



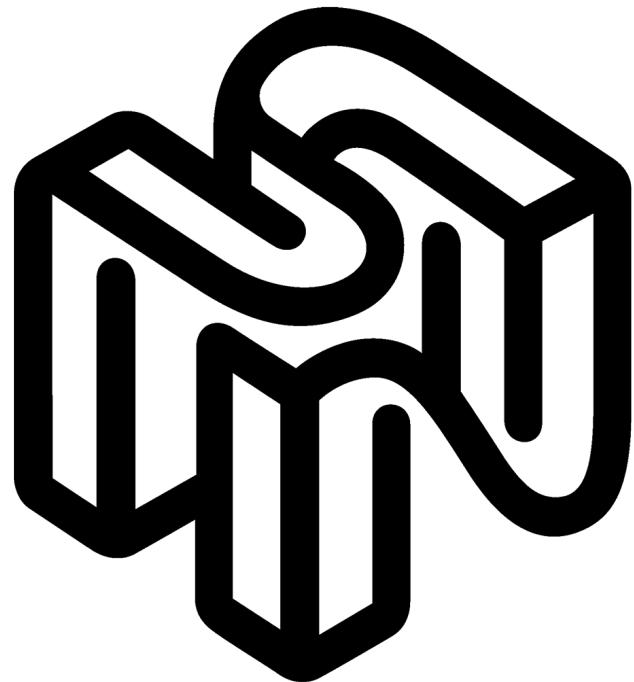
POWER USER
CONFERENCE

PRESENTS



ISN CON

WELCOME TO ISNCON



ZITRALLI "Z" CASILLAS

ISN Trainer and Convention Commando

(800) 700-8112 x205

z@inspectionsupport.net



MICHELLE STITHILLA

Power User and Mentor

(800) 700-8112

michelle@inspectionsupport.net

Michelle is our newest team member.

She is an ISN power user, trainer
and business mentor.



STEVEN MATTHIESEN

Senior Platform Specialist

(800) 700-8112

steven@inspectionsupport.net

Steven can “bend” any of our products to work in almost every situation.



CHRIS SCHULD

Co-founder of ISN & CTO

(800) 700-8112

cbschuld@inspectionsupport.net



Mission Statement

Create take-home business value with
a detailed action plan

Today is about business results!

CHOOSE A BUSINESS “BUDDY”

- Choose someone who is not in your market
- Please stay seated if you do not want a buddy
- Get in groups of three (3)
- Okay... sit next to your new business buddies

LOTS OF INFO - GET MORE HELP!

ISNCON will have a lot of information. Because of this we are giving you links to get more information. Look for this icon on a slide:



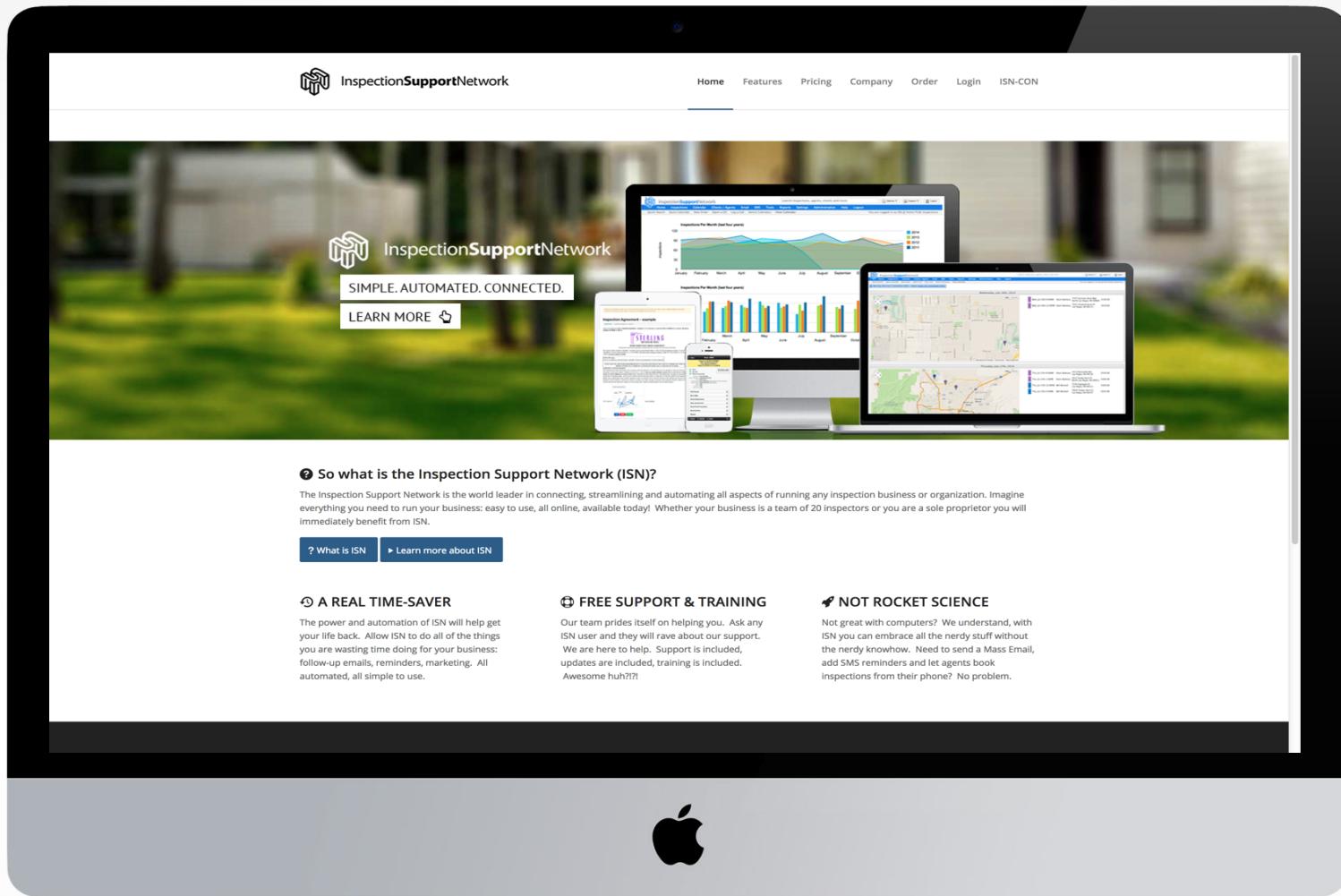
When you see it you will find a link to get more help on our help site.

GET THE INFO

This presentation is available via PDF on
ISNCON.COM

at

<http://isncon.com/media/isncon2014.pdf>



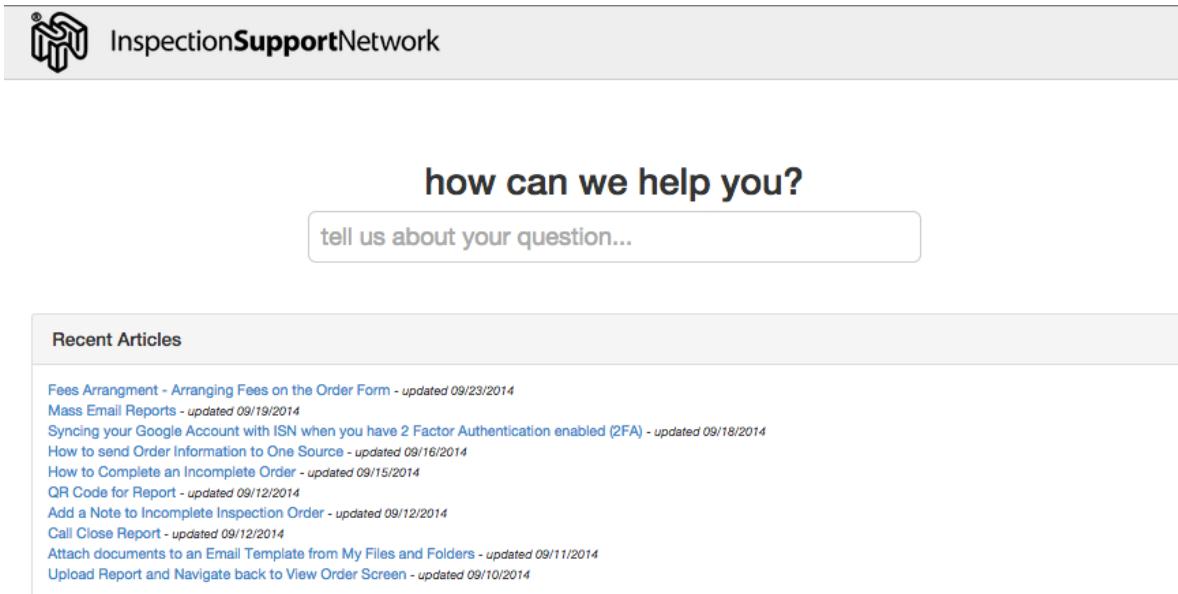
NEW WEBSITE

UPDATED HELP SITE

Our team prides itself on helping you.

Our new website is focused on getting you the information you need to help with ISN when you need it.

All of our help documentation can be found at <http://help.inspectionsupport.net>



The screenshot shows the homepage of the InspectionSupportNetwork help site. At the top left is the ISN logo and the text "InspectionSupportNetwork". In the center, the question "how can we help you?" is displayed above a search bar containing the placeholder "tell us about your question...". Below this is a "Recent Articles" section with a list of ten articles:

- Fees Arrangment - Arranging Fees on the Order Form - updated 09/23/2014
- Mass Email Reports - updated 09/19/2014
- Syncing your Google Account with ISN when you have 2 Factor Authentication enabled (2FA) - updated 09/18/2014
- How to send Order Information to One Source - updated 09/16/2014
- How to Complete an Incomplete Order - updated 09/15/2014
- QR Code for Report - updated 09/12/2014
- Add a Note to Incomplete Inspection Order - updated 09/12/2014
- Call Close Report - updated 09/12/2014
- Attach documents to an Email Template from My Files and Folders - updated 09/11/2014
- Upload Report and Navigate back to View Order Screen - updated 09/10/2014



Visit our help site: <http://help.inspectionsupport.net/is/isn>

How ISN Suggestions Work

From your ISN (*bottom right side of ISN homepage*) click on “suggestions”

Have an idea for a feature that you would like to see in ISN?

- Submit an idea or feature
- Vote
- Check the Status

The image shows two parts of the ISN suggestions interface. On the left, a vertical list of user suggestions is displayed under the heading "Feedback". Each suggestion includes a lightbulb icon, the title, the number of votes, and the number of comments. Some suggestions have status labels like "UNDER REVIEW" or "PLANNED". A red arrow points from the "Give feedback" button on the right towards the "Feedback" heading. Two black arrows point from the "Give feedback" button towards the first two suggestions in the list. On the right, there is a "Give feedback" form with fields for "Enter your idea", "Describe your idea... (optional)", and "Your email address", followed by a "Post idea" button.

Category	Idea Title	Status	Votes	Comments
Feedback	Add features to plan for radon test equipment	PENDING	76	6
Feedback	Make Invoices Editable	PENDING	43	3
Feedback	"category" column on agency page	PENDING	38	0
Feedback	Streamline Inspection Completion Process.	UNDER REVIEW	37	4
Feedback	Have a place to enter two buyers	PLANNED	34	4
Feedback	Another Trigger.. that handles inspection sc...	PLANNED	22	1



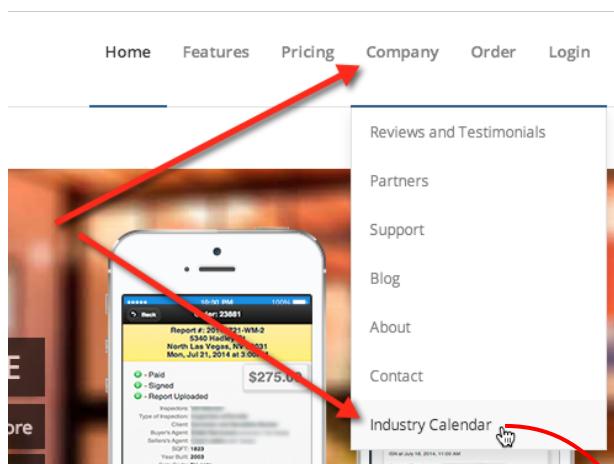
view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/how-to-add-a-feature-suggestion>

INDUSTRY CALENDAR

What is going on in the industry and when are ISN Training sessions.

From the website: <http://inspectionsupport.net> → Company → Industry Calendar

If your association is having an event and you would like it on the calendar, email us at: help@inspectionsupport.net with the information!



A screenshot of the Industry Calendar for September 2014. The calendar is a grid from Sunday, September 1, to Saturday, September 6. A red arrow points from the "Industry Calendar" link in the sidebar of the previous screenshot to the "Industry Calendar" section here. The calendar shows several events: "Labor Day" on Sep 1 (highlighted in green), "SE Home Inspector Conference" (a long blue bar spanning Sep 10-13), "SE Home Insp" (a blue bar spanning Sep 14-16), "Power User Con" (a blue bar spanning Sep 27-28), and "Niagara Frontier Home Inspecto" (a blue bar spanning Oct 2-4). A specific event, "8am ISN CON", is noted with a red arrow pointing to it on Sep 28.

ISNCON IS ABOUT

You – our users

Now... LET'S CHAT...

- Improvements and why
- Tools and Tips

FRESH PAINT

improvements to features you already know

UPDATE: NEW LOGIN SCREEN

Our engineering team is pushing to be 100% mobile compatible in 2015. Thus, the login screen has been updated.



Inspection**Support**Network

Welcome to the Inspection Support Network™ . To continue to your account you need a username and password. You can reset your password below if you know your email address or cell phone number.

Company Key

test

Username

isn username

Password

password



Remember my password on this computer

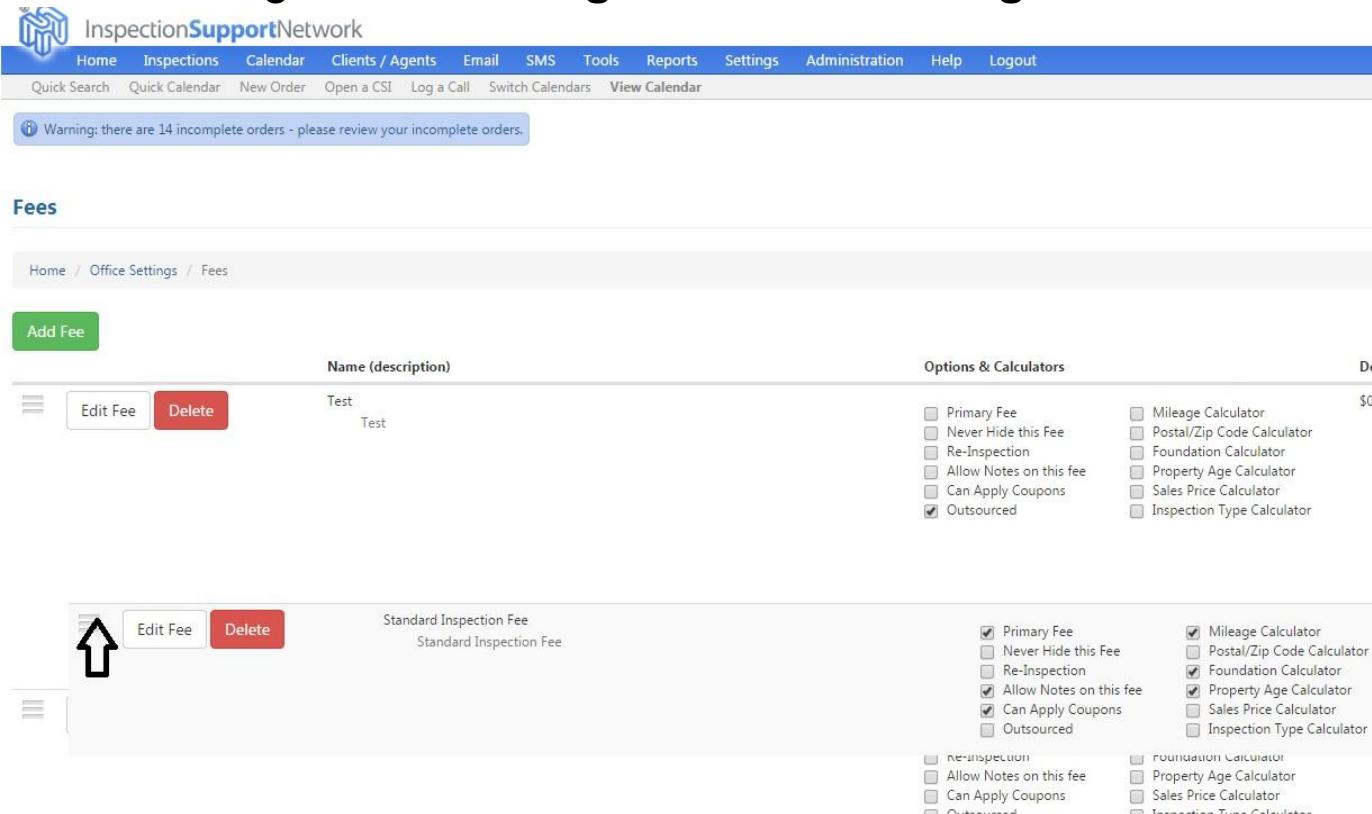
login

reset my password

* You'll notice: faster access and speed to login to your ISN.

UPDATE: DRAG & DROP STUFF

Navigate to: **Settings → Office Settings→ Fees**



Name (description)	Options & Calculators	Default
Test Test	<input type="checkbox"/> Primary Fee <input type="checkbox"/> Never Hide this Fee <input type="checkbox"/> Re-Inspection <input type="checkbox"/> Allow Notes on this fee <input type="checkbox"/> Can Apply Coupons <input checked="" type="checkbox"/> Outsourced	\$0.00
Standard Inspection Fee Standard Inspection Fee	<input checked="" type="checkbox"/> Primary Fee <input type="checkbox"/> Never Hide this Fee <input type="checkbox"/> Re-Inspection <input checked="" type="checkbox"/> Allow Notes on this fee <input checked="" type="checkbox"/> Can Apply Coupons <input type="checkbox"/> Outsourced	<input checked="" type="checkbox"/> Mileage Calculator <input type="checkbox"/> Postal/Zip Code Calculator <input type="checkbox"/> Foundation Calculator <input checked="" type="checkbox"/> Property Age Calculator <input type="checkbox"/> Sales Price Calculator <input type="checkbox"/> Inspection Type Calculator

Then click and hold on the bars next to the appropriate fee

You can then move it to arrange where you want it placed

The Fee arrangement will reflect within the order form “Fees” section

NEW AGENT GRID (WITH SNAZZY Bulk ACTIONS)

Agents

Add Agent View Deleted Agents Download Agents Merge Agents

Search 5 per page

Action	Photo	First	Last	Display	Work	M
<input type="checkbox"/>			Auxier	Aaron Auxier		
<input type="checkbox"/>	Merge Convert to Insurance Agent(s)		Bleestein	Aaron Bleestein		
<input checked="" type="checkbox"/>	Delete		Bleetstein	Aaron Bleetstein	(305) 405-0615	
<input checked="" type="checkbox"/>	 		Aaron	Bleetstein	Aaron Bleetstein	(305) 405-0615

New agent Grid provides better visibility, and new bulk actions. Expect this new style of “grid” to start showing up everywhere in ISN over the next six months.

NEW CUSTOMIZE ORDER FORM

Modernized Look

The focus of the redesign is to modernize how it feels, increase visibility, accelerate the processing time in your browser, stay current with modern technology, and provide additional support to smart devices, such as tablets.

New Order [Next >](#) [Review Order](#)

Property Info [Inspectors / Date & Time](#) [Subject Property](#) [Client](#) [Buyer's Agent](#) [Seller's Agent](#) [Environmental](#) [Fees](#) [Review](#)

Inspection Type:	Standard Residential Inspection
Year Built:	<input type="text"/> Age: <input type="text"/> years
Square Feet:	<input type="text"/>
Foundation Type:	Slab on grade
Pool/Spa:	n/a
<input type="checkbox"/> Property has Alarm	
Gate Code:	<input type="text"/>
Lockbox Code:	<input type="text"/>
MLS Number:	<input type="text"/>
Client Attending:	---
Occupied:	---
Utilities On:	---
Referral:	n/a

Insert Note: -- select macros --

Add Inspection Notes:

Send Email Events for this Order
 Send SMS Events for this Order
 Deliver report and attachments without payment or signature

[Next >](#) [Review Order](#) [Save order and start a NEW order](#)

Order Status

Currently working on a NEW order.



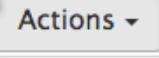
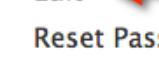
view additional info on this feature on our help site: <http://help.inspectionsupport.net/isn/inspection-orders-on-isn-video>

POWER FEATURES

Here are things you may not be using that
we think are AWESOME

INSPECTOR PHOTOS

From Administration → User Administration you can now add Images for your users. Use them in emails.

Add a User				
	Username	Name		
	 dhuber	Dan Huber	Owner	Inspector
	 smassey	Steve Massey	Inspector	
	 cbschuld	Chris Schuld	Owner	Inspector
	 th	Bob Smith	Owner	Inspector
	 thiesen	Steven Matthiesen	Inspector	

A red arrow points to the "Edit" option in the context menu for the user "cbschuld".



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/add-photo-to-user-profile>

INSPECTOR PHOTOS (CONTINUED)

When you are editing a user
click “Upload Photo” to
replace / update the user’s
Photo

Email:

Photo:



A small red arrow points from the text "Upload Photo" to the blue button labeled "Upload Photo".

Upload Photo **Remove Photo**

Note: If you omit this user's photo you can use their [gravatar](#) with the replacement value `%inspectorphoto%`. Other available photo replacement values:

- `%inspectorphotourl%`
- `%inspectorphoto50%`
- `%inspectorphoto75%`
- `%inspectorphoto100%`
- `%inspectorphoto125%`
- `%inspectorphoto150%`
- `%inspectorphoto175%`
- `%inspectorphoto200%`
- `%inspectorphoto225%`

INSPECTOR PHOTOS (CONTINUED)

Email→ Email Events-click pencil on right of desired template

You can include User/Inspector photos in your emails. Look for Inspector Photo replacement values.

The screenshot shows a rich-text editor interface. At the top right is a blue "Upload Image" button. Below it is a toolbar with various icons for bold, italic, underline, etc. A red arrow points from the text "%inspectorphoto225%" in the main body to the toolbar. To the right is a dropdown menu titled "--Replacement Values--". This menu lists numerous placeholder values, many of which begin with "%inspectorphoto" followed by a size (e.g., 50px, 75px, 100px, etc.). Other items include inspection addresses, city, state, zip, year built, square feet, and client reference numbers. The entire dropdown menu is enclosed in a red border.

Upload Image

--Replacement Values--

- Inspector's Photo URL (%inspectorphotourl%)
- Inspector's Photo 50px (%inspectorphoto50%)
- Inspector's Photo 75px (%inspectorphoto75%)
- Inspector's Photo 100px (%inspectorphoto100%)
- Inspector's Photo 125px (%inspectorphoto125%)
- Inspector's Photo 150px (%inspectorphoto150%)
- Inspector's Photo 175px (%inspectorphoto175%)
- Inspector's Photo 200px (%inspectorphoto200%)
- Inspector's Photo 225px (%inspectorphoto225%)
- Inspection Address 1 (%inspectionaddress1%)
- Inspection Address 2 (%inspectionaddress2%)
- Inspection City (%inspectioncity%)
- Inspection State (%inspectionstate%)
- Inspection Zip (%inspectionzip%)
- Year Built (%yearbuilt%)
- Square Feet (%squarefeet%)
- Client Reference Number (%crn%)

%inspectorphoto225%Hello %buyersagentfirstname%,
Just a reminder, the property inspection scheduled for your client
%inspectiontime%.
**Please make sure the utilities are on so we may perform
the inspection. If they are off, we will be unable to inspect those systems.**
If the inspection needs to be cancelled for any reason please contact us.
As a reminder, we cannot release the inspection report without payment.
Thank you again for allowing %company% to be a part of your team.
We look forward to being of service to you and your future clients.
Best Regards,
%inspectordisplayname%
%company%
%officephone%

%orderinfo-date-time-duration%



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/add-photo-to-user-profile>

ADD AGENTS PHOTO WITHIN THE ORDER FORM

Order Number 2131

◀ Back

Next ▶

■ Review Order

Save Inspection

Property

Address

Inspectors / Date & Time

Client

Buyer's Agent

Seller's Agent

Environmentals

Fees

Review



Add a New Agent:

First Name:

Matt

Last Name:

Smith

Display Name:

Matt Smith

Email:

matt@smithrealtor.net

Website:



Upload Photo

+ Add a new Buyer's Agent

Q Search for an Existing Buyer's Agent

Ø No Buyer's Agent

Agency

add no agency

use agency address & phone numbers

Address:

Work Phone:

Work Fax:

Mobile:



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/add-agent-photo-from-within-the-order-form>

AGENT PHOTOS (FB AND GRAVATAR)

Ways to obtain agent photos:

*Facebook (*but we cannot automate it - Dec 2014*)

*Twitter (*but we cannot automate it*)

*Gravatar (*this is automated*)

How to use Gravatar.com

<https://en.gravatar.com/>

The screenshot shows the Gravatar homepage with a dark header. On the left is a power icon, followed by 'My Gravatars' (with a red arrow pointing to it), 'My Profile', and 'Help'. To the right is an email address 'dan@inspectionsupport.net' and a small profile picture of a man. Below the header, the Gravatar logo is displayed with the tagline 'A Globally Recognized Avatar'. A text block explains what a Gravatar is: 'Your Gravatar is an image that follows you from site to site appearing beside your name when you do things like comment or post on a blog. Avatars help identify your posts on blogs and web forums, so why not on any site?'. To the right, there's a profile example for 'Matt' with a photo, bio, and a 'View Complete Profile' button. The main content area has a blue background.

The screenshot shows two sections below the main header. On the left, under 'Introducing Gravatar', there's a 'NAME' input field and a large 'Gravatar' button with a play-like arrow icon. On the right, under 'FOR SITE OWNERS', there's text about setting up Gravatars on a site, mentioning plugins, content management systems, and tutorials. The background is white with light gray sidebar elements.



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/get-a-gravatar-image>

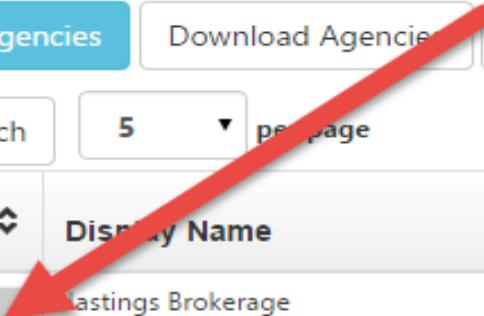
AGENCY LOGOS

Navigate to: Client/Agents → Agencies → Click on the Logo button

Agencies

Add Agency Merge Agencies Download Agencies View Deleted Agencies

Action	Logo	Display Name
<input type="checkbox"/>	 	add logo Hastings Brokerage Display Name: Hastings Brokerage
<input type="checkbox"/>	 	add logo Toyoda-Roberts Realty Display Name: Toyoda-Roberts Realty
<input type="checkbox"/>	 	add logo 1st Buyers & Sellers Realty Display Name: 1st Buyers & Sellers Realty
<input type="checkbox"/>	 	add logo 1st Priority Realty, LLC-Main Street Display Name: 1st Priority Realty, LLC



view additional info on this feature on our help <http://help.inspectionsupport.net/is/isn/adding-agency-image-or-logo-to-outgoing-email>

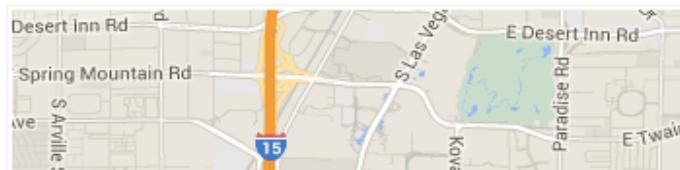
AGENCY LOGOS—CONT.

Click on the Upload Logo button to add the agency logo saved on your computer



AGENCY LOGOS—CONT.

The agency logo will now appear on the profile page of this agency and the agency grid. Once the logo has been added, please remember to scroll down the page to click on “Save Agency”



AGENCY LOGOS - CONT.

<input type="checkbox"/>			<input type="button" value="add logo"/>	Re/Max Absolute Realty Display Name: Re/Max Absolute Realty
<input type="checkbox"/>			<input type="button" value="add logo"/>	RE/Max Achievers Display Name: RE/Max Achievers
<input type="checkbox"/>				RE/MAX Achievers Phoenix Display Name: RE/Max Achievers Phoenix
<input type="checkbox"/>			<input type="button" value="add logo"/>	RE/Max Advantage - Eastern Display Name: RE/Max Advantage - Eastern
<input type="checkbox"/>			<input type="button" value="add logo"/>	RE/Max Advantage - Eastern Display Name: RE/Max Advantage - Eastern



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/adding-agency-image-or-logo-to-outgoing-email>

REPLACEMENT VALUES FOR AGENCY LOGOS

The screenshot shows a rich text editor interface with a toolbar at the top containing various icons for text styling, including bold, italic, underline, and alignment tools. Below the toolbar is a list of replacement values for agency logos. A red arrow points from the 'Upload Image' button in the toolbar down to the list of values.

Buyer's Agent Dashboard URL (%buyersagentdashboardurl%)
Buyer's Agent Dashboard Link (%buyersagentdashboardlink%)
Buyer's Agent Agency Name (%buyersagentagencyname%)
Buyer's Agent Agency Logo URL (%buyersagentagencylogourl%)
Buyer's Agent Agency Logo (%buyersagentagencylogo%)
Buyer's Agent Display Name (%buyersagentdisplayname%)
Buyer's Agent First Name (%buyersagentfirstname%)
Buyer's Agent Last Name (%buyersagentlastname%)
Buyer's Agent Email (%buyersagentemail%)
Buyer's Agent Web Site (URL) (%buyersagenturl%)
Buyer's Agent Web Site Link (clickable link) (%buyersagenturllink%)
Buyer's Agent Work Phone (%buyersagentworkphone%)
Buyer's Agent Mobile (%buyersagentmobile%)
Buyer's Agent Photo (75px) (%buyersagentimage75%)
Buyer's Agent Photo (100px) (%buyersagentimage100%)
Buyer's Agent Photo (150px) (%buyersagentimage150%)
Buyer's Agent Photo (250px) (%buyersagentimage250%)
Seller's Agent Display Name (%sellersagentdisplayname%)
Seller's Agent First Name (%sellersagentfirstname%)
Seller's Agent Agency Name (%sellersagentagencyname%)

%buyersagentagencylogo%

%sellersagentagencylogo%

IT IS EASY TO ADD ANY PHOTO OR PDF TO AN EMAIL

Attachments from My Files & Folders

Upload Image --Replacement Values--

B I U S Formats Paragraph Font Family Font Sizes

Hello %clientsfirstname%,
Just a reminder, the property inspection scheduled at %inspectionaddress% is on %inspectiondate% at %inspe
If your inspection needs to be cancelled for any reason please contact our office as soon as pos
Please remember we require payment and our signed inspection agreement before we can release
Thank you again for allowing our team at %company% the opportunity to be of service.
%inspectordisplayname%
%company%
%officephone%

ashilogos.jpg
Solid-Agent-Photo.jpg
Kindle
Git Shell
GitHub
ClickOnce Application
Shortcut
Microsoft Word Document
Shortcut
PDF File

Upload Image --Replacement Values--

B I U S Formats Paragraph Font Family Font Sizes

Hello %clientsfirstname%,
Just a reminder, the property inspection scheduled at %inspectionaddress% is on %inspectiondate% at %inspe
If your inspection needs to be cancelled for any reason please contact our office as soon as pos
Please remember we require payment and our signed inspection agreement before we can release
Thank you again for allowing our team at %company% the opportunity to be of service.
%inspectordisplayname%
%company%
%officephone%



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/upload-image-to-email-template>

INSPECTOR SERVICES GROUP EMAILS IN YOUR ISN

Navigate to: Email→Get Templates and Containers

Buyer's Agent follow up
Seller's Agent follow up



Get Templates and Containers

Templates

Containers

Available Templates

Title / Description



Title: ISG Template to BA

Subject: Thank you for the Referral! Here is a list of services your client received from us!

Description: Inspection Services Group email to Buyers Agent

Dear %buyersagentfirstname%,

Thank you for the referral! We hope your clients are pleased with the inspection performed for them at %inspectionaddress%. If you have any findings please don't hesitate to call or email us!

As a part of our premium inspection services, your clients received a few things from us that we want to make sure you're aware of:

1. RecallChek Report- Each inspection we do comes with a free RecallChek report, which outlines any potential recalls in the inspection. We will reiterate these are free repairs, so there's no need to ask that they be fixed in the inspection response.

2. Pre-Inspection Walkthrough- We will provide a detailed walkthrough of the inspection process and answer any questions you may have.

CUSTOMIZE YOUR ORDER FORM

Navigate to: Settings→ Office Settings→ Customize Order Form→ Edit Controls

Customize Order Form-Adding Controls

Written By: Chris Schuld · last modified on 03/21/2014

Your ISN allows you to customize your order to meet the needs of your company! To add additional fields or drop down boxes to your order form go to: **Settings–Office Settings** and under the heading: **Inspection and Fee Settings** click on **Customize Order Form**.

From there pick the section you want to edit (or add to) and click on the **Edit Controls**.

Order Form Sections

The following are all of the sections available in your Order Form

		Section Name	Section Description	Order Controls in this Section
		Edit Section	Property	Information about the Subject Property
		Edit Section	Inspectors / Date & Time	Information about the Inspectors included Date / Time
		Edit Section	Client	Client Information and Contact Information
		Edit Section	Address	Subject Property Location & Information
		Edit Section	Buyer's Agent	Buyer's Agent Information and Contact Information
		Edit Section	Environtamentals	Environtamentals
		Edit Section	Seller's Agent	Seller's Agent Information and Contact Information
		Edit Section	Fees	Inspection Fees



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/customize-order-form-adding-controls>

ASSOCIATE FEES TO ORDER FORM

Navigate to: Settings → Office Settings → Customize Order Form → Edit Controls → Edit Fees

Order Controls in this Section

Edit Controls	InspectionType New Construction	Year Built CBS Code	Square Feet Foundation Type	PoolSpa Ruled Line	# of bathrooms Referral Reason	1 bath Sprinklers	Packages BuyerPresent	UtilitiesOn Water Quality	Vacant Occupied
Edit Controls	Inspectors	Original Request	Date Time Duration	Notes					
Edit Controls	Client	Additional Numbers							
Edit Controls	Subject Property	Street Name							
Edit Controls	Buyer's Agent	Contact Buyer's Agent for Access							
Edit Controls	Water Quality	Termite	Mold	Radon Inspection	EnvNotes	Asbestos Testing	Termit		
Edit Controls	Seller's Agent	Contact Seller's Agent for Access							
Edit Controls	test	Number of Bathrooms	LABEL TEST						
Edit Controls	Inspection Fees								
Edit Controls	escrow								

Fees	Replacement Value
0 fees	Edit %orderinfo-inspectiontype%
0 fees	Edit %orderinfo-year-built%
0 fees	Edit %orderinfo-square-feet%
1 fees	Edit %orderinfo-poolspa%
2 fees	Edit %orderinfo-of-bathrooms%
1 fees	Edit %orderinfo-sprinklers%
2 fees	Edit %orderinfo-water-quality%

— Control with no fees — Control with fees



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/associate-fees-to-order-form>

NEW ORDER FORM FEATURES WITH CONNECTED FEE ADDER

Order Controls in 'Property'

Home / Office Settings / Order Form Sections / Order Controls

Add a Control

Name	Description	Type	Fees	Replacement Value
Beds	Text Box	Text Box	3 fees	%orderinfo-beds%

Edit

- i** View additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/custom-replacement-values-created-in-order-form>
&
<http://help.inspectionsupport.net/is/isn/order-form-replacement-values>

NEW ORDER FORM FEATURES WITH CONNECTED FEE ADDER... COTD.

Fee Amounts for control 'Beds'

Add Fee Amount				
	Text Value	Amount	Fee	Description
<button>Delete</button>	1	\$ 25.00	Bedroom Fee	1 Bedroom
<button>Delete</button>	2	\$ 50.00	Bedroom Fee	2 Bedrooms
<button>Delete</button>	3	\$ 75.00	Bedroom Fee	3 Bedrooms

i View additional info on this feature on our help site: [<u>http://help.inspectionsupport.net/is/isn/custom-replacement-values-created-in-order-form</u>](http://help.inspectionsupport.net/is/isn/custom-replacement-values-created-in-order-form)
&
[<u>http://help.inspectionsupport.net/is/isn/order-form-replacement-values</u>](http://help.inspectionsupport.net/is/isn/order-form-replacement-values)

NEW CREDIT CARD ICONS

Navigate to: Settings→ Office Settings→ Payment Options.

Click the checkboxes, scroll down the page, click Save!

After MANY user requests, the ISN now has the ability for your clients to see what credit cards your company accepts!

The following page will appear and allow the selection of the credit card types accepted by your company, and how the images will show to the client when making a payment:

I want to display the following icons to clients when they land on my payment page.

(This will not restrict what cards the client can make a payment with, that must be done through your processor. These will only show icons to 'guide' them.)



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/credit-card-icons>

TEMPLATES AND CONTAINERS

In your ISN click on Email → Get Templates & Containers



Get Templates and Containers

Templates Containers

Available Templates

Code / Description
Title: Real Estate Professional Dashboard Notification Subject: Order and View Inspections On Your Phone Description: Useful to notify agents of their mobile app
Title: HON Membership Email Template Subject: HON Membership Description: HON Membership Email Template for clients
Title: ADT Pays Template Subject: ADT Alarm Description: ADT Email Template for ADT Pays Program
Title: Office/Inspector Notification of Online Order Subject: Notification of Online Order Description: An office / inspector email notification for an Online Order
Title: Client Notification of Online Order Subject: Notification of Online Order Description: A client email notification for an Online Order
Title: Summary of Order Information Subject: Summary of Order Information Description: Summary of Order Information

mail SMS Tools Reports Set

Send Email
My Email Templates
My Email Containers
Get Templates & Containers

My Mass Emails
Email Events
View Email Event Sending Queue
View Sent Email



view additional info on this feature on our help site: <http://help.inspectionsupport.net/isn/get-templates-and-containers>

NEW HOME INSPECTOR PRO UPLOAD FEATURE TO ISN

The screenshot shows the Home Inspector Pro software interface. At the top, there's a navigation bar with links: Outside House, Structure, Utilities, Inside House, Photos, and About. Below the navigation bar is a toolbar with various icons: Edit Template, Edit Documents, Client Info, Address Book, Contract Page, Copy, Paste, Generate Report, Mobile Sync, and an Animated Tool icon. The 'Upload Re' button, which has a green arrow icon, is highlighted with a red circle and has a red arrow pointing to it from the left. A dropdown menu is open next to the 'Upload Re' button, listing four options: 'Upload PDF Report to Client via HIP Cloud', 'Submit Client to HON', 'Upload PDF Report to Client via ISN' (which is highlighted with a cursor icon), and 'Submit Info to RecallChek'. The main workspace below the toolbar contains a form for 'Client Information' with fields for Last Name, First Name, Phone Number, Email Address, Inspection Address, Address (Line 2), City, State, Zip, Real Estate Agent, and Date of Inspection.

Haven't setup the import process from ISN to HIP yet??
<http://help.inspectionsupport.net/is/isn/setting-up-isn-with-home-inspector-pro-hip>

HOME INSPECTOR PRO MOONLIGHTING PROTECTION

InspectionSupport.net 1234 Main Street, Miami, FL

Heating

1. Heating System Information

FYI: The average life of a gas operated hot air furnace or an air handler is 15-20 years. These systems may last longer if it is serviced regularly and are in good working order.

Utility companies and heating and cooling professionals recommend an annual inspection of furnaces and cooling condensers/compressors, and we cannot summarily dismiss their recommendations. If it cannot be proven that the system has been thoroughly inspected within the last twelve months by a licensed heating and cooling professional, it is recommended that a complete system evaluation be made to ensure proper operation.

There was a Carrier air handler with electric backup heat located in the utility room and was approximately 36 years old.



2. Heating Supply Observations

The heat pump was not operated in the heating mode. To test in the Heat Mode, the outside air temperature must be below <65 degrees Fahrenheit. Turning on a heat pump to the heating mode at an outside temperature higher than 65 degrees may result in excessive refrigerant pressure and can damage heat pump components which are not designed or intended to be subjected to this pressure.

3. Heating System Observations

3.1. The heating system performed as intended during the inspection. An annual/seasonal professional HVAC inspection and cleaning service contract is recommended.
3.2. MAINTENANCE: There was no record of service for this unit. The inspector recommends having an annual/seasonal professional HVAC inspection and cleaning service performed.
3.3. The heating system was past its expected service life. The air handler was functioning during the inspection, but the back up heat was not. Due to the age and physical condition of the unit a comprehensive and invasive evaluation by a qualified HVAC contractor is recommended for service, repairs or replacements.



Auxiliary tested not functioning properly

4. Distributions System Observations

4.1. The visible sections of the ductwork were in acceptable condition. The interior condition of the ductwork is beyond the scope of a home inspection and would require a more invasive inspection if this condition is a concern.

HIP can be configured to show ‘draft only’ for your other inspector’s reports. This will prevent them from using your company HIP license to do any ‘moonlighting’ inspections.

‘Draft Only’ will show unless they upload the report to ISN.

GUARDIAN CREDIT CARD PROCESSING

AARON FUTTRIMAN

Best rates

Great customer service

Best ISN integration

\$1000.00 giveaway

**ISN GIVEAWAY FOR ONE WEEK
LODGING IN LAS VEGAS**

Marriott's Grand Chateau

April 12th-19th 2015



TAKE A BREAK!

GUARDIAN DRAWING

\$1000.00 DRAWING

**ISN GIVEAWAY FOR ONE WEEK
LODGING IN LAS VEGAS**

Marriott's Grand Chateau

April 12th-19th 2015



MASS EMAILING...

DO'S AND DON'TS OF MASS EMAILING

DO'S:

- Send quarterly and / or holiday emails
- Set yourself apart by making your email unique
- Send emails regarding special events (sponsorships)
- Spell check / check your content (20% of emails initially submitted for mass emails on ISN have a spelling or content issue)

DON'TS:

- Do not send weekly emails to your agents
- Do not send a lengthy email
- Do not send holiday emails ON the holiday

OPEN RATES & EMAIL EXPECTATIONS

- How we track open rates.
- What is a good open rate?
 - Outlook blocks
 - Google image proxy
 - Are you getting a 15% open rate? If so, welcome to the ISN average!
- Email providers dislike mass emails.
- Mass emails ‘dripped’ out (not poured).

BUT I LOVE MY AOL EMAIL

Are you sending from an email address you do not control?

Do you have a website? Are you using the domain for your email?

If you want to continue using email you do not own: @aol.com / @yahoo.com / @gmail.com / and more → you need SMTP...

WHAT THE HECK IS SMTP AND WHY DO I CARE?

Navigate to: Settings → SMTP Settings

Add SMTP Setting



	Email Address	Server	Username	Port	SSL	TLS	
<button>Edit</button> <button>Verify</button>	smassey1984@hotmail.com	smtp.live.com	smassey1984@hotmail.com	587	No	Yes	<button>Delete</button>
<button>Edit</button> <button>Verify</button>	stevepmassey@gmail.com	smtp.gmail.com	stevepmassey	465	Yes	No	<button>Delete</button>
<button>Edit</button> <button>Verify</button>	cbschuld@yahoo.com	smtp.mail.yahoo.com	cbschuld@yahoo.com	465	Yes	No	<button>Delete</button>
<button>Edit</button> <button>Verify</button>	isntestaddress@outlook.com	smtp.live.com	isntestaddress@outlook.com	587	No	Yes	<button>Delete</button>

SENT EMAIL

You can now see ALL of your sent email from
Email → Sent Email

Additionally, from the view order screen you
can view a sent email by clicking on the
envelope.

SEARCH BY PHONE NUMBER

Ever need to search for a client, agent, or order based on a phone number? The Inspection Support Network allows this search function when using the Search box located at the top right hand side of the screen located on all pages in the ISN!

First, log in to your ISN. At the top right hand side of the page you will see the search box:

A screenshot of the ISN homepage. At the top, there is a search bar containing the placeholder text "search inspections, agents, clients and more". To the right of the search bar is an "Options" button. Below the search bar is a blue navigation bar with links for "Help" and "Logout". A message "You are Logged in as Zitlalli Casillas @ Zitlalli In" is displayed. The main content area shows a summary of today's inspections: "Today, there is 1 inspection totaling \$835.00". Below this, there is a table with columns for "#", "Time", "Inspector", "Address", and "Fee". To the right of the summary is a "Quick Search" section with the placeholder text "Search for an inspection / order by part of the address, city, zip or po". A red arrow points from the text above to the search bar.

Next type the phone number into the search box and the number MUST be entered without spaces. The most recent entries in your ISN related to that phone number will appear:

A screenshot of a search results dialog box. At the top, there is a search input field containing the phone number "8007008112". To the right of the input field are "Options" and "Support" buttons, and a close button. The results are divided into sections: "Agents (4)" and "Clients (4)". Under "Agents", there are four entries: "Dan Huber" (dan@inspectionsupport.net), "nichole robbins (1 inspection)" (nrobbins@inspectionsupport.com), "Daniella Acosta (7 Inspections)" (Century 21 Advantage -Horizon sys@inspectionsupport.net), and "Dan Ackerman (1 inspection)" (Bengal Realty steven@inspectionsupport.net). Under "Clients", there are two entries: "Dan Huber" (dan@inspectionsupport.net) and "Dan Huber". A red arrow points from the text above to the search input field.



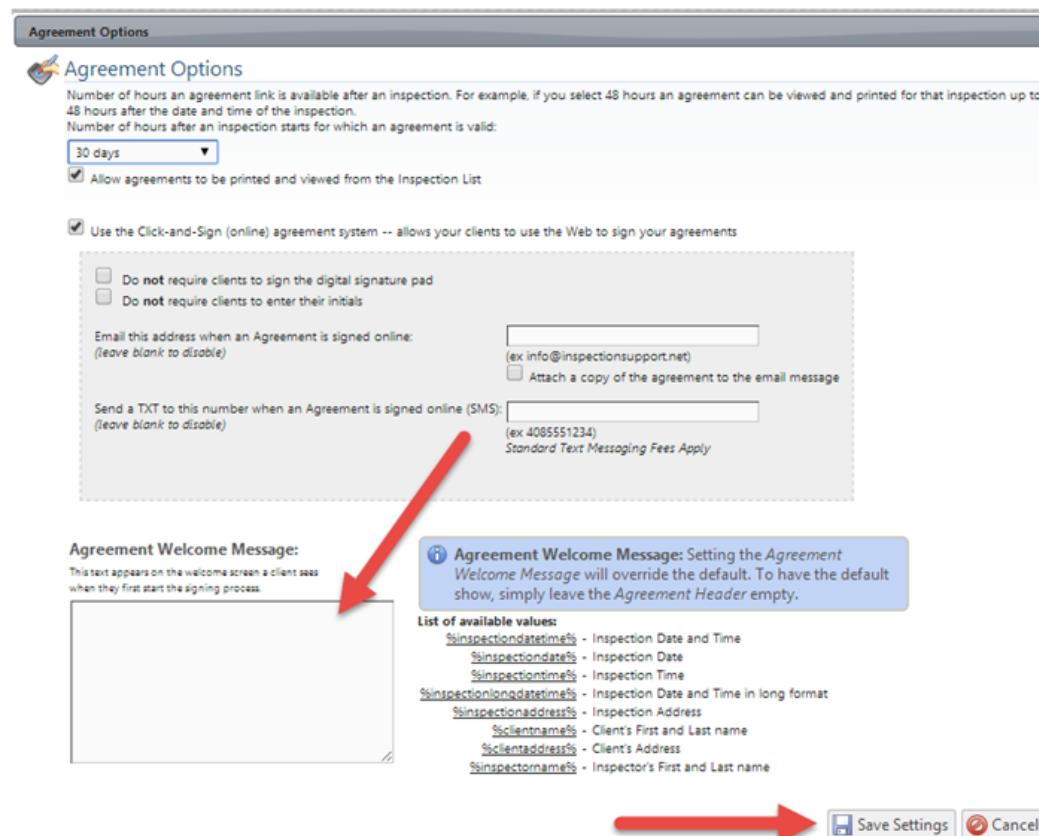
view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/search-by-phone-number>

CUSTOMIZE AGREEMENT WELCOME MESSAGE

Navigate to Settings → Office Settings → Interacting with Clients & Agents → Agreement Options

The ISN has a great feature that allows the ISN owner to customize the message that a client sees when signing their agreement online! This feature allows you to use replacement values (if desired) in the message box that will pull the information from the order, or simply have it state a message that will work best for your business.

From there the following screen will appear and the Agreement Welcome Box will become available to allow a custom message:



view additional info on this feature on our help site: [ISNCON 2014](http://help.inspectionsupport.net/isn/customize-agreement>Welcome message</p></div><div data-bbox=)

UPDATE GOOGLE CALENDAR FOR INDIVIDUAL ORDER

The Inspection Support Network has added another great feature for Google Calendar syncing!

The ISN now has the ability to update your Google Calendar for a specific order!

From the inspection grid (Inspections--> View Inspections), click on the View Order icon:

Once on the view order page, click on the Actions drop down button/icon and from there you will see Update Google Calendar function:

Clicking on the Update Google Calendar will open the following page that will allow this specific order to be synced to your Google calendar right away! Click on Update it on Google Calendar in order for it be synced right away!

Google Calendar for Order #1771

Inspection	View Order	Edit Order	Google Settings
Order Id:	1771		
Address:	4854 Knollwood Dr Las Vegas, NV 89147		
Date/Time:	08/30/2014 8:00AM		
Inspector:	Steve Massey		



This Order is available on your calendar. Would you like to:

[Update it on Google Calendar](#)

[Remove it from Google Calendar](#)

 view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/update-google-calendar-for-individual-order>

DELETE SIGNATURE FROM SIGNED AGREEMENT

From the inspection grid (inspections-view inspections), go to the right side of the grid, and in the Signed column click on the green circle with white check mark to view the signed agreement:

Sign	Paid
✓	!
✓	!
!	!
!	✓
!	!

The following page will provide the signature of the client and the data obtained when the agreement was signed online.

To remove the signature from the agreement, simply click on the red button/icon: Remove Signature:

SIGNED

This order is marked **SIGNED**. This order required 1 agreement(s) to be signed.

Required (1) Signed (1) Deleted (0)

Agreement	Signed on
Inspection Agreement - General	06/06/2014 3:35PM

[Signature]

Details View Remove



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/delete-signature-from-signed-agreement>

RESTORE SIGNED AGREEMENT

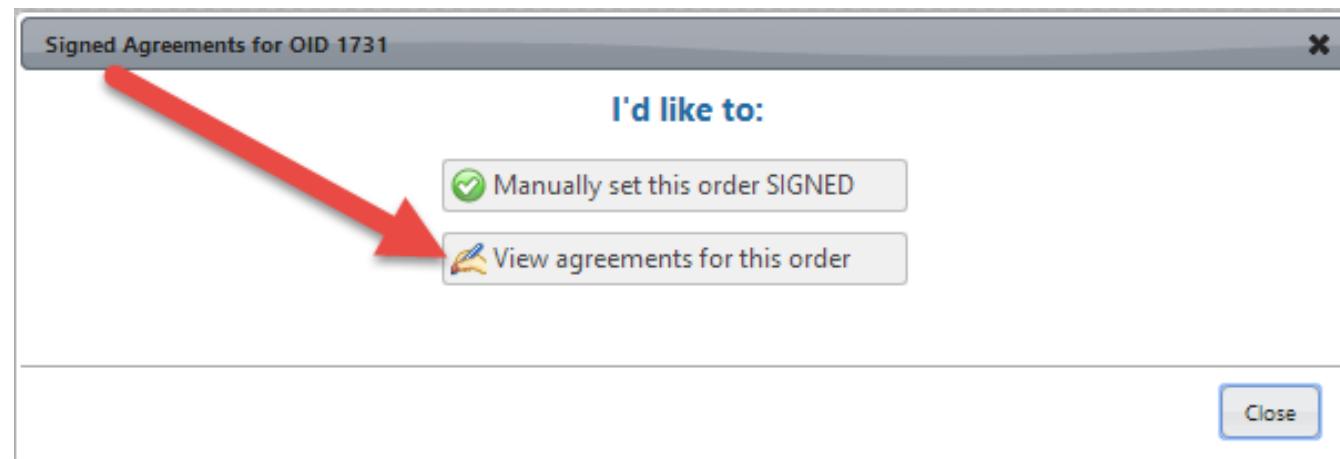
The ISN has a great new feature that allows you to restore an agreement that was previously signed by your client on inspection orders that have been canceled!

When you bring the order out of canceled status, the signed column on the inspection grid will appear as if the the agreement is not signed:

AL	HON	RC	OS	RLSD	Sign	Paid	Office	QA ▾	OID ▾	
1731										
1740										
1733										
1727										
1744										
1741										
171										
1720										
1716										
1715										

Click on the icon within the Sign column, and the following page will appear:

Click on the icon: View Agreements for this order



RESTORE SIGNED AGREEMENT-CONT.

That will bring you to the agreement details page. From there click on the Deleted tab and then the green Restore tab. Your agreement has now been restored to the order!

The screenshot shows a software interface for managing agreements. At the top, there is a blue header bar with links for 'Settings', 'Administration', 'Help', and 'Logout'. Below the header, the text 'You are' is followed by a user identifier. The main content area displays a message: '731) **✗ NOT SIGNED**' and 'This order is marked **NOT SIGNED** and at this time, 0 of 1 agreement(s) are signed.' Below this message, there are three tabs: 'Required (1)', 'Signed (1)', and 'Deleted (1)'. The 'Deleted (1)' tab is highlighted with a red arrow pointing to it. Further down, under the heading 'Agreement', there is a signature icon and a 'View' button. To the right of the signature icon is a green button labeled 'Restore' with a circular arrow icon, which is also highlighted with a red arrow.

INITIALS ON AGREEMENTS

Agreements / TexInspec Real Estate Inspection Agreement

Here is the agreement entitled "TexInspec Real Estate Inspection Agreement" for the inspection on September 18th, 2014 at 8:30AM at the address 1234 Test Street, NRH, TX 76182 for Johann Sabastien.

Real Estate Inspection Agreement

Customer Name: Johann Sabastien

Date: 09/18/2014

The above parties agree to the following on consideration for the fee received below, TEXINSPEC, INC. shall provide a licensed real estate inspector to perform a "Real Estate Inspection" on the property located at:

Address: 1234 Test Street, NRH, TX 76182

SCOPE: The inspection(s) is a "limited visual inspection(s)" of the "Readily Accessible Items Agreed To Be Inspected" on the real estate property located at the above address. We follow the inspection standards as currently promulgated and published by the Texas Real Estate Commission and the Structural Pest Control Board. These are the agreed standards of practice for the performance of this inspection. (A copy of which is available upon request at the inspection or prior to the inspection.) The inspection is intended to be a practical, non-destructive examination of the functions of the building, its components and equipment. The examination is limited to visual, audible and operational techniques. We do not inspect for building codes, soil analysis, design, adequacy, capacity, efficiency, sizing, value, floodplain location, presence of LEAD PAINT, ASBESTOS, OR OTHER HAZARDOUS MATERIALS. Code Compliance inspection of existing structures is specifically excluded from the inspection, although some codes may be used as a reference and basis for the Inspector's opinions. Please refer to the attached HOME INSPECTION INFORMATION sheet to obtain a better understanding of what an inspection includes and does not include.

Customer agrees that items not included in the inspection report are specifically excluded from the inspection and should be performed by other inspectors or technicians more qualified and knowledgeable in those areas.

EXCLUSIVITY: The inspection is performed for the exclusive use of the customer and is subject to the terms and conditions of this document and specific terms and conditions noted in the inspection report, which may include additional clarification of definitions, limitations, and exclusions.

REPORT: "Unless otherwise specified, no warranties or guarantees expressed or implied," including any implied warranties, or fitness of merchantability is included as part of the inspection or the report unless specifically stated. The inspection report will contain the opinion of the inspector on the need for repair or replacement of the items inspected on the day of the inspection only. The inspection or the report will not include opinions as to the adequacy, efficiency, quality, durability, or future life and performance of any item inspected. Those opinions are specifically excluded from the inspection or the report.

It is agreed that opinions expressed by the inspectors are only opinions and shall not constitute a basis for any claim of negligence or breach of contract. For the purpose of the inspection, the report and this agreement, negligence and breach of contract is defined as failure to inspect items agreed to be inspected by both parties. No other interpretation shall apply.

Distribution of Report - We are authorized to distribute copies of the Inspection Report to those directly involved in this transaction, unless otherwise instructed in writing.

TexInspec may have an affiliation with a third party service provider ("TPSP"), including Vivint, in order to offer you additional value-added services. By entering into this agreement you authorize TexInspec to provide your contact information (including telephone number) to the TPSP, waive and release any restrictions that may prevent the TPSP from contacting you (including by telephone), and authorize the TPSP to contact you (including by telephone) regarding special home alarm system offers. Compensation may be received from outside companies for services/information provided by TexInspec pertaining to this inspection, unless otherwise requested in writing.

Before completion of any contractual agreements on the property inspected, Customer agrees to obtain second opinions on items where performance may be reported as questionable, and to hold TEXINSPEC and the Inspector free from any liability on those items.

DISCLAIMER OF WARRANTIES

THE COMPANY MAKES NO GUARANTEE OR WARRANTY AS TO ANY OF THE FOLLOWING:

1. That all defects have been found or that company will pay for repair of undisclosed defects.
2. That any of the items inspected are designed or constructed in good workmanlike manner.
3. That any of the items inspected will continue to perform in the future as they are performing at the time of the inspection.

The customer agrees and understands that the maximum liability incurred by TEXINSPEC for errors and omissions in the inspection, including liability, of any inspector, owner, or employee of TEXINSPEC, if any, to the customer shall be limited to the amount of the fee paid for the inspection, not to exceed \$500.00. The customer further agrees to a one-year statute of limitations to make any and all claims. The Customer agrees to pay all legal expenses and reasonable compensation for loss of time that may be incurred by TEXINSPEC, any inspector, owner, or employee of TEXINSPEC as a result of any legal action by the customer where the customer does not prevail.

Initials:X

Need initials in multiple
places on your agreements
with a signature at the
bottom?

DISCLAIMER OF WARRANTIES

THE COMPANY MAKES NO GUARANTEE OR WARRANTY AS TO ANY OF THE FOLLOWING:

1. That all defects have been found or that company will pay for repair of undisclosed defects.
2. That any of the items inspected are designed or constructed in good workmanlike manner.
3. That any of the items inspected will continue to perform in the future as they are performing at the time of the inspection.

The customer agrees and understands that the maximum liability incurred by TEXINSPEC for errors and omissions in the inspection, including liability, of any inspector, owner, or employee of TEXINSPEC, if any, to the customer shall be limited to the amount of the fee paid for the inspection, not to exceed \$500.00. The customer further agrees to a one-year statute of limitations to make any and all claims. The Customer agrees to pay all legal expenses and reasonable compensation for loss of time that may be incurred by TEXINSPEC, any inspector, owner, or employee of TEXINSPEC as a result of any legal action by the customer where the customer does not prevail.

-----> Initials:X

All agreements signed through the ISN are
stored for future accessibility!

LABEL AND POSTCARD UPDATES

Navigate to: Inspections → View Inspections → Printable Labels and Postcards

Labels and Postcards

	View Order	Edit Order
Inspection		
Order Id:	1861	
Address:	37410 Glen Oaks Rd Temecula, CA 92592	
Date/Time:	09/11/2014 8:00AM	
Inspector:	Zitlalli Casillas	
Property Photo:		

Looking for the old page? You can access the old "Labels and Postcards" here. Please be aware starting January 1st, 2015, the old "Labels and Postcards" page will be removed.

Labels

Available Labels

30 labels per page (3 per row)
Avery Stock Numbers: 5160

[Download](#)

Postcards

- Do not include the agent's office phone number
- Do not include the agent's website

"We've Moved!" · Formal with Large Photo

4 cards per page (2 per row)
Agent (if present) information on back side
Avery Stock Numbers: 5689, 8383, 8387, 8577

"We've Moved!" · Formal with Small Photo

4 cards per page (2 per row)
Agent (if present) information on back side
Avery Stock Numbers: 5689, 8383, 8387, 8577

"We've Moved!" · Casual with Large Photo

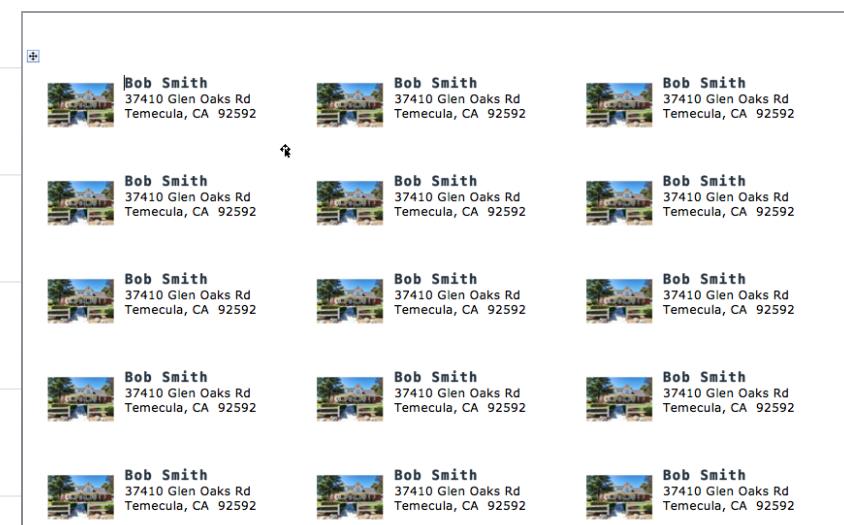
4 cards per page (2 per row)
Agent (if present) information on back side
Avery Stock Numbers: 5689, 8383, 8387, 8577

"We've Moved!" · Casual with Small Photo

4 cards per page (2 per row)
Agent (if present) information on back side
Avery Stock Numbers: 5689, 8383, 8387, 8577

	Client	Edit Client
Name: Bob Smith		
Email: z@inspectionsupport.net		
Cell: (999) 999-9999		

	Buyer's Agent	Edit Agent
Name:	Courtney Cox	
Address:		



<http://help.inspectionsupport.net/isn/adding-labels-and-post-cards-option-to-the-inspection-grid>

CONQUER YOUR MARKET WITH THE REAL ESTATE DASHBOARD (RED)



Adam Grapenthin

Gateway Real Estate PUYALLUP
(253) 720-4483
agrapenthin@gatewayre.com

[Call STERLING Home Inspection Services](#)

[Email STERLING Home Inspection Services](#)

[Order Inspection](#)

[View Inspections](#)

[Update My Info](#)

THE REAL ESTATE DASHBOARD (RED)

 Agent Information

Agency: 

 Edit Agency

First Name:

Last Name:

Display Name:

Email Address:  send email
 Do not send emails from the **email event system**
 Do not send emails from the **mass mail system**

Password:

password not shown for security; to change, simply enter the new password and save

Web Site (URL):

Birthday: Not Known

Real Estate Dashboard URL: <http://isn.qd/t5g> 

Each agent has a specified URL you will find in their agent profile. Open to edit their profile and you will see it below the birthday check box.

Send the agent this URL and they will be able to put this direct link on their smart phones, iPads, laptops, tablets, or on any smart device that has an internet connection. They now have a direct, quick and easy way to order an inspection, view their other inspections or update their own information.



view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/real-estate-professional-dashboard>

LET AGENTS SEE YOUR AVAILABILITY QUICKLY

Select Date and Time

Inspector: Michael Wicklund

Tuesday, 05/13

9:00 AM - 12:00 PM

2:00 PM - 5:00 PM

Thursday, 05/15

Monday, 05/19

Wednesday, 05/21

AGENTS CAN VIEW THEIR PAST INSPECTIONS AND STATUS



My Inspections as a Buyer's Agent in the last year

Date	Address	Client	Paid	Signed	Report
Tue, Apr 8th	 8301 188th St Ct E Puyallup, WA 98375	Brandon Konold	✓	✓	View

GET AGENTS TO UPDATE THEIR BIO FOR YOUR DELIVERY PAGE



Change Photo

First Name

Adam

Last Name

Grapenthin

Agency

Gateway Real Estate PUYALLUP

I don't belong to an agency

Email

agrapenthin@gatewayre.com

Cell Phone

(253) 720-4483

Office Phone

(253) 848-4556

Biography (visible to your clients when we deliver reports)

I am an experienced real estate professional ready and willing to help you navigate your way through the real estate process. My goal is to provide my clients with the highest quality service, best real estate value and a truly great experience. Everyone wants a great deal, whether you're a buyer or seller. The path to achieving that goal is a great agent. That's my job - use my years of experience and the power

REAL ESTATE DASHBOARD MASS EMAIL TEMPLATE

Navigate to: Email→ Get Templates and Containers

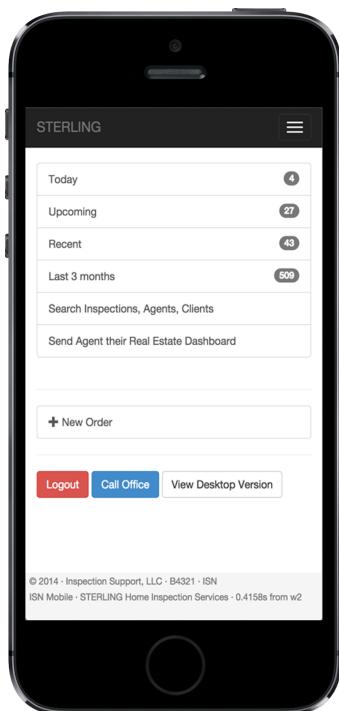
 Get Templates and Containers

Templates Containers

Available Templates

Title / Description
<p>  Title: Real Estate Professional Dashboard Notification Subject: Order and View Inspections On Your Phone Description: Useful to notify agents of their mobile app access</p> <p>Hi %buyersagentfirstname%, %company% is excited to send you your own personal inspection dashboard so from your phone or any computer you can: 1. Quickly see our availability and book an inspection with limited typing 2. View your past inspections performed by our team 3. Update your personal information, biography and photo for our report delivery page (<i>we love helping you market</i>) Here is your team's personal link for our schedule and inspections services: %buyersagentdashboardlink% After you have placed your order someone on our team will call you back to verify all the information so we can smoothly meet our mutual clients needs. We appreciate your business as we continually strive to offer you the best inspection in town while also providing you and your clients the best possible business and communication experience.</p> <p>Thanks for trusting %company% with your inspection needs %company% %officephone%</p>

NEW MOBILE APP



A tablet displaying the mobile application's home screen. The screen has a black header with the word "STERLING" and a timestamp "4:21 PM". Below it is a sidebar menu with the same five items as the iPhone screen. To the right of the sidebar is a table titled "Inspections" listing ten entries. Each entry includes an "OID", "Date/Time", "Address", and "Inspector" name. At the bottom of the screen are "Logout", "Call Office", and "View Desktop Version" buttons.

INFORMATION TRANSFER TO YOUR MOBILE APP

Such as Lock Box or CBS code

ALL FROM YOUR ORDER FORM!

CBS / Lockbox Code



Order 1819
20140925972
123 main st
Las Vegas, NV 89101

09/24/2014
5:30PM
\$396.28

CBS Code

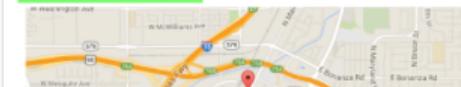
Lockbox Code

Incomplete Not Paid Not Signed

Lock Box Code

Details

Address: 123 main st, Las Vegas, NV 89101
Date/Time: 09/24/2014 5:30PM
Inspectors: Dan Huber
Type of Inspection: Residential Inspection
Client: Bob Smith & Angela Murphy
Buyer's Agent: Mike Cox
Seller's Agent: no agent
Square Feet: 4000
Year Built: 2014
CBS Code: 77543



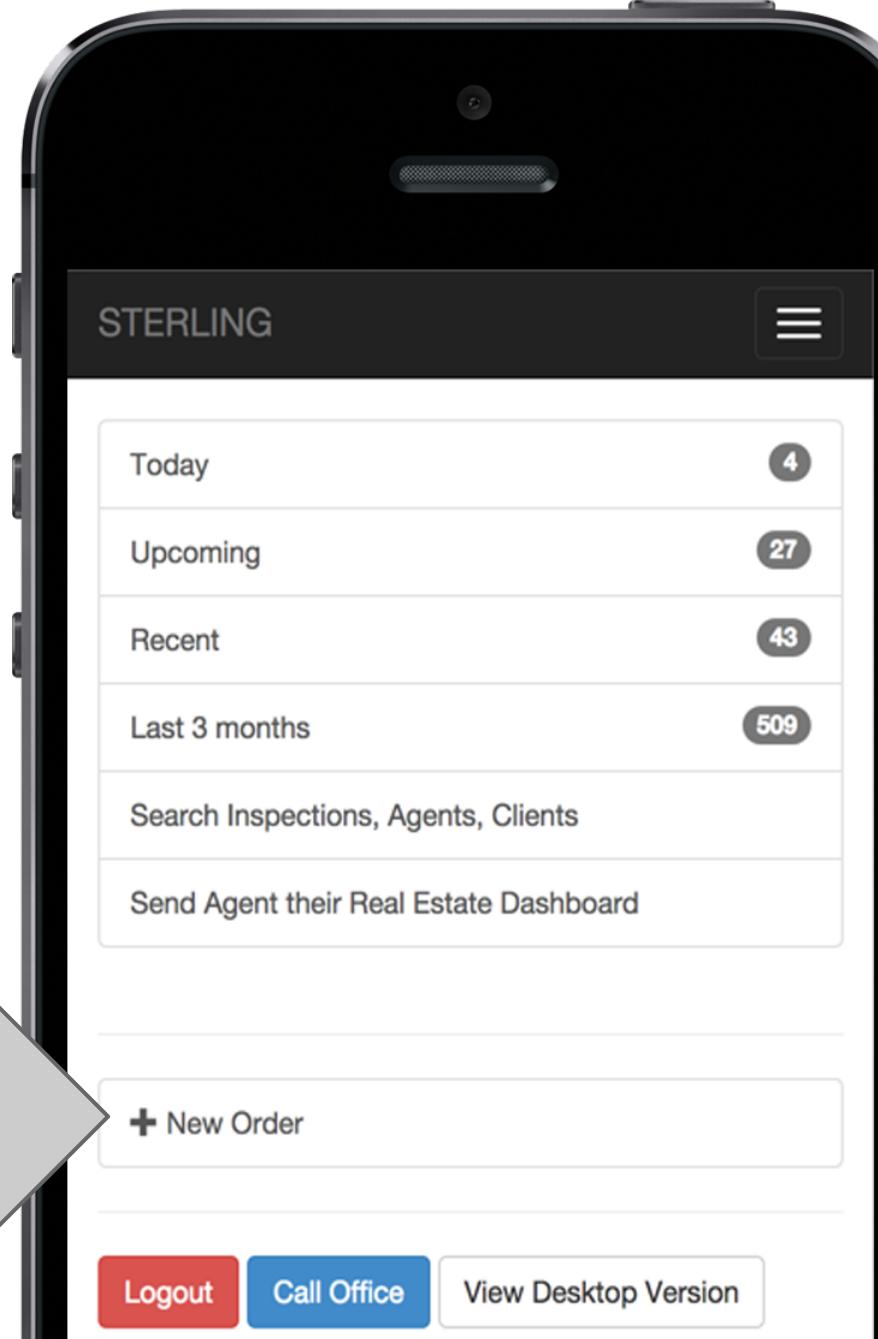
Lock Box

Gate Code

Alarm Code

CREATE / EDIT ORDERS ON MOBILE

You can now create and update orders via the ISN Mobile



TAKE AN ORDER OR EDIT AN EXISTING ORDER ON YOUR ISN PHONE APP

Test Company

Today (3)

Upcoming (4)

Recent (33)

Last 3 months (138)

Search Inspections, Agents, Clients

Send Agent their Real Estate Dashboard

+ New Order

Logout Call Office

View Desktop Version

© 2014 - Inspection Support, LLC - B4321 - ISN

Test Company

Home / Upcoming

Upcoming Inspections & Events

Info	Date/Time	Address/Title
	09/26/2014 4:30PM - 9:30PM	123 N Main St Las Vegas, NV 89101
	09/25/2014 2:00PM - 5:00PM	, NV
	09/25/2014 11:00AM - 12:00PM	inspection follow up inspector coming to house, need to follow up with many items

Event Dan

SEND THE REAL ESTATE DASHBOARD TO AN AGENT FROM YOUR ISN PHONE APP

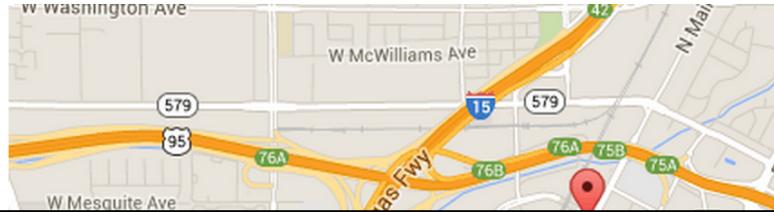
Requires that your office has a personal SMS number.

Order 1822
201409261003
123 N Main St
Las Vegas, NV 89101

Incomplete Not Paid Not Signed

Details

Address: 123 N Main St, Las Vegas, NV 89101
Date/Time: 09/26/2014 4:30PM
Inspectors: Dan Huber*
Type of Inspection: Termite Inspection (WDI)
Client: Zitlalli Casillas
Buyer's Agent: John Smith Agent RED
Seller's Agent: no agent
Square Feet: 4000
Year Built: 2014
CBS Code: 9090



Michelle Pelayo Clyde
z@inspectionsupport.net

Dashboard Link

<http://isn.gd/BZA>

Mobile Number

(602) 525-6624

SMS/Text Link

WHY DO I NEED MY OWN SMS/TEXT NUMBER IN ISN

“Hey!! Don’t sell me buddy!”

Purchase my own SMS Phone Number



With Area Code:

or



Near my office:
9411 N. Heather Dr
Castle Rock, CO 80108



<http://help.inspectionsupport.net/is/isn/purchase-your-own-smstext-area-code>

INTERESTING DEMOGRAPHIC FACTS ABOUT YOUR EMAILS

- 36.5% of people reading your emails are reading them from iOS (Apple iPad/iPhone)
- 5% of Android
- 34% are reading from Windows
- 14% are reading from Mac (OSX)

ADD A QR CODE TO YOUR EMAIL TEMPLATES

The following QR replacement values can be chosen to use in your email template:

%reportqr100%

%reportqr200%

%reportqr300%

view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/qr-code-for-report>



ADD A NOTE TO INCOMPLETE INSPECTION ORDER

Navigate to your incomplete inspections: Inspections→ View Incomplete Inspections

The ability to add a note to an incomplete inspection order is now available in the ISN!

Locate the order the note will be added to, and click on the Actions drop down, then select Add a Note:

A screenshot of the ISN software interface. At the top left is a search bar labeled "Search...". Below it is a table with three rows of inspection orders. Each row has four action buttons (Info, Edit, Delete, Stop) and a "By" column showing "ISN". The first row also has an "OID" column showing "1801" and a "Date Started" column showing "09/11/2014 11:49AM". To the right of the table is a "Actions" dropdown menu with the following options: "+ Add Note" (highlighted with a red arrow), "Send Email Templates", "View Invoice", "View Attachments", "Upload Property Photo", and "View Payment Information".

 view additional info on this feature on our help site: <http://help.inspectionsupport.net/is/isn/add-a-note-to-incomplete-inspection-order>

ADVANCED USE OF ISN REPORTS

- 1. Inactive Buyer's Agents**
- 2. Inspector's Top Agents and Agencies**
- 3. New Agent Report**
- 4. Custom Reports**
- 5. Credit Card Transactions**
- 6. Payroll Report**

ADVANCED REPORT

The ISN has a great feature that allows you to customize a report using the Advanced Tab located within **Administration** → **Download Inspections**

All the information on this report is exactly what you have on your order form (what ISN refers to as: controls). Select the information YOU desire in your report then click on **Download**:

The screenshot shows the ISN Administration interface. On the left, a vertical menu lists various administrative functions. A red arrow points from the 'Download Inspections' item in this menu down to the corresponding section in the main report configuration screen on the right. The main screen has tabs for 'Basic' and 'Advanced'. The 'Advanced' tab is selected, indicated by a green arrow above it. The 'Advanced' tab contains several filtering options:

- Include in this download:**
 - Do not include incomplete orders
 - Do not include in-progress orders
 - Do not include canceled orders
- Between [] and [] Square Feet
- Year Built: [] to []
- Inspector: All
- Inspection Type: All

Below these options are two buttons: [check all](#) and [uncheck all](#). The main body of the screen is titled 'Controls' and lists numerous inspection-related items, each preceded by a checkbox. To the right of the controls is a large list of 'Order Information' items, also preceded by checkboxes. Both lists include many options such as 'Client First Name', 'Order ID', 'Report Number', etc.

<http://help.inspectionsupport.net/is/isn/custom-reports-using-advanced-tab>

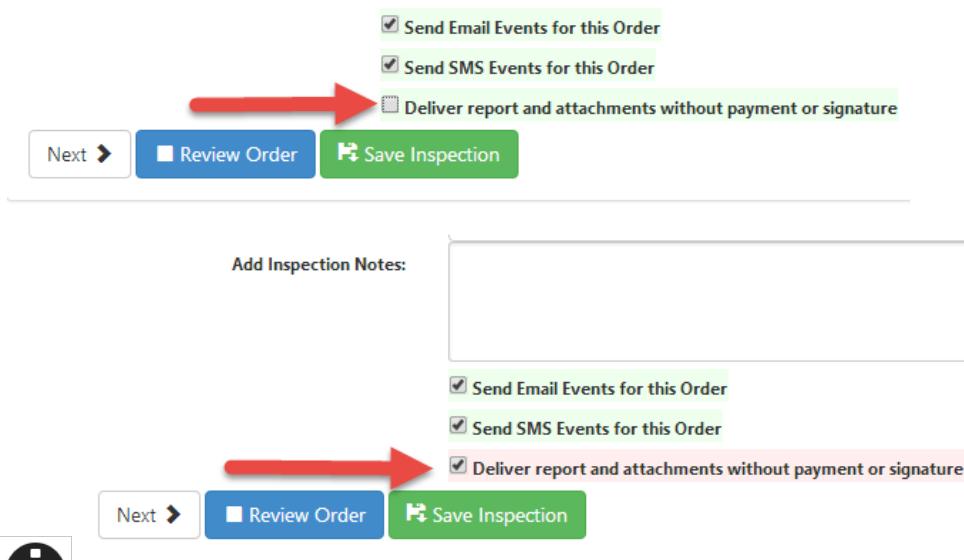


DELIVER REPORT WITHOUT SIGNATURE AND PAYMENT

The ISN allows you to override a setting in each individual inspection order, if desired, to delivering the report and attachments without payment and signature.

Certain circumstances may require the inspection report to be released before receiving the agreement signature and inspection order payment.

You will find in the inspection order form a check box at the bottom of each page that is set to a light pale green by default. The setting is called: **Deliver report and attachments without payment or signature**. Once this box is checked, the text will be highlighted in a pale red color.



Send Email Events for this Order
Send SMS Events for this Order
 Deliver report and attachments without payment or signature

Add Inspection Notes:

Send Email Events for this Order
Send SMS Events for this Order
 Deliver report and attachments without payment or signature

<http://help.inspectionsupport.net/is/isn/deliver-report-and-attachments-without-payment-or-signature>



OFFICE SCHEDULING SETTINGS

Inspector availability based on Zip Codes

Navigate to: Settings → Office Settings → Office Scheduling Settings

 **Inspection and Fee Settings**

 Agreements	 Fees
 Customize Order Form	 Fees per Square Footage
 Inspection Types	 Fees per Zip Code
 Foundation Types	 Property Age Fees
 Taxes	 Fees per Mile
 Cancel Reasons	 Fees by Property Sales Price
 Referral Reasons	 Coupons
 Note Macros	 Zip Codes
 Services	 Cost Centers
 Office Scheduling Settings	

A red arrow points from the bottom-left towards the "Office Scheduling Settings" button.

WHY YOU NEED TO KEEP YOUR DATABASE CLEAN

Action	Logo	Display Name	Phone	Address	Active	# Agents
results filtered by "active" - view all						
<input type="checkbox"/>	 	(702) 871-9500 Coldwell Banker Premier - Sahara Display Name: Coldwell Banker Premier - Sahara		9580 W. Sahara Ave., Ste. 200 Las Vegas, Nevada 89117	88 ✓ 03/26/2014	773
<input type="checkbox"/>	 	(702) 458-7070 Coldwell Banker Premier - Eastern Display Name: Coldwell Banker Premier - Eastern		10120 S. Eastern Ave., Ste 300 Henderson, Nevada 89052-3954	54 ✓ 03/26/2014	903
<input type="checkbox"/>	 	(702) 987-5600 Coldwell Banker Premier - Centennial Display Name: Coldwell Banker Premier - Centennial		6628 Sky Pointe Dr., Ste. 200 Las Vegas, Nevada 89131-4073	60 ✓ 03/29/2014	648

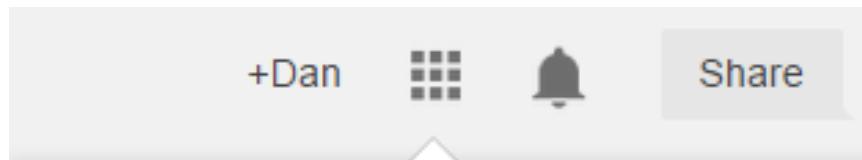
Top Agencies

Between 01/01/2014 and 09/17/2014

 Print  Download CSV

Name	Address	Email	Phone	Inspections
Coldwell Banker Premier - Eastern	10120 S. Eastern Ave., Ste 300, Henderson, Nevada 89052-3954	laurag@cbvegas.com	(702) 458-7070	39
Coldwell Banker Premier - Sahara	9580 W. Sahara Ave., Ste. 200, Las Vegas, Nevada 89117		(702) 871-9500	26
Proudfit Realty	2880 Bicentennial Pkwy., Ste. 130, Henderson, Nevada 89044-4484		(702) 453-7653	19
Coldwell Banker Premier - New office				7
Realty Execs of NV - Village Ctr. Cir.	1925 Village Center Cir., Ste. 150, Las Vegas, Nevada 89134	jeffmoore@realtyexecutives.com	(702) 873-4500	4

GOOGLE APPS FOR WORK



Drive



- Folder
- Document
- Presentation
- Spreadsheet
- Form
- Drawing

Connect more apps

**ARE YOU READY TO OUTSOURCE TO
THE EXPERTS ?**

America's Call Center

**Inspector Services Group
Call Center**

Perceptionist Call Center

JOIN US ON TWITTER [https://
//twitter.com/isnetwork](https://twitter.com/isnetwork)

JOIN US ON FACEBOOK
<https://www.facebook.com/inspectionsupport>

ISN YOUTUBE CHANNEL [https://
//www.youtube.com/user/4isn/videos](https://www.youtube.com/user/4isn/videos)

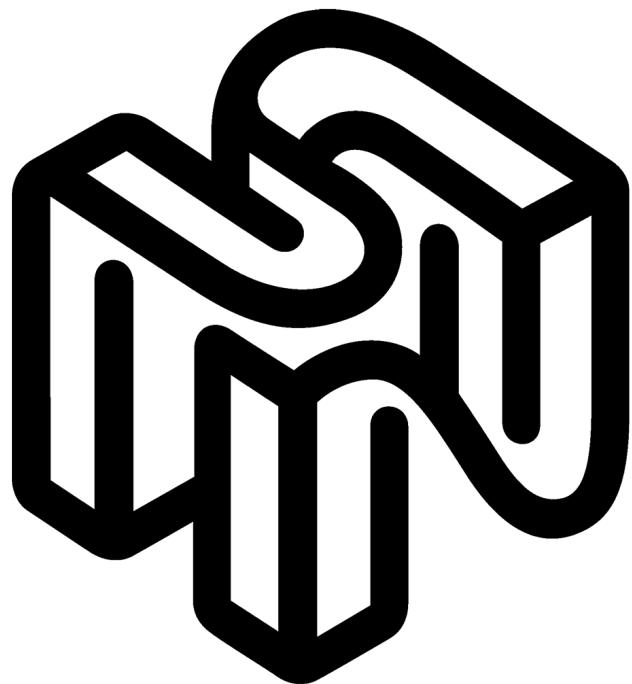
POWER USER
CONFERENCE

&

ISN-CON

IN LAS VEGAS 2015

THANKS FROM THE
ENTIRE ISN TEAM



WE WILL BE AVAILABLE
FOR ANOTHER HOUR
FOR QUESTIONS

