

Miles My Way Odometer Photo Tips



Tips for capturing an acceptable photo:

1. Ensure your odometer number fills the entire photo taking box
2. Use the zoom buttons to enlarge your odometer number within the box
3. Only capture your odometer number, not including trip mileage

Directions

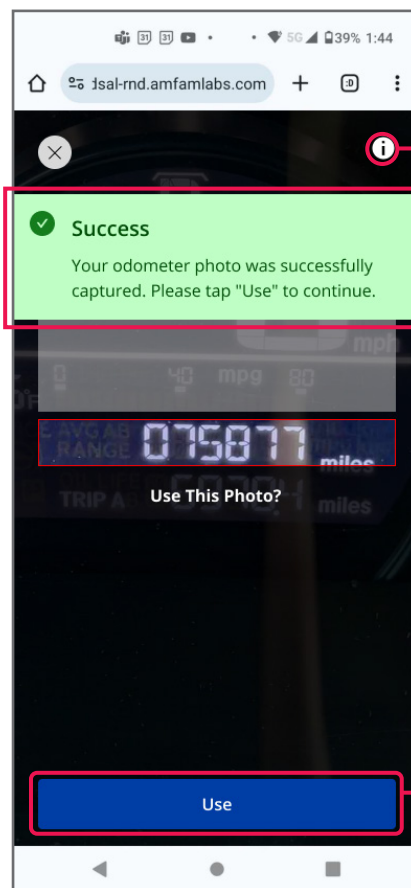
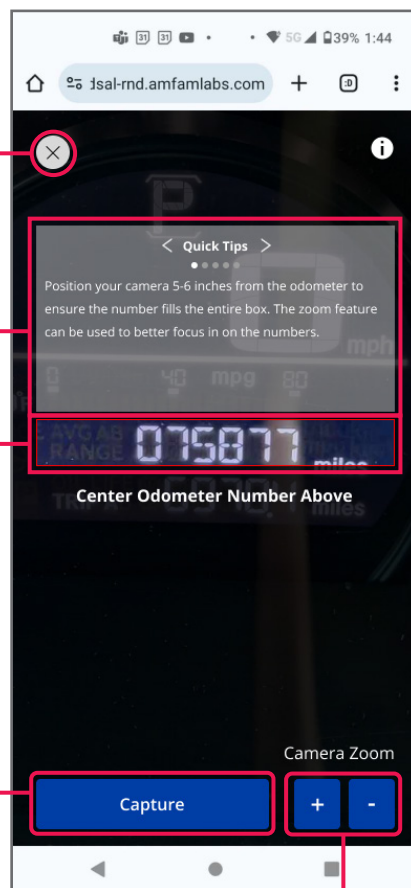
Tap on '**X**' to go back to previous page and reset the zoom level.

View **quick tips**.

Ensure your odometer number **fills the entire photo taking box**.

Tap '**Capture**' to take a picture.

Use to **zoom** in & out.



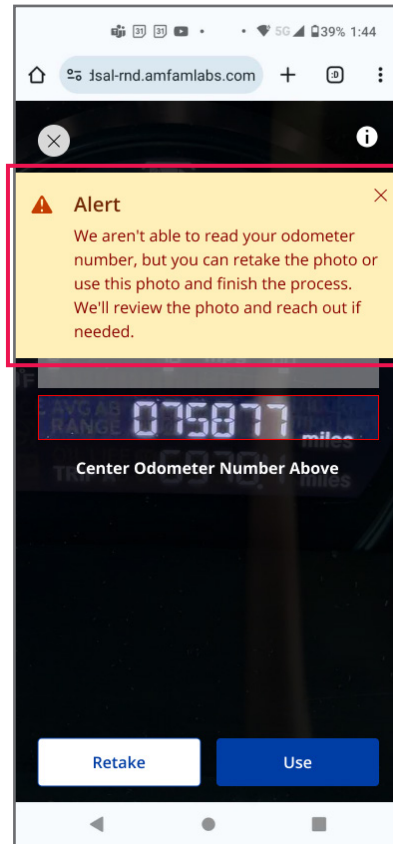
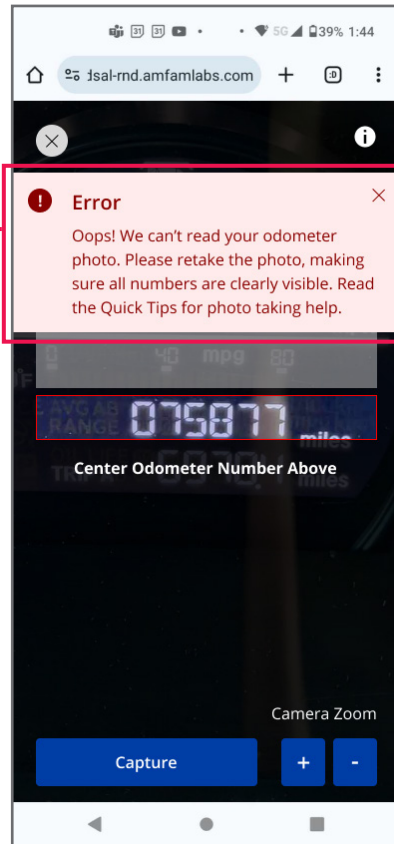
Tap to view **FAQ's**.

Success! Your photo is accepted. You're almost done.

Select "**Use**" to advance to the next step.

Photo unable to be read error

Oops! Your photo cannot be read. Reposition your camera and try to retake it. Make sure all numbers are clearly visible. Be sure to review the Quick Tips if you need help!



If your photo cannot be read on your third attempt, you may choose to submit your photo for manual review.

Note: If our support team cannot read the odometer photo, we will reach back out to you for a new photo.

Common issues you may experience with your device

Check out these resources for extra help!

- 1 Enable auto-rotate or disable portrait orientation lock**
 - If you are having difficulty using landscape orientation with your camera, you may need to enable auto-rotate on your phone.
 - Follow these instructions for help:
 - iOS Devices:** Rotate the screen on your iPhone or iPod touch — [Apple Support](#)
 - Android Devices:** Swipe down on your phone and select the icon to enable auto rotate. Also see the following: [How to automatically rotate your screen — Android Accessibility Help \(google.com\)](#)
- 2 Browser camera access**
 - To capture images and submit them with the Odometer Photo Capture web app, you must enable camera access on your mobile device.
 - iOS Devices:** To enable camera access from the system Settings:
Go to **Settings > Privacy > Camera**. You should see a list of all apps that have requested access to the camera.
 - Turn on camera access for your browser.
 - Android Devices:** To enable camera access from the **System Settings**, go to **Change Permissions** for apps on your Android phone in the Android help and follow the steps provided.
- 3 If the photo odometer web capture does not open correctly, you may need to close your browser and re-open**

