



Service | Innovation | Community

Pilot Adjusters on Demand Wind Claims in Dispatch

FAQs

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Dispatch Knowledge Base and Training

Resources

The FAQs appearing in this document are geared towards answering questions that relate to your specific integration with Dispatch and should be used as a troubleshooting guide for issues you may experience.

You can view custom training content related to your Pilot claims [here](#).

FAQs

What do I use Dispatch for?

Pilot adjusters use Dispatch to send inbox messages (SMS and email) to the insured, fill out the initial contact form, schedule the inspection, use the on my way status button, and the appointment complete status button. Adjusters can also add notes and photos to the claim, which will be shared with Pilot, automatically, through our integration with Catalyst.

How do I access Dispatch?

Once you have been deployed by Pilot, you will be notified and able to login to your account.

You will have access to the web application, which can be accessed by visiting: Work.Dispatch.Me into a web browser, the same way you would enter a website like google.com

Pilot adjusters will need to download the Dispatch Manager mobile application from their phone's app store. The mobile application is used when you are heading out to perform inspections.

How do I set up my account?

After you login for the first time, you will need to follow the setup directions.

- [Directions for initial setup, using a computer](#) (PDF)
- [Directions for initial setup, using the mobile app, Dispatch Manager](#) (PDF)
- [Directions for initial setup, using the mobile app, Dispatch Manager](#) (Video)

Why am I not able to login?

Your Dispatch account is created when Pilot sends you an assignment in Dispatch. So, if you attempt to login before a claim has been sent to you, you'll be unsuccessful.

Make sure you're following these steps:

1. Type in your cell number
2. Tap or Click 'Login'
3. You'll receive a text message with a 4-digit code to use for login.

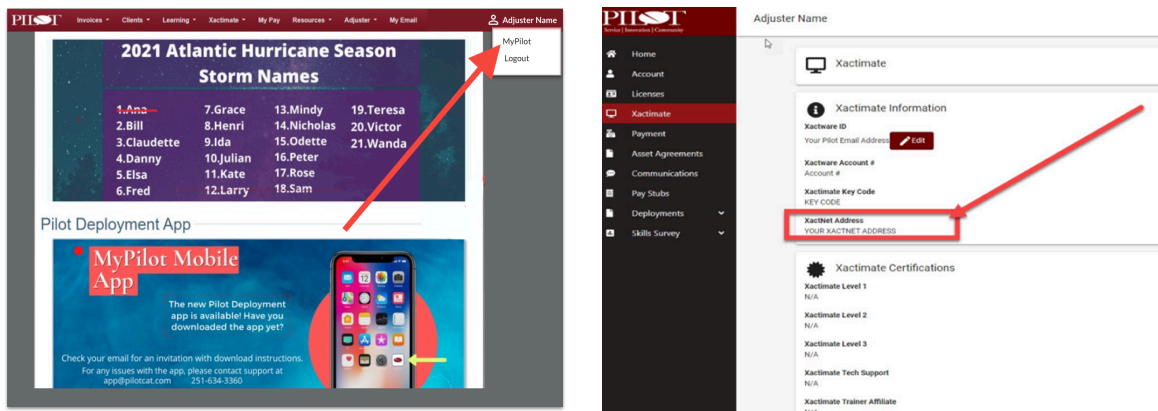
Do this every time, so you'll never need to remember a username or password

You're able to login by visiting work.dispatch.me from a web browser (via computer) and using the Dispatch Manager mobile application.

- See how to login for the first time and set up your account using a computer [here](#).
- See how to login for the first time and set up your account using the mobile app, Dispatch Manager, [here](#).

If you are following the guidance above and still encountering issues:

- Check your XACTNET Address in My Pilot
- Go to Pilotcat.com and login
- Click on your name (top-right corner)
- Check your XactNet Address



If your Xactnet address is incorrect or blank, Contact Virtual Support:

virtualclaimssupport@pilotcat.com

Text Support: 251-551-5195

Can I use work.dispatch.me and the mobile app?

Yes! Pilot adjusters have access to work.dispatch.me and the mobile application, Dispatch Manager.

The mobile application should be used to update claims from the field (on my way, start appointment, complete appointment).

You're able to schedule inspections and complete the initial contact form using work.dispatch.me or the mobile app, this is your choice by preference. Some people enjoy scheduling and completing the initial contact form on the computer and some people do it all from the mobile app.

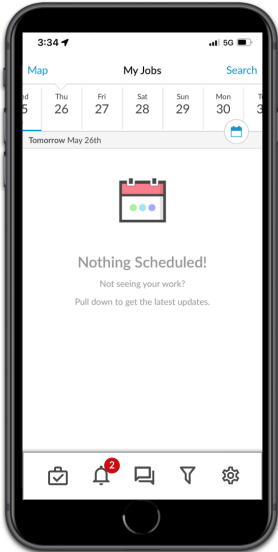
There are slight differences in the interface between work.dispatch.me and the mobile app. Work.dispatch.me provides a larger screen and additional features.

[See computer view and mobile view of new claims here](#)

How do I view my assignments?

You will be notified when Pilot sends you new assignments via text message and via email. The email includes a 'View Job' button, which will take you directly to the assignment details page in Dispatch.

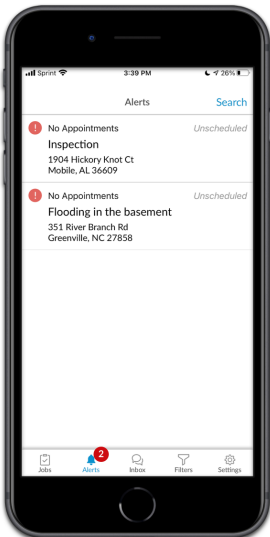
Viewing New Assignments in the Mobile App

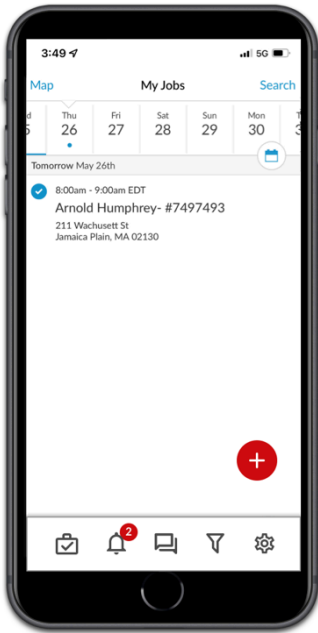


Login to the Dispatch Manager mobile app and the first screen you will see is your schedule.

If you have not scheduled any inspections for the day in Dispatch the screen will say “nothing scheduled” as shown in the image on the left.

! To view new assignments from Pilot, tap of the “Alerts” icon, shown on the menu at the bottom of the app screen to view new assignments, which are labeled with the symbol because they are unscheduled.





New Assignments from Pilot will be shown as unscheduled, until you schedule them in Dispatch.

Once scheduled they will change to the blue status for scheduled and appear on your schedule page.

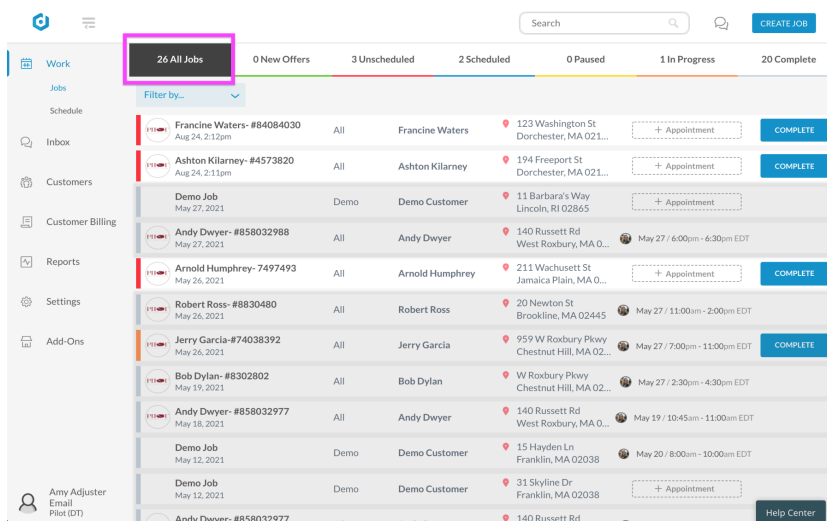
If you have not refreshed your view recently, refresh the app by dragging your finger down the screen. Refreshing the app will pull in any updated information.

Always refresh your screen at the start of the day when you have a strong cellular signal and/or connection to Wi-Fi, to pull in updated information. See how to refresh [here](#).

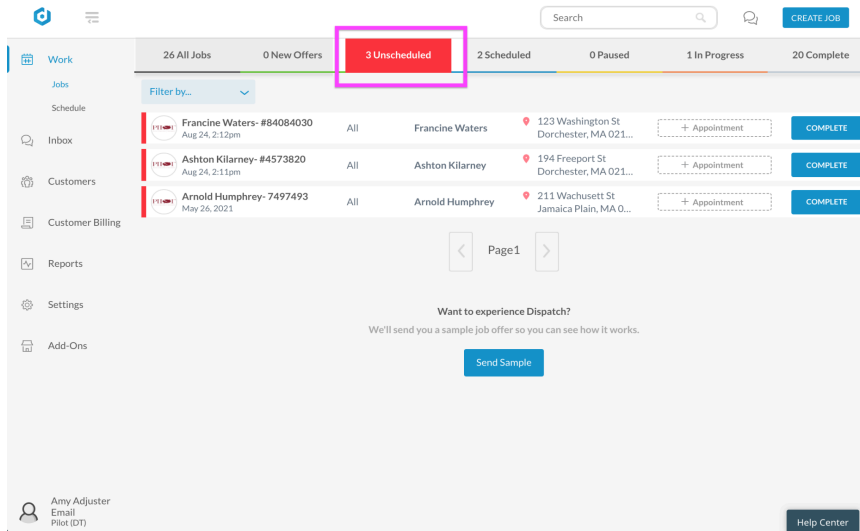
Viewing New Assignments in [Work.Dispatch.Me](#)

When you login to [work.dispatch.me](#) from a web browser, you will see the jobs list. By default, this list shows all assignments, no matter their status.

New assignments are considered 'Unscheduled' jobs and will be shown with red color-coding in the jobs list.



You can filter your view, to only show new assignments, by clicking on the 'Unscheduled' tab shown at the top of the list.



Do I need to fill out the initial contact form in Dispatch?

Yes, this is required by Pilot and the information will be sent back to them through the integration with Catalyst. You're able to fill this out via mobile app or computer.

[Fill out the initial contact form via work.dispatch.me](http://work.dispatch.me) or via mobile app

Do I need to fill out the contact **notifications** form in Dispatch?

When a claim is assigned to you by Pilot, it comes over with a job description. That job description includes key information, including a field that will inform you if there is PA/Attorney involvement on the claim. If there is PA/Attorney involvement on the claim, then the claim should have been sent to you with contact notifications (insured notifications) disabled.

In some cases, you may find out there is PA/Attorney involvement when you make initial contact with the insured. When this happens, you should indicate that there is PA/Attorney involvement in the field for this in the initial contact form. You can also disable notifications using the contact notifications form, if needed.

INITIAL CONTACT FORM Edit

MADE VOICE TO VOICE CONTACT WITH INSURED
Nothing added yet!

SPOKE WITH
Nothing added yet!

BEST CONTACT NUMBER
Nothing added yet!

MUTUALLY AGREED TO MEET WITH INSURED AT THE LOSS SITE ON
Nothing added yet!

DO YOU HAVE AN ATTY/PA?
Nothing added yet!

IF YES, PROVIDE THE ATTY/PA INFO:
Nothing added yet!

DO YOU CURRENTLY HAVE A TARP?
Nothing added yet!

HOW MANY STORIES IS THE HOUSE?
Nothing added yet!

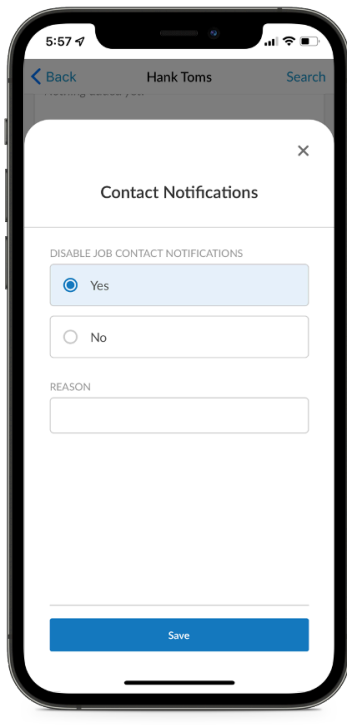
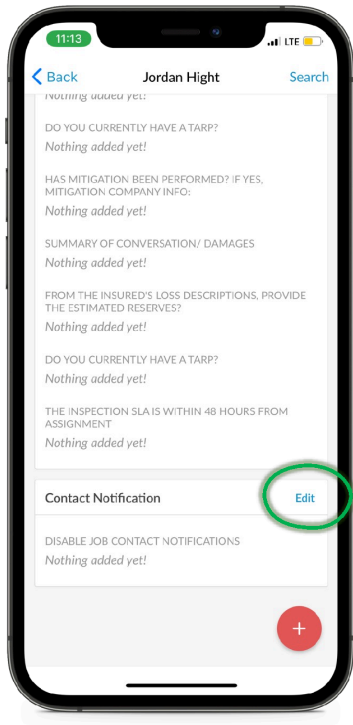
HAS MITIGATION BEEN PERFORMED? IF YES, MITIGATION COMPANY INFO:
Nothing added yet!

SUMMARY OF CONVERSATION/ DAMAGES
Nothing added yet!

FROM THE INSURED'S LOSS DESCRIPTIONS, PROVIDE THE ESTIMATED RESERVES?
Nothing added yet!

DO YOU NEED A LADDER ASSIST?
Nothing added yet!

THE INSPECTION SLA IS WITHIN 48 HOURS FROM ASSIGNMENT
Nothing added yet!



The integration will update Pilot that the notifications have been disabled.

The insured will not receive any notifications for this claim.

Why are my assignments not showing up in Dispatch?

If you have followed the steps shown in the section above ([How do I view my assignments?](#)) please reach out to Virtual Claim Support at Pilot.

Email: Virtualclaimssupport@pilotcat.com

Text: 251-551-5195

Will my assignments show up on the map in Dispatch?

Yes, these will appear on the map shown in the mobile app and the computer app. This will help you map out the best route before you reach out to the insured parties to schedule inspection(s).

What should I do if the claim does not include contact information for the insured?

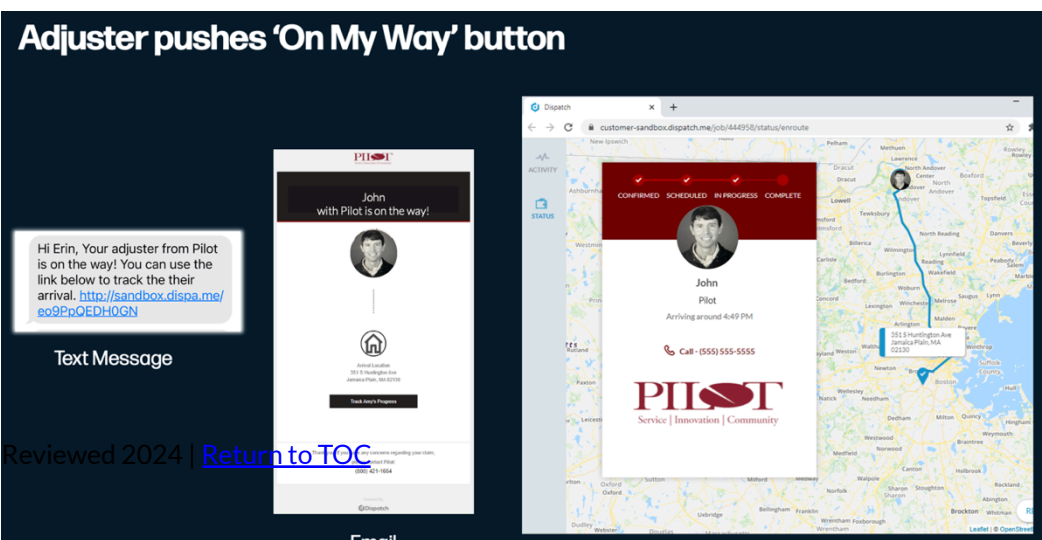
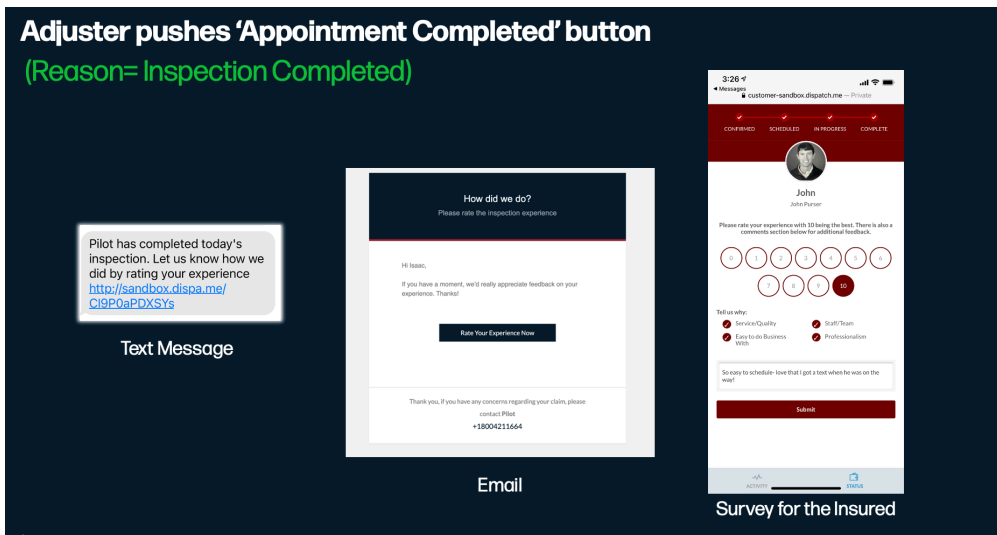
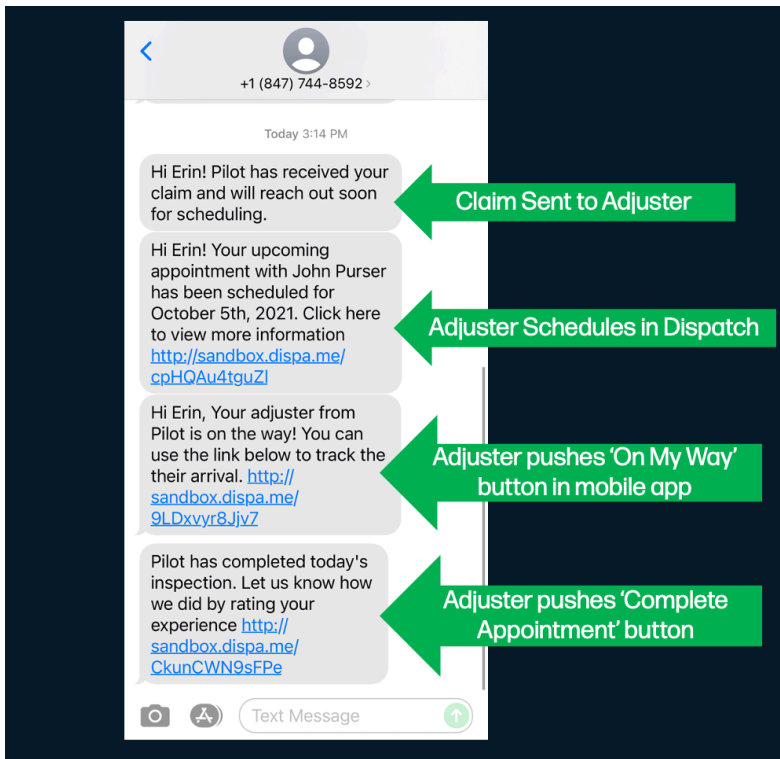
Please ensure that you have reviewed the claim details, including the information in the description section thoroughly. If there is no contact information, pull the claim open in Xactanalysis to check the manual file notes and the claim instructions. It is possible that there is a PA, attorney, or other rep whose contact information was manually entered. Please check Xact and call your admin if you are stuck.

What notifications go out to the insured and when?

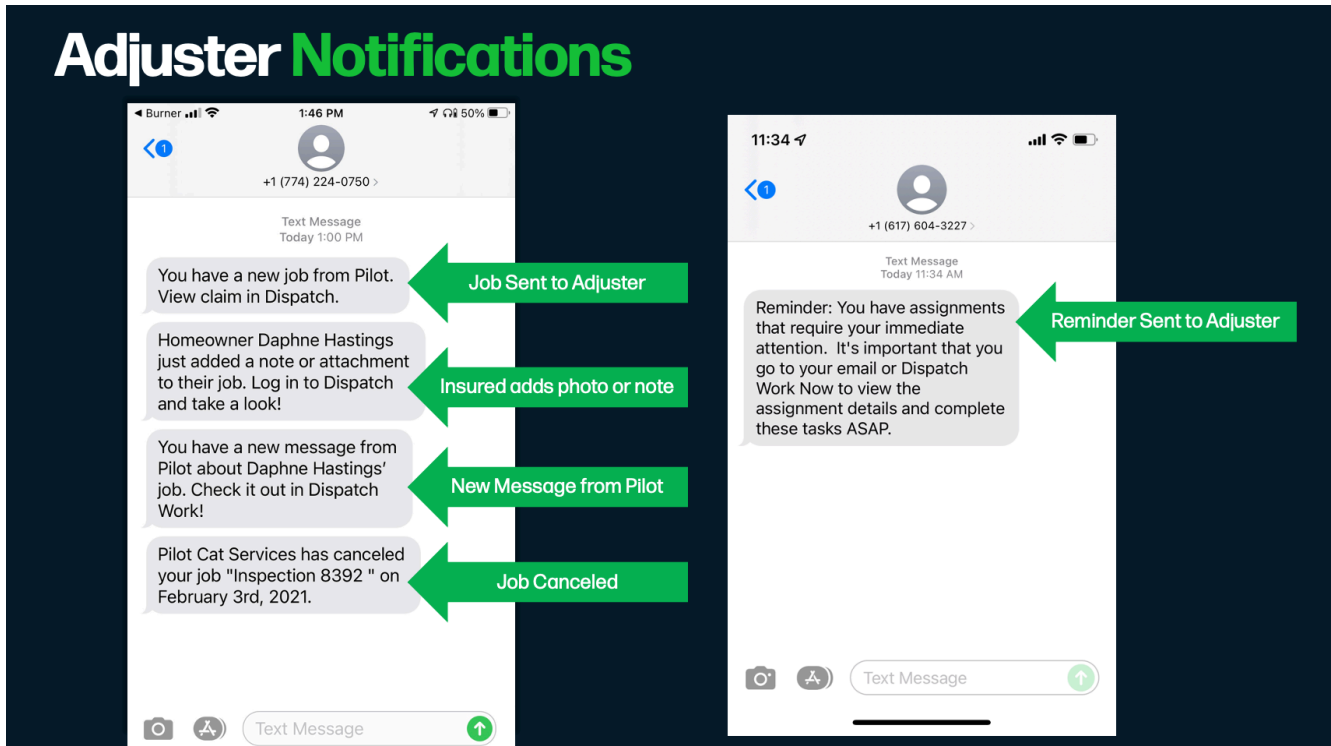
There are 4 notifications that will be sent out for each inspection:

- Claim sent to Adjuster- goes out as soon as Pilot deploys you and sends you the claim.
- Appointment Scheduled - goes out immediately when the appointment is scheduled in Dispatch.
- On My Way - goes out when the Adjuster clicks On My Way from the mobile app.
- Survey Request - goes out when the adjuster clicks “Complete” and selects the complete reason “Inspection Completed” from the mobile app.

See examples on the following page.



What Notifications do Adjusters get and when?



You will also get notifications when the insured responds to an inbox message from you.

Does information in Dispatch get sent to Catalyst or do we have to add it there again?

Yes, they communicate with one another. When you fill out the initial contact form, schedule the appointment, tap the 'on my way' button, tap the 'start appointment' button, fill out the contact notifications form, and tap the 'complete appointment' button in Dispatch, all of this information is sent to Pilot through the integration. This updates Pilot in real-time, saving time on back and forth phone calls.

Can I upload photos using Dispatch?

Yes! Anytime you add notes or photos to a claim, you can share these with Pilot. These will be sent to Pilot through our integration.

Can scheduled appointments that need to be rescheduled due to bad weather be amended & updated to insured & catalyst?

Yes, reschedule the appointment in Dispatch and that information will sync to Catalyst. It is recommended that adjusters also add a note to the appointment, which indicates the reason for the reschedule. The note will sync back to Catalyst and keep Pilot in-the-loop.

If the appointment needs to be rescheduled, but you have not identified a new appointment date yet. Select 'Cancel Appointment' and then confirm the action by tapping 'Yes'.

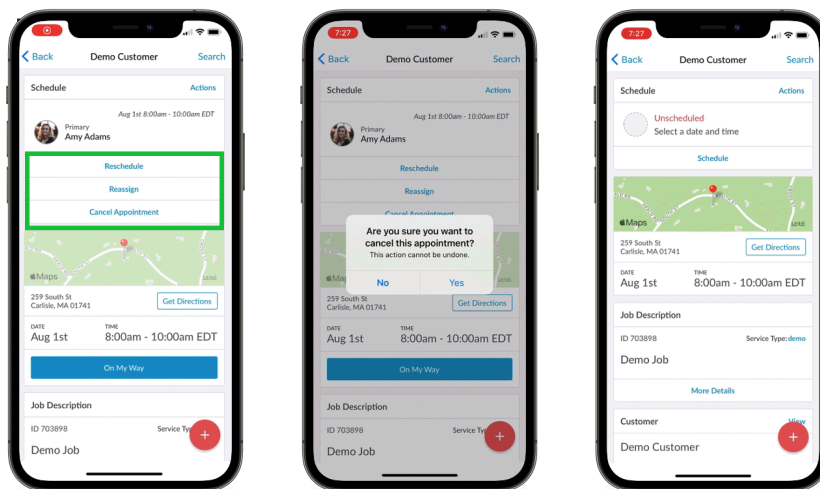
When an appointment is canceled, the insured will receive a notification notifying them.

The claim will return to the 'Unscheduled Status' in Dispatch. You can access the claim in the app to schedule once a new date has been identified.

Need to Reschedule?

Tap 'Reschedule' to reschedule the appointment.

If you need to reschedule, but do not know the new appt date, tap 'Cancel Appointment' and the job status will go back to 'Unscheduled'.



[Click here to see how it's done.](#)