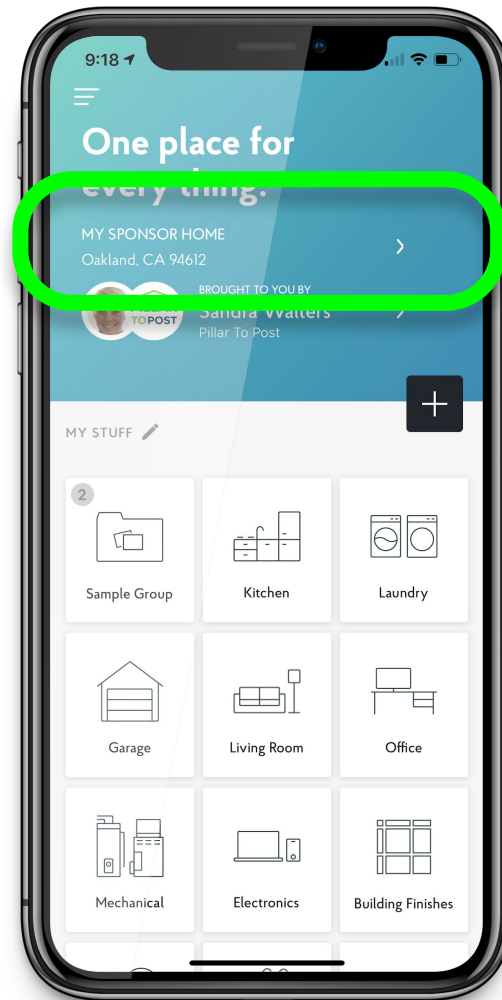
# Use Centriq on the Job

Using Centriq for a property involves 5 steps.

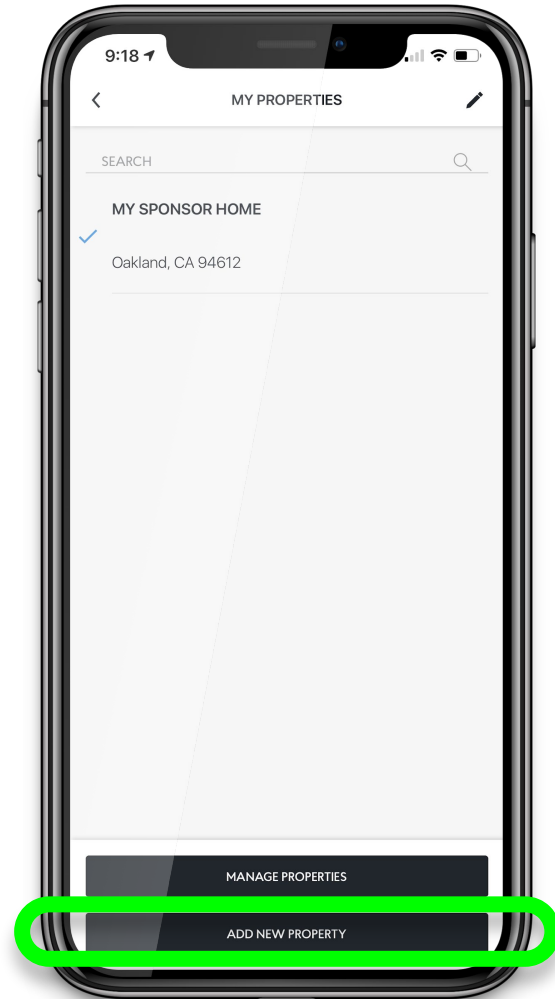
1. Add the property in the app.
2. Capture images of the product labels
3. Upload images in the app
4. Transfer the property to the client to trigger the recall report
5. Include a Centriq binder insert in the binder that you give to the client.

1. Add the property address

Get to the list of properties by picking the property at the top of the screen.



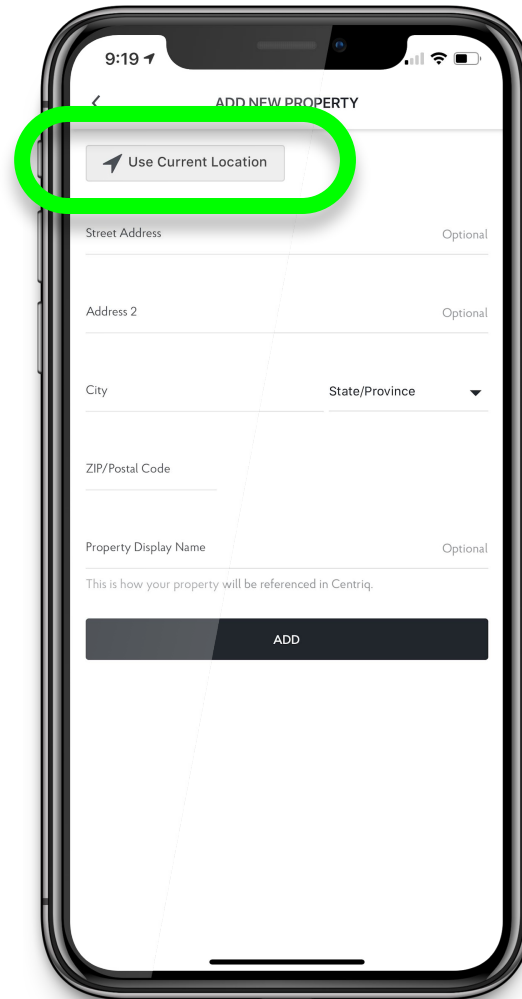
Pick **Add New Property**



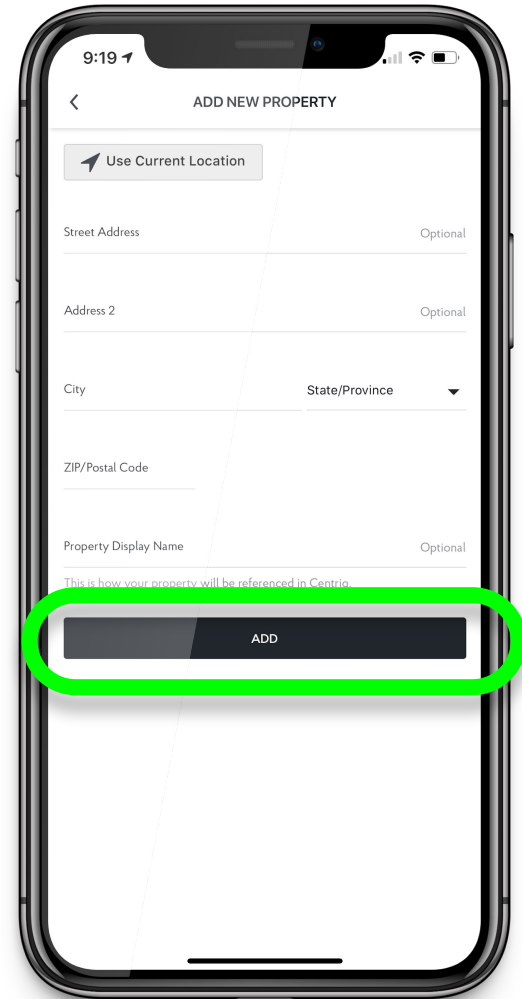


Pick **Use Current Location** or type in the address

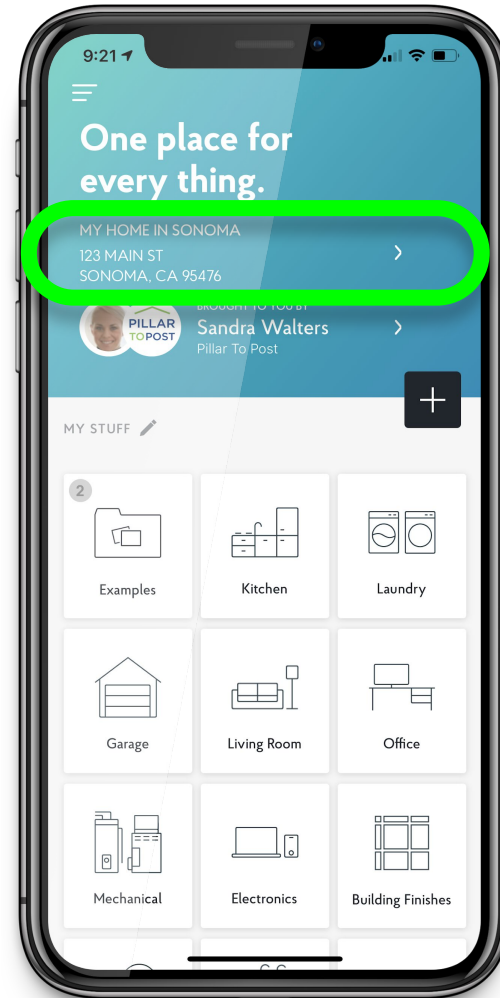
Centriq must have permission to access your location.  
Go to the device Settings app > Centriq



Pick the **Add** button



Now you are in the new property



2. Add the items in the  
home

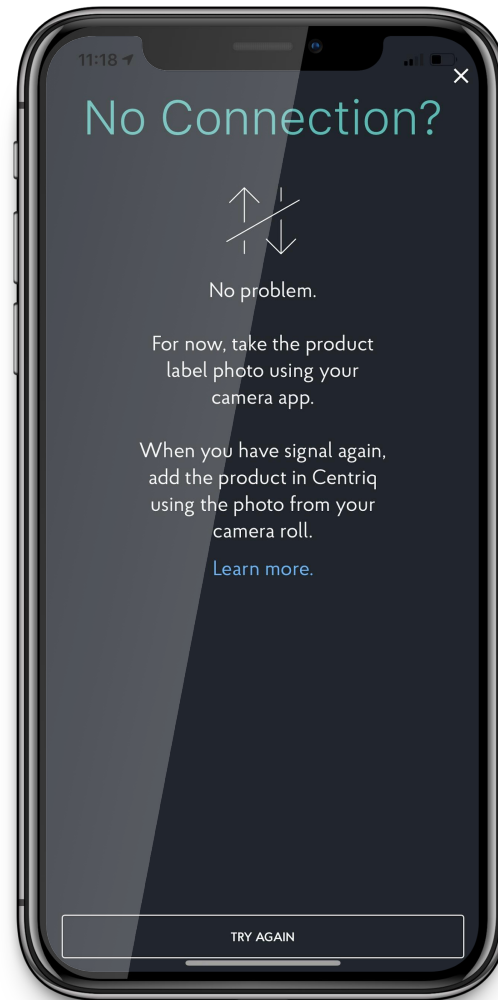
# Upload from Photo roll



Recommended

Pain point when  
on site

No Connection





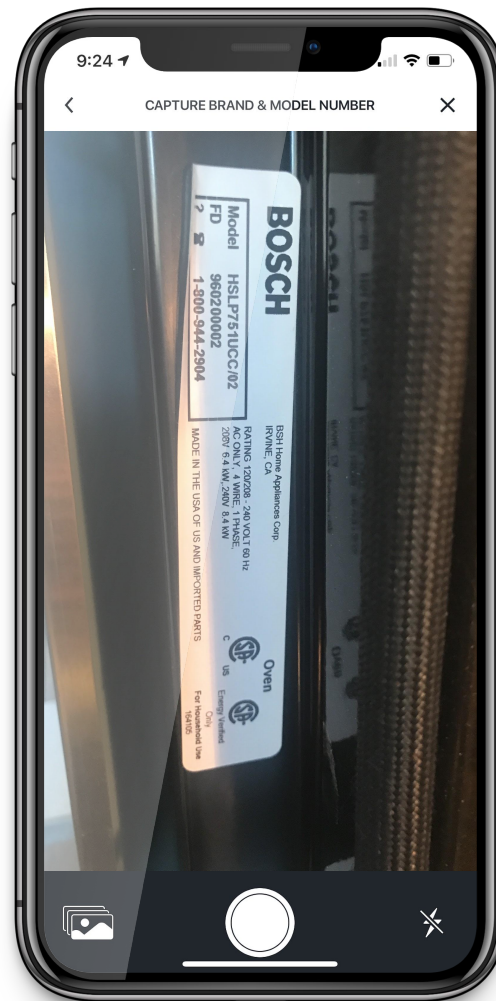
If you just capture the photos of the product labels, you will save time and guarantee that you won't lose your connection in the middle of your workflow.



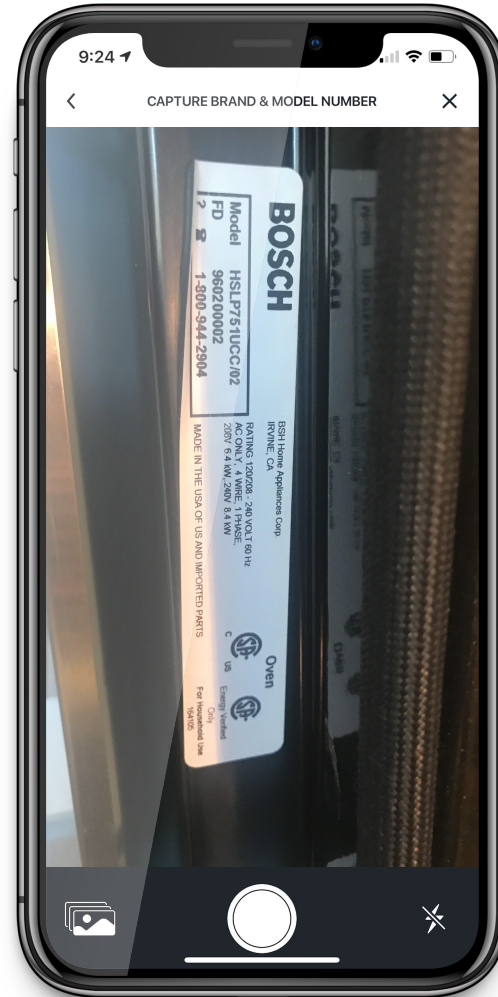
Take a Photo of the  
product label

Upside down or sideways  
is OK!

You can use the volume  
button.

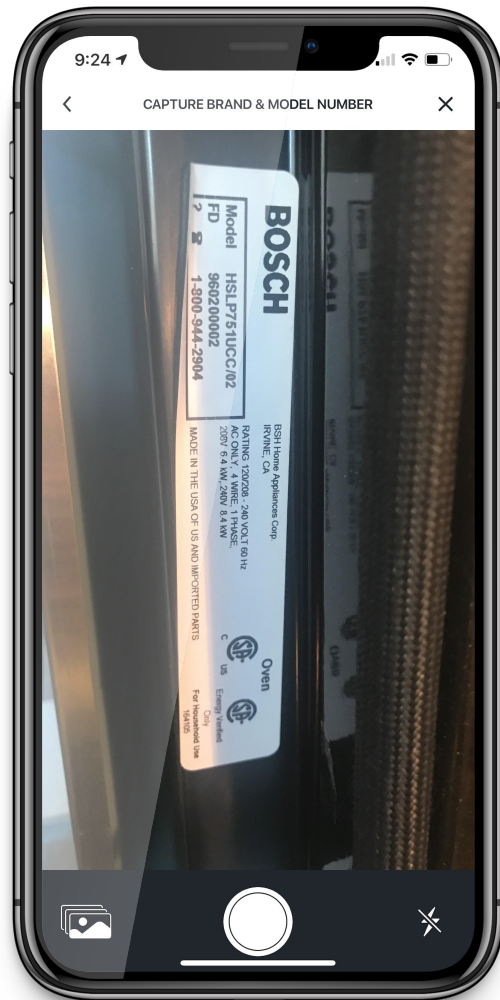


Just add the image.  
You don't have to type  
in additional info like in  
RecallChek

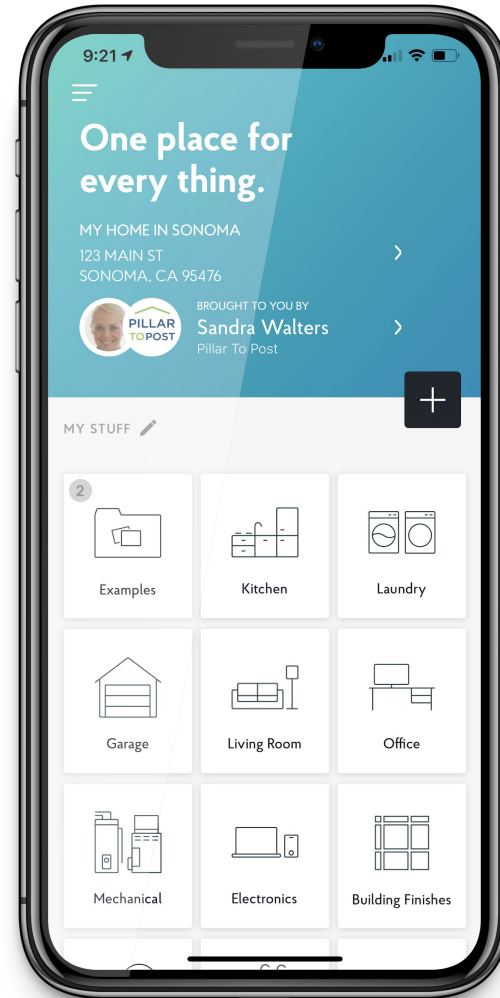


Confirm the picture

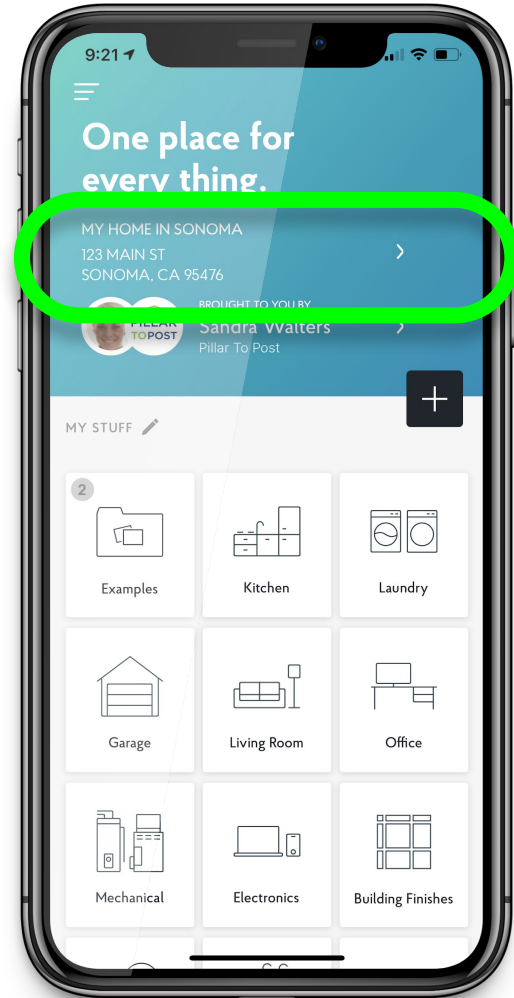
If you can't read it,  
Centriq can't either!!



When you are back to where you have a connection, open the app

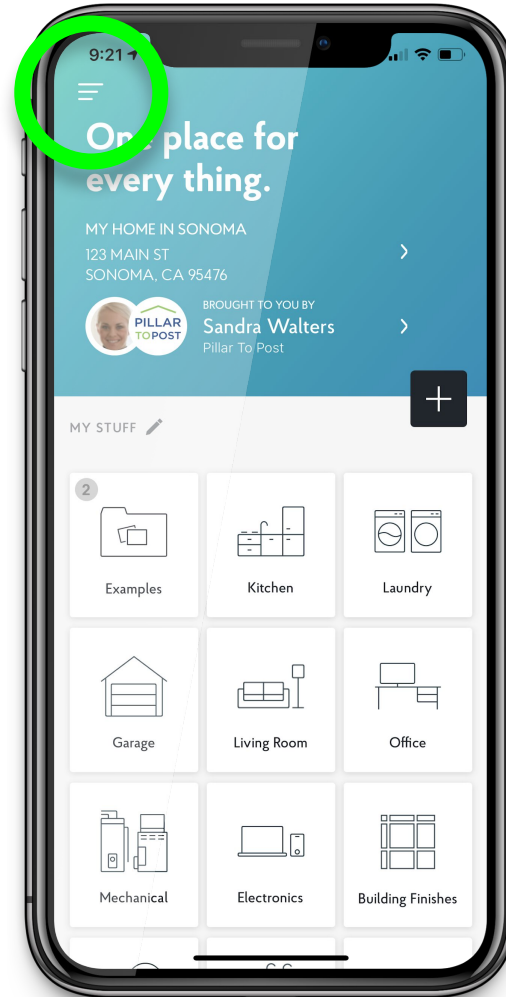


Verify that you are looking at the correct property.



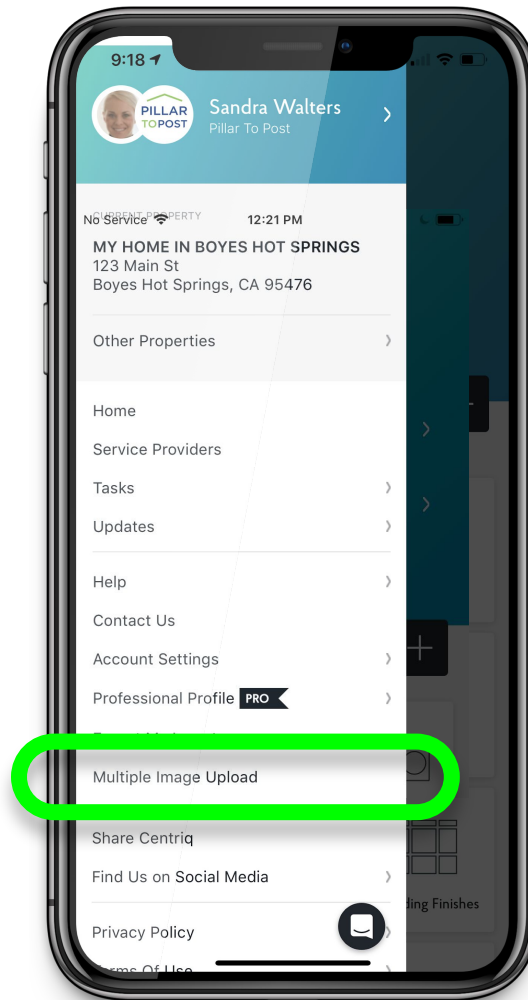


Pick the menu icon



Pick **Multiple Image Upload**

Mobile app only!



## Pick “Add Image”

Centriq must have permission to access your camera and photos.  
Go to the device Settings app > Centriq



Choose a nameplate  
from your photo library





**CENTRIQ**

Centriq uploads and processes the item based on the image

You do not need to tag  
what they are



Repeat until you  
have added all of  
the images

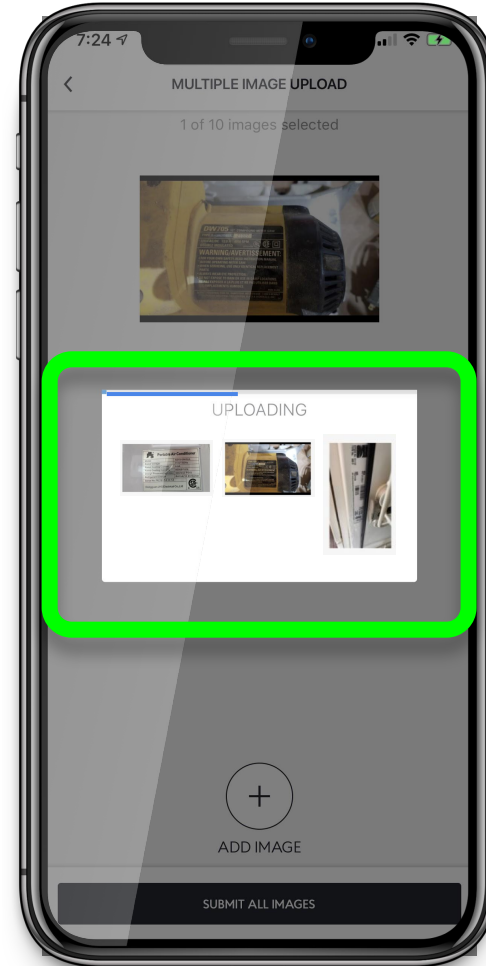


Pick **Submit All Images**



There could be a  
delay while the  
images upload.

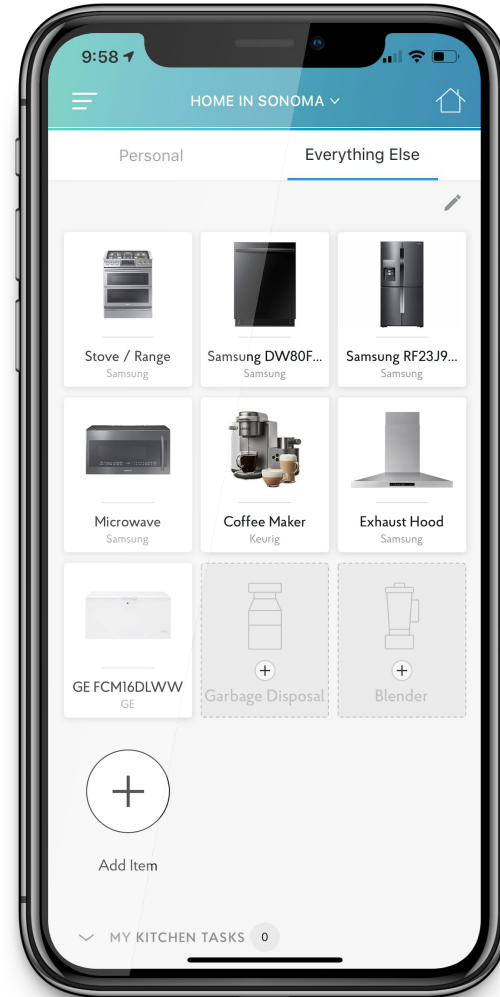
Give it time!





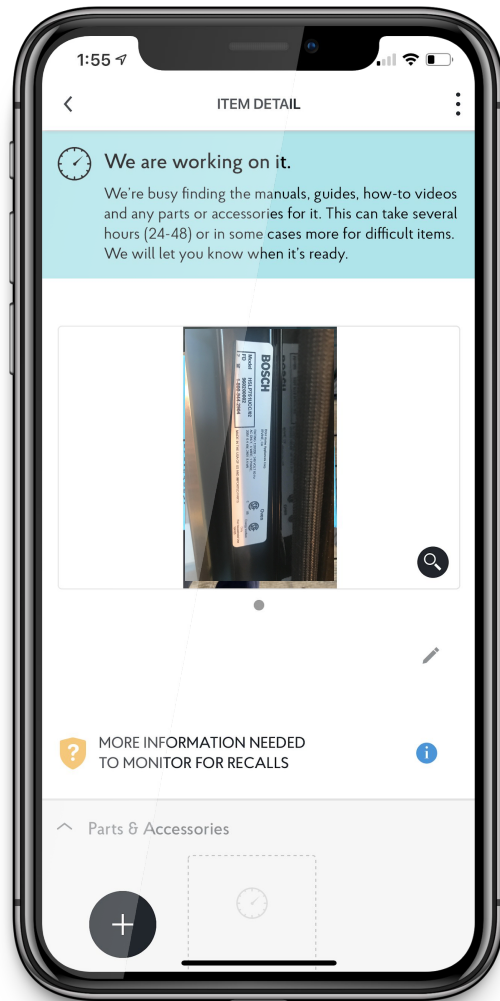
Images added, voila!

The system will identify the category. You don't need to do anything else.

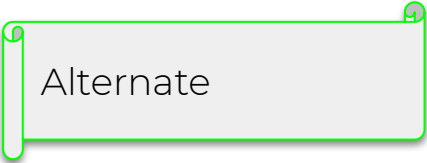


If the item is not identified right away, the app will show you it is processing.

Processing typically takes a few hours.

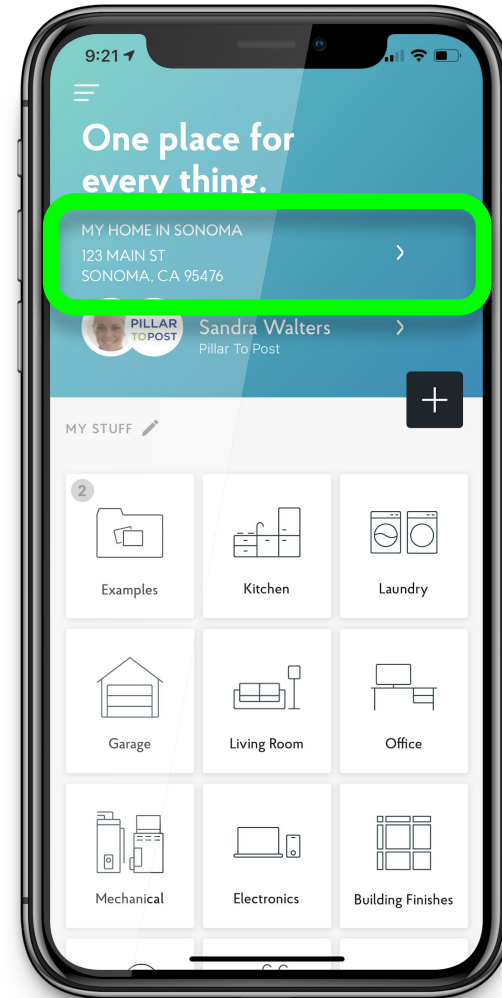


# Add items one at a time

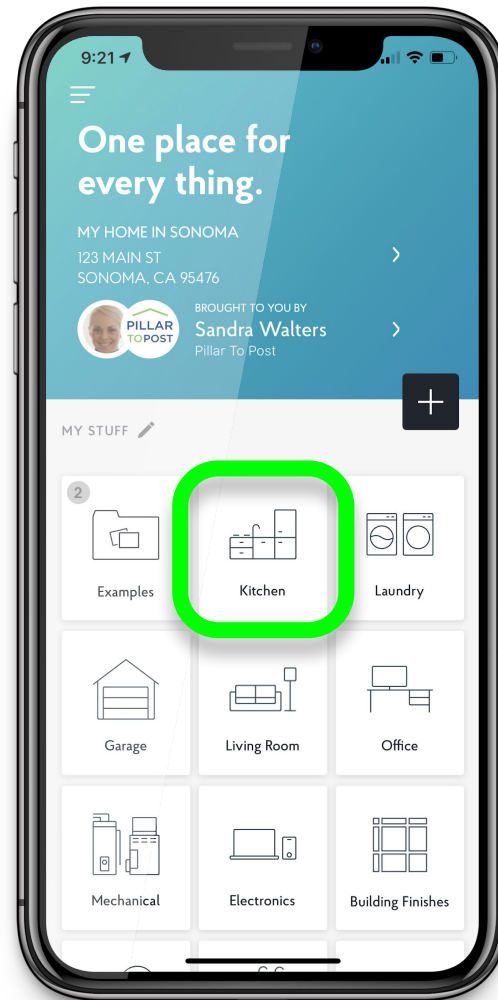


Alternate

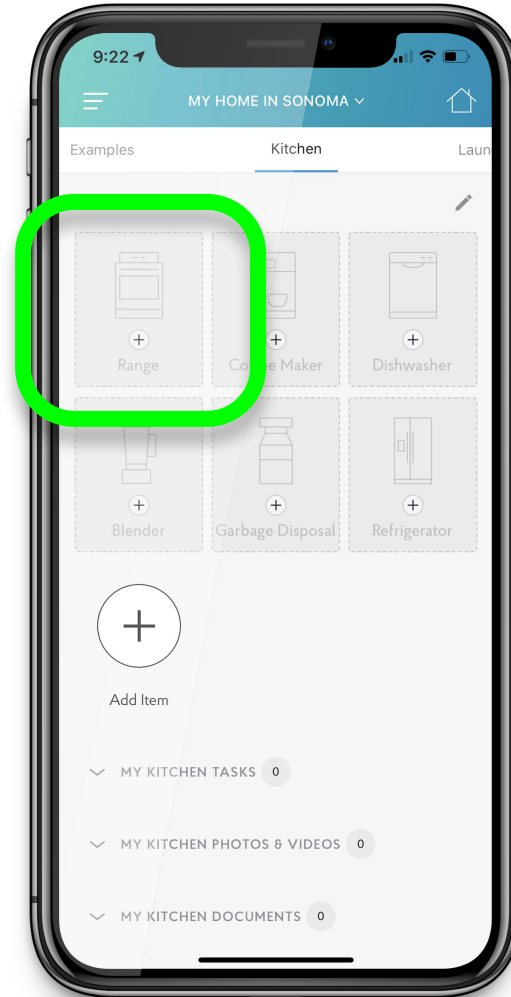
Verify the address.



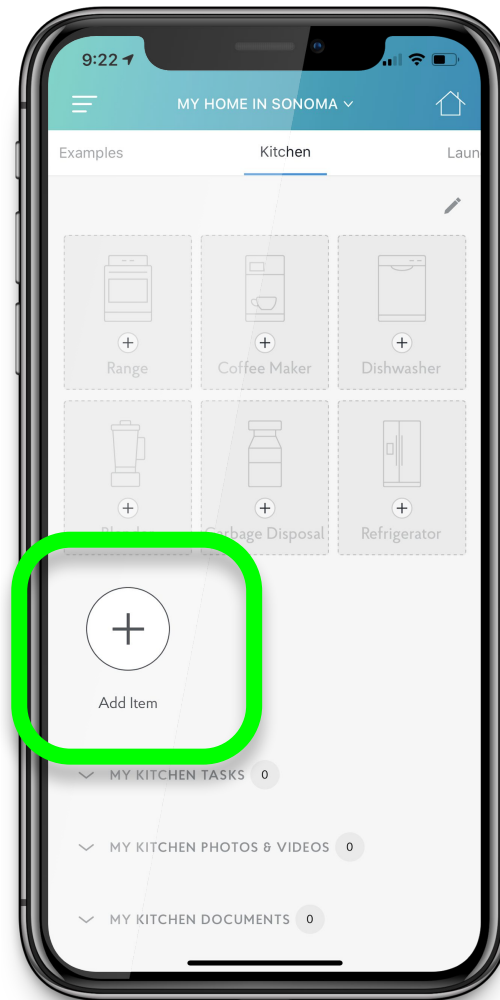
Open a group



Pick the item you are adding

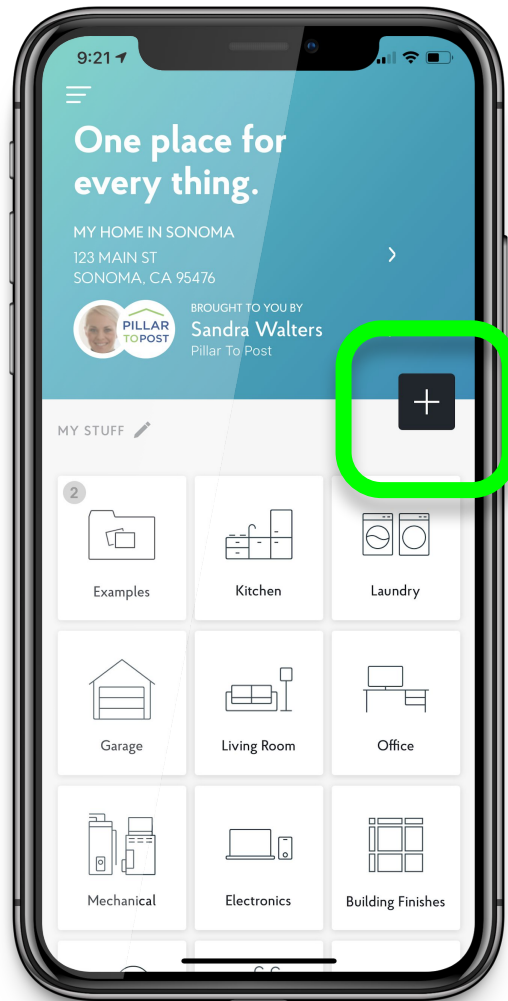


Or pick the (+) button



Or pick the home screen **Add** icon

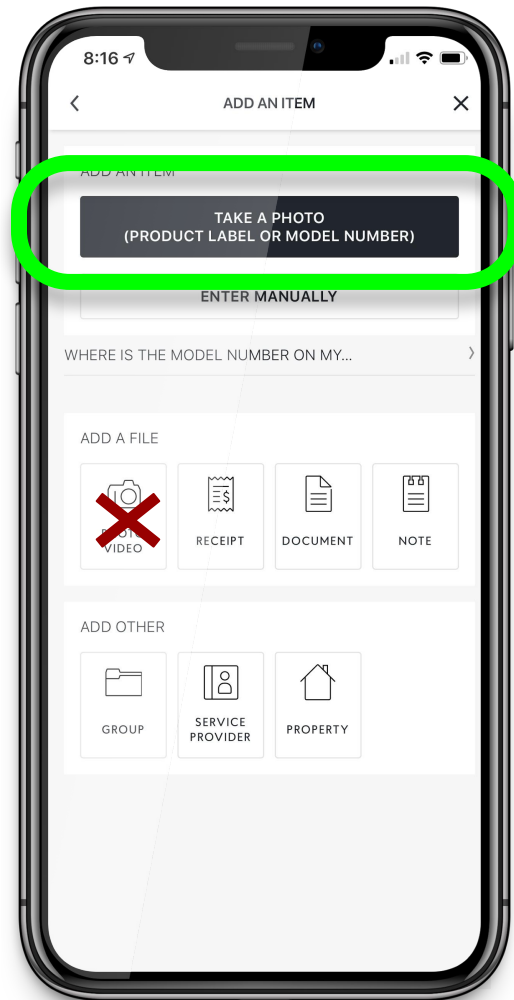
If you have multiple nameplate images, you may not remember which group they go into. That's ok!



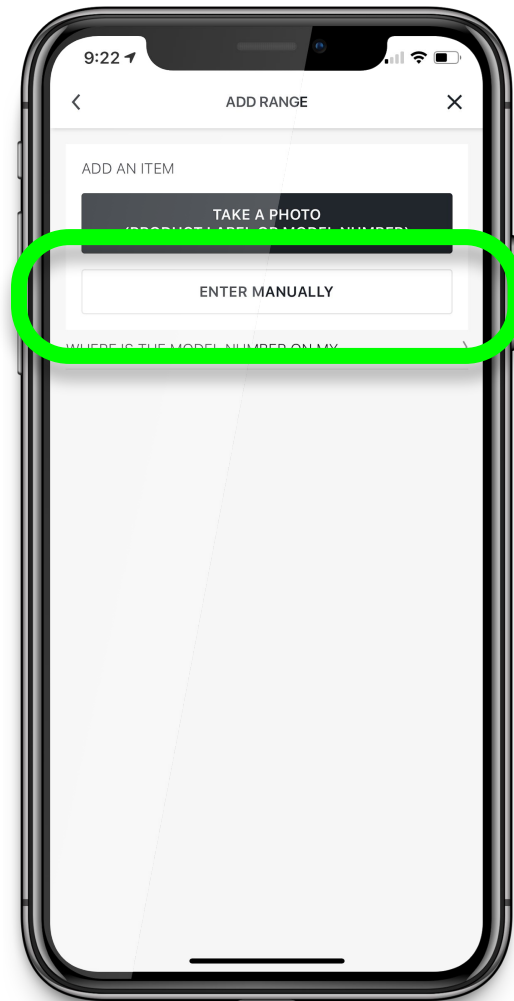


## Pick **Take a Photo**

Use this button to **upload** from your photo roll too!



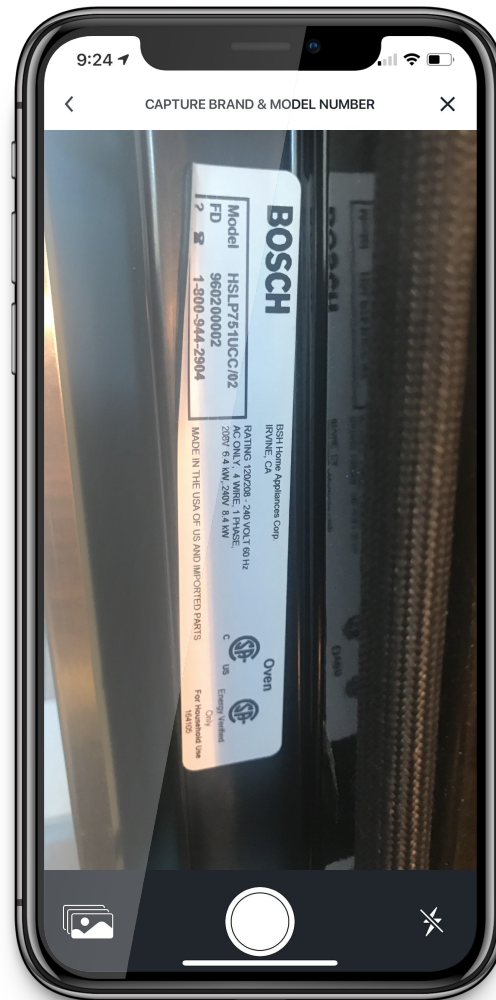
You can also type it in.





Take the photo from within the app.

Centriq must have permission to access your camera and photos.  
Go to the device Settings app > Centriq



Confirm the picture

If you can't read it,  
Centriq can't either!!

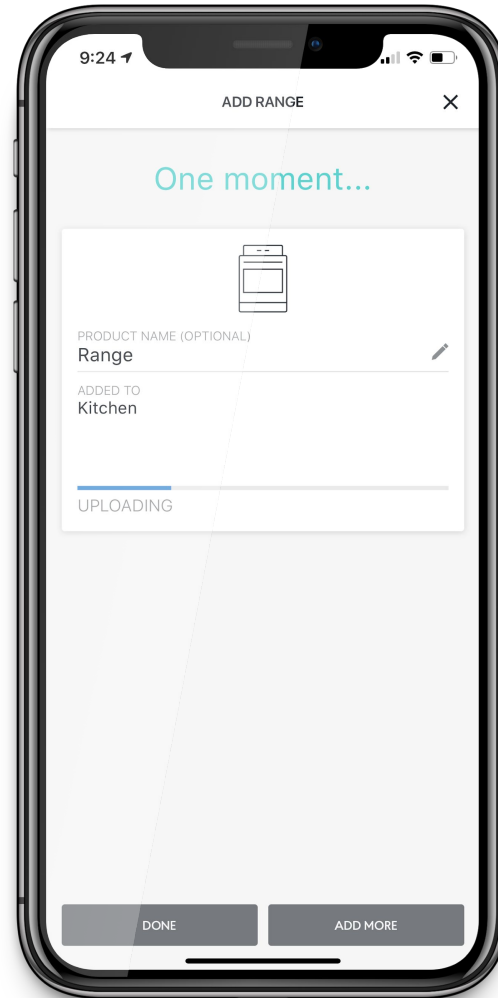


OR Pick the “take from photo roll” icon.

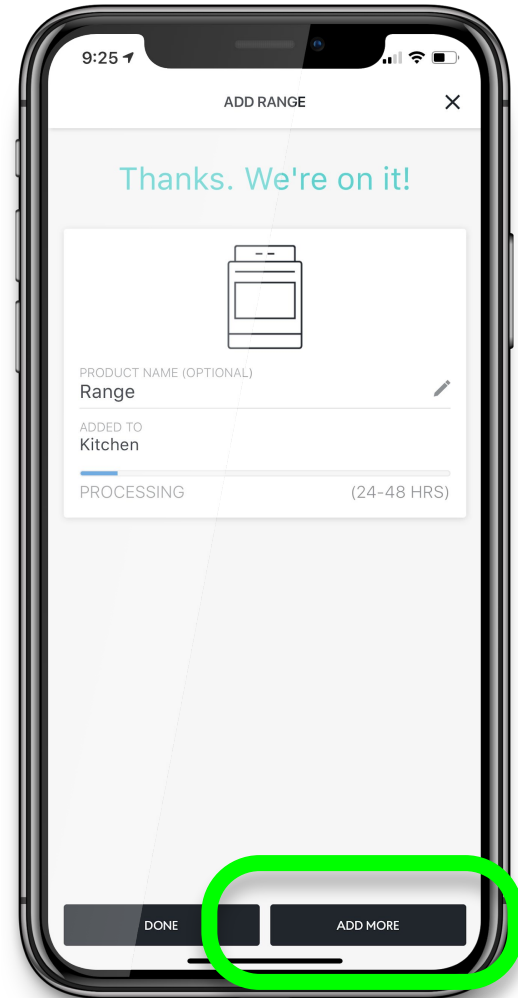
Centriq must have permission to access your camera and photos.  
Go to the device Settings app > Centriq



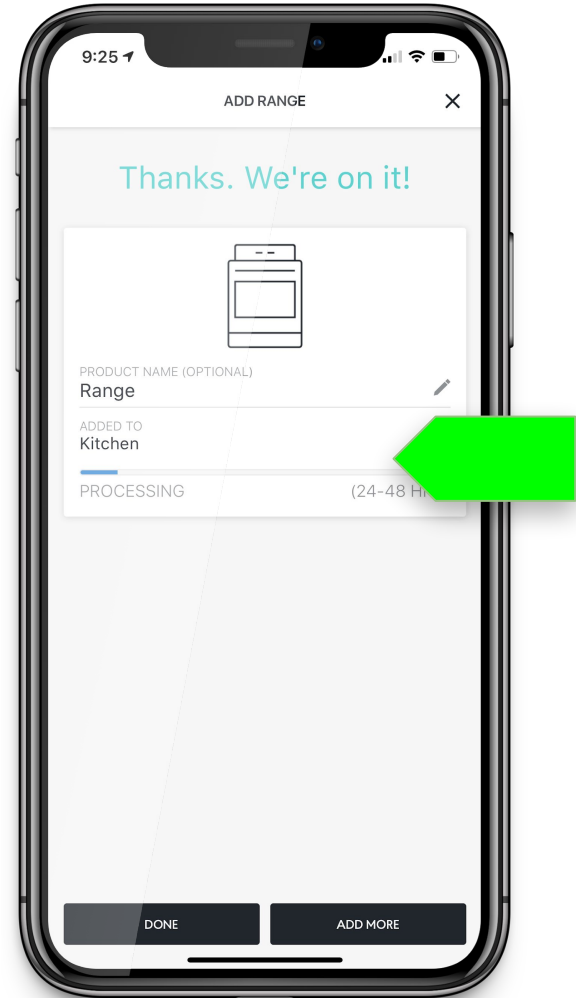
Wait while the image uploads and Centriq processes the photo



Add the next item right  
away with the ADD  
MORE button.

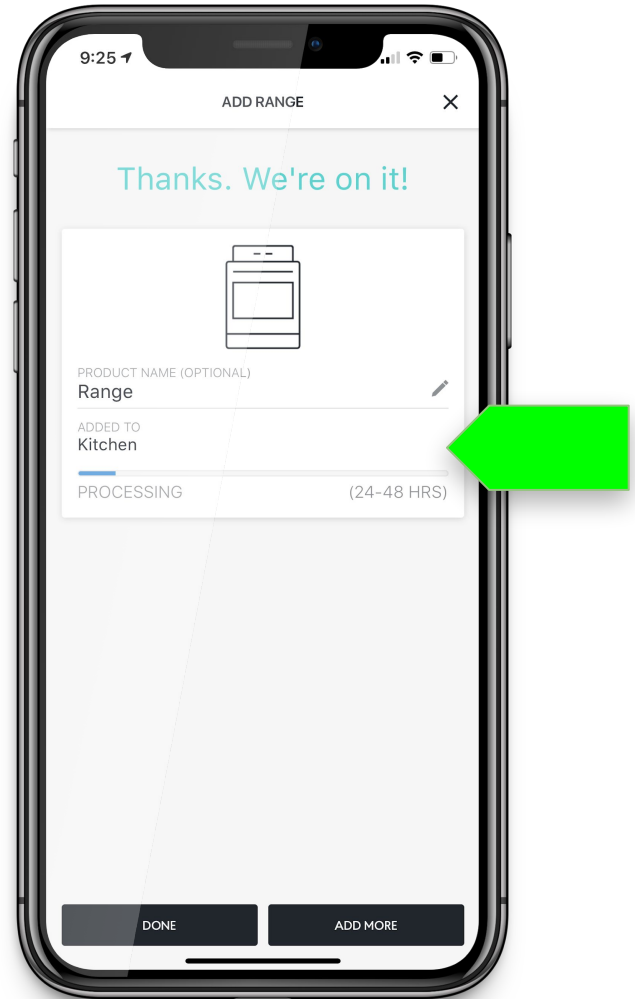


Just check first to make sure you are adding to the correct group.

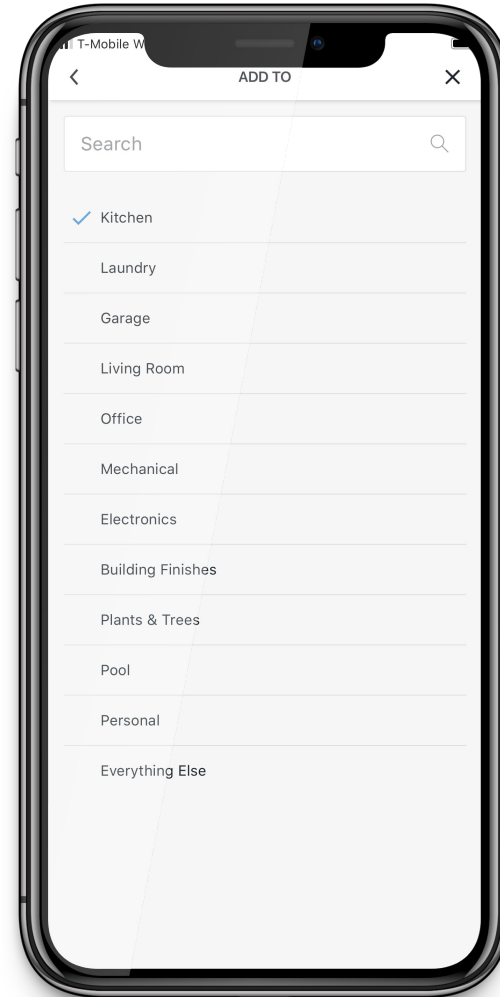




Pick the group name.

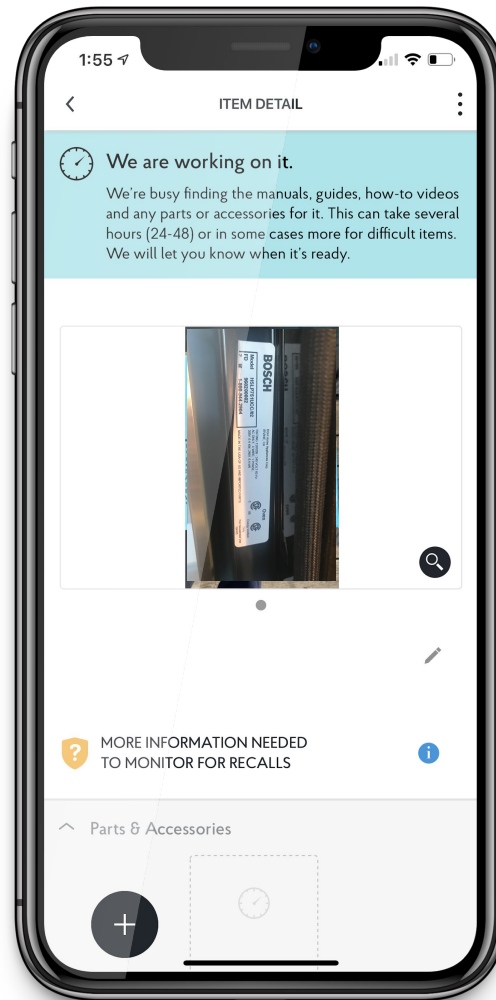


Change where the item  
is added by picking the  
new group



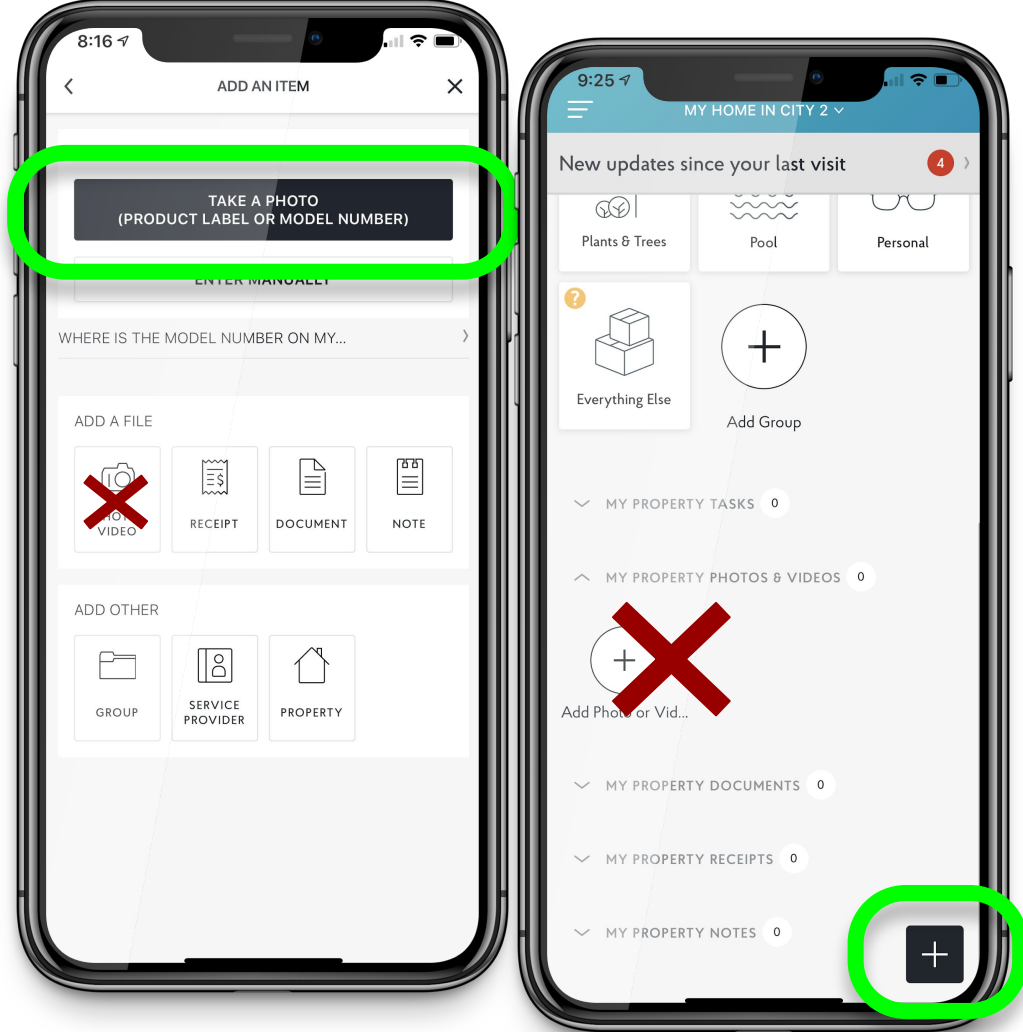
If the item is not identified right away, the app will show you it is processing.

Processing typically takes a few hours.

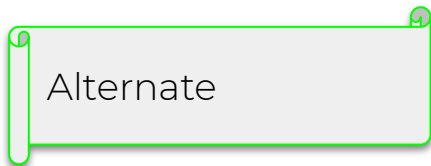


Never add  
product label  
photos as Files!!

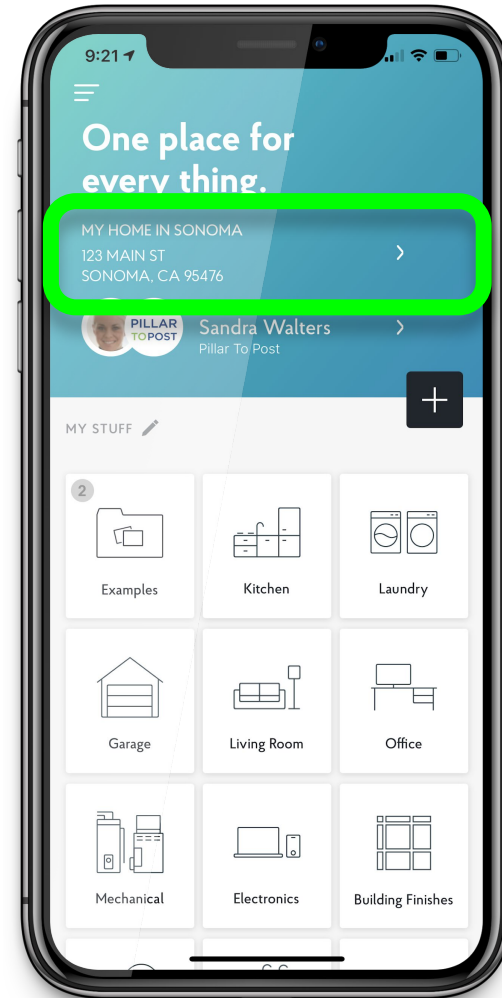
They will not be  
processed or  
recognized if  
you add this way



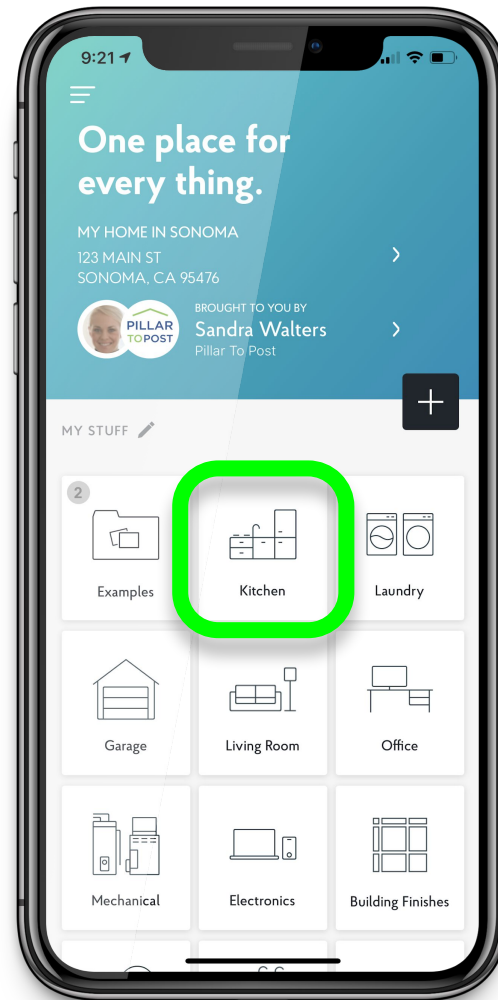
# Add items by typing



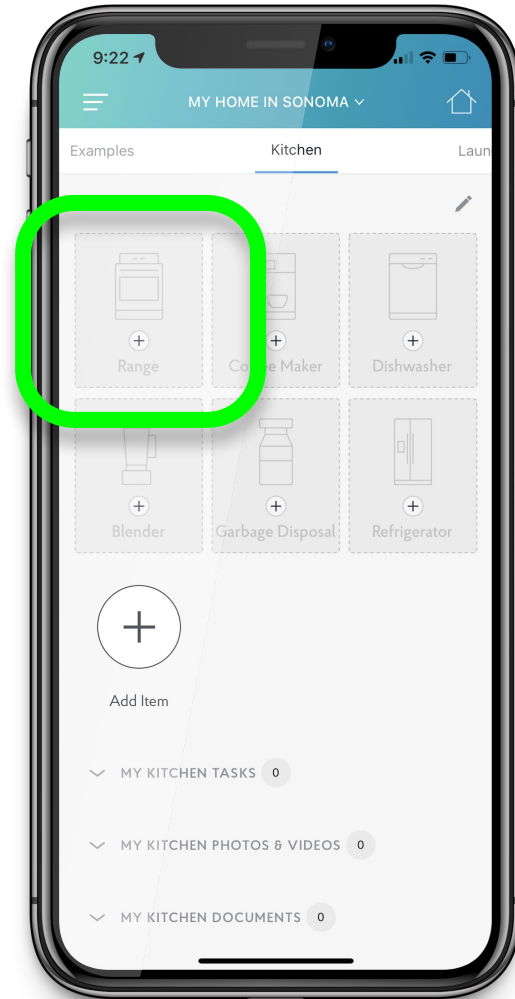
Verify the address.



Open a group

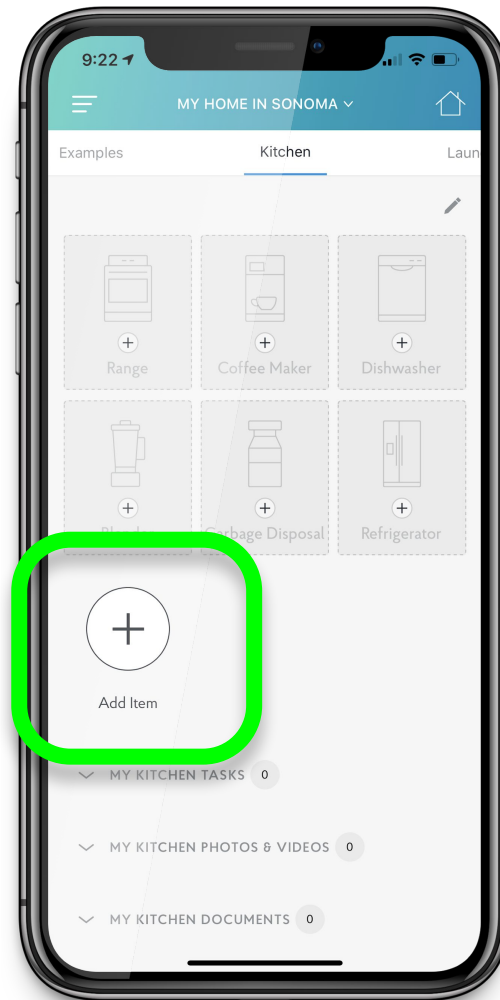


Pick the item you are adding

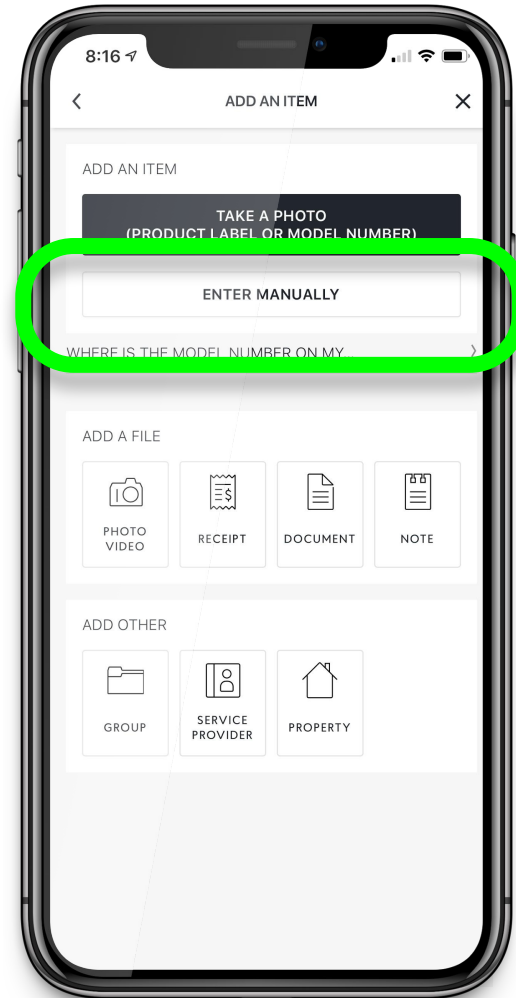




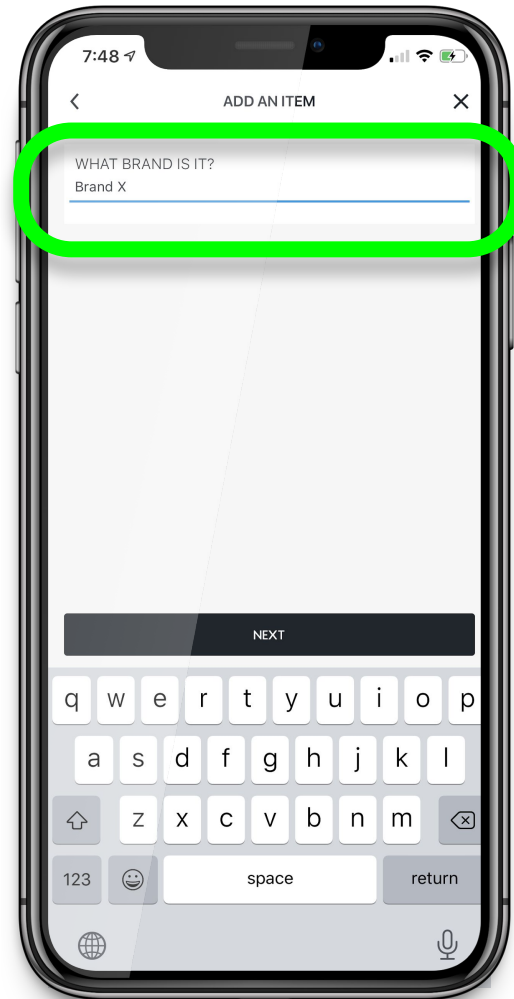
Or pick the (+) button



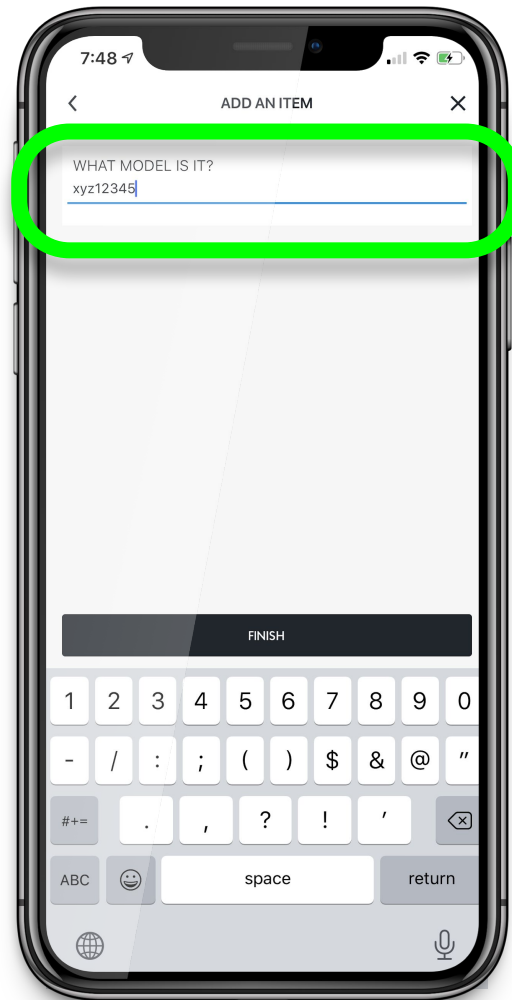
Pick **Enter Manually**



Type the brand name  
and click **Next**

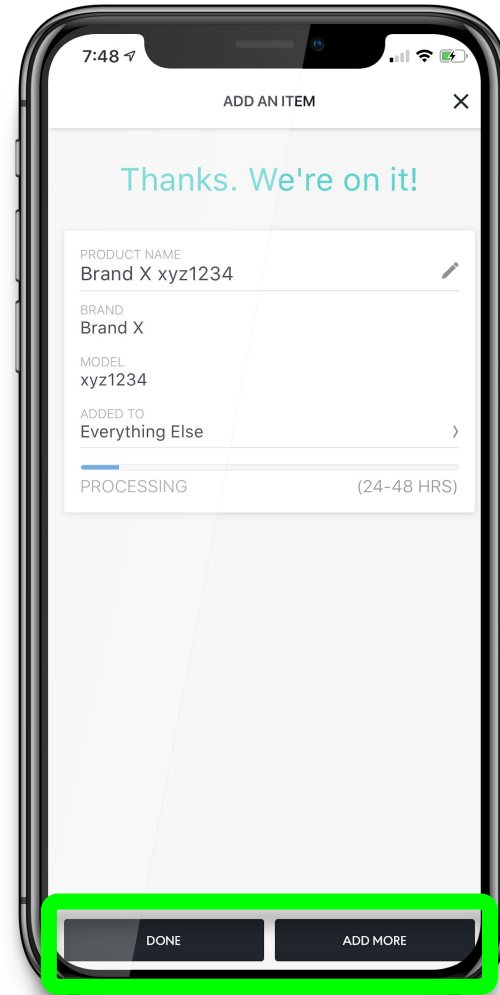


Type the model number  
and click **Next**

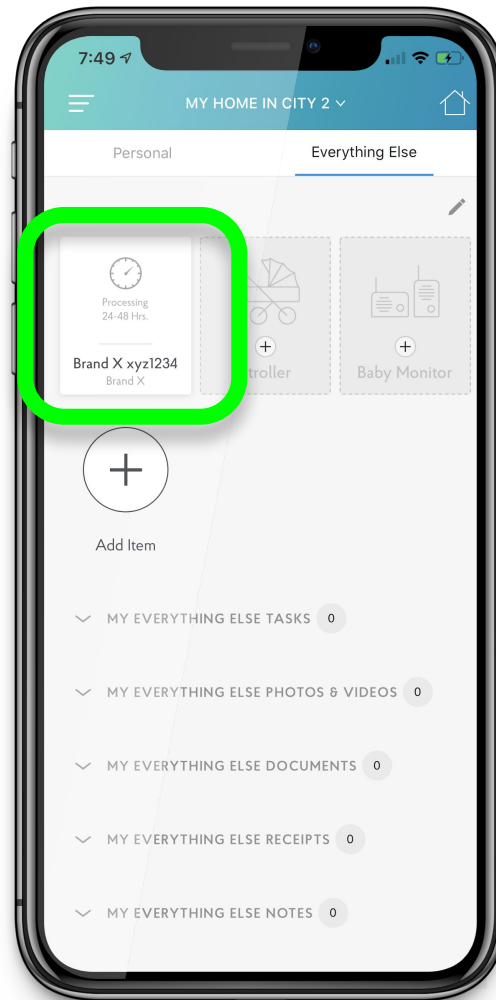


It may match instantly or  
it may need processing

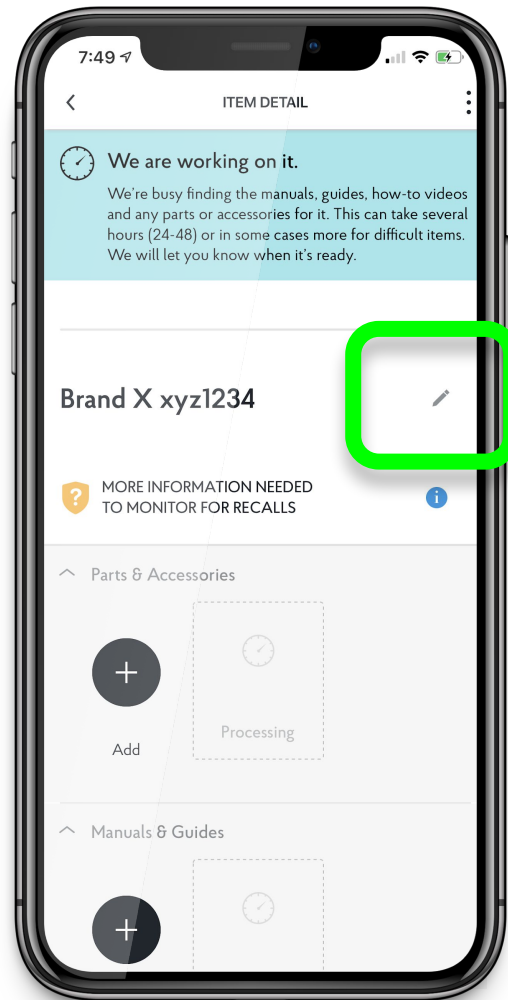
Pick **Done** or you can  
choose to Add More



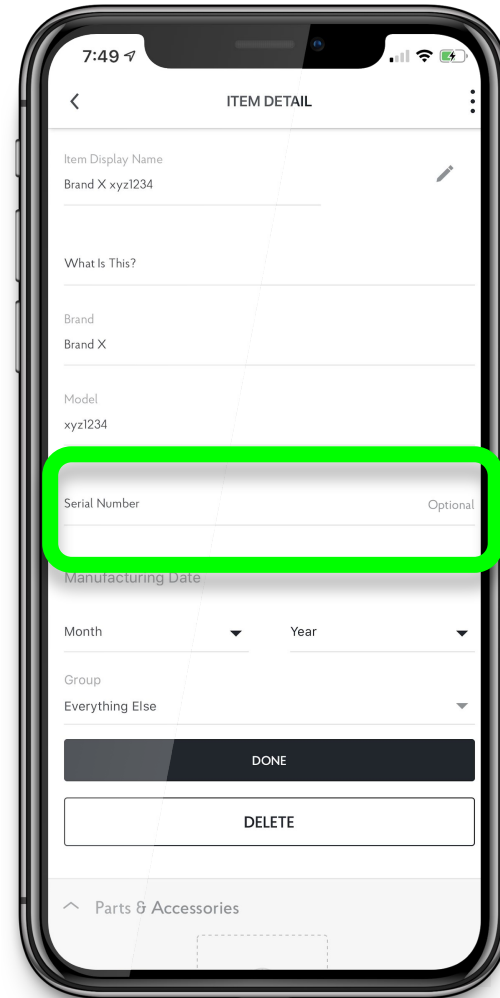
Pick the item to add the  
serial number



Pick the Pencil icon to  
Edit



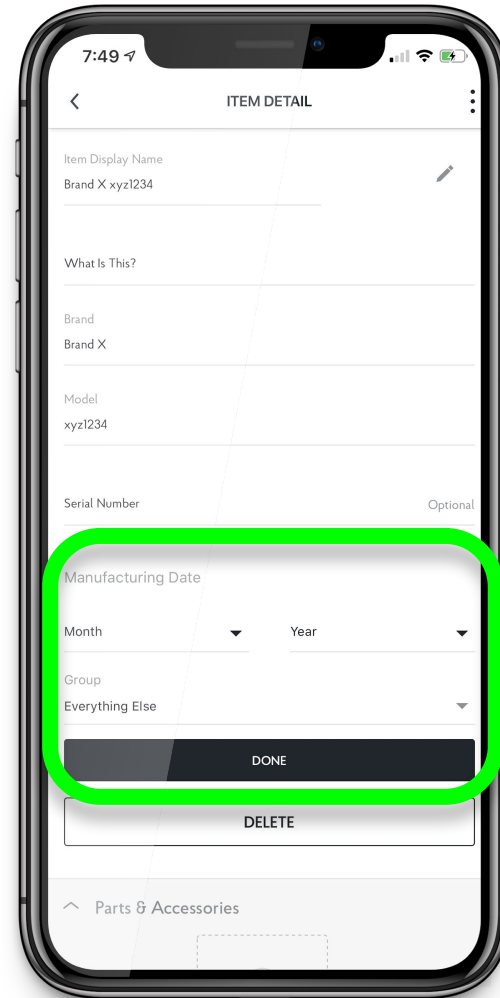
Type the serial number if  
you have it

A smartphone screen displaying the 'ITEM DETAIL' form. The form has a white background with a light gray border. At the top, there's a status bar showing the time '7:49' and signal/battery icons. The title 'ITEM DETAIL' is at the top right. Below the title, there are several input fields: 'Item Display Name' (with 'Brand X xyz1234' entered), 'What Is This?' (with 'Brand' and 'Brand X' entered), 'Model' (with 'xyz1234' entered), 'Serial Number' (with 'Optional' as a hint), 'Manufacturing Date' (with 'Month' and 'Year' dropdowns), and 'Group' (with 'Everything Else' selected). At the bottom, there are two buttons: 'DONE' and 'DELETE'. A green rectangular box highlights the 'Serial Number' field. Below the buttons, there's a section titled 'Parts & Accessories' with a dashed box below it.



You can also add the  
manufacturing date  
Or change the group

Tap **Done** when finished



If you ever have issues with  
the mobile app...



First try closing and  
reopening the app





If closing and reopening the mobile app doesn't help

Go to  
[app.mycentriq.com](https://app.mycentriq.com)

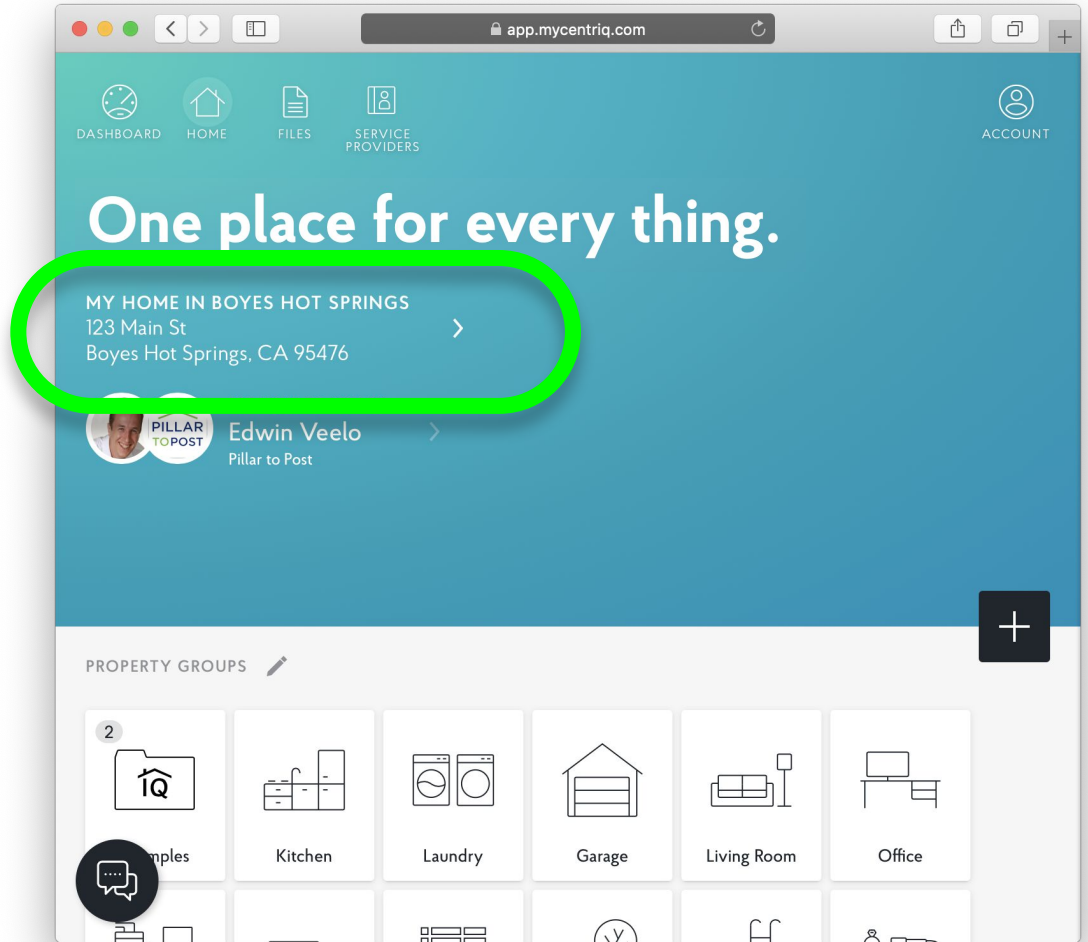
Sign in with your Centriq account email and password

A screenshot of the Centriq mobile app login screen. The background is a blue gradient. At the top, there's a header with the Centriq logo and a 'Log In' button. Below the header, there's a 'Create Account' button. The main form area has two input fields: one for email (containing 'parts@centriqhome.com') and one for password (containing dots). Below the password field, there's a link that says 'Don't remember your password?'. At the bottom, there's a large 'LOG IN >' button.

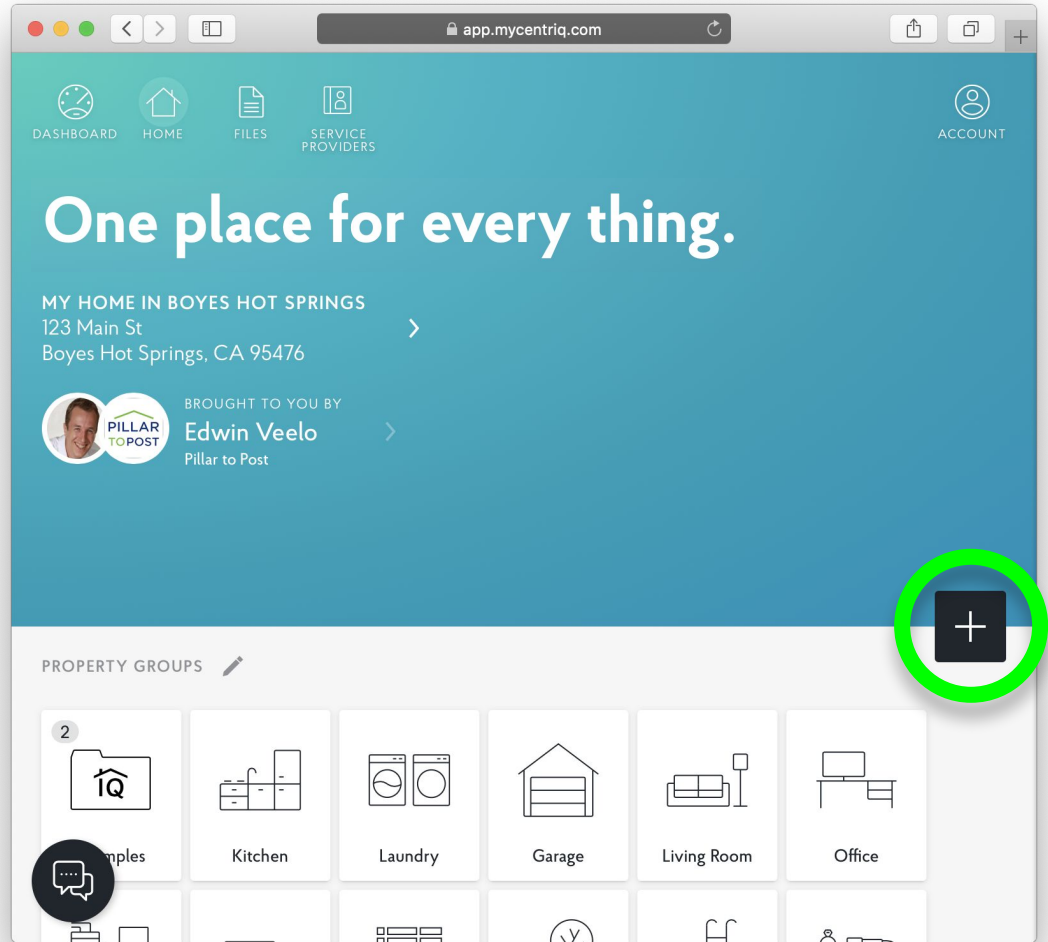
Transfer images to your laptop OR you can use the web app from your phone or tablet



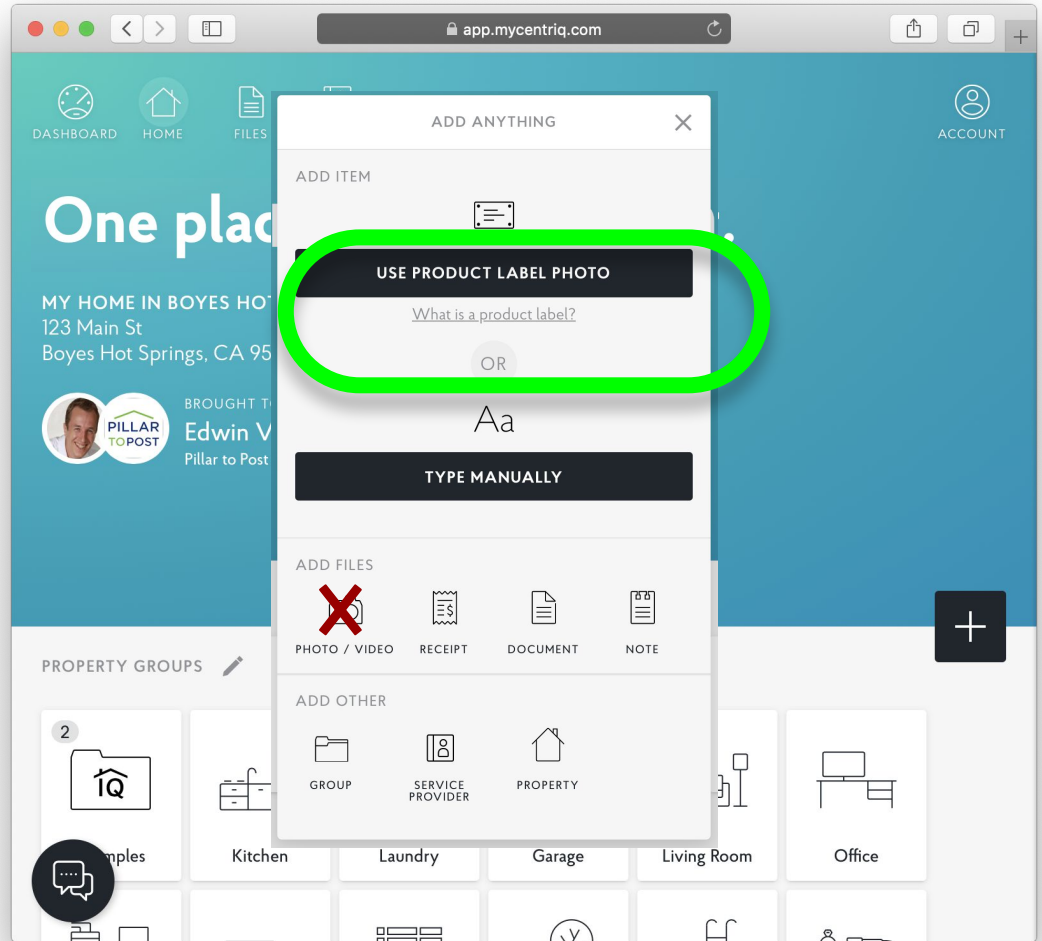
Verify the property  
address



Add your items  
using add icon  
here.



Pick **Use Product Label Photo**



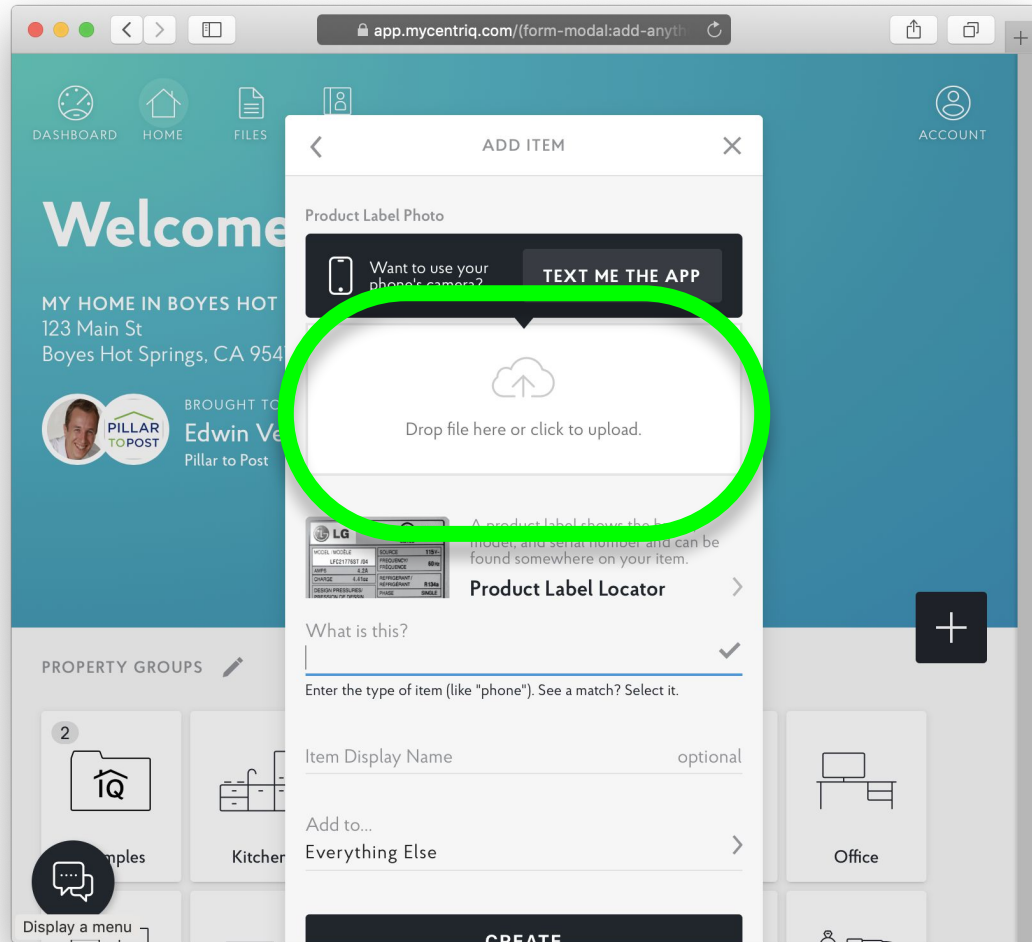




Pick this area and  
pick your photo

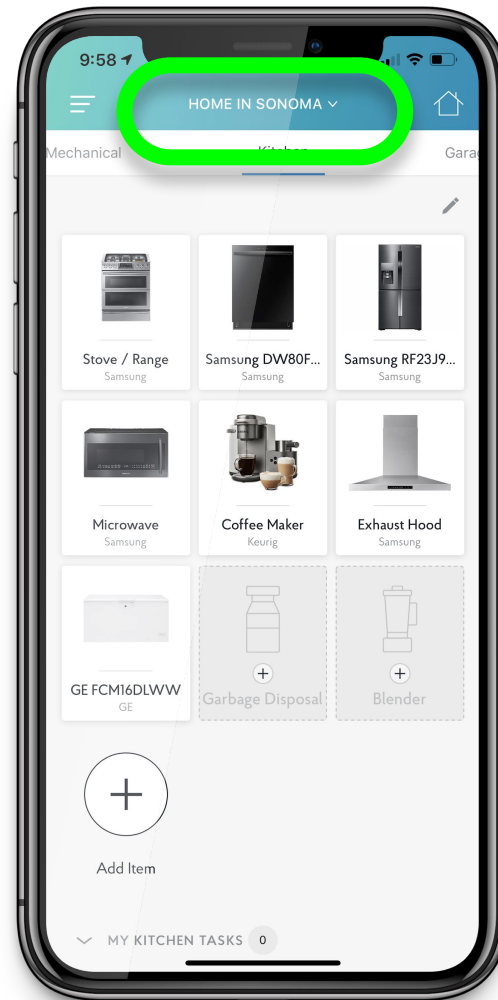
Upload **one image at  
a time**

The web app does  
not have a multi  
image upload option  
yet

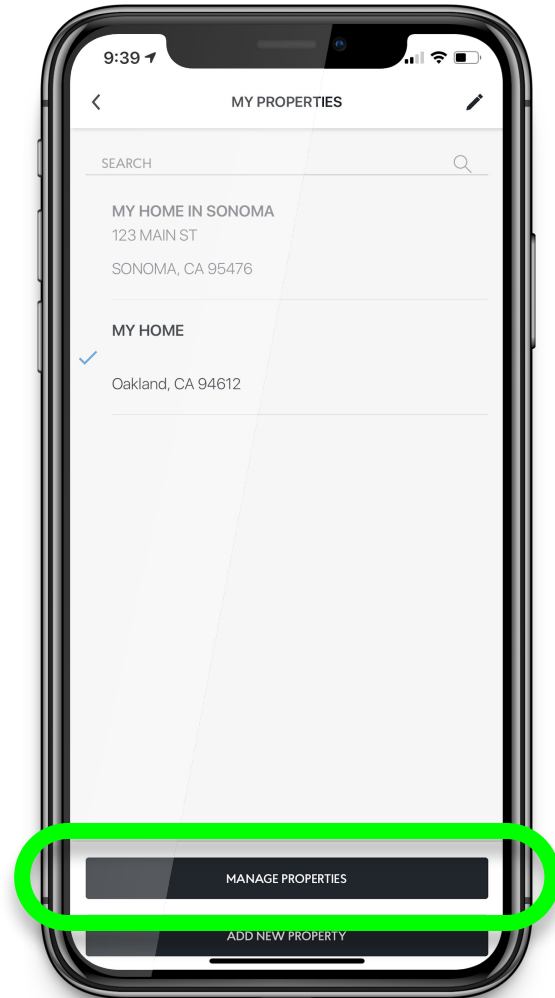


# 3. Transfer the property

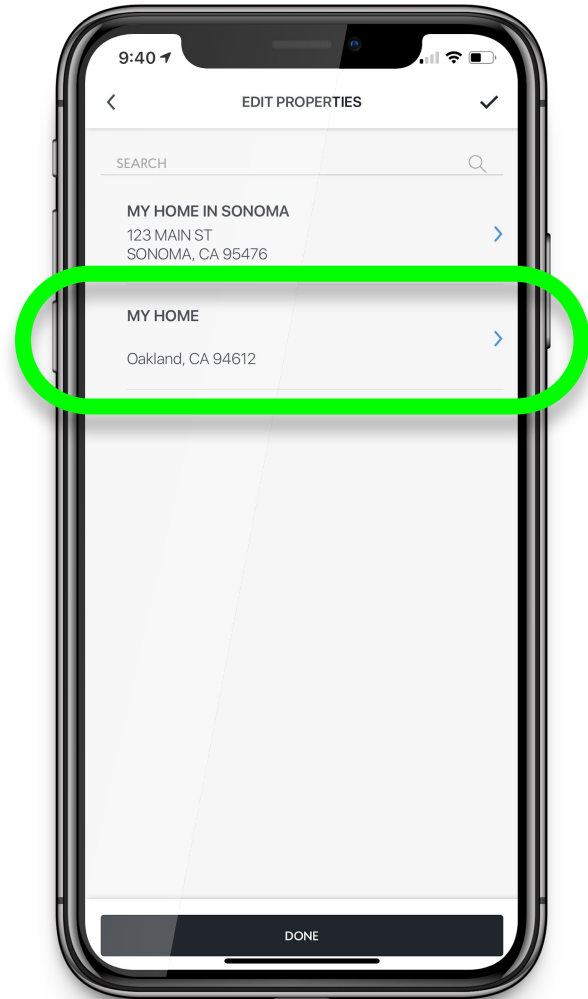
Always get back to the properties list by picking the property at the top of any screen.



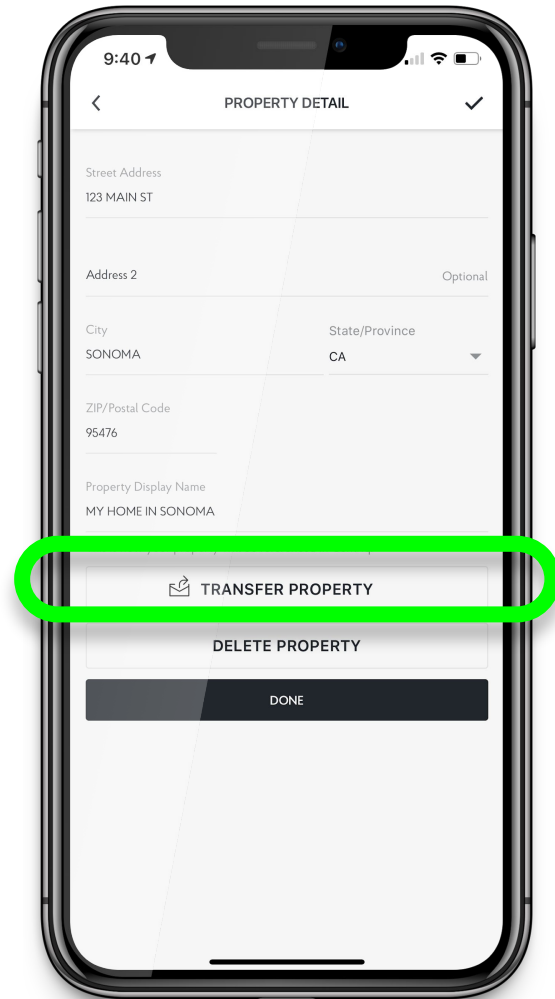
Pick **Manage Properties**



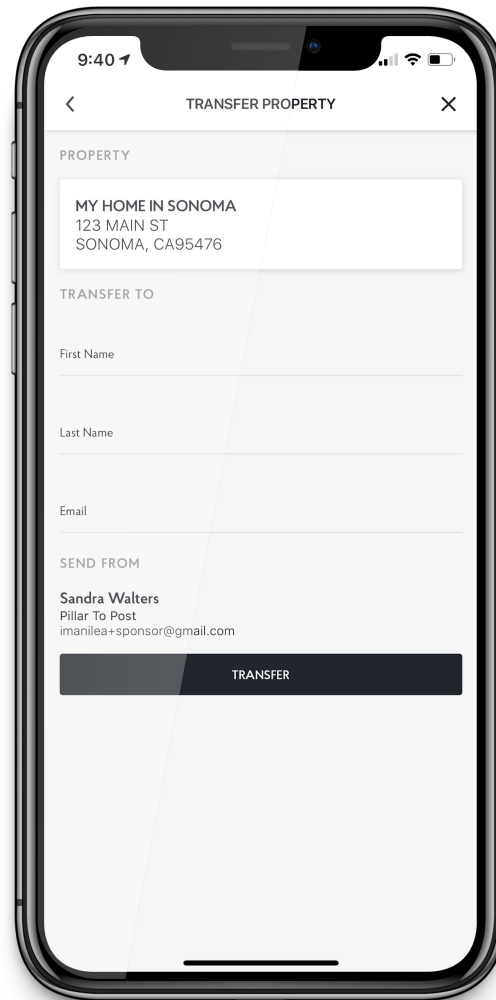
Pick the property you were working  
on



Pick **Transfer Property**

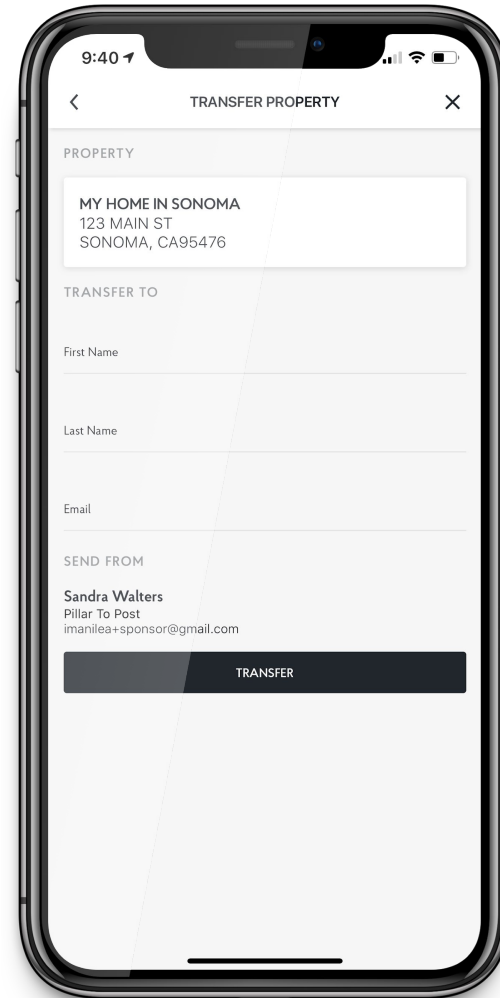


Fill out the name and email of your client and pick **Transfer**

A smartphone screen displaying a 'TRANSFER PROPERTY' form. The form is titled 'TRANSFER PROPERTY' at the top. Below the title, there is a section labeled 'PROPERTY' with a text box containing 'MY HOME IN SONOMA', '123 MAIN ST', and 'SONOMA, CA95476'. Below this, there is a section labeled 'TRANSFER TO' with three input fields: 'First Name', 'Last Name', and 'Email'. Below these fields, there is a section labeled 'SEND FROM' with the text 'Sandra Walters', 'Pillar To Post', and 'imanileea+sponsor@gmail.com'. At the bottom of the form, there is a dark blue button labeled 'TRANSFER'.

There is currently no place to add the realtor contact email

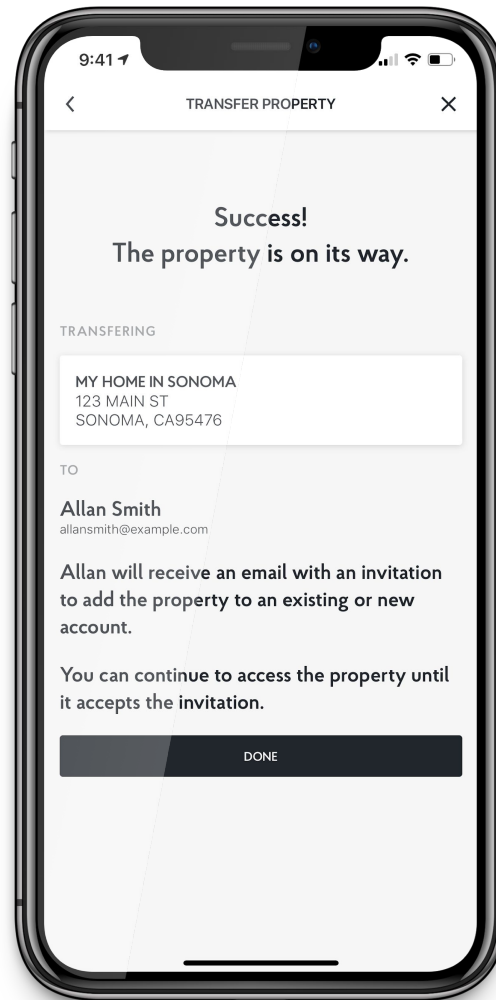
When you receive your recall report confirmation email, you can forward it to the realtor.

A screenshot of a mobile application interface titled 'TRANSFER PROPERTY'. The screen is divided into three main sections. The first section, 'PROPERTY', contains a white box with the text 'MY HOME IN SONOMA', '123 MAIN ST', and 'SONOMA, CA95476'. The second section, 'TRANSFER TO', contains three input fields labeled 'First Name', 'Last Name', and 'Email'. The third section, 'SEND FROM', contains the text 'Sandra Walters', 'Pillar To Post', and 'imanileea+sponsor@gmail.com'. At the bottom of the form is a dark blue button labeled 'TRANSFER'. The top of the screen shows a status bar with the time '9:40' and various icons.



Done! On to the next home.

\*The transfer steps can also be completed in the web app.





Client receives TWO emails:

1. **Accept** the Centriq app with the home inventory



BROUGHT TO YOU BY

Spector Team

Pillar to Post

Hi ME,

Spector Team sent you the digital manual for your home.

**Property Address:**

Palo Alto, CA 94303

**Sent to you by:**

Spector Team

Pillar to Post

<https://pillartopost.com/>

Email: imanilea+hitest@example.com

**ACCEPT TRANSFER**

**What to expect**

Are you waiting for a property recall report? No worries! You will receive a link to your report in a separate email. The report will also be attached in the app once it is ready.

Centriq is the one app that helps you get the most out of your home and the things in it. Think of it as the Ultimate User Guide, specifically for your home.


You'll get:

- Manuals for all your appliances
- How-to videos for maintenance tasks
- Create your own maintenance tasks
- Supplies and accessories for the things you're sure to need. You can even order them straight from Amazon.

[Click here to see all the great features in Centriq.](#)

Client receives TWO emails:

## 2. **Download** the Property Recall Report

 BROUGHT TO YOU BY  
Spector Team  
Pillar to Post

Hi Imani,

Spector Team sent you a report for your property in Centriq.

**Property Address:**  
123 Second Street  
Manhattan Beach, CA 90266

**Sent to you by:**  
Spector Team  
Pillar to Post  
<https://pillartopost.com/>  
Email: imanilea+hitest@example.com

**PROPERTY REPORT**

If you need help with Centriq, just reply to this email to reach our support team. Or [contact us here](#).

# No items = No report

**The property that you transfer has to have items in it to trigger a property report.**

**You are billed for reports, not for transfers.**



Since there's no point to our sending a blank property report, the report is not triggered if the transferred property doesn't contain any items.

You can still transfer an empty property to anyone you'd like just to share the app with them.



BROUGHT TO YOU BY  
Spector Team  
Pillar to Post

Hi ME,

Spector Team sent you the digital manual for your home.

**Property Address:**

Palo Alto, CA 94303

**Sent to you by:**

Spector Team

Pillar to Post

<https://pillartopost.com/>

Email: imanilea+hitest@example.com

**ACCEPT TRANSFER**

**What to expect**

Are you waiting for a property recall report? No worries! You will receive a link to your report in a separate email. The report will also be attached in the app once it is ready.

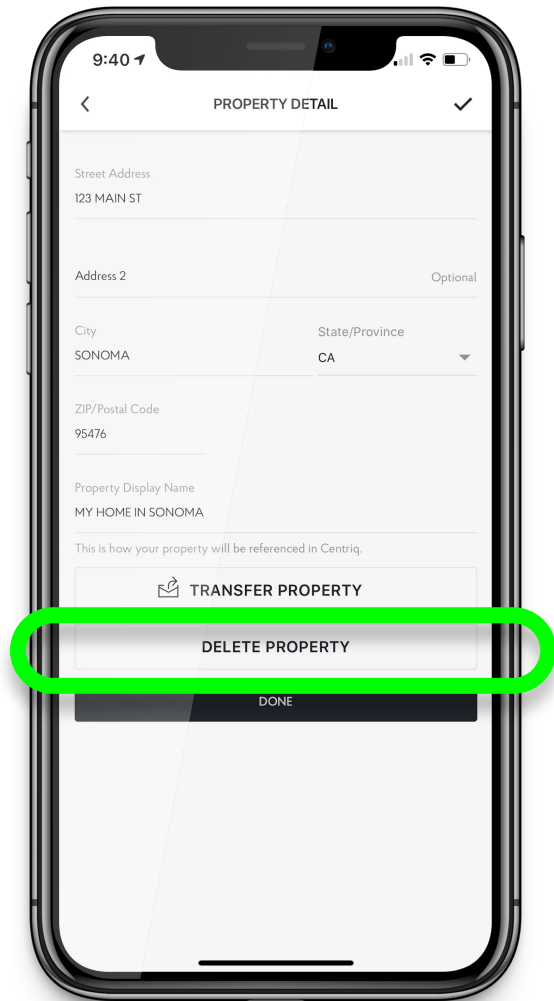
Centriq is the one app that helps you get the most out of your home and the things in it. Think of it as the Ultimate User Guide, specifically for your home.

You'll get:

- Manuals for all your appliances
- How-to videos for maintenance tasks
- Create your own maintenance tasks
- Supplies and accessories for the things you're sure to need. You can even order them straight from Amazon.

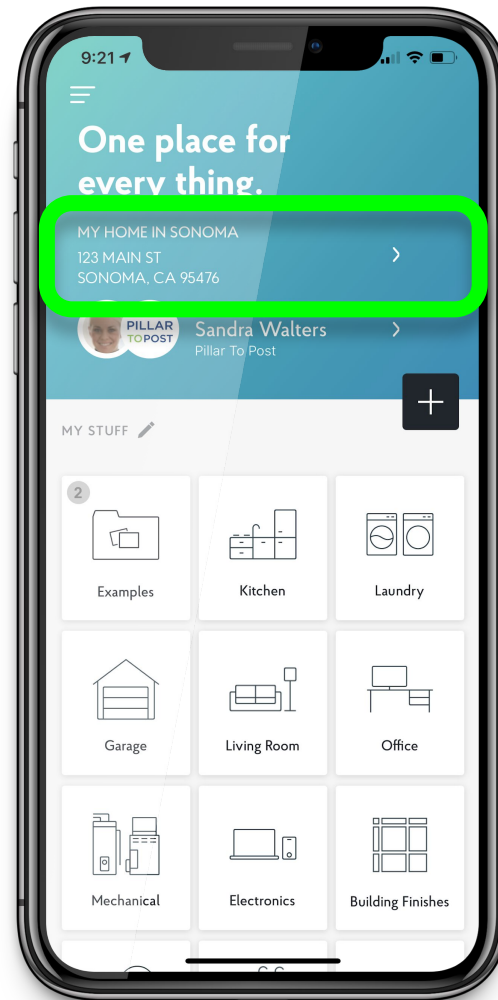
[Click here to see all the great features in Centriq.](#)

If you ever need to delete a property from your account, you can do so by going back to the **Property Detail** and picking **Delete Property**



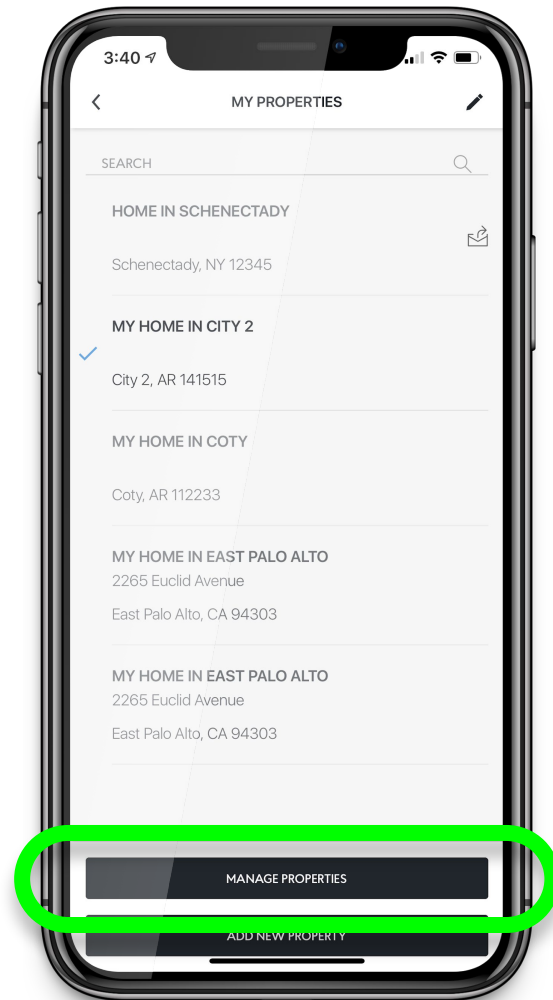
# Cancel a transfer

Always get back to the properties list by picking the property at the top of any screen.

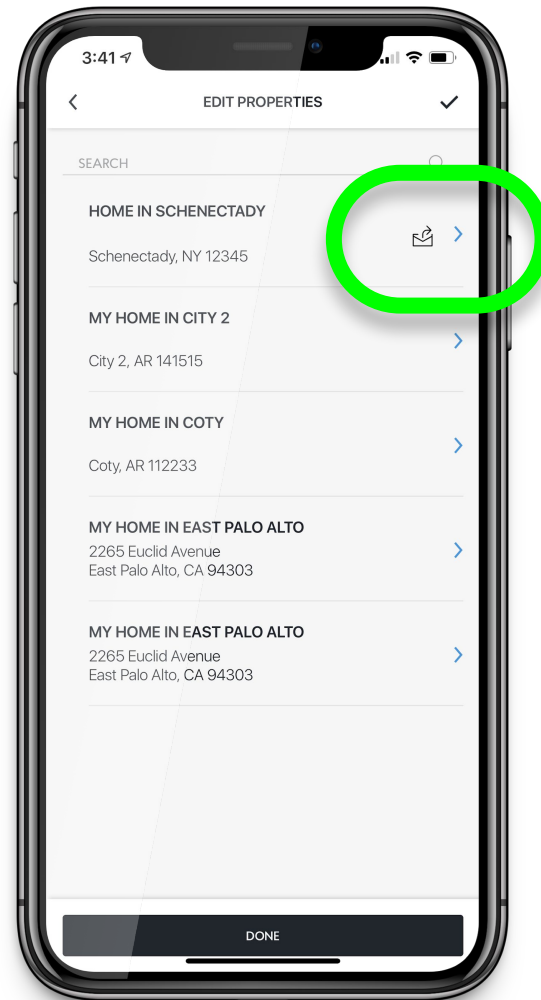




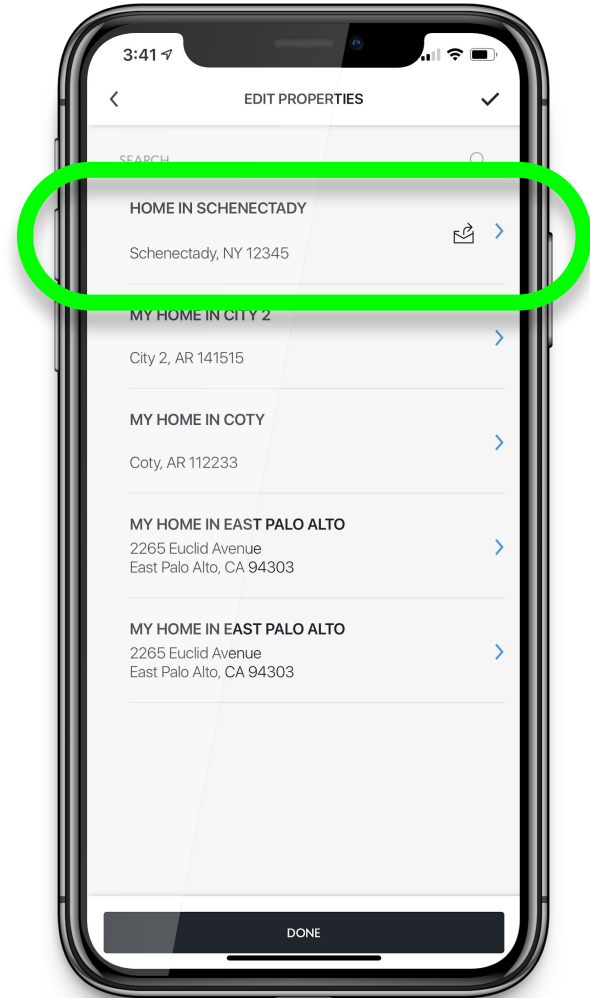
Pick **Manage Properties**



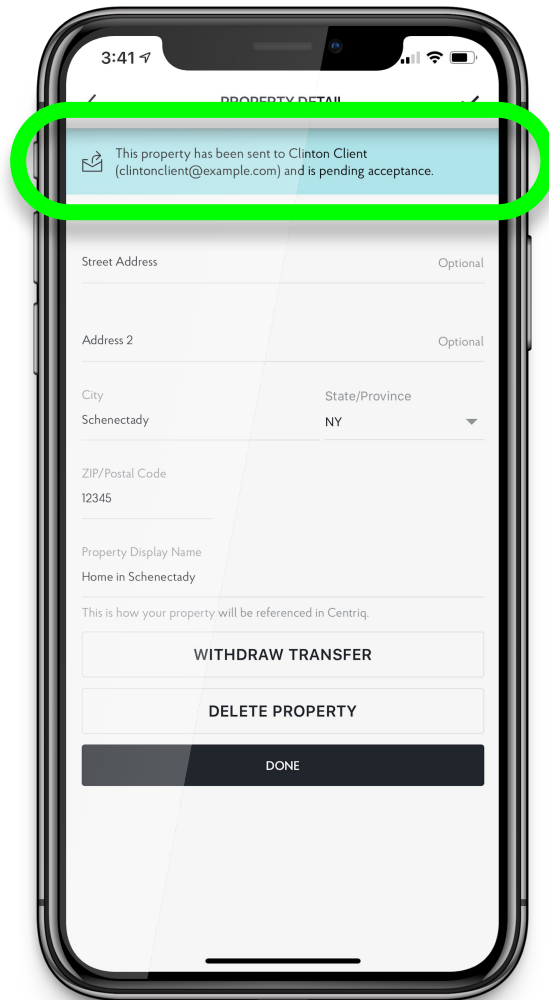
Notice the “was transferred” icon



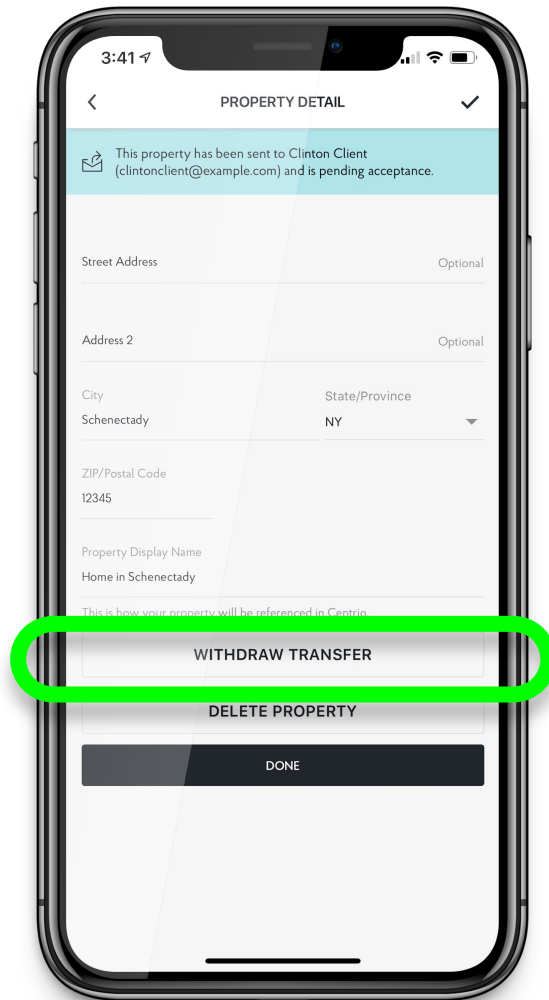
Pick the property that is transferred



Notice the confirmation that the property is transferred

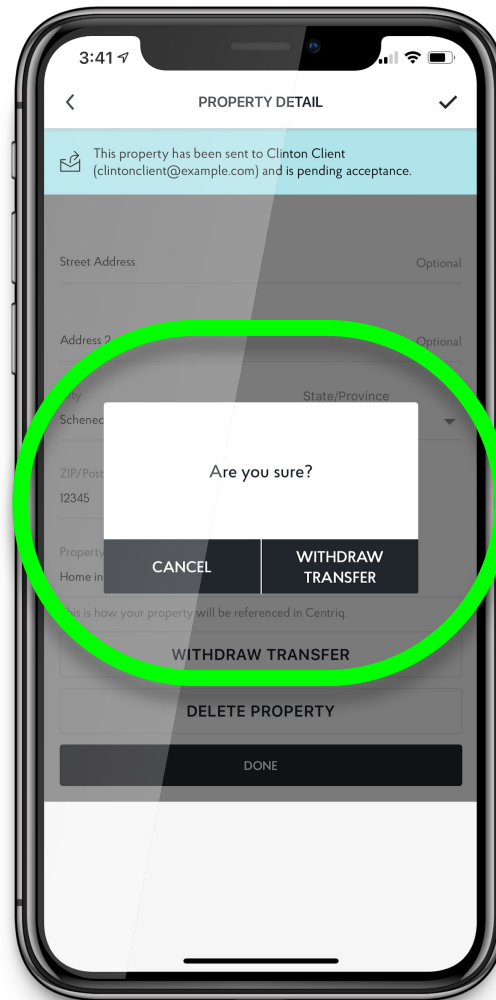


Pick **Withdraw Transfer**



Confirm and the property can no longer be claimed by the client

Repeat the transfer process to resend it to the client



4. Include a Centriq insert  
in the leave behind  
binder



# Binder Inserts

Since there is a short delay in Centriq sending the property recall report, we have an insert that you can include in the leave behind binder.

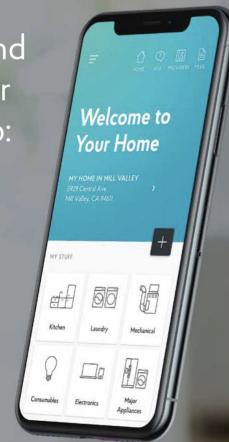
These are FREE to you. Just [go to the site and fill in our request form.](#)



## The best app for your home and everything in it.

Everything in this binder and so much more is waiting for you in the free Centriq app:

- This inspection report
- Manuals for your appliances and systems
- Maintenance Reminders
- Safety recall monitoring
- Easy access to all replacement parts
- How-to videos for the things you own
- And more



“I’m VERY impressed with this app! It made deciding which home to buy a much more informed decision. 🏡👍”



myCentriq.com



## [Click here for a printable quick guide of the steps.](#)

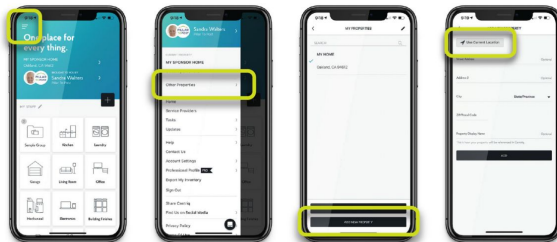
1. Add the property in the app.
2. Add items to the property in the app
3. Transfer the property to the client to trigger the recall report
4. Include the binder insert

1

If you don't have a Centriq Pro account yet, sign-up and complete your professional profile at [mycentriq.app.link/centriq-pro](https://mycentriq.app.link/centriq-pro)

2

Before you start your inspection, create a new property.



If you are at the home you're inspecting, tap **USE CURRENT LOCATION** and verify the address is the right one.

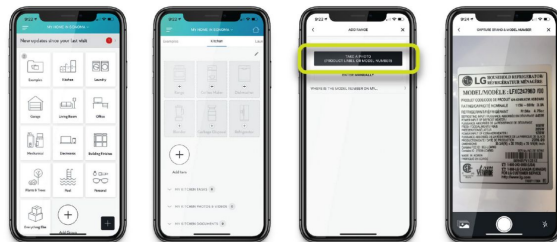
Otherwise fill out the client address.

Then tap **ADD**.

3

During your inspection, add the appliances and systems to Centriq

If you experience a poor internet connection during your inspection you can also do this afterwards. Just make sure to capture the product labels with your cellphone or inspection software and see the reverse for instructions on how to add items later.



Select the group

Select the item or the plus button if it's not listed.

Photograph the product label.

Make sure it captures the brand, model number and serial number.

4

See next page

# Your Dashboard

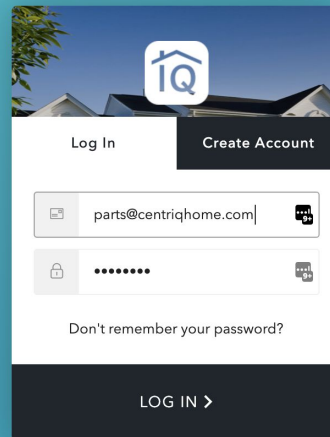


If closing and reopening the mobile app doesn't help

Go to  
[app.mycentriq.com](http://app.mycentriq.com)

Sign in with your Centriq account email and password

**Log in to the web app at:**  
<http://mycentriq.com/>



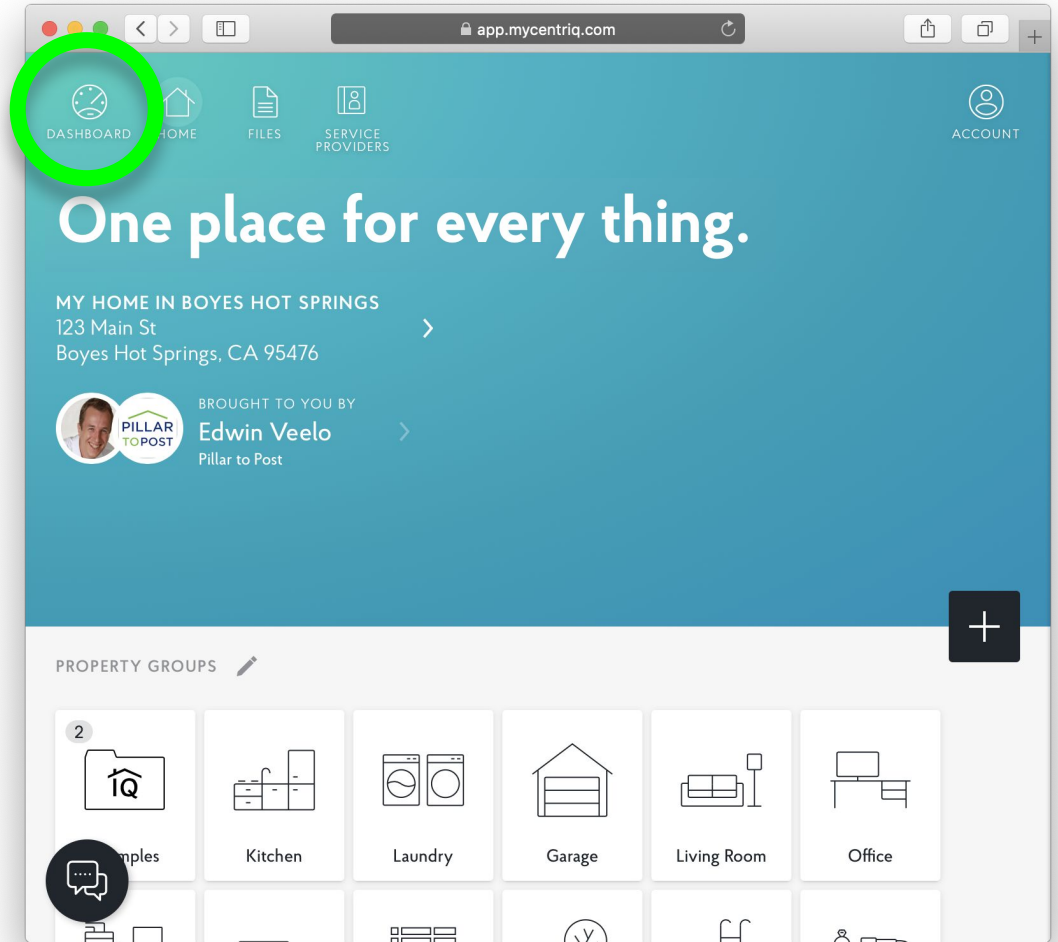


# Centriq for Home Inspectors

Welcome Home Inspector! You're about to get your hands on the most exciting tool for your business: the one place for everything in a home. From user manuals to recall alerts and maintenance reminders, Centriq has it all.

Log in to the web app at:  
<http://mycentriq.com/>

Pick the **Dashboard** icon in the upper right corner opens a view in the web app.





Lake Grand >



## DASHBOARD PRO

### PROPERTIES

PROPERTY	SENT TO	ITEMS	SENT ON	ACCEPTED	REPORT
<a href="#">123 Second Street</a>	Client One	27	Sep 02		
<a href="#">760 Lake Grand Ave.</a>	Client Two	9	Sep 02		
<a href="#">Home in Schenectady</a>	Susan Smith	0	Sep 02		

1-3 OF 3

ADD PROPERTY

Search



BROUGHT TO YOU BY  
**Home Inspector**  
Pillar to Post

MANAGE PROFESSIONAL PROFILE

### CENTRIQ FOR HOME INSPECTORS RESOURCES

[Quick Start Guide](#)

[Sample Property Recall Report for Marketing](#)

[Request Binder Inserts \(client flyers\)](#)

[FAQ](#)

You can set this as your landing page in the web app so that you always start with a list of properties.



Lake Grand >



## DASHBOARD PRO

### PROPERTIES

PROPERTY	SENT TO	ITEMS	SENT ON	ACCEPTED	REPORT
<a href="#">123 Second Street</a>	Client One	27	Sep 02		
<a href="#">760 Lake Grand Ave.</a>	Client Two	9	Sep 02		
<a href="#">Home in Schenectady</a>	Susan Smith	0	Sep 02		

1-3 OF 3

[ADD PROPERTY](#)

Review a list of the properties that you have in your account and what you have sent to clients.



BROUGHT TO YOU BY  
**Home Inspector**  
Pillar to Post

[MANAGE PROFESSIONAL PROFILE](#)

### CENTRIQ FOR HOME INSPECTORS RESOURCES

[Quick Start Guide](#)

[Sample Property Recall Report for Marketing](#)

[Request Binder Inserts \(client flyers\)](#)

[FAQ](#)



Lake Grand >



## DASHBOARD PRO

### PROPERTIES

PROPERTY	SENT TO	ITEMS	SENT ON	ACCEPTED	REPORT
<a href="#">123 Second Street</a>	Client One	27	Sep		
<a href="#">760 Lake Grand Ave.</a>	Client Two	9	Sep 02		
<a href="#">Home in Schenectady</a>	Susan Smith	0	Sep 02		

1-3 OF 3

ADD PROPERTY

Search



BROUGHT TO YOU BY  
**Home Inspector**  
Pillar to Post

MANAGE PROFESSIONAL PROFILE

### CENTRIQ FOR HOME INSPECTORS RESOURCES

[Quick Start Guide](#)

[Sample Property Recall Report for Marketing](#)

[Request Binder Inserts \(client flyers\)](#)

[FAQ](#)

Links to completed recall reports.





Lake Grand >



## DASHBOARD PRO

Search

### PROPERTIES

PROPERTY	SENT TO	ITEMS	SENT ON	ACCEPTED	REPORT
<a href="#">123 Second Street</a>	Client One	27	Sep 02		
<a href="#">760 Lake Grand Ave.</a>	Client Two	9	Sep 02		
<a href="#">Home in Schenectady</a>	Susan Smith	0	Sep 02		

1-3 OF 3

ADD PROPERTY



BROUGHT TO YOU BY  
**Home Inspector**  
Pillar to Post

**MANAGE PROFESSIONAL PROFILE**

### CENTRIQ FOR HOME INSPECTORS RESOURCES

[Quick Start Guide](#)

[Sample Property Recall Report for Marketing](#)

[Request Binder Inserts \(client flyers\)](#)

[FAQ](#)

Pick the **Manage Professional Profile** button to make changes.



Lake Grand >



## DASHBOARD PRO

Search



BROUGHT TO YOU BY  
**Home Inspector**  
Pillar to Post

**MANAGE PROFESSIONAL PROFILE**

### PROPERTIES

PROPERTY	SENT TO	ITEMS	SENT ON	ACCEPTED	REPORT
<a href="#">123 Second Street</a>	Client One	27	Sep 02		
<a href="#">760 Lake Grand Ave.</a>	Client Two	9	Sep 02		
<a href="#">Home in Schenectady</a>	Susan Smith	0	Sep 02		

1-3 OF 3

**ADD PROPERTY**

### CENTRIQ FOR HOME INSPECTORS RESOURCES

[Quick Start Guide](#)

[Sample Property Recall Report for Marketing](#)

[Request Binder Inserts \(client flyers\)](#)

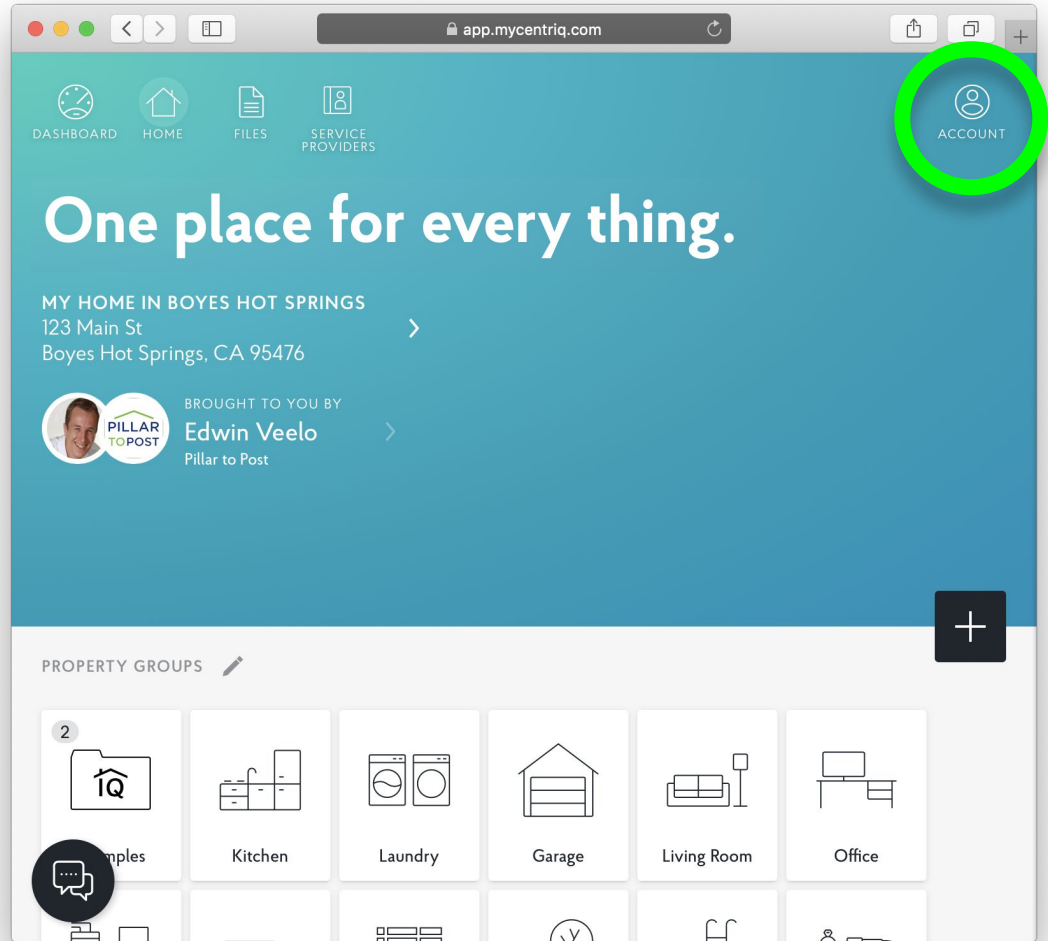
[FAQ](#)

Access to our help resources

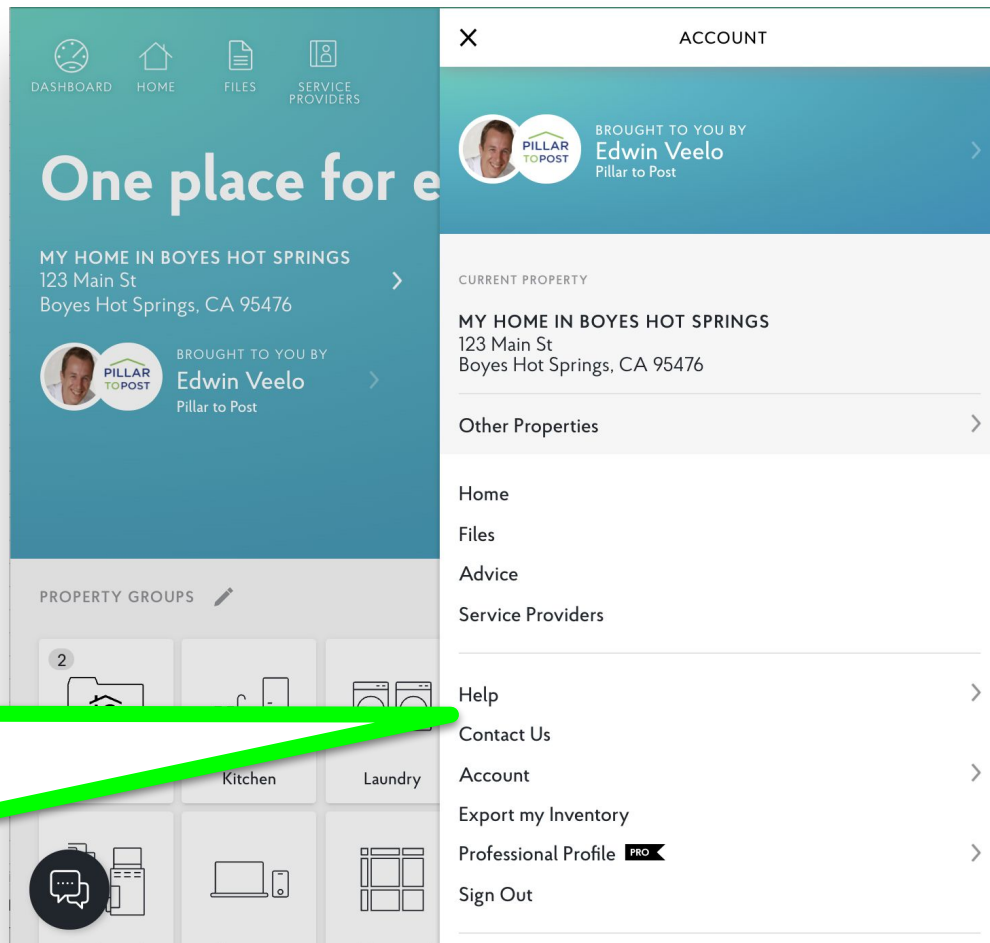


You can find more help and information under the menu

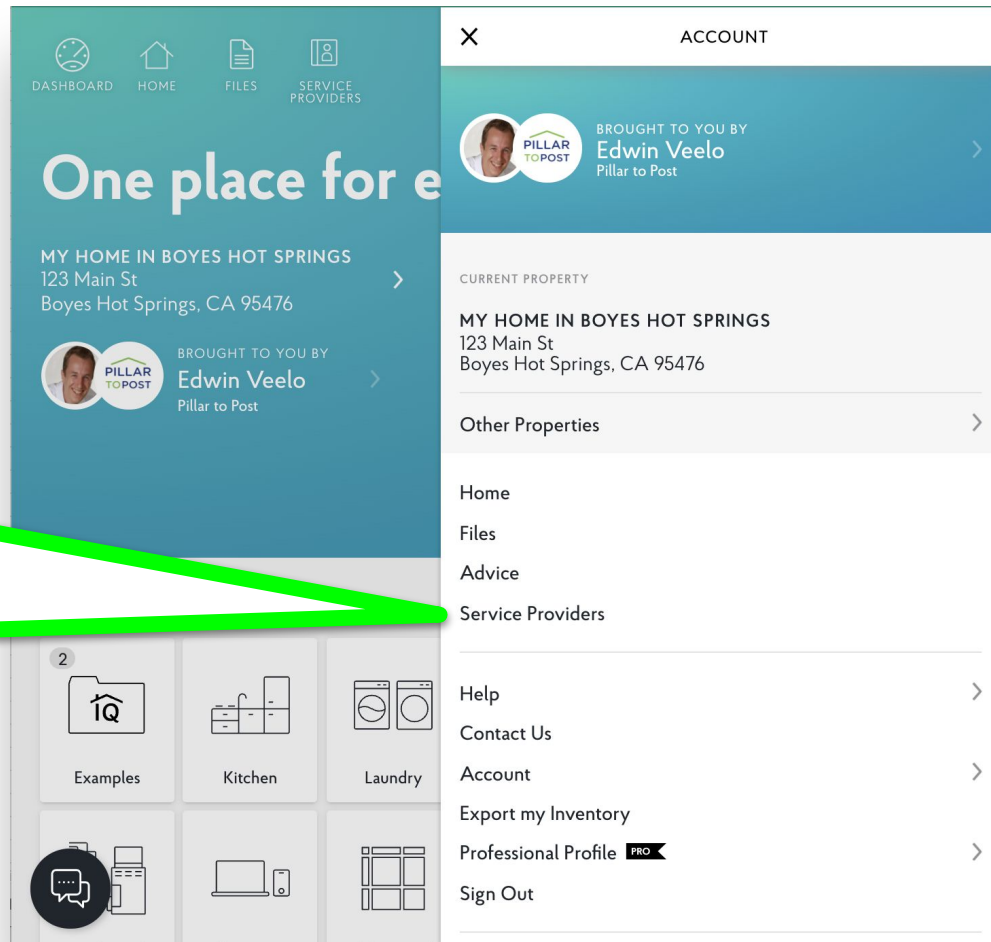
Pick **Account** to open the menu.



The menu has several options to help you navigate the app or get help.



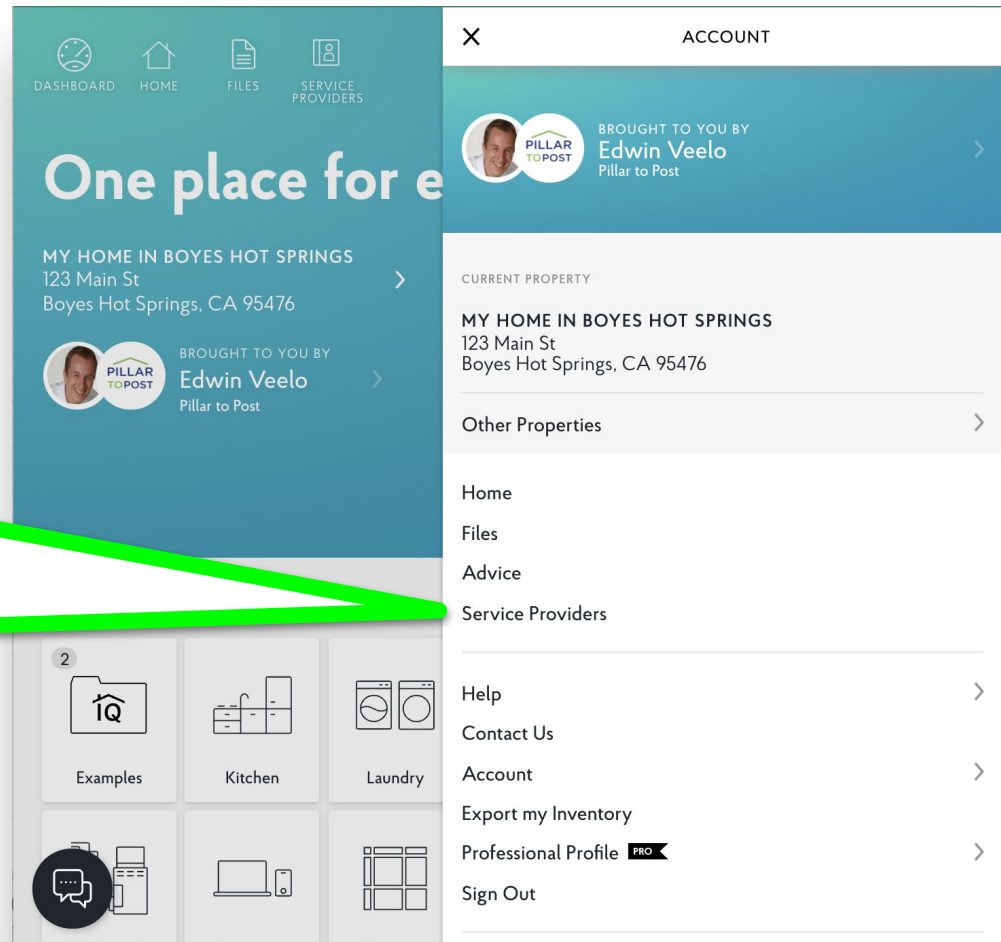
**Service Providers**  
Your name, email,  
and phone numbers  
are added as a  
contact card for your  
clients.



The screenshot displays the CENTRIQ user interface. At the top, a navigation bar includes icons for DASHBOARD, HOME, FILES, and SERVICE PROVIDERS. The main content area features a large blue header with the text "One place for e" and a section titled "MY HOME IN BOYES HOT SPRINGS" with the address "123 Main St, Boyes Hot Springs, CA 95476". Below this, a "BROUGHT TO YOU BY" section introduces Edwin Veelo, a Pillar to Post agent. A green callout box points to a "Service Providers" contact card in the bottom left, which contains a CENTRIQ logo, a folder icon, and the text "Examples", "Kitchen", and "Laundry". On the right, an "ACCOUNT" menu is open, listing options: Home, Files, Advice, Service Providers, Help, Contact Us, Account, Export my Inventory, Professional Profile (marked PRO), and Sign Out.

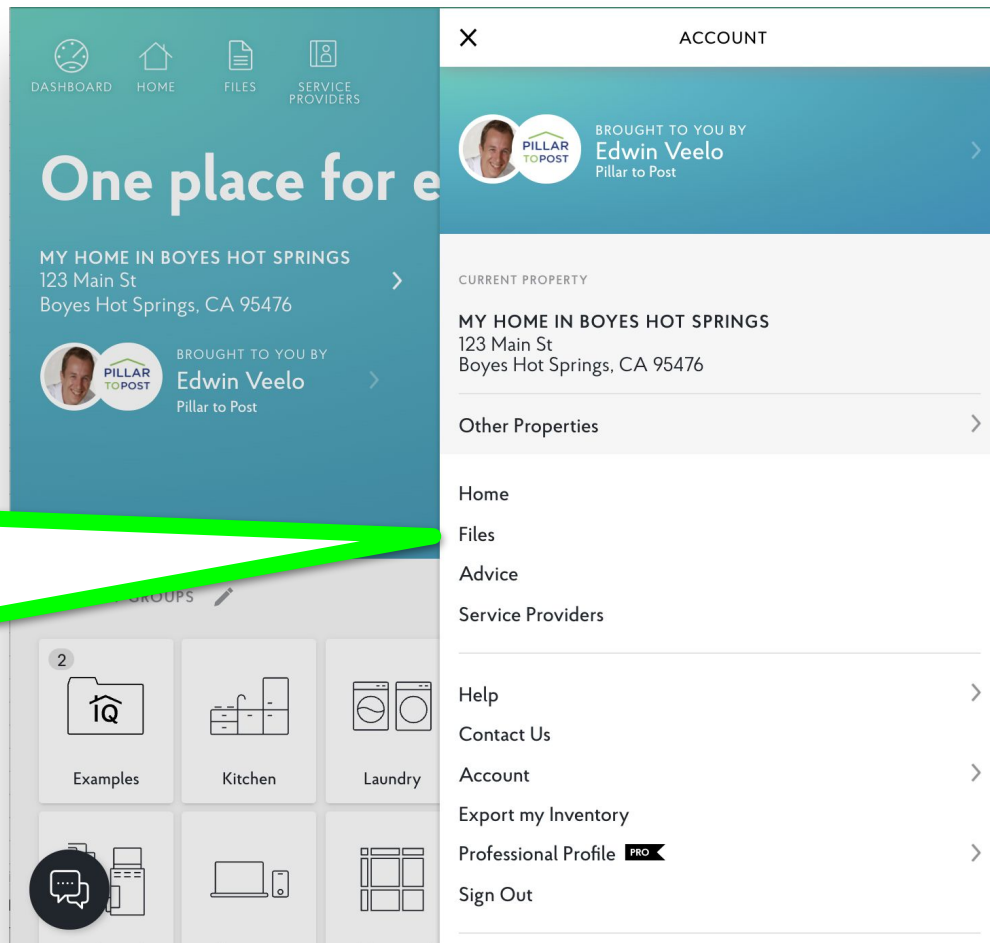
**Service Providers**  
Users can add more  
contacts.

Your contact is added  
here by default.



## Files

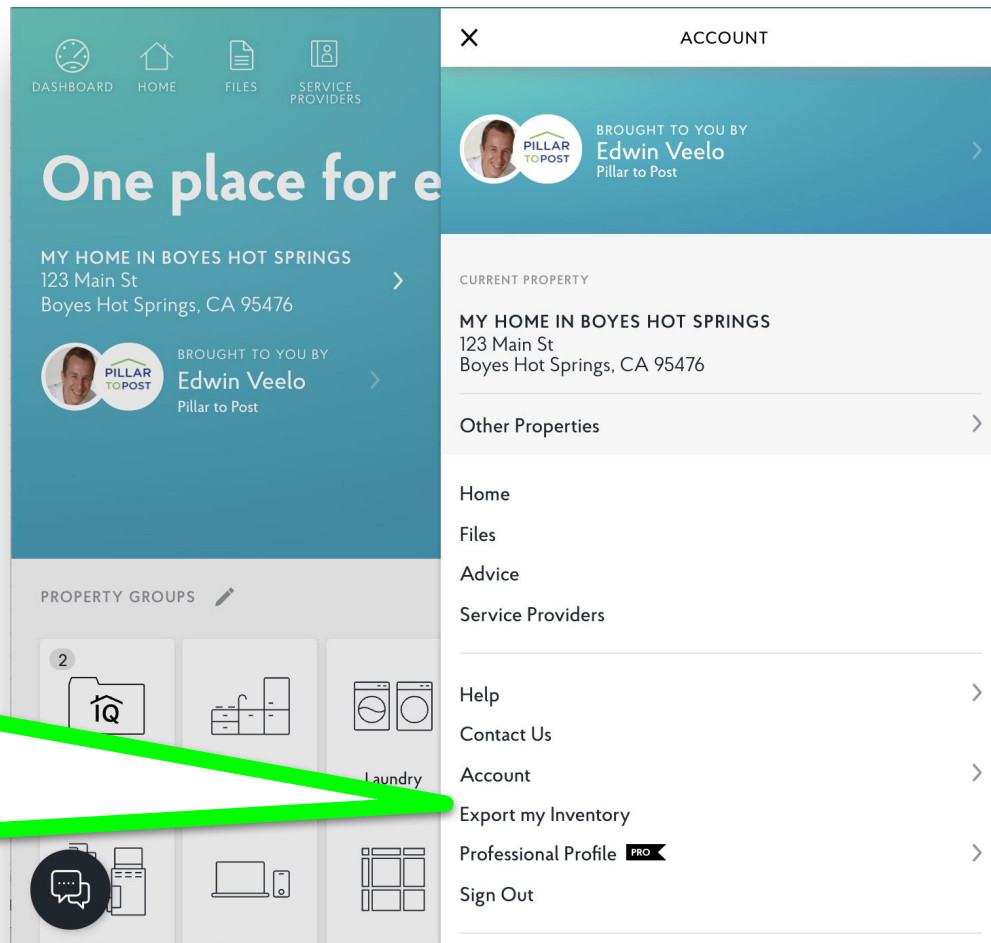
See an all in one view of what is added for a property.



The screenshot displays the CENTRIQ user interface. At the top, a navigation bar includes icons for DASHBOARD, HOME, FILES, and SERVICE PROVIDERS. The main content area features a large blue header with the text "One place for e" and a section titled "MY HOME IN BOYES HOT SPRINGS" with the address "123 Main St, Boyes Hot Springs, CA 95476". Below this, a profile card for Edwin Veelo, a Pillar to Post agent, is shown. A green callout box points to the "FILES" icon in the top navigation bar. The right sidebar, titled "ACCOUNT", contains a list of links: Home, Files, Advice, Service Providers, Help, Contact Us, Account, Export my Inventory, Professional Profile (marked with a "PRO" badge), and Sign Out. The bottom of the screen shows a grid of property-related icons, including "Examples", "Kitchen", "Laundry", and a "GROUPS" section.

## Export

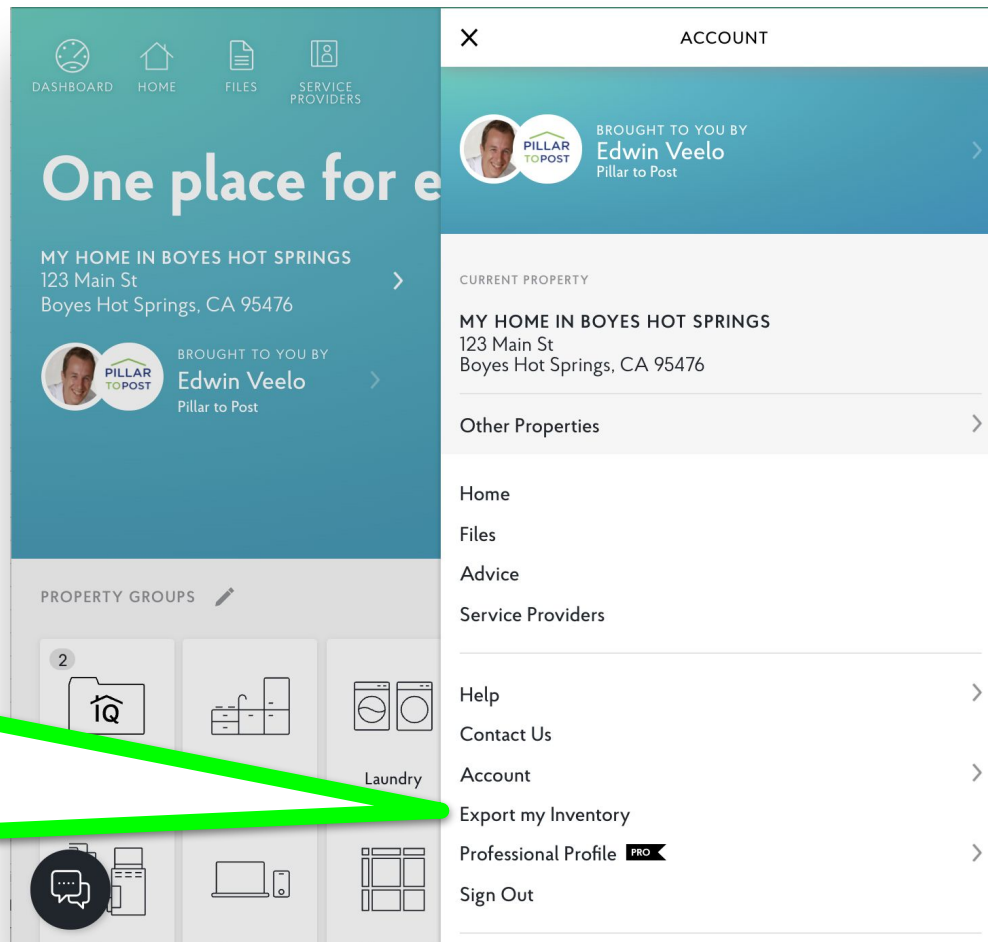
Users can get a spreadsheet download of everything added in the app.





This is your client's  
home inventory.

This is **NOT** the recall  
report!





Thank you!!!

Contact Us any time  
(415) 967-3993

**support@mycentriq.com**