Getting Started with Partmate Imaging

Partmate Imaging allows you to take photos with a tablet while inventorying parts, so you can assign images to the part or vehicle as you inventory. The images you capture are then transferred to the Checkmate server.

When photos are exported from Partmate to Checkmate, Partmate places the photo files onto a specific drive for Checkmate to access. Partmate must have access to this drive in order to transfer the photo files there. If you are taking photos on your tablet while working in Partmate, you may need to map the network drive on your tablet to give Partmate access to that drive.

A network drive is a drive shared between all computers or servers on the same network. If you have an image folder configured within your yard's network, you can access this folder from any location within your yard where the network drive remains connected. If the network drive becomes unavailable (e.g., if you are working from your home office), you will be unable to export images to the Checkmate server.

If you need the ability to export Partmate images while you are away from your yard and Checkmate Server, a web-based shared drive may be an option.

Please contact your support rep if you need assistance with configuring your network drive and setting up your computer or tablet.

Using Partmate Imaging

Assign Images

**Option 1: Take Pictures in Partmate**

1. Navigate to the vehicle or part that you want to take a photo of.
2. Click the camera icon.
3. Choose camera and resolution.
4. Capture the image.

Option 2: Loading Existing Images into Partmate

1. Navigate to the vehicle or part that the picture is to be applied to.
2. Click the camera icon.
3. Go to *File>Load Images* or click the **Load Images** button.
4. Select photo(s) to be imported.
5. Click **Open** to import the images.

Export Images to Checkmate

Photos assigned in Partmate will be included in the normal export process. During the export process, Partmate will verify that the image folder on the network or shared drive is available. If there is a problem and the drive is not available, you will see this message:
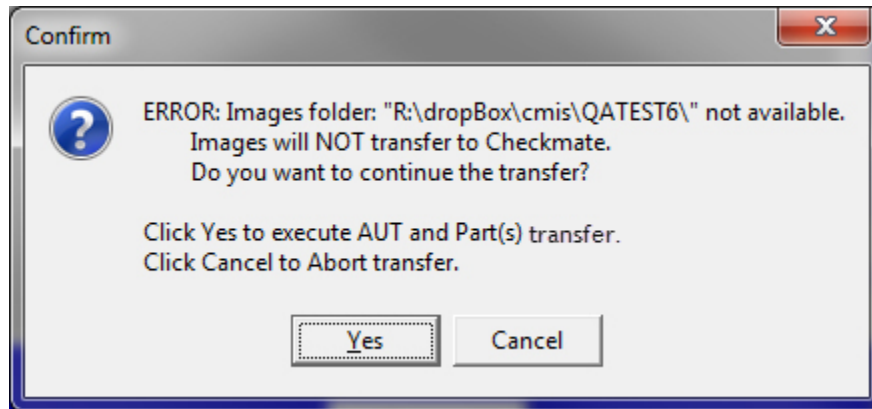
- Clicking **Cancel** will allow you to reconnect to the image drive. Then, re-export the vehicle(s).
- Clicking **Yes** will export only the AUT and parts. Images will then need to be transferred after the image drive has been re-connected.

Getting Help

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–8:00 PM ET.

To enter an iCPM support room:
1. Double-click the **iCPM** icon on your desktop.

2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.