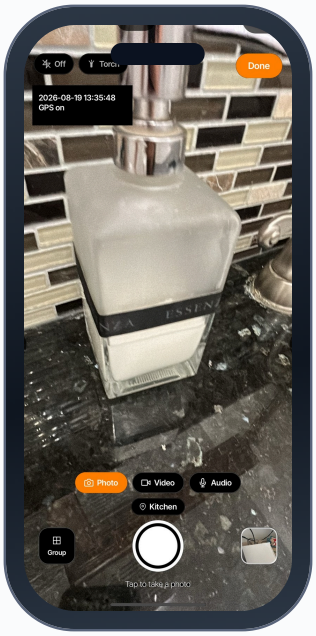
Field Guide

Everything the app does, in the order you will need it.



VERSION
1.3.1

PUBLISHED
9 October 2026

ALWAYS GET THE CURRENT EDITION
https://docs.contentscapture.com/contents-capture-field-guide.pdf

Scan for the latest PDF

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What this guide covers

Every section, in reader order. In a PDF reader the rows are links; on paper the numbers are the page.

1 Welcome 2

2 Install the app 5

3 Sign in 7

4 Camera, microphone, and location access 10

5 Your assignments 13

6 Rooms 16

7 Capturing photos, video, and audio 19

8 Reviewing your media 24

9 Groups 27

10 Tags 30

11 Submitting to your team 32

12 Offline and sync 35

13 Evidence quality 39

14 Settings and account 41

15 FAQ and troubleshooting 44

16 Glossary 48

17 Release notes 50



ContentsCapture Field Guide

Capture bulletproof loss documentation anywhere, even with no signal at all.

Install on the App Store https://apps.apple.com/us/app/contentscapture/id6783100453

Open the web app https://app.contentscapture.com

Scan to install
ContentsCapture for iOS

Offline first capture

Photo, video, and audio

Every photo, video, and audio note saves to your phone the instant you take it. Uploads happen later, whenever you have a connection.

One camera screen runs all three modes. No app switching while you walk a loss.



Rooms and groups

Organize media by room, then group every angle of one damaged item together so nothing gets separated.



Timestamps and GPS

An exact capture time stamps every shot, and location rides along when your team turns GPS on.



One tap submissions

Hand a locked, tamper-proof record to your office with a single confirm. Submitted media can never be altered.



Built for gloves and one hand

Big tap targets, quick tag chips, and a camera you can run with your thumb on a ladder.

How the app fits your day

1. **Get your assignment.** Open the app and your jobs are waiting on the Assignments list. Your office sends them to your phone automatically.
2. **Walk the rooms.** Open the assignment and add a room for each area you will document, or use the rooms already set up for you.
3. **Capture.** Tap the big orange **Capture** button and shoot photos, video, and audio notes. Everything saves on your phone instantly, signal or no signal.
4. **Review.** Check your shots in the room grid, add tags and notes, and group the angles of each damaged item.
5. **Submit.** Tap submit to lock the record and hand it to your office. Submitted media becomes read-only so the evidence can never change.

Who gives you an account?

Accounts are provisioned by your company. You either join a team by invitation (just sign up with the phone number or email your office invited) or create your own team workspace if you work independently. See **Sign in**.

Install the app

This page covers what you need before installing, how to get the app from the App Store, and what each permission request actually means.

What you need

- An iPhone running a recent version of iOS.
- A phone number that can receive text messages. This is how you sign in.
- An invitation from your company, or a plan to create your own workspace if you work independently.

Install from the App Store

1. Open the **ContentsCapture page on the App Store** on your iPhone.
2. Tap **Get** and confirm with Face ID, Touch ID, or your Apple ID password.
3. Wait for the download to finish, then tap **Open**.

That is it. There is nothing to configure before your first capture.

What the app never touches

ContentsCapture never reads or writes your personal photo library. Everything you capture lives inside the app, kept separate from your family photos, screenshots, and personal videos. Your evidence will not show up in the Photos app, and the app will never ask for your contacts.

Permissions, in plain language

The app asks for permission only at the moment it needs something. Here is what it asks for, when, and why:

Permission	When it is asked	Why it is needed
Camera	When you first open the camera from a room	Needed to capture photos and video of the loss
Microphone	Only when you start recording video or audio	Needed to record audio notes and video sound
Location	Only while you are using the app, and only when your team turns on GPS tagging	Stamps capture location onto your evidence

Two things are worth repeating:

- The app **never** asks for access to your photo library or your contacts.
- If GPS tagging is off for your team, the app never asks for your location at all.

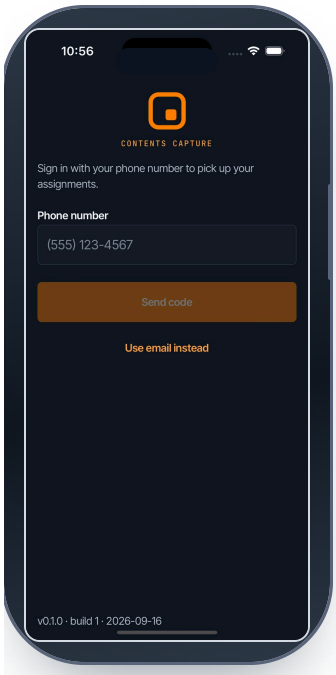
> **Denied a permission by mistake?**
>
> If you tapped **Don't Allow** and the camera will not open, the app shows a screen with an **Open Settings** button. Tap it, flip the Camera switch on for ContentsCapture, and come back. The full walkthrough, with pictures, is on Camera, microphone, and location access.

Next step

Head to **Sign in** to get into your account.

Sign in

This page covers signing in with your phone number and a texted code, the email backup, creating a new account, and joining your team.



Sign in with your phone number

This is the normal way in. Your office sets you up with a phone number, and a text message proves it is you.

1. Open the app. You land on the sign-in screen.
2. Type your US phone number into the **Phone number** field. The app formats it for you as you type.
3. Tap **Send code**. The button lights up once you have entered all 10 digits.
4. Check your text messages for a 6-digit code.
5. Type the code into the **Enter the code we texted you** field.
6. Tap **Verify**.

You land on your **assignments** list. Anything your team synced to your phone is already there.

If no code arrives

Double-check the number you typed, then go back and send a fresh code. Codes expire, so always use the newest one. If you see **"That session was stale. We sent a new code. Enter it to continue."**, that is normal: the old code timed out and a fresh one is already on its way to you.

Use email instead

Below the phone field there is a **Use email instead** link. This is the backup route for people your office provisioned with an email address instead of a phone number. If that is you, tap it, enter your **Email** and **Password**, and tap **Sign in**. The **Use phone instead** link takes you back.

Most field staff are set up with a phone number. If you are not sure which you have, ask your office.

New account: sign up

If you have never used ContentsCapture, sign up instead of signing in:

1. Enter your phone number.
2. Check the box: **"I agree to the Terms of Service and Privacy Policy."** The Privacy Policy link opens app.contentscapture.com/privacy-policy.
3. Verify the texted code.

If the number already has an account, the app tells you **"That number already has an account. Sign in instead."** Tap **Go to sign in**.

Joining a team by invitation

If your company invited you, there is nothing extra to do. No invitation code, no acceptance screen.

1. Sign up or sign in with the exact phone number or email your office invited.
2. Your assignments appear on the list automatically.

That is the whole process. The invitation links to your account the moment you sign in.

Creating your own workspace

Independent adjusters and small crews can run their own workspace. After you sign up, the app asks you to name your company or team:

1. Type a name into the **Company or team name** field, something like "Smith and Sons Adjusting."
2. Tap **Create my workspace**.

You become the admin of that workspace, and you can invite other people to it later from the admin console your office uses at **admin.contentscapture.com**.

The version line at the bottom

Every sign-in screen shows a small footer like `v1.4.2 · build 57 · 2026-07-08`. This is the app version, build number, and release date. If you ever report a problem to your office, reading them this line helps them help you faster.

Next step

You are in. Go to **Your assignments** to find your first job.

Camera, microphone, and location access

This page is for one situation: a permission prompt appeared, somebody tapped **Don't Allow**, and now the camera will not open, audio will not record, or GPS stamps are missing. Once a prompt is declined, the iPhone remembers the answer and the app is not allowed to ask again. The only way back is the iPhone's own Settings app, and there are two ways to get there.

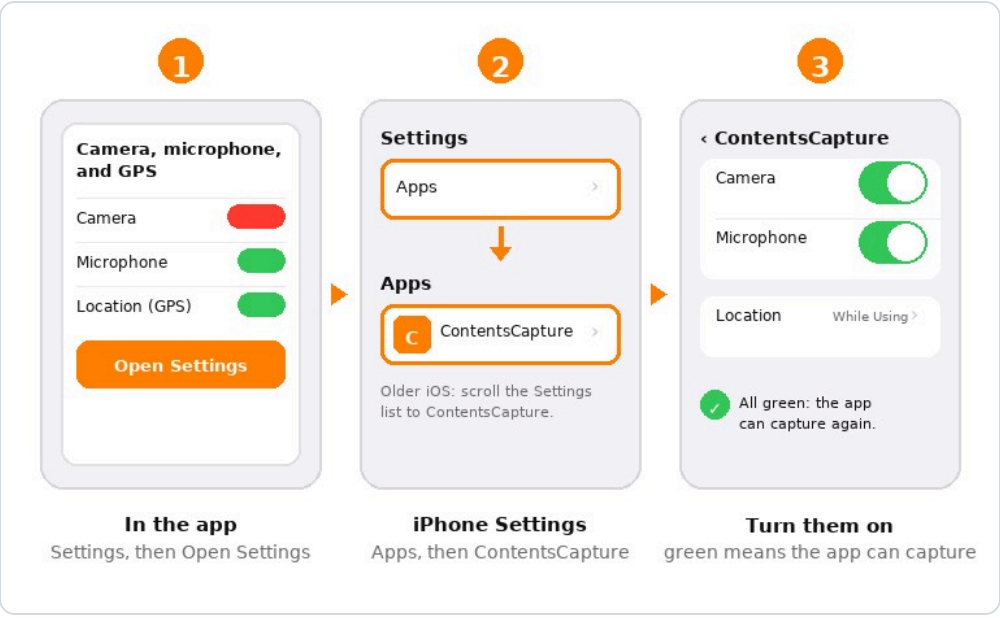
If you are looking for what each permission means and when the app asks for it, that is on **Install the app**.

The fast way: from inside the app

The app can take you straight to the right Settings page. You never have to find it yourself.

1. Open **Settings** (the gear on the Assignments screen) and find the **Camera, microphone, and GPS** card. Each one reads **On**, **Off**, or **Not asked yet**, checked live from the phone.
2. Tap **Open Settings**. The ContentsCapture page of your iPhone Settings opens at once.
3. Turn the switches on, then come back. The card flips to **On** on its own.

The same button appears right where the problem hits you: the camera screen shows **Open Settings** when camera access is off, and the app offers it the moment a recording fails because the microphone is off.



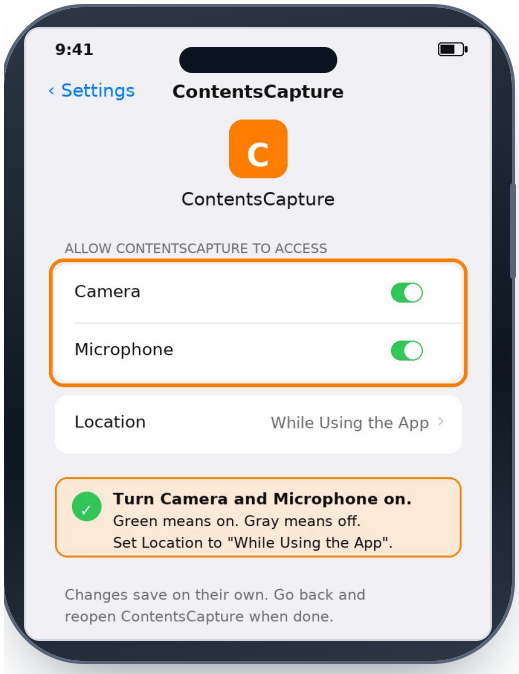
Reading the status card

Not asked yet is normal, not a problem. The app asks only at the moment a feature is needed, so a permission you have never triggered simply has not come up. **Location (GPS)** often reads this way: the app only asks for location when your team turns on GPS tagging.

The manual way: iPhone Settings

If you are helping a teammate over the phone, or the app is not at hand, this is the path to walk:

1. Open the **Settings** app on the iPhone (the gray gear icon).
2. Tap **Apps**, then tap **ContentsCapture**. On an older version of iOS there is no Apps list: scroll the main Settings page down to **ContentsCapture** instead.
3. Turn **Camera** on and **Microphone** on. Green means on, gray means off.
4. Tap **Location** and choose **While Using the App**. On the same screen, leave **Precise Location** on so GPS stamps land on the right building.
5. Go back to ContentsCapture. Nothing needs saving; the change applies at once.



What each switch controls

Switch	What stops working while it is off
Camera	The camera screen cannot open at all: no photos and no video
Microphone	Audio notes cannot record, and video records without sound
Location	Captures save normally, but GPS stamps are missing (only relevant when your team uses GPS tagging)

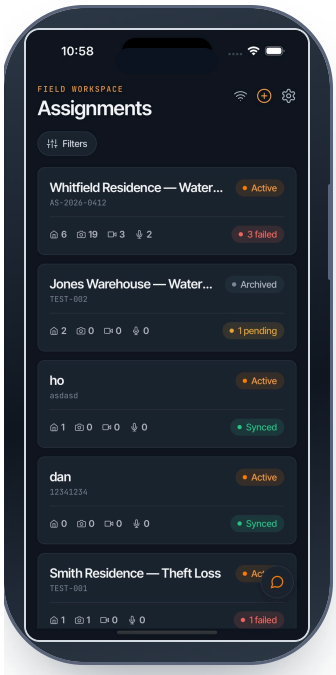
Turning a switch off never deletes anything. Captures already on the phone stay on the phone, and everything syncs as usual. The switch only controls what happens the next time you capture.

Good to know

- The app **never** asks for your photo library or your contacts, so those switches will never appear on this screen.
- Access is per phone. If a teammate's phone is the one that declined, the fix has to happen on that phone.
- Admins: when a field user reports "the camera will not open", this page is the thing to send them.

Your assignments

This page covers the Assignments list: what an assignment is, how to read the cards, and how to filter, sync, and find the job you are working on.



What an assignment is

An assignment is a job: one loss you have been sent to document. It might be a water loss on Maple Ave or a theft on Oak Street. Each assignment holds its rooms, its media, and its submissions. Your office creates assignments and they appear on your phone automatically after a sync.

The list

Open the app and you land on **Assignments**. Each job is a card showing:

- The **assignment name** (for example, "Maple Ave").
- The **claim reference** (for example, `HVM-2026-1041`) in monospace type.
- A **status pill** showing where the job stands.

- **Media counts**: how many rooms, photos, videos, and audio clips the job holds.
- A **sync badge** showing whether the job's media is fully uploaded.

Tap a card to open the assignment and see its **rooms**.

Status pills

Pill	What it means
Draft	The job is set up but not started
Active	The job is in progress and open for capture
In review	The office is reviewing the media
Submitted	Media has been handed off to the office
Completed	The job is finished
Archived	The job is closed out and kept for the record

Your company can hide some statuses from some roles, so your list may look different from a teammate's.

Filters

Tap **Filters** to narrow the list. A panel opens with two groups:

- **Status**: All, Active, In review, Submitted, Completed, or Archived. Each option shows a live count.
- **Created**: All time, Today, 7 days, or 30 days.

Tap **Show results** to apply, or **Reset** to start over. Active filters show as chips under the button; tap a chip to remove it. If nothing matches, the list says **"No assignments match these filters."** Tap **Clear filters** to see everything again.

Team chips

If you belong to more than one team, chips appear above the list: **All assignments** plus one chip per team. Tap a chip to see only that team's jobs. The app remembers your choice.

Working for more than one company

If you belong to more than one organization, the home screen is titled **Instances** instead, with one card per organization. Tap a card to see that organization's assignments.

Connection and sync indicators

- A red **Offline** pill at the top means no connection. Capture still works; uploads wait. See **Offline and sync**.
- A **Syncing…** pill means the app is uploading or pulling updates right now.
- Each card's sync badge tells you where that job stands: green **Synced**, amber **N pending**, or red **N failed**. Tap a pending or failed badge to open the **Sync status** screen.

Empty list

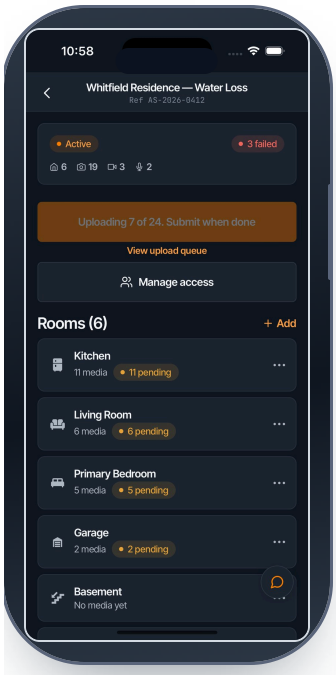
If you see **"No assignments yet. They appear here once your team syncs them to your device. Pull to sync."**, you have no jobs on this phone yet:

1. Get a connection.
2. Tap **Sync now**, or pull down on the list to sync.
3. If nothing appears after a sync, check with your office that the job was assigned to you.

> **Admins only**
>
> The **+** (New assignment) and **Manage access** buttons appear only for people with admin rights on the team. If you do not see them, your role does not include them, and that is fine.

Rooms

This page covers rooms: how to add them, how to manage them, and how claiming and completing a room works when a crew splits up a job.



Why rooms

Rooms keep a job organized. Instead of one pile of 300 photos, you get Kitchen, Bedroom, and Exterior, each holding its own media. Your office sees the same structure, so a reviewer can jump straight to the area they care about.

Adding a room

1. Open the assignment.
2. Tap **+ Add** next to the **Rooms** heading.
3. Pick one of the 16 presets: Living Room, Kitchen, Master Bedroom, Bedroom, Bathroom, Dining Room, Garage, Basement, Attic, Hallway, Office, Laundry, Closet, Exterior, Roof, or Other.
4. Or type your own into the **Custom room…** field and tap **Add**.
5. After adding, choose **Open** to go straight in, **Add another room** to keep going, or **Done**.

You can add the same room more than once. Duplicates number themselves automatically: "Bedroom", "Bedroom 2", "Bedroom 3". Each room gets an icon that matches its name.

Reading the room list

Each row shows the room's icon, its name, and how much media it holds (**"No media yet"** or **"N media"**). An amber **N pending** badge means some media is still waiting to upload. A lock icon means the room is **locked**.

The room menu (···)

Tap a room's ··· to open its menu:

- **Rename**: change the room's name.
- **Move up / Move down**: reorder the list.
- **Delete room**: removes the room. Its media is not lost; it moves to **Uncategorized** so you can re-file it.

> **TIP**
>
> Deleting a room never deletes media. You will see a confirmation like "Room deleted. N media moved to Uncategorized."

Locked rooms

A room that contains submitted media is locked. It shows a lock icon, and you cannot rename, move, or delete it. The app explains why if you try: **"This room has submitted media, so it is locked."** The record has been handed off, so it stays exactly as it was. See **Submitting to your team**.

Claiming a room

When two people are working the same job, claiming keeps you from doubling up:

1. Open the room and tap **Claim this room** (top-right). This needs a connection.
2. A banner appears: **"Claimed by you: only you can capture here."**
3. Tap **Release** when you are done, or leave it claimed until the room is complete.

If a teammate got there first, you see **"Claimed by a teammate: capture is locked for others."** Work a different room, or ask them to release it. Managers can still act in a claimed room.

Mark room complete

When you finish a room and want it handed off right away:

1. Open the claimed room.
2. Tap **Mark room complete**.
3. Read the confirm sheet: **"N unsubmitted media will be locked and handed off. The room becomes read-only; this cannot be undone."**
4. Confirm.

Every piece of media in the room locks into a submission, and the room shows **"Room complete: media locked read-only."** The Capture button is replaced by a locked state.

> **DANGER**
>
> Marking a room complete cannot be undone. Only use it when you are sure the room is fully documented.

Next steps

Open a room and start **capturing**, or learn how to **review what you shot**.

Capturing photos, video, and audio

This page covers the camera screen: how to open it, what every control does, and how to shoot solid evidence in the field.



Opening the camera

1. Open your assignment.
2. Tap the room you are working in.
3. Tap the big orange **Capture** button at the bottom.

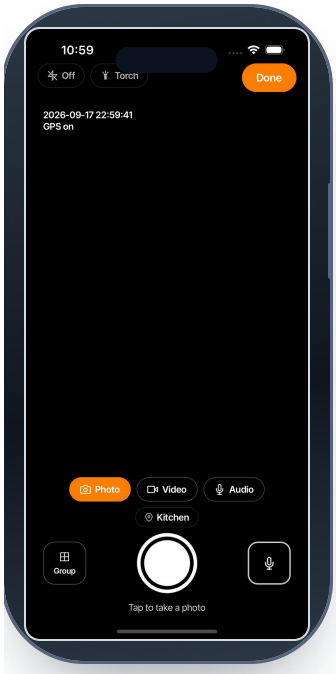
The camera opens full-screen. You are one tap from a saved shot.

The first time: camera permission

The first time you open the camera, the app explains why it needs access and shows a **Continue** button. Tap it, then allow camera access when iOS asks. The app never asks at launch, only here, when you actually need the camera.

If access was denied earlier, you see **"Camera access is turned off for ContentsCapture."** Tap **Open Settings**, turn the Camera switch on, and return to the app. The same goes for the microphone, which the app only asks about when you start recording video or audio. The full recovery walkthrough, with pictures of every screen, is on **Camera, microphone, and location access**.

The control tour



Mode tabs: Photo, Video, Audio

Three pills near the bottom switch modes. The tabs lock while you are recording so you cannot switch by accident.

- **Photo**: tap the shutter once per shot. The screen flashes and you get a **"Photo saved"** toast.
- **Video**: tap the shutter to start (the center turns red), tap again to stop. Video records at up to 2160p quality.
- **Audio**: the camera turns off and you get a black stage that says **"Audio only · camera off."** While recording you see a live waveform and a large timer. Tap **Rec** to start, **Stop** to finish.

The hint line under the shutter always tells you what a tap will do: "Tap to take a photo", "Tap to record video", "Recording… tap to stop", or "Tap to record audio".

Flash and Torch

Two pills at the top-left:

- **Flash** cycles through **Off**, **Auto**, and **On**. It applies to photo flash, and it lights the torch while a video records. It resets to Off every time you open the camera.
- **Torch** is a persistent flashlight, independent of flash. It stays on until you turn it off. It is hidden in Audio mode.

In dark crawlspaces and basements, Torch is usually the better tool: it lights the scene before you shoot, so you can see what you are framing.

Zoom

Pinch anywhere on the preview to zoom from **1×** to **8×**. A pill at the top-center shows the current zoom while you are zoomed.

The timestamp and GPS overlay

Across the top of the frame you see live evidence text: a timestamp, your name, the room, and the assignment, plus a **"GPS on"** line when your team has GPS tagging enabled. This overlay is part of the evidence. Your office controls it, and it tells anyone reviewing the shot exactly when and where it happened. See **Evidence quality**.

Room label

Just above the shutter, a map pin shows the room you are capturing into. Check it before you shoot; it is the fastest way to notice you are filing media into the wrong room.

Done

The orange **Done** button (top-right) leaves the camera and returns to the room. Once you have shots, it shows a count, like **"Done · 3"**, so you can see at a glance how much you have captured this session.

Recent-capture thumbnail

To the right of the shutter sits a thumbnail of the last thing you captured in this room. Tap it to peek at the shot full-screen, then come straight back. Use it to confirm a shot before moving on.

Quick tag chips

If you set up **quick capture tags** in Settings, chips appear above the mode tabs. Tap one to arm it (it turns orange), and everything you capture is tagged automatically. Tap it again to disarm. This is the one-handed way to tag. Chips are hidden in Audio mode.

Group

The **Group** button to the left of the shutter links your captures together as you shoot: every angle of one damaged item in one bundle. See **Groups** for the full walkthrough.

What happens when you shoot

The instant you tap the shutter:

1. The original file is saved on your phone. Nothing is lost even if the app closes.
2. You get a toast: **"Photo saved"**, **"Video saved"**, or **"Audio saved"**.
3. In the background, the app builds a preview and thumbnail, attaches the timestamp and GPS, and computes the file's fingerprint.
4. When you have a connection, the file uploads on its own. See **Offline and sync**.

> **If a save fails**
>
> This is rare, but if you do not see the "saved" toast after a shot, take the shot again. Check your phone's free storage if it keeps happening. A shot that never shows a toast never made it to the phone.

Good evidence habits

- **Wide, then close.** Shoot the whole room first, then each damaged wall, then each item, then serial plates and labels.
- **One item per group.** Group every angle of one item so the office sees the whole story in one place.
- **Narrate audio notes.** A 30-second audio clip ("kitchen, supply line burst under sink, cabinet base swollen") saves ten minutes of typing later.
- **Check the last shot.** Tap the recent-capture thumbnail before moving on. Reshooting now is free; driving back is not.

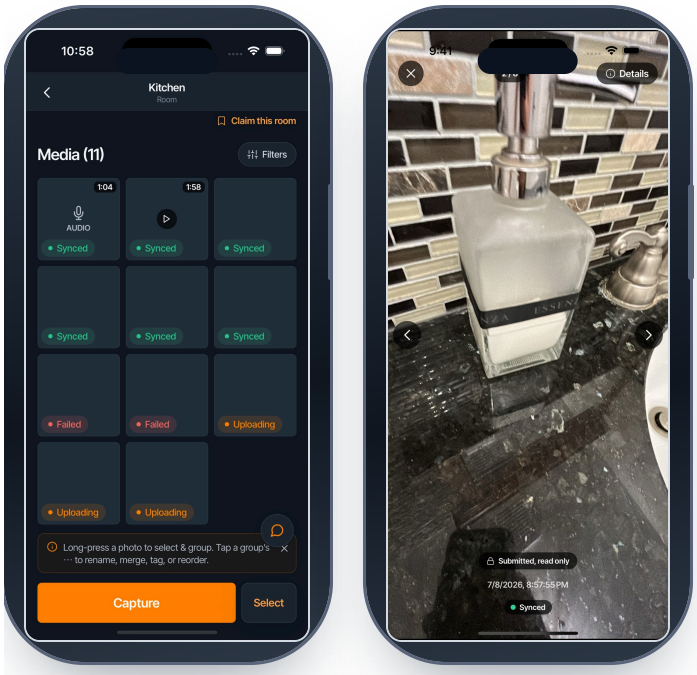
- **Mind the light.** Use Torch in dark spaces so you can frame the shot; use flash for close-ups of labels and plates.
- **Let it process.** A photo can look soft for a moment right after shooting while the preview builds. The original is full quality.

Next steps

Review your media in the room grid, or learn to tag it fast.

Reviewing your media

This page covers the room media grid, the full-screen viewer, and the Details screen: everything you use to check, tag, and clean up what you captured.



The room media grid

Open a room and you see every photo, video, and audio clip as a tile. Each tile can show:

- A green **Synced** badge when the file is safely uploaded.
- A badge for any other sync state, like **Saved on device** or **Uploading**. See Offline and sync.
- A **lock icon** when the item has been submitted and is read-only.

Tap any tile to open the viewer. The **Filters** button narrows what the grid shows, and the **Select** button (or a long-press on any tile) starts **multi-select**.

The viewer

Swipe left or right, or tap the ‹ › chevrons, to page through the room's media. The position pill keeps you oriented: **"2 / 8"**.

- **Photos**: pinch to zoom up to 4×.
- **Video**: tap the play button to watch with the standard player.
- **Audio**: play and pause, jump 15 seconds forward or back, or scrub to any point. The elapsed and total times are always shown.

The top bar

- **Close** (X): back to the grid.
- **Details**: opens the **Details screen** for this item.
- **Full res**: your phone keeps a smaller copy of old synced photos to save space. Tap **Full res** to download the untouched original. This is exactly the file that gets submitted. It toggles to **Preview** while the original is on the phone.

Quick actions

Along the bottom:

- **Tag**: opens the tag sheet. See **Tags**.
- **Note** (or **Edit note**): attach a written note to this item.
- **Delete**: removes the item after a confirmation. Only available before the item is submitted.

The footer

Below the image: the capture date and time, a live sync-state pill (green **Synced**, red **Upload failed**, amber for states in between), a red **Retry** button when an upload has failed, any tags, and any note with its last edited time.

The lock state

Submitted items show a **"Submitted, read only"** lock pill. You can view them, but nothing about them can change. That is the point: the record is locked. See **Submitting to your team**.

The Details screen

Tap **Details** in the viewer to see everything the app knows about one item:

- **Facts**: the exact capture date and time, and the item's **SHA-256** value. That long code is a tamper-proof fingerprint: if even one pixel of the file changed, the fingerprint would not match. See **Evidence quality**.

- **Group**: reassign the item to a different group, or to **None**. Read-only once submitted. See **Groups**.
- **Tags**: see the item's tags and tap **Add tag** for more.
- **Notes**: a multiline field for a per-photo note, with a **Last edited** time.
- **Delete**: a danger button, hidden once the item is submitted.

Multi-select

In the room grid, long-press a tile (or tap **Select**) to enter Select mode. Tap tiles to mark them; selected tiles get an orange border and a check. Then use the bottom bar:

- **Group**: link the selected items into a new group.
- **Add**: add them to an existing group.
- **Ungroup**: pull them out of their groups.
- **Delete**: remove them, with a confirmation.

See **Groups** for what grouping does.

> **TIP**
>
> Review before you leave the property. Scroll the grid, spot-check a few shots in the viewer, and reshoot anything blurry while the room is still in front of you.

Groups: every angle of one item

This page covers groups: how to link every angle of one damaged item together, while you shoot or after the fact.

What a group is

A group bundles the shots of a single item. Say a living room TV is damaged: front, back, both sides, and the serial plate. That is five photos of one thing. A group keeps them together so your office reviews the whole item at once instead of hunting for its pieces across the grid.

Way one: group while capturing

This is the fastest method. Do it in the camera:

1. Frame the item and tap the **Group** button, left of the shutter.
2. A toast confirms: **"Grouping on. Captures will be linked."** A strip appears showing your linked shots as you take them.
3. Shoot every angle. Photos and video both link in.
4. Tap **Close** when the item is done. You get **"Group saved · N items."**

Groups name themselves automatically: "Item 1", "Item 2", and so on. Rename them later if your office prefers real names.

Way two: group after capturing

Already shot the angles? Link them in the room grid:

1. Long-press a tile to enter Select mode, then tap the other angles of the item.
2. Tap **Group** to make a new group, or **Add** to drop them into an existing one.
3. Selected tiles show an orange border and a check so you can see what is going in.

Ungroup pulls items back out without deleting anything.

Groups in the room

In the room grid, a group shows as a highlighted cluster with a folder icon, its name, its item count (**"· 4"**), and a tag count if it has any (**"#2"**). Tap it to open the group screen.

The group menu (···)

Tap a group's ··· to open its menu:

- **Rename**: give the item a real name, like "Samsung TV".
- **Add tag**: tag the whole group at once. See **Tags**.
- **Merge into...**: fold this group into another group.
- **Move up / Move down**: reorder it in the room.
- **Ungroup & delete group**: dissolve the group. The items stay in the room.

> **WARNING**
>
> A group that contains submitted media cannot be merged or dissolved. The record is locked. See **Submitting to your team**.

The group screen

Open a group to see:

- Its name at the top. Tap the name to rename it inline.
- Its tags, plus **Add tag**.
- The **Angles (N)** grid: every shot in the group.
- **Capture into this group** at the bottom: opens the camera so new shots land directly in this group.

Groups in the viewer

When you page through media in the viewer, a grouped item shows a chip with the group name and the item's place in it, like **"Item 2 · 2/4"**. You always know which item you are looking at and how many angles it has.

> **TIP**
>
> Group as you go. Arming the Group button before you shoot an item takes one tap, and it saves you from playing match-the-angles in the grid later.

Tags

This page covers tags: what they are for, the three ways to add them, and quick capture tags for one-handed tagging in the field.

What tags are for

Tags are labels that make media findable later. Mark a stain as **"pre-existing"**, a label plate as **"serial"**, a code on a box as **"barcode"**. When your office (or you, weeks later) needs every shot of a serial number across the whole job, the tag finds them in one search instead of an afternoon of scrolling.

Tags attach to individual media and to whole **groups**.

Adding tags

Three doors, same room:

1. **In the viewer**: open the item and tap **Tag**. See **Reviewing your media**.
2. **On the Details screen**: scroll to Tags and tap **Add tag**.
3. **On a group**: open the group's ⋯ menu and tap **Add tag** to label the whole item at once.

The tag sheet

However you open it, the tag sheet works the same way:

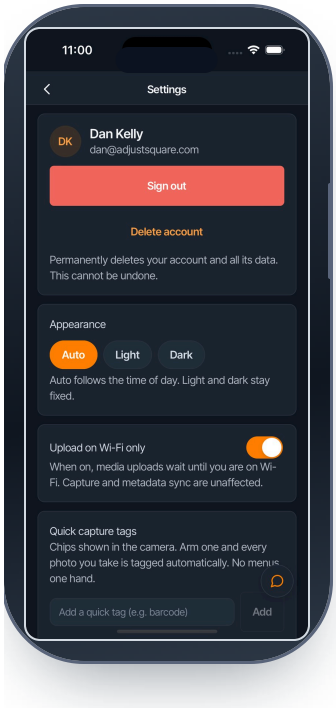
1. Type into the **New tag…** field and tap **Add** to create a tag.
2. Or tap a suggestion chip to apply a tag already in use.
3. Applied tags show a checkmark.
4. The sheet stays open, so you can stack several tags on one item without reopening it. Tap **Done** when finished.

Two quiet rules make tags reliable:

- Tags normalize to lowercase with single spaces, so "Serial", "SERIAL", and " serial " are all the same tag.
- Any tag used once on an assignment becomes a suggestion everywhere on that assignment. The job builds its own vocabulary as you work, and the most-used tags surface first.

Quick capture tags

This is the field shortcut. Set it up once, tag with one hand forever:

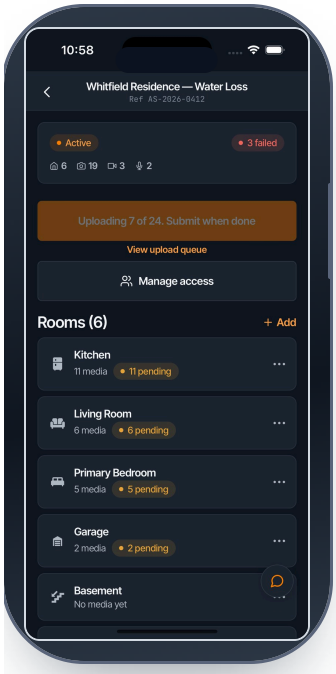


1. Open **Settings** and find **Quick capture tags**. See Settings.
2. Add chips for the labels you reach for all day: "barcode", "serial", "pre-existing".
3. Open the camera. Your chips appear above the mode tabs.
4. Tap a chip to arm it (it turns orange). Every photo and video you capture is tagged automatically.
5. Tap the chip again to disarm when you move on to something else.

> **TIP**
>
> Walking a kitchen full of damaged appliances? Arm "serial", shoot every plate, disarm. Dozens of tagged photos, zero menus.

Submitting to your team

This page covers submissions: what submitting does, how to do it, and what happens to your media afterward.



What submitting means

Submitting hands your media to your office as a locked record. Once submitted:

- The media becomes **read-only**. It cannot be edited, deleted, retagged, or regrouped. Not by you, not by anyone from a phone.
- Your company keeps it as its business records.
- Rooms containing submitted media lock too, and groups containing submitted media cannot be merged or dissolved.

The lock is what makes the record trustworthy. What your office has is exactly what was captured. See **Evidence quality**.

The submit button

On the assignment screen, the submit button tells you where things stand:

Button says	What it means
N media ready for submission	Everything is uploaded. You can submit now.
Uploading X of N. Submit when done	Files are still uploading. Wait, or tap **View upload queue** to watch progress. The button is disabled on purpose.
All media submitted	Nothing left to hand off. New captures will go into the next submission.

How to submit

1. Get a connection. Submissions need one; the app will tell you **"You are offline. Submissions need a connection."** if you try without.
2. Open the assignment.
3. Wait until the button reads **"N media ready for submission."** If it still says uploading, let the queue finish. See **Offline and sync**.
4. Tap the button and read the confirm sheet: **"Submit N media?"**
5. Tap **Submit N media**.
6. You get a success message: **"Submission #N sent. N media locked."**

That is the hand-off done.

Keep capturing after a submission

Submitting is not the end of the job. Keep shooting: anything new accrues into the **next** submission. The app says it plainly: **"Keep capturing anytime. New media goes into your next submission."** Many jobs take several submissions before they close.

Submission history

Tap **Submissions (N)** on the assignment to see every past hand-off. Each card shows:

- **Submission #N** with a lock badge and the media count.
- The date and time it went.
- **By** the person who submitted it.
- A short **Ref** code.
- **View N media**, which expands to show exactly what was in that submission.

If you see **"N of M on this device. The rest sync in from other devices."**, your phone only holds part of the submission because teammates' devices contributed the rest. Their shares arrive on sync.

When to submit

Your office sets the real policy, so follow their practice. Two patterns work well in the field:

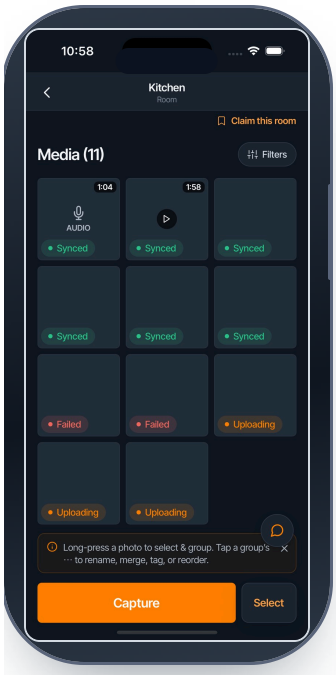
- **Submit per room.** Finish the kitchen, submit, move to the bedroom. Each hand-off is small and locked while it is fresh.
- **Submit at end of day.** One clean hand-off once the walk-through is done and reviewed.

Either way, **review your media** before you submit. After the lock, nothing changes.

> **WARNING**
>
> Submitted by mistake? You cannot undo it from the app. Contact your office; admins manage submissions from the admin console your team uses at **admin.contentscapture.com**.

Offline and sync

This page covers how the app keeps your work safe with no signal, what the sync states mean, and how to unstick a stuck upload.



The model, in one breath

Everything you capture saves to your phone the instant you take it. The app uploads in the background whenever it has a connection. No signal in a basement? Capture anyway. Nothing is lost; the upload just waits.

The golden rule, quoted from the app itself: **"Nothing is deleted from this device until it is safely stored and verified by the server."**

What works offline

Works with no connection	Needs a connection
Capturing photos, video, and audio	Submitting to your team

Works with no connection	Needs a connection
Adding and managing rooms	Claiming, releasing, or completing rooms
Tags, notes, and groups	Creating assignments
Reviewing everything on the phone	Managing access

Try an online-only action with no signal and the app tells you so. Nothing silently fails.

The sync states

Every piece of media carries a state. You see it on grid tiles, in the viewer footer, and on the Sync status screen.

State	Color	What it means
Saved on device	Gray	Captured and safe on your phone, not uploaded yet
Processing	Amber	The app is building previews and attaching evidence data
Waiting to upload	Amber	Ready and queued for the next connection
Uploading	Blue	Sending right now
Synced	Green	Stored and verified on the server
Upload failed	Red	Tried several times and gave up. Needs your **Retry**.

The indicators

- **Offline** pill (red, top of screen): no connection. Capture away.
- **Syncing…** pill: the app is moving data right now.
- **Per-assignment badge**: green **Synced**, amber **N pending**, red **N failed**. Tap pending or failed to jump to Sync status.
- **Per-photo badge**: the state of that one item.

The Sync status screen

Open it from **Settings → Sync status**, or by tapping a pending or failed badge. It has four parts:

1. **Network card**: shows Wi-Fi, Cellular, or Offline. If you turned on Wi-Fi-only uploads and you are on cellular, it says **"Uploads paused. Waiting for Wi-Fi (your setting)."** Tap **Sync now** to push everything it can right now.
2. **Counters**: metadata waiting to push, media uploads pending, and upload failures.
3. **Media by state**: a breakdown of every item by the states in the table above.
4. **Upload queue**: one row per capture, showing progress (**"N of M uploaded"**) and three steps per item: **Original**, **Preview**, **Thumbnail**, each with its own state and attempt count.

Fixing items from the queue

- Per item: **Retry** (try again), **Restart** (start that item over), or **Start now** (jump the queue).
- In bulk: **Retry all failed (N)** and **Restart stalled (N)**.

What the app does on its own

- Retries failed uploads automatically, with growing pauses between attempts.
- Keeps uploading while the app is in the background, and the phone wakes it periodically to keep the queue draining.
- After several failed attempts (about eight), an item gives up and shows **Upload failed**. That is your cue to open Sync status and tap **Retry**. It almost always goes through on a better connection.
- If an item's assignment no longer exists on the server, the app stops trying and shows **Upload failed** with the note that the assignment does not exist. Retry cannot fix this one. Ask your office whether the assignment was removed.
- If the app is moved to a different server (for example a test build replaced by the App Store version), it clears the old server's leftovers on its own the first time it opens, then downloads your current assignments.

Wi-Fi only

If your data plan is tight, turn on **Upload on Wi-Fi only** in **Settings**. Capture, rooms, tags, and notes all keep working normally; only the uploads wait for Wi-Fi.

A note on storage

To keep your phone from filling up, synced photo originals are later swapped for smaller copies. The untouched original stays safe on the server, and the **Full res** button in the viewer downloads it back whenever you need it. Videos and audio always stay in full on the phone. See **Reviewing your media**.

Evidence quality

This page covers why documentation from this app holds up: timestamps, GPS, fingerprints, and the locks that keep the record intact.

What "bulletproof" means here

Every capture you take carries proof baked in:

- **An exact timestamp.** The date and time of capture stamp onto every photo, video, and audio note. You see it live on the camera overlay and later in the viewer footer.
- **GPS location.** When your team turns GPS tagging on, every item carries where it was taken. You will see **"GPS on"** on the camera screen when it is active.
- **A SHA-256 fingerprint.** Every file gets a tamper-proof fingerprint computed from its contents. If even one pixel changed, the fingerprint would not match. You can see it on any item's Details screen.
- **Watermark text on review copies.** If your office enables watermarks, the timestamp, your name, the room, and the assignment are burned into the bottom of the preview copies people review. The original master file always stays clean.

The original is never touched

The app edits nothing. Watermarks and overlays go on copies made for review. The original file is stored exactly as the camera produced it, and its fingerprint proves it.

Nothing leaves your phone marked as evidence until the server confirms it is stored and verified. The app says it outright: **"Nothing is deleted from this device until it is safely stored and verified by the server."**

The lock after submission

When you **submit**, the media locks read-only. No edits, no deletes, no regrouping, from any phone. Rooms and groups containing submitted media lock with it. From that moment, the record is frozen exactly as captured. That is what makes it defensible.

What your office sees

For every item, reviewers in the web console see:

- The exact capture date and time.
- A location link, when GPS was on.
- The device that captured it.
- Whether a watermark applies to the review copies.

Location, in plain terms

- The app asks for your location **only while you are using it**, and only when your team has GPS tagging turned on.
- If your team does not use GPS, the app never asks for location at all.
- A missing GPS fix never stops you from shooting. If the phone cannot get a position quickly, the capture saves anyway and the location is simply absent. Evidence first, always.

If someone questions the chain of custody

Here is the short version you can give:

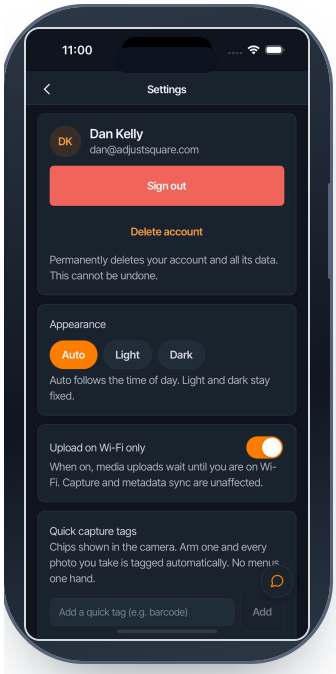
1. The file was captured in the app and fingerprinted on the phone at capture time.
2. It uploaded unchanged, and the server verified the fingerprint on arrival.
3. It locked read-only at submission, so nothing about it has changed since.

The timestamp, the GPS fix, the fingerprint, and the lock together answer "when, where, and has it been altered" without you saying a word.

> **TIP**
>
> You do not need to do anything special to get this protection. Capture normally. The evidence handling is automatic.

Settings and account

This page covers every setting in the app, what it defaults to, and how to manage your account.



Open **Settings** from the gear at the top of any assignments list: the home screen, or an organization's list when you belong to more than one.

Appearance

Three pills: **Auto**, **Light**, **Dark**. Default: **Auto**.

Auto follows the time of day: light theme in daylight, dark theme at night. Light and Dark stay fixed. Dark mode is easier on the eyes in unlit rooms and crawlspaces.

Upload on Wi-Fi only

A switch, default: **off**.

When on, media uploads wait until you are on Wi-Fi. Capture, rooms, tags, and notes are unaffected; everything still saves to your phone instantly and the rest of the sync keeps working. Use it if your data plan is tight and you shoot a lot of video. The Sync status screen will tell you **"Uploads paused. Waiting for Wi-Fi (your setting)."** while you are on cellular. See **Offline and sync**.

Quick capture tags

Your one-handed tagging setup. Add chips here (for example "barcode" or "serial"), and they appear on the camera screen. Arm a chip and every capture is tagged automatically. Full walkthrough on the **Tags** page.

Camera, microphone, and GPS

A live status card, one row per permission: **Camera**, **Microphone**, and **Location (GPS)**. Each row reads **On**, **Off**, or **Not asked yet**, checked against the phone itself, and it refreshes on its own when you come back from the iPhone Settings.

This is the fix for "I tapped Don't Allow by mistake." The iPhone never shows a declined prompt again, so the card's **Open Settings** button jumps straight to the ContentsCapture page in the iPhone Settings, where the switches live. When everything is on, the same button reads **Review in Settings**. The full walkthrough is on **Camera, microphone, and location access**.

How to use the app

Built-in step-by-step guides covering capture, groups, tags, and submitting. They are searchable, and they work offline, so you can pull them up in a basement with no signal.

Activity

A log of everything you have done on this phone: captures, edits, and submissions, newest first. It is private to this device and never syncs anywhere.

Sync status

Opens the Sync status screen: pending uploads, failures, the upload queue, and the last sync run. Full tour on the **Offline and sync** page.

Help and Support

A searchable FAQ built into the app. It covers offline safety, stuck uploads, failed items, and the common badges, and it works offline. If you are still stuck, contact your team admin and include your claim reference so they can find your job fast.

Your account

The account card at the top shows your initials, name, and email.

- **Sign out**: signs you out of this phone. Anything already synced stays safe on the server.
- **Delete account**: permanent, with two confirmation steps. It erases your sign-in and profile, removes your access to every team, and wipes the captures and activity on this device. Media you already submitted stays with your organization as its business records. This cannot be undone.

> **WARNING**
>
> There is no profile editing in the app. Your name and email come from your sign-in identity; your office manages them. If your name is wrong, ask your team admin to fix it.

FAQ and troubleshooting

This page answers the questions field adjusters actually ask, in the order they usually come up.

The texted code never arrives. What do I do?

First, double-check the phone number you typed on the sign-in screen; one wrong digit sends the code to someone else. Then go back and tap **Send code** again for a fresh one. If texts are still not coming through, check that your phone has signal and can receive SMS from short numbers, or use the **Use email instead** backup if your office set you up with an email.

My code expired. Now what?

Codes have a short life. Just request a new one and use the newest code you received. Old codes stop working the moment a new one is sent.

I got "That session was stale." Is something wrong?

No. It means your sign-in session timed out, so the app cleared it and texted you a fresh code automatically. Enter the new code and continue. See **Sign in**.

I tapped "Don't Allow" by mistake and now the camera will not open. How do I fix it?

Once a prompt is declined, the iPhone remembers and the app is not allowed to ask again, so the fix lives in the iPhone Settings. The shortcut: open **Settings** in the app and look at the **Camera, microphone, and GPS** card. Anything off reads **Off**, and the **Open Settings** button jumps straight to the ContentsCapture page in the iPhone Settings. Turn the switch on and come back; the card updates on its own. The camera screen shows the same **Open Settings** button whenever access is off. Pictures of every screen are on **Camera, microphone, and location access**.

Nothing is syncing. Where do I start?

Work through this order:

1. Check the top of the screen. A red **Offline** pill means no connection; uploads resume on their own once you have one.
2. Open **Settings → Sync status** and tap **Sync now**.

3. Check the network card. If it says uploads are paused waiting for Wi-Fi, either connect to Wi-Fi or turn off **Upload on Wi-Fi only** in Settings.
4. If items show **Upload failed**, tap **Retry all failed** on the Sync status screen.

See **Offline and sync** for the full tour.

The "N pending" badge will not clear. Why?

N pending means N files are saved on your phone but not yet uploaded. It clears itself as uploads finish. If it sticks around, you are probably offline, on cellular with Wi-Fi-only uploads on, or looking at failed items that need a **Retry**. Tap the badge to open Sync status and see exactly which.

An item says "Upload failed." Is it lost?

No. The file is still safely on your phone. The app tried several times and paused. Open **Sync status**, find the item, and tap **Retry** (or **Retry all failed** for the whole list). It almost always goes through on a better connection.

My photos look soft right after I shoot them. Are they bad?

No. For a moment after capture, you are seeing the quick preview while the app finishes processing in the background. The original is full quality. Give it a few seconds and the sharp version appears.

Can I capture with no signal at all?

Yes. Capture, rooms, tags, notes, groups, and review all work fully offline. Everything saves to your phone instantly and uploads later. Only submitting, claiming or completing rooms, creating assignments, and managing access need a connection. See **Offline and sync**.

Will capturing burn through my mobile data?

Capturing itself uses no data at all; only uploading does. If you want uploads to wait for Wi-Fi, turn on **Upload on Wi-Fi only** in **Settings**. Video files are large, so heavy video days are a good reason to use it.

Where are my photos? They are not in my photo library.

By design. ContentsCapture keeps all evidence inside the app and never touches your personal photo library. Your work stays separate from your personal photos, and nothing leaks either way. Find everything in the room grids. See **Reviewing your media**.

Can I delete a photo after submitting?

No. Submitted media is locked read-only so the record can never change. That lock is what makes the evidence defensible. If something truly needs removing, ask your team admin; only the office side can act on submitted media. See **Submitting to your team**.

A room shows a lock icon and I cannot rename it. Why?

The room contains submitted media, so the whole room is locked. It cannot be renamed, moved, or deleted. New rooms and unsubmitted media work normally.

A room says "Claimed by a teammate." Can I still shoot there?

Not while they hold it. Claiming locks capture to one person so two people do not shoot the same room twice. Work a different room, or ask the teammate to tap **Release**. Managers can still act in a claimed room. See **Rooms**.

I submitted by mistake. Can I undo it?

Not from the app; submissions are permanent by design. Contact your office. Admins manage submissions from the admin console your team uses at **admin.contentscapture.com**.

My phone died mid-upload. What did I lose?

Nothing that was saved. Anything with a "saved" toast is on the phone, and anything already synced is on the server. Charge up, open the app, and the upload queue picks up where it stopped.

How much phone storage does the app need?

It depends on how much you shoot, especially video. To help, synced photo originals are later swapped for smaller copies on the phone (the originals stay safe on the server, and **Full res** brings one back when you need it). Videos and audio stay in full. If storage runs low, free up space on the phone and let pending uploads finish.

How do I change my phone number?

Your phone number is your sign-in identity, so this goes through your office. Ask your team admin to update it, then sign in with the new number.

Can I sign in on a second phone?

Yes. Sign in on the other phone with the same number and a fresh code, and your assignments sync to it. Media each phone captured stays on that phone until it uploads, so let both phones finish syncing before you switch.

How do I delete my account?

In **Settings**, on your account card, tap **Delete account** and confirm twice. It erases your sign-in, removes your team access, and wipes this device's captures and activity. Media you already submitted stays with your organization as its business records. It cannot be undone. See **Settings and account**.

The app is behaving oddly. What is the reset move?

Sign out and sign back in first; that fixes most strange states. If it is still off, contact your team admin and include your claim reference plus the version line from the sign-in screen so they can find your job and your app version quickly.

Still stuck?

The app has a built-in, searchable **Help and Support** section in **Settings** that works offline. Failing that, your team admin is the right call; have your claim reference ready.

Glossary

This page defines every term the app uses, in plain language.

TIP

Your company can rename some nouns in the app (for example, calling Teams "Crews"). This guide uses the default names, so a label on your phone may differ slightly from what you read here.

Term	What it means
Assignment	A job: one loss you have been sent to document. Holds rooms, media, and submissions.
Room	An area inside an assignment (Kitchen, Exterior) that holds its own media.
Capture	One shot or recording: a photo, a video, or an audio note.
Media	All your captures together: photos, videos, and audio.
Group	A bundle of angles of one item, like all four sides of a damaged TV.
Tag	A label on media or groups ("serial", "pre-existing") that makes them findable later.
Quick capture tag	A tag chip on the camera screen. Arm it and every capture is tagged automatically. Set up in Settings.
Submission	A locked hand-off of media to your office. Submitted media becomes read-only forever.
Sync	The background process that uploads your media and pulls down updates from your team.
Synced	Green state: the file is stored and verified on the server.
Pending	Amber state: saved on your phone, waiting to upload. Shows as "N pending" on badges.
Failed	Red state: the upload tried several times and paused. Needs your **Retry** on the Sync status screen.
Claim (a room)	Locking a room to yourself so two people do not capture the same area. Release it when you are done.

Term	What it means
Lock / locked	Read-only. Submitted media, and the rooms and groups containing it, can never be changed.
Watermark	Evidence text (timestamp, name, room) burned into review copies. The original file always stays clean.
Timestamp	The exact date and time of capture, stamped on every item.
GPS metadata	The location attached to a capture when your team turns GPS tagging on. You see "GPS on" on the camera when it is active.
SHA-256 fingerprint	A tamper-proof code computed from a file's contents. If the file changed at all, the fingerprint would not match.
Full res	The untouched original photo, downloaded back to your phone on demand from the viewer.
Preview	The smaller copy of a synced photo the phone keeps to save storage.
Thumbnail	The tiny copy used in grids and lists.
Instance	One organization you belong to. Multi-company users see an Instances list and pick one.
Team	The crew inside your company that shares assignments. Your company may call it something else.
Collaborator	An access role: can capture and edit media on an assignment.
Observer	An access role: can view an assignment but not change anything.
Capture profile	The form your office attaches to a job. You fill it in if your office uses one.

Related reading

- **Your assignments** for jobs, statuses, and badges.
- **Offline and sync** for states and the upload queue.
- **Evidence quality** for fingerprints, timestamps, and locks.

Release notes

Every version of the Field Guide, newest first.

The guide is versioned separately from the product: a version here means the documentation changed, which usually (but not always) follows a product change. Each release keeps its own PDF, so material you built training around stays available exactly as it was.

How versions work

Part of the number	Changes when
Major (2.0.0)	The product changed enough that the old guide would mislead somebody: a reorganized console, a renamed core concept, a removed capability.
Minor (1.1.0)	A feature was documented, a page was added, or a workflow changed materially.
Patch (1.0.1)	Corrections and clarifications: a wrong screenshot, a stale link, a confusing sentence. Nothing a reader needs to relearn.

Dates are the day the release was published.

1.3.1 Current

9 October 2026

Settings is now reachable from every assignments list.

CHANGED

- Settings: the gear now also sits at the top of each organization's assignments list, not only the home screen.

Download the 1.3.1 PDF

1.3.0

8 October 2026

Explains two new automatic sync behaviors: items whose assignment no longer exists stop retrying, and the app clears another server's leftovers on its own.

ADDED

- Offline and sync: when an item's assignment no longer exists on the server, the app now stops retrying and says so, instead of failing again every day.
- Offline and sync: when the app is moved to a different server, such as a test build replaced by the App Store version, it clears the old server's leftovers the first time it opens.

Download the 1.3.0 PDF

1.2.0

22 September 2026

A new page walks through turning camera, microphone, and location access back on after a mistaken "Don't Allow", and the app now shows live permission status in Settings with a button straight into the iPhone Settings.

ADDED

- New page: Camera, microphone, and location access. Two illustrated ways to recover from a mistaken "Don't Allow": the Open Settings button inside the app, and the manual path through the iPhone Settings, screen by screen.
- The app's Settings screen now has a Camera, microphone, and GPS card showing each permission as On, Off, or Not asked yet, checked live from the phone, with an Open Settings button that jumps straight to the switches.
- The built-in how-to guides and the in-app help now cover turning access back on, and the FAQ answers "I tapped Don't Allow by mistake" directly.

Download the 1.2.0 PDF

1.1.2

18 September 2026

Tidies the PDF footer and the cover's company line.

CHANGED

- The postal address no longer repeats in tiny type at the foot of every printed page. It appears once, on the cover, where a reader looks for it.
- The cover's company line reads "Adjust Square" above the address. The copyright still names the full legal entity.

Download the 1.1.2 PDF

1.1.1

18 September 2026

Corrects the product name in the page titles and on the Admin Guide's front page.

FIXED

- The browser tab and every page title still read "Contents Capture" with a space, as did the headline on the Admin Guide's front page. They now read "ContentsCapture", matching the rest of the guides.

Download the 1.1.1 PDF

1.1.0

18 September 2026

The product is written ContentsCapture, and both guides gained a cover, a linked contents index, and breadcrumbs.

ADDED

- Every PDF opens with a cover carrying the version, the publication date, and a QR code that always fetches the current edition, so a printout can be checked against the latest release without typing a URL.
- "What this guide covers" is now a real contents index in the PDF, with the page number each section starts on. In a PDF reader the rows are links straight to the section.
- Breadcrumbs at the top of every page, on the website and in the running head of every printed page, so it is always clear where you are.
- A QR code beside the iOS app button, for installing on the phone in your hand rather than the machine you are reading on.
- Icons on every button and feature card, and app screenshots now sit in an iPhone frame.
- The Admin Guide links to the Field Guide, online and as a PDF, since admins are usually the ones asked for it.
- The company address and copyright appear in the footer of every page, printed and on screen.

CHANGED

- The product is now written "ContentsCapture", one word, everywhere. It already read that way on the App Store; the guides, the console, and the apps now match it.

FIXED

- Printed buttons now show their web address underneath, because a button cannot be clicked on paper, and the "Download PDF" button no longer appears inside the PDF itself.
- The cover artwork is no longer cropped: the whole screenshot is shown.

Download the 1.1.0 PDF

1.0.0

18 September 2026

First versioned release of the Admin Guide and the Field Guide.

ADDED

- Admin Guide covering the console end to end: sign in and roles, organization structure, capture profiles and settings, assignments, submissions and media, tags, the Overview dashboard, workflows, templates, webhooks, integration tokens, the audit log, and organization settings.
- Field Guide covering the iOS app: installing, signing in, assignments, rooms, capturing, review, groups, tags, submitting, offline sync, and evidence quality.
- Tags documentation: the org tag registry, tagging assignments, rooms, and media, and using tags as both a trigger and an action in workflows.
- Downloadable PDF of each guide, carrying its version and release date, with every previous release kept available.

FIXED

- PDF layout: removed the blank pages that ended several chapters, capped figure height so screenshots no longer strand half a page of white space, and tightened the print measure.

Download the 1.0.0 PDF

Spotted something out of date? Email **help@adjustsquare.com** and a human will respond.