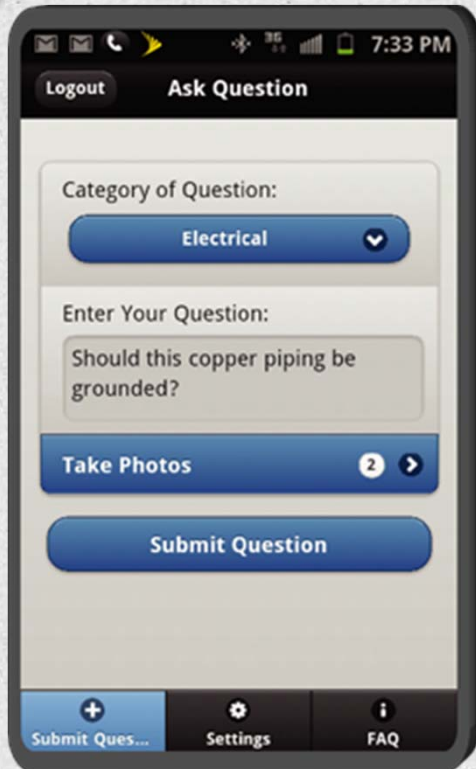


HON PROFESSIONAL



Ask the Experts Tutorial

a few simple steps to live
Technical Support!

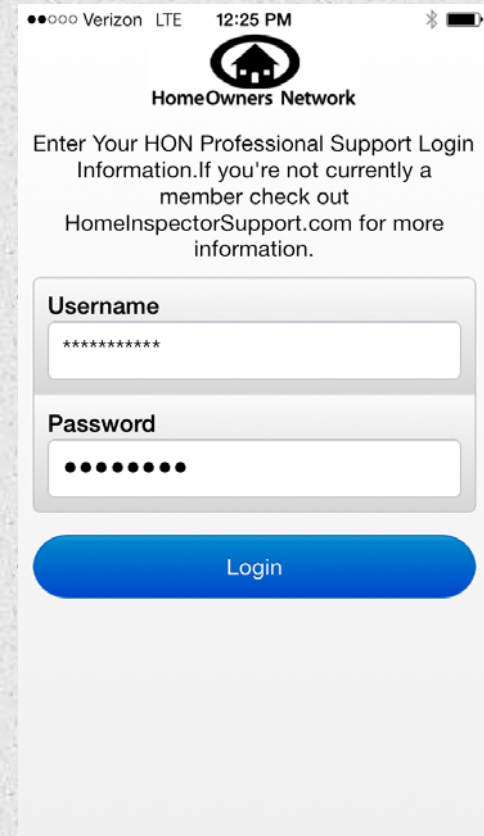
WELCOME EMAIL

- ▶ **Look for your Welcome Email sent from the Home Owners Network.**
- ▶ **You might have to look in various folders.**
- ▶ **This email contains your username and password.**



USERNAME & PASSWORD

- ▶ Your username and password work for the HONPRO website (www.honprofessional.com) and the HONPRO app.
- ▶ Enter your username and password on the HON app to open it.



The screenshot shows a mobile app interface for the HomeOwners Network. At the top, the status bar shows 'Verizon LTE' and '12:25 PM'. Below the status bar is the app's logo, a house icon with a checkmark, and the text 'HomeOwners Network'. The main text reads: 'Enter Your HON Professional Support Login Information. If you're not currently a member check out HomeInspectorSupport.com for more information.' Below this text are two input fields: 'Username' and 'Password'. The 'Username' field contains a masked password '*****'. The 'Password' field contains a masked password '.....'. At the bottom of the form is a blue 'Login' button.

Verizon LTE 12:25 PM

HomeOwners Network

Enter Your HON Professional Support Login Information. If you're not currently a member check out HomeInspectorSupport.com for more information.

Username

Password

.....

Login

ASK THE EXPERTS

- ▶ Ask the Experts any technical questions.
- ▶ Begin by touching the Select a Category button.
- ▶ Select a Category (and sub-category if needed)

Verizon LTE 11:55 AM

Submit Question

"Get Certified" Inspection Conference
By Casey, O'Malley Associates & InspectionNews
Not like any other conference!
Join in on live broadcast inspections and interact with the expert inspectors.
Check it Out Details Here

Category:

Question:


Attach a Photo

Submit

Home FAQs Settings HON

TYPE OR TALK YOUR QUESTIONS

- ▶ Enter your question in the Enter your Question box.
- ▶ It is just like texting but be clear and complete with your questions.



●●○○○ Verizon LTE 12:42 PM

Submit Question

"Get Certified" Inspection Conference
By Casey, O'Malley Associates & InspectionNews
Check it Out! Not like any other conference! Join in on live broadcast inspections and interact with the expert inspectors. Details Here

Category:
Electrical ▼

Question:
Do you know what Brand electrical panel this is?

Attach a Photo

Submit

Home FAQs Settings HON

ADD PHOTOS TO QUESTIONS

- ▶ Add photos to help HON Experts identify what you are asking about.
- ▶ A picture is worth a thousand words so save yours with photos!
- ▶ Click the Take Photos button and it automatically opens your camera or gallery.
- ▶ You may add multiple photos.

Verizon LTE 12:42 PM

Submit Question

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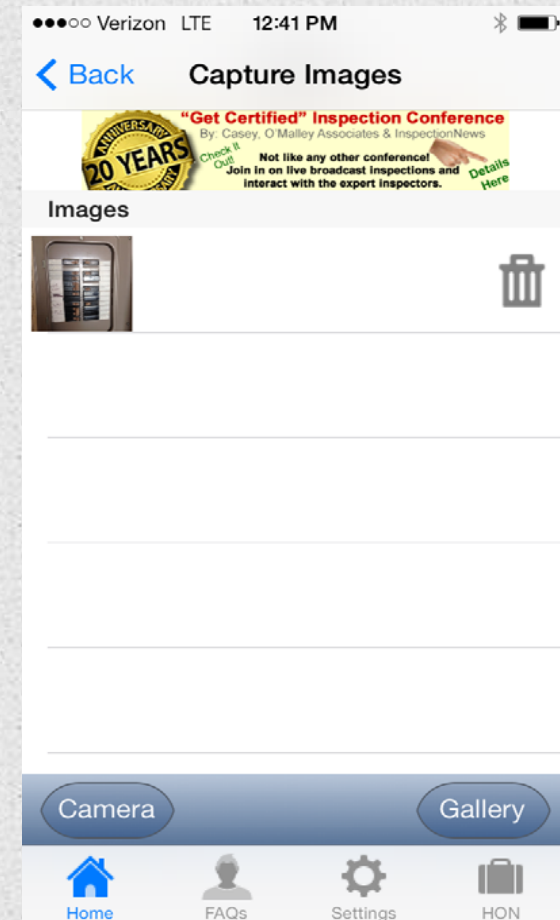
Attach a Photo

Submit

Home FAQs Settings HON

HIT BACK TO MAIN SCREEN

- ▶ When finished adding photos hit the **BACK** button at the top of the screen.
- ▶ This returns you to the main screen



SUBMIT YOUR QUESTION

- Once you return to the main screen check to be sure your photo is there and hit SUBMIT QUESTION

Verizon LTE 12:42 PM

Submit Question

"Get Certified" Inspection Conference
By: Casey, O'Malley Associates & InspectionNews
Check it Out! Not like any other conference! Join in on live broadcast inspections and interact with the expert inspectors. Details Here

Category:
Electrical ▼

Question:
Do you know what Brand electrical panel this is?

Attach a Photo

Submit

Home FAQs Settings HON

- ▶ **HONPro Experts look over your question and photos and respond quickly with great unbiased answers.**
- ▶ **The answer to your question comes to the email address your HONPro account is registered with.**



**Live Technical Support from your app or at
www.HomeOwnersNetwork.com**