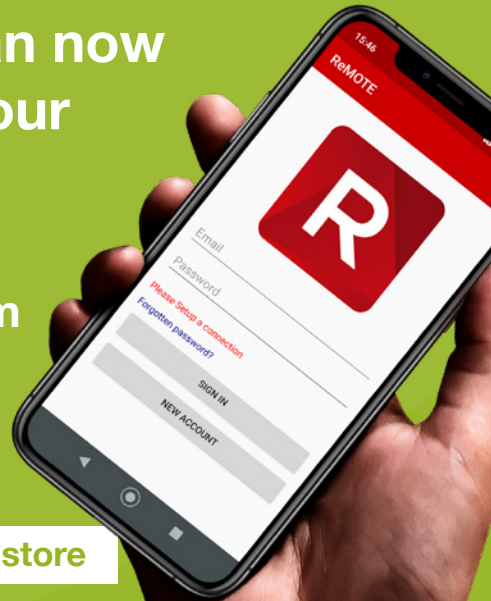


# Guide to using ReMOTE App

Did you know you can now report ASB through our ReMOTE app?

It's instant, easy, reliable and easily accessible from anywhere on your smartphone or tablet.



First Search for

**ReMOTE Reporting in your APP store**

& then register by scanning



When reporting using the app, you can include and record:

- photos
- video files
- audio files
- location using gps

## Downloading the ReMOTE App

To use the App simply download it to your device and then create an account by scanning the unique QR code below. Once registered you will be able to report incidents directly from your phone and you can attach any photos, videos or recording that you might take as part of the case.

If you have a Smartphone or tablet, you can download our new reporting App, "ReMOTE Reporting" which can be found in App Store or Android App Store.

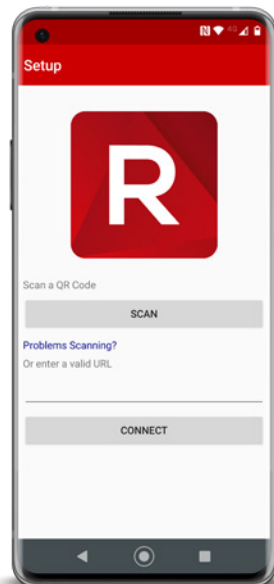


## Scanning QR code

- If the QR code doesn't scan, click the back arrow, and try to re-scan. If re-scanning doesn't work, you can enter the url manually:

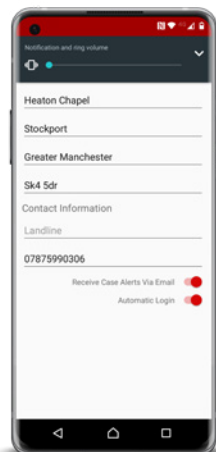
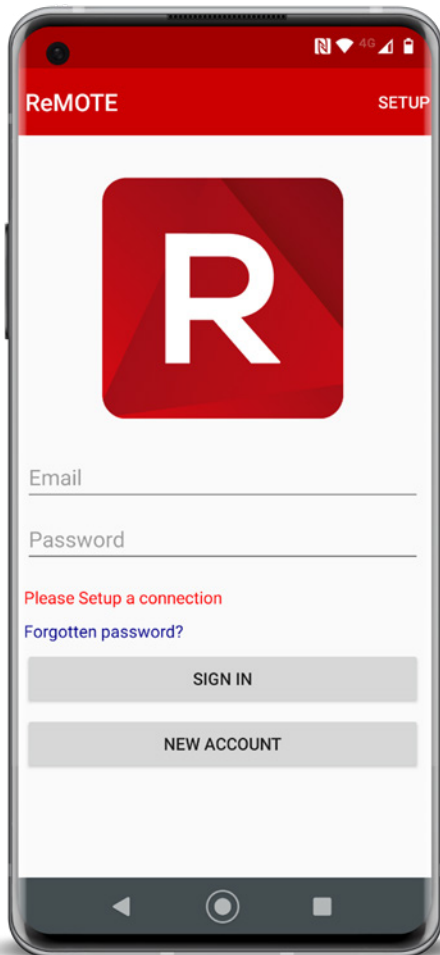
**<https://asb.stockporthomes.org/remoteapi/>**

- Once scanned, you will return to the login screen, and see the Stockport Homes logo, as proof that the scan has worked.



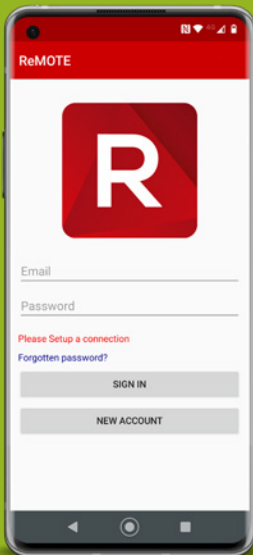
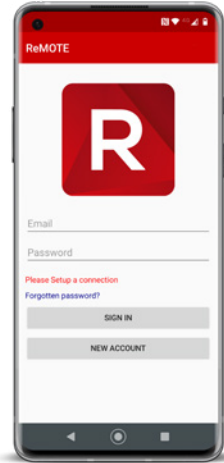
# Creating an account

- Click New Account
- Enter your first and last name, address and contact phone numbers. Please enter these details, so we can contact you quickly.
- Then enter an email address, and password. Complex password is required.
- At this point you can select to turn on email notifications for case updates.
- Click register



## Logging in

- On logging in, enter your email and password, and select sign-in.
- If you have forgotten your password, you can get a password reset, which sends a new password to your registered email address.
- Under the 'Change Details' option on the home page, you can update your contact details, as well as set automatic login and email alerts. It is advised that you change your settings to auto login.



## Things to be aware of...

- After using the APP, please close it down fully, so it is not open in the background. Unfortunately, the APP only refreshes on login.
- Uploading files does take several minutes, especially video files, so please be patient.
- You will only see cases that have been submitted through the APP, so you are unable to access any ASB cases that pre-date your APP usage.

**asbteam@stockporthomes.org**  
**0161 217 6016**