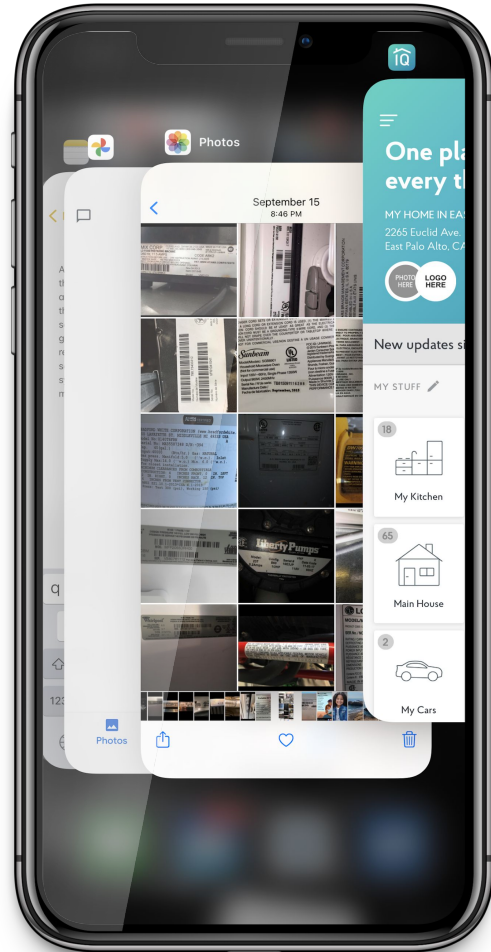


ISSUES WITH THE MOBILE APP...



If you have problems with the mobile app, refresh the information by closing and reopening

Fully close Centriq from your list of open apps.





Make sure you see the “splash” screen when you reopen.



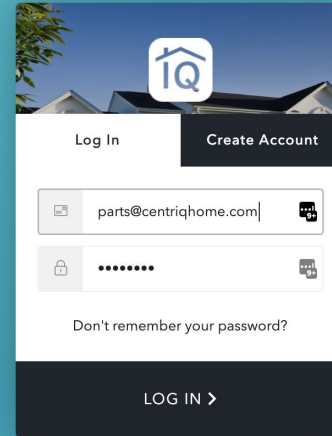
or...USE THE WEB APP
INSTEAD



If closing and reopening the mobile app doesn't help

Go to app.mycentriq.com

Sign in with your Centriq account email and password



You can upload product photos and complete property transfers on any device and from the web app or the mobile app. No worries!





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

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

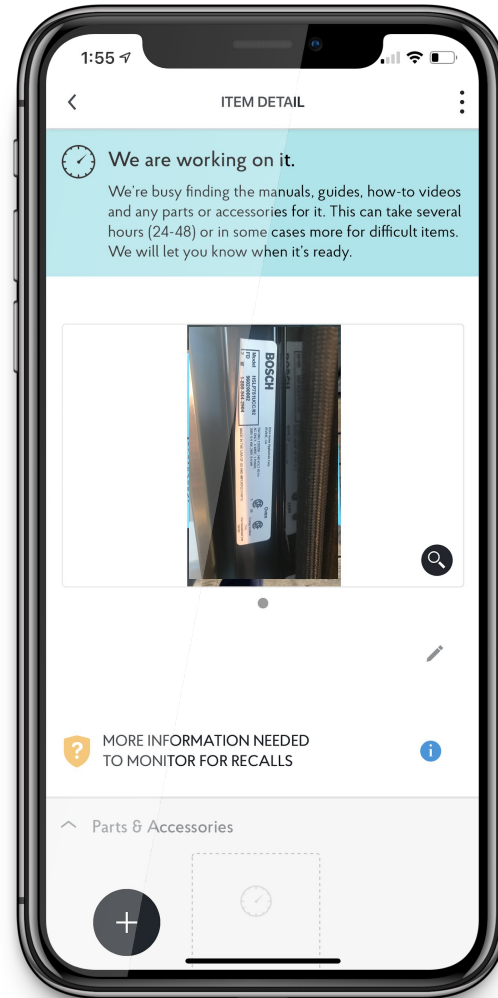


PROBLEMS WITH PROPERTY REPORTS

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

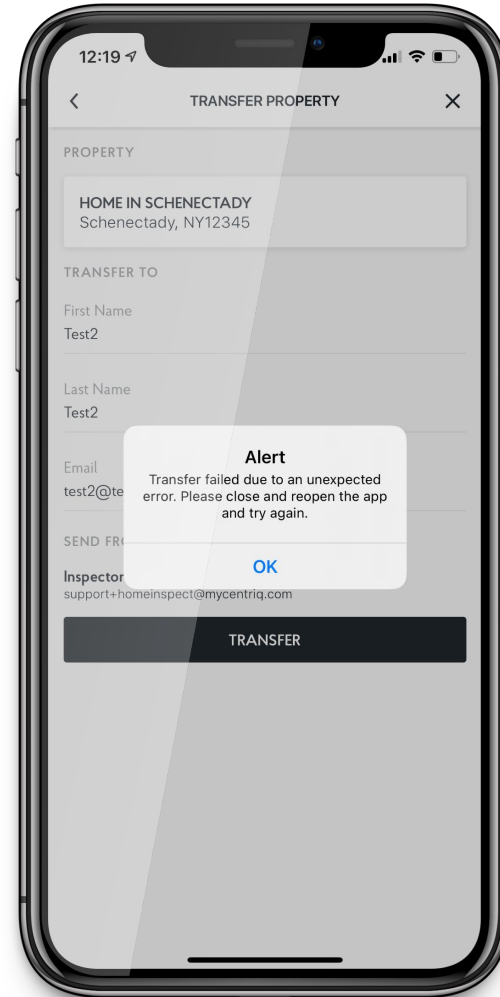
Processing typically takes a few hours.

This does not mean there is a problem



If you see any errors, try closing and reopening the app

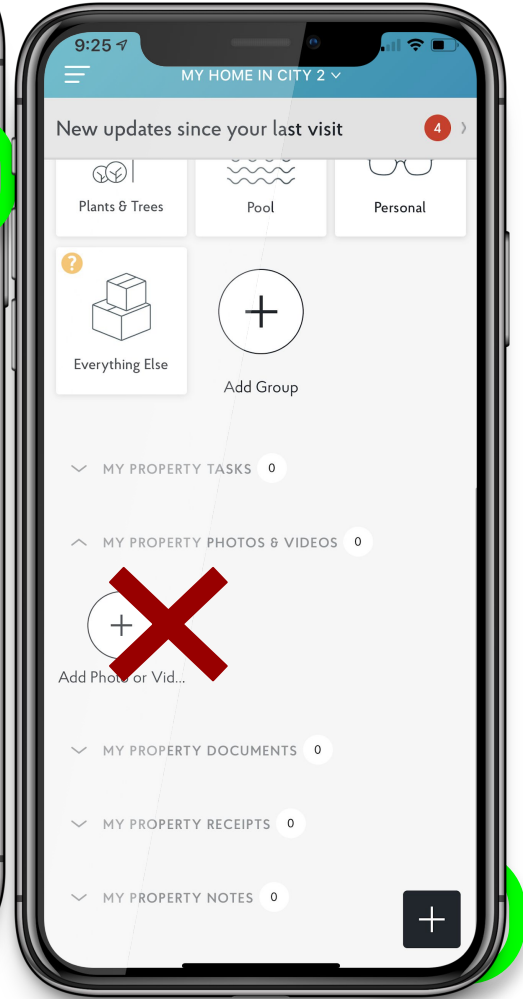
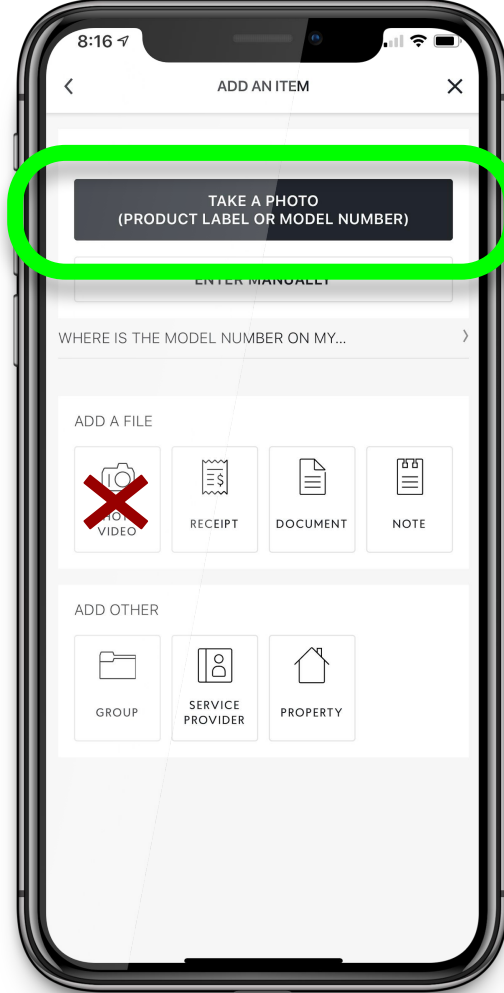
[Click here for a video](#) which shows a solution to a common problem with transfers.



FILES VS. NAMEPLATES

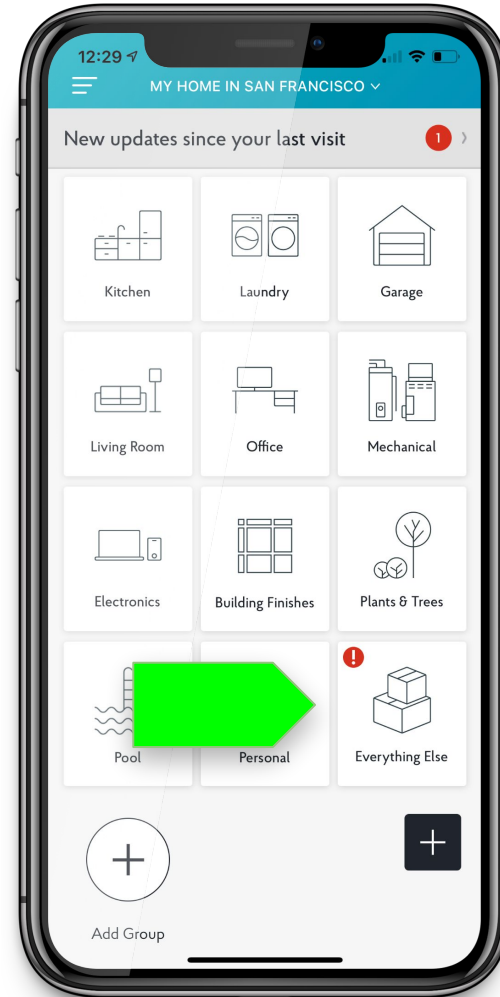
Never add
product label
photos as Files!!

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



WHERE ARE MY
UPLOADS?

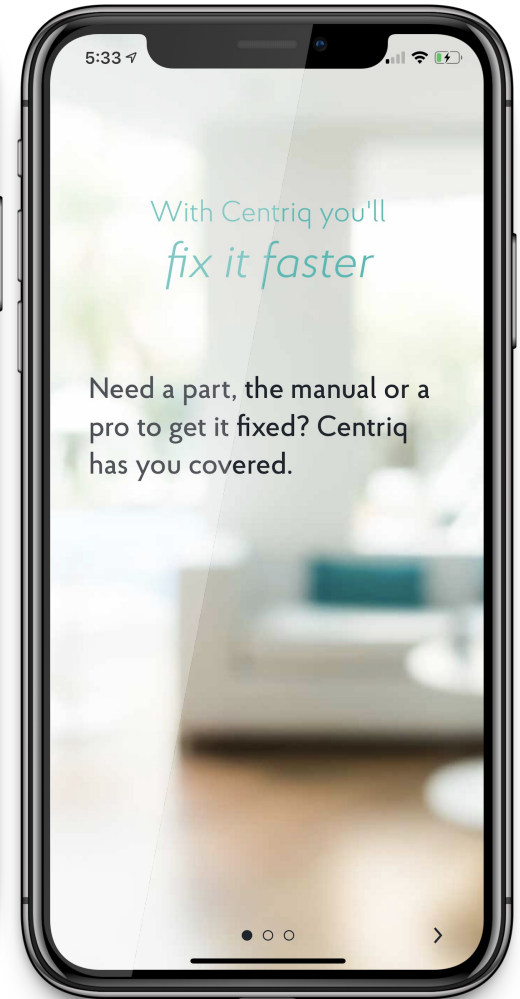
When using Multiple Image Upload files go to the Everything Else group.



MOBILE APP SURPRISES



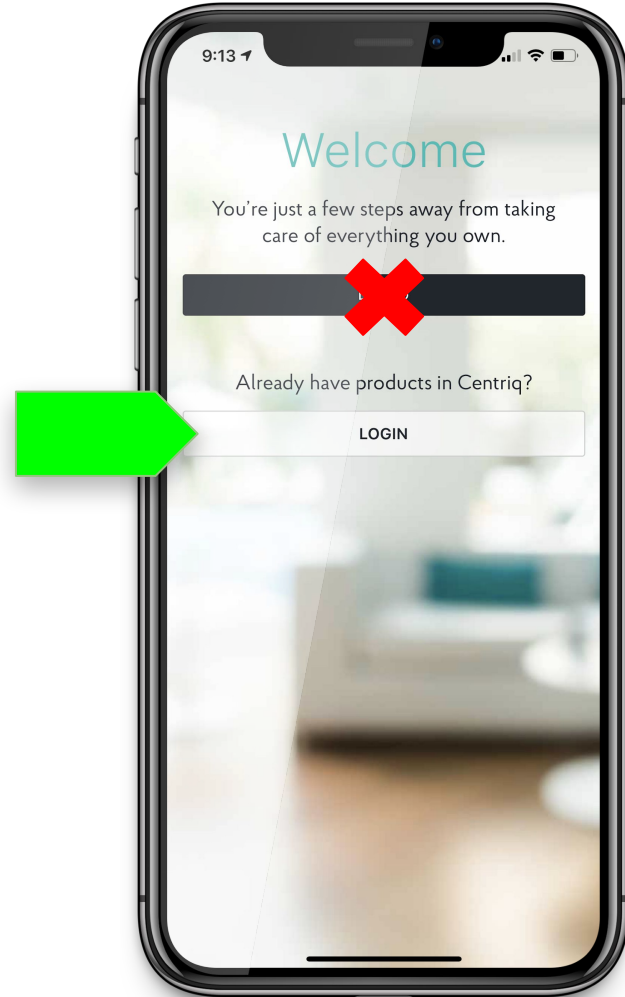
When you open the app you see 4 intro screens. Scroll past them to get to the Welcome.





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

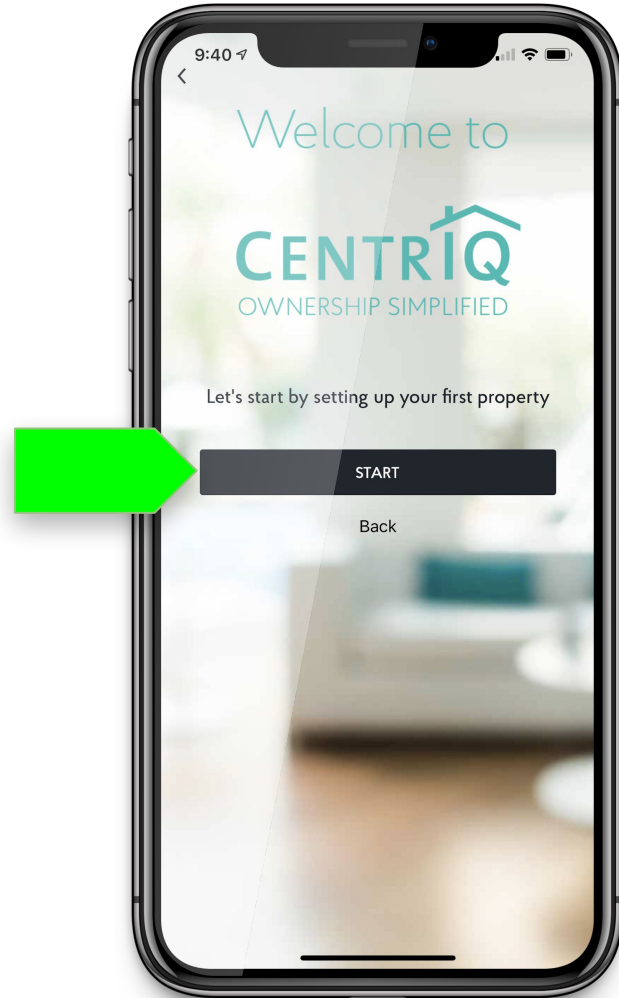
If you pick Let's go, you won't be in your account.





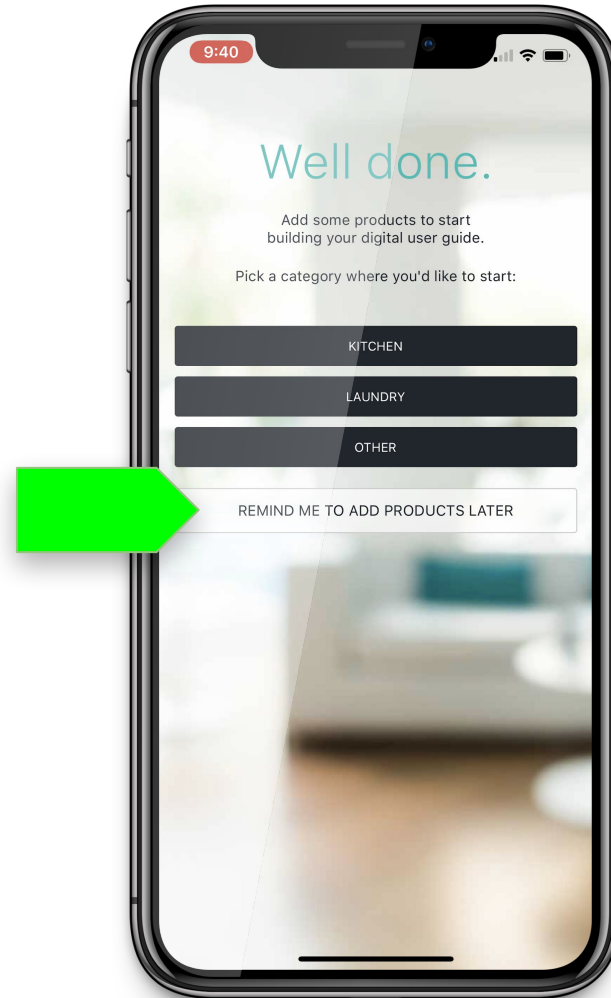
The app requires at least one property, so you might see this prompt.

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!

