



## FAQ's

1. How can I obtain a copy of the AssureCalc software?
  - a. To purchase AssureCalc, click on the words "Register Here" in the orange box on the home page of [www.assurecalc.com](http://www.assurecalc.com). After you have completed the registration process, go to "Available Downloads". Click the "Subscribe" or "Purchase" button next to the appropriate selection. You will then be prompted to add your selection to your shopping chart and complete the checkout process.
  - b. A free 30 day trial can be obtained by clicking inside the box labeled "30 Day Free Trial" on the home page of [www.assurecalc.com](http://www.assurecalc.com). You will be required to input a username of your choice, your e-mail address and a password (minimum of six characters) to register for the free trial.
  
2. I have installed the AssureCalc software but have not received my license key via e-mail. How do I request a new license key?
  - a. Go to the "My Downloads" page. Click on "Resend Key". The license ID and your password to activate the AssureCalc software will display immediately on the page. Additionally, the license ID and password will be emailed to you.
  
3. When I attempted to save a new project, I received an error message "Sorry you do not have enough credits to download the image." What are credits?
  - a. A credit is used to pay for obtaining the images of the property. One credit will buy all available images or views of the selected property. Credits can be purchased as part of a subscription package under the "My Downloads" section or in packs of 40, 20 or 10 credits under the "Buy Credits" section.
  
4. I entered an address for a new project and clicked "Search". Why is the map display screen blank?
  - a. Retry the address by entering the information with no commas (for example, 123 Main Street Anytown Anystate 11111)



5. The images I received when saving a new project are not the correct property or do not display the entire property in the pictures. What do I do?
  - a. You can increase the image size or by choosing either 600X600 or 1024X1024 at the bottom of the page below the displayed images. This will expand the area of the image view to ensure the requested property is contained within the image.
  - b. Rarely, the images and the requested property will not match or an image is unavailable for the requested property. If this occurs, please contact our customer support team either via the contact form under the “Support” section or via phone at 1-877-330-2111.
  
6. What is .NET and why is it required by the AssureCalc software?
  - a. Some users may be prompted to download the .NET software from Microsoft the first time they open the AssureCalc software. The .NET software is required to enable the AssureCalc software to run. If requested, please follow the on-screen prompts to download and install the .NET software. This process can run from a few minutes up to 45 minutes depending on your internet connection speed and pc configuration.
  
7. When I start AssureCalc on my pc, I receive a message stating “No projects were found. You must first create projects on AssureCalc.com” What is this?
  - a. The AssureCalc software requires all new projects to be added on the website [www.assurecalc.com](http://www.assurecalc.com). Log in to the site and click “Add New Project”. Once the project has been saved, return to the AssureCalc software and click “Refresh”. The added project(s) will now be available for use in AssureCalc.
  
8. How can I adjust the image in AssureCalc to make it easier to work with?
  - a. Several features of the AssureCalc software are available to assist with managing the image:
    - i. Zoom – Allows you to enlarge or shrink the image.
    - ii. Rotate – Enables you to align the image to square up the property making it easier to work with the lines.
    - iii. Crop – Allows you select a targeted section of the image and remove the areas outside of that section.
    - iv. Image – Enables you to view the image in normal mode, grayscale mode or inverted mode.



9. I am attempting to crop the image but nothing is happening?
  - a. After you click on the crop icon, make sure you click and release at the upper left point of the area of where you want to crop and then click and release again on the lower right point of the area to be cropped.
  
10. What do the icons represent on the bar in the AssureCalc software?
  - a. Scroll across the icon and a brief description will be displayed or right click in an area outside of the image and a pop up menu will be displayed with each icon and a description.
  
11. When I incorrectly identify a roof line, how do I change it or delete it?
  - a. Simply select the correct line type and relick the line identified in error.
  - b. A roof line cannot be deleted without deleting the entire face.
  
12. When I identify a line as a ridge line the line next to it changes color. Why?
  - a. You have 2 faces and double lines. Delete the face.
  
13. How do I prevent the roof from being cutoff when I rotate an image and then crop it?
  - a. After rotating the image, do not zoom or pan. Always crop first then zoom or pan.
  
14. I have started a diagram and missed a connection point. How do I back out?
  - a. Simply press Escape <ESC>. Note – press Escape for each point you want to clear.
15. Additional assistance is available, if you do not find what you are looking for.

**The ConnectPoint Team**

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