

# Photo Documentation

## User Guide

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Document job progress, site conditions, and installations with tagged photos that sync to the ArklyTech Portal.

### Quick Reference

Command: /photo

Tags: Before, after, issue, progress, closeout

Storage: Photos sync to portal and job records

Access: Team members on an active subscription

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# 1. Getting Started

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Photo documentation is one of the most valuable habits a technician can develop. The /photo command makes it easy to capture and tag photos that become part of the permanent job record.

Send /photo to start documenting. You can also send photos during an active job session — the bot will prompt you to tag and categorize each image.

Tip: Take "before" photos as soon as you arrive on site. These protect you if a customer claims pre-existing damage.

## 2. Documenting During Jobs

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Best practices for job documentation:

- Arrival: Photo the door frame, existing hardware, and any pre-existing damage
- Rough-in: Document cable runs, conduit paths, and backing box placement
- Wiring: Close-up of terminal connections before closing up junction boxes
- Completion: Final installed hardware, clean work area, functioning system
- Issues: Anything unusual — damaged frames, incorrect hardware, site conflicts

Note: Photos with timestamps and location data are admissible documentation in warranty disputes. Make photo documentation a habit on every job.

## 3. Photo Tags

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When you send a photo, the bot asks you to tag it. Tags help organize photos in the portal and make them searchable:

<b>Before</b>	Site condition on arrival — existing hardware, damage
<b>After</b>	Completed installation — final result
<b>Issue</b>	Problem found — damaged equipment, incorrect parts
<b>Progress</b>	Work in progress — rough-in, cable pulls
<b>Closeout</b>	Final inspection documentation

Tip: Consistently using tags makes it easy for managers to review job quality and generate professional reports for customers.

## 4. Portal Sync

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All photos sent through the bot are automatically synced to the ArklyTech Portal. Managers can view them in several places:

- Job detail page: Photos grouped by tag under the specific job
- Technician profile: All photos by a specific technician
- Client reports: Managers can include job photos in client-facing reports

Photos are stored securely and retained for the duration of the subscription. Managers can download individual photos or bulk-export for a job.

## 5. Quick Reference

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- Send /photo to start documenting or send photos during a job session
- Tag every photo: before, after, issue, progress, or closeout
- Photos sync automatically to the ArklyTech Portal
- Take before photos on arrival — protect yourself and the company
- Managers can include photos in client reports