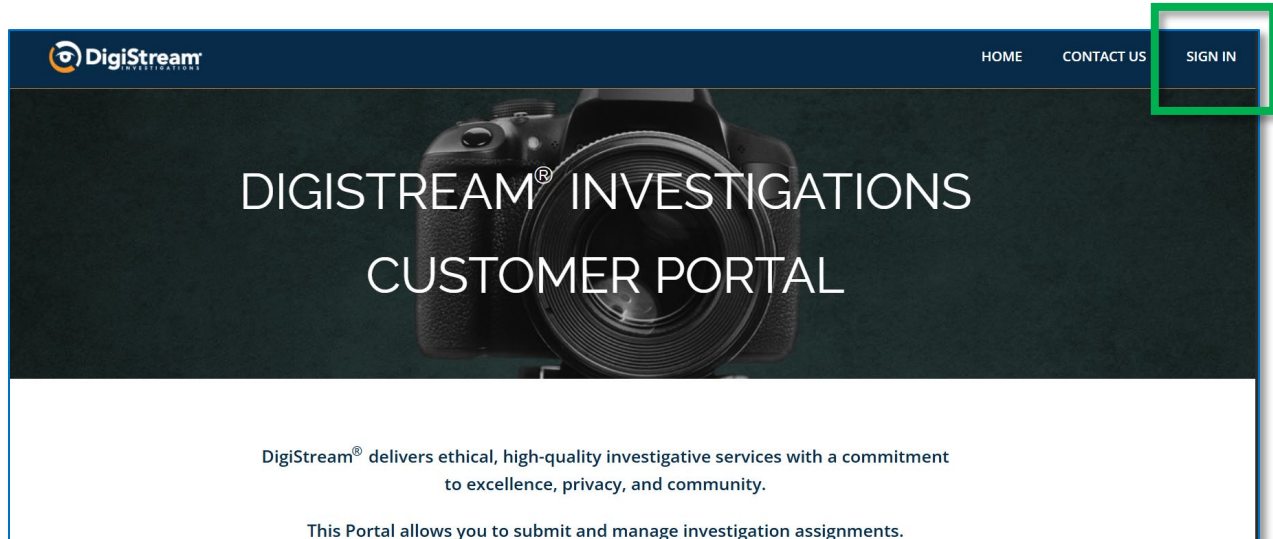


CONTENTS

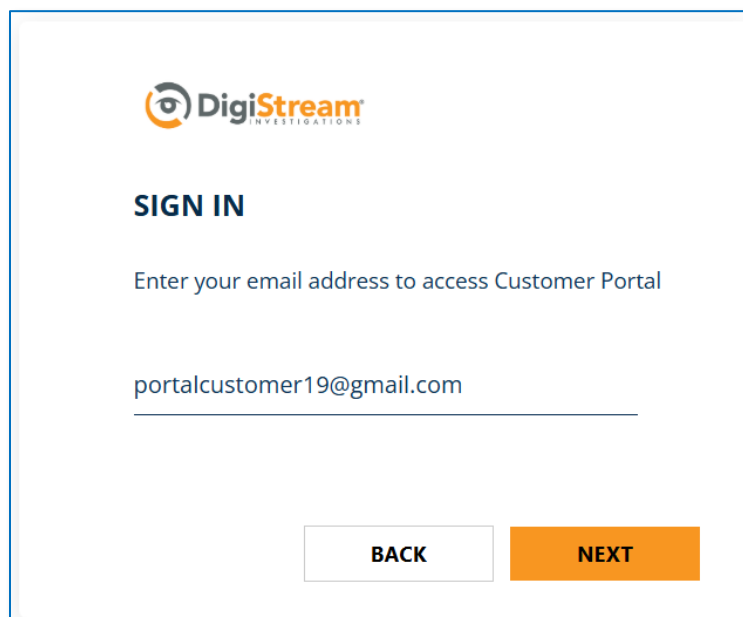
Register	2
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REGISTER

1. On the Customer Portal Home page, click the “Sign In” button at the top right corner.



2. Enter email address on the Sign In page and click Next.

The image shows the DigiStream Investigations Sign In page. At the top, there is the DigiStream logo. Below it, the text 'SIGN IN' is displayed in bold. Underneath, there is a prompt: 'Enter your email address to access Customer Portal'. Below this prompt is a text input field containing the email address 'portalcustomer19@gmail.com'. At the bottom of the page, there are two buttons: a white 'BACK' button and an orange 'NEXT' button.

3. Confirm your additional contact details and click Next.

ADD DETAILS

First Name First Name	Last Name Last Name
Email Address portalcustomer19@gmail.com	Phone Phone
Your Company Your Company	
Company's Office Address Search Address	

BACKNEXT

4. Click "Send Code" to have a one-time passcode sent to your email.



portalcustomer19@gmail.com

Sign in

Sign in to access DigiStream Client Access - Development

We'll send a code to portalcustomer19@gmail.com to sign you in.

Send code

Let's get you signed in to DigiStream's client portal.

We use this easy login code so you don't have to remember or type in yet another long password.

Please enter the verification code below to sign in to DigiStream's client portal. The code will expire in 30 minutes.

Verification code:

11704025

5. Enter the Code and click "Sign In"



← portalcustomer19@gmail.com

Enter code

We just sent a code to portalcustomer19@gmail.com

Enter code

Sign in

6. Verify the remaining details for your profile such as Job Title, Nickname, Company website, public profile copy, preferred language, and preferred contact method. Click “Update.”

Your information

First Name *

Portal

Last Name *

Customer

E-mail

portalcustomer19@gmail.com

Business Phone

9096850348

Organization Name

Company TEST

Title

Nickname

Web Site

Public Profile Copy

Preferred Language

Select

How may we contact you? Select all that apply.

☒ Email

☒ Fax

☒ Phone

☒ Mail

Update

CUSTOMER HOMEPAGE

1. Upon first logging in, you will see your Home page which includes your lists of Pending Requests and Subjects.

HOMESUBJECTSREQUESTS ▾CONTACT USPROFILE & SETTINGSSIGN OUT



0
PENDING REQUESTS

0
ACTIVE SUBJECTS

0
ACTIVE SERVICES

PENDING REQUESTS[VIEW ALL](#)

SUBJECT NAME ▾	CLAIM NUMBER ▾	TYPE ▾	REQUESTED SERVICES ▾	SUBMITTED ON ▾	STATUS ▾
NO RECORDS FOUND					

Showing 1 to

3 ▾

< Page 1 of 1 >

SUBJECTS

[+ ADD SUBJECT](#)[VIEW ALL](#)

SUBJECT NAME ▾



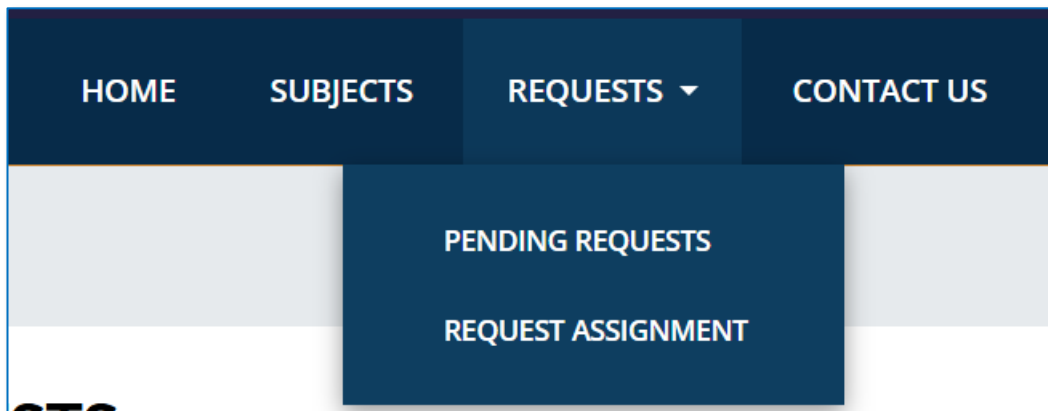
NO RECORDS FOUND

Showing **3 ▾** per page

< Page 1 of 1 **>**

START NEW REQUEST

1. To start a new request, click “Requests” at the top of the page and select “Request Assignment.”



2. Fill out Subject information. Keep in mind, there is the option to indicate whether the Subject is a person or an incident. Depending on what is selected the Subject Info fields will adjust accordingly.

PERSON:

SUBJECT INFO		
Is the Subject a Person? ☒ Yes ☐ No		
First Name First Name	Middle Name Middle Name	Last Name Last Name
Email Email	Phone (000)-000-0000	
Address Address		
Social Security Number 123-45-6789	Date of Birth mm/dd/yyyy 	
Gender ☐ Male ☐ Female ☐ Non-binary		
Name of Employer Name of Employer		Occupation/Job Title Occupation/Job Title
Physical Description Physical Description		

INCIDENT:

SUBJECT INFO
Is the Subject a Person? ☐ Yes ☒ No
Subject Name of event, for example: "I-80 Motor Vehicle Accident"
Description Details and location of event, for example: "Collision between white Toyota and red Ford on I-80N at mile marker 2.6"
Address Address
Possible Vehicles Describe any vehicles involved in the incident

3. Once the Subject Information is filled out, click "Proceed to Claim Info"

4. Fill out all relevant Claim Information and click "Proceed to Services."

CLAIM INFO	
Claim Number Claim Number	Claim Type Claim Type ▼
Alleged Injury Alleged Injury	Date of Loss mm/dd/yyyy  ☐ N/A
Case Value \$ 0.00	Time of Loss e.g. 2:30 PM
Name of Insured Name of Insured	Insurance Carrier Insurance Carrier
Attorney First Name Attorney First Name	Attorney Last Name Attorney Last Name
Attorney Email Attorney Email	Attorney Phone Attorney Phone
Attorney Address Attorney Address	

5. Select at least one product from the list of Services and click “Proceed to Assignment Info.”

Standalone Service

☐ Surveillance 

☐ SocialPro 

☐ GeoSocial Series 

☐ Alive & Well 

☐ Recorded Statement (AOE/COE) ☐ Targeted Claims Investigation (if enrolled in TCI Program) 

☐ Medical Sweep 

☐ Specialty Sweep 

☐ Other Investigative Services

☐ Unsure - Advisory Call

6. Fill out Assignment information which includes the option to upload relevant documentation. Agree with the Terms & Conditions and click “Submit.”

ASSIGNMENT INFO

What is the goal of the Investigation?
Investigation Goal

Additional Comments

Please upload claim forms, incident/complaint records, MVA collision reports, photos, etc. Accepted file types: .pdf, .doc, .docx, .jpeg

Add New Files

UPLOAD

No Files Chosen

AGREEMENT TO TERMS AND CONDITIONS

I represent and warrant that I have the legal right, authority, and proper authorization to order and direct this investigation...

☒ I agree to the Terms and Conditions.

CANCEL

BACK

SUBMIT

PENDING REQUESTS

1. Once your request is submitted, you will be returned to the Customer Home page where the details of the most recently submitted requests can be reviewed.

PENDING REQUESTS

[VIEW ALL](#)

SUBJECT NAME ▾	CLAIM NUMBER ▾	TYPE ▾	REQUESTED SERVICES ▾	SUBMITTED ON ▾	STATUS ▾
TEST CLAIMANT	WC-12345	Person	1	1/30/2026	Submitted

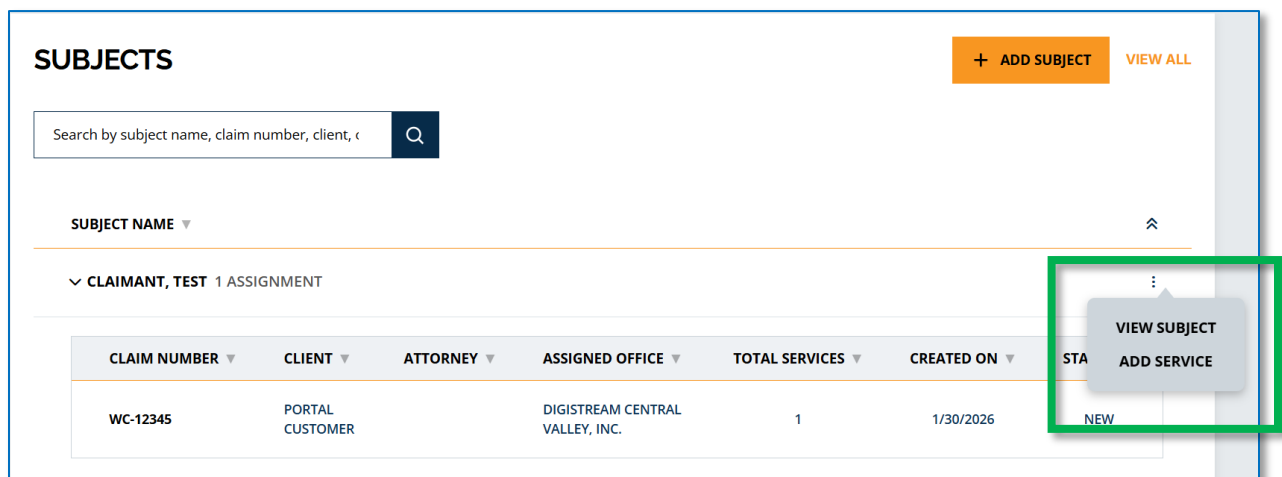
[VIEW DETAILS](#)

Showing 1 to 3 ▾

< Page 1 of 1 >

ORDER IS PROCESSED

1. Once the request information has been entered by the DigiStream team, you will receive an email notification letting you know your Order has been processed.
2. The Subject will also appear in the Subjects list on the Home page, where you can access the Subject profile.



SUBJECTS + ADD SUBJECT VIEW ALL

Search by subject name, claim number, client, <

SUBJECT NAME ▾

✓ CLAIMANT, TEST 1 ASSIGNMENT

CLAIM NUMBER ▾	CLIENT ▾	ATTORNEY ▾	ASSIGNED OFFICE ▾	TOTAL SERVICES ▾	CREATED ON ▾	STA
WC-12345	PORTAL CUSTOMER		DIGISTREAM CENTRAL VALLEY, INC.	1	1/30/2026	NEW

VIEW SUBJECT
ADD SERVICE

SUBJECT PROFILE

1. The Subject profile displays all of the provided Subject information as well as the request information.

HOME / SUBJECTS / CLAIMANT, TEST

Claimant, Test



NO SUBJECT PHOTO

SUBJECT PROFILE

2520 E Street
Sacramento CALIFORNIA 95816

(909) 685-8037

tclaimant@digistream.com

Date of Birth: 7/23/1995 Gender: Female SSN: 123-45-6789 Employer: Employer

Search by claim number, client, or more...

Field Intelligence Surveillance DVD Request Desktop Research Other

CLAIM NUMBER	ASSIGNED OFFICE	TOTAL SERVICES	CREATED ON	STATUS	CASE MANAGER
> WC-12345	DIGISTREAM CENTRAL VALLEY, INC.	1	1/30/2026	NEW	KATIE DIETZ

- When the claim is expanded, the claim information will be displayed in addition to the selected product and the status.

Field Intelligence Surveillance DVD Request Desktop Research Other

CLAIM NUMBER	ASSIGNED OFFICE	TOTAL SERVICES	CREATED ON	STATUS	CASE MANAGER
✓ WC-12345	DIGISTREAM CENTRAL VALLEY, INC.	1	1/30/2026	NEW	KATIE DIETZ

Claim Type: Disability

Date of Loss: 7/23/2025

Injury Description: Injury

Client: Portal Customer

Attorney: -

Insured: Nordstrom

Insurance Carrier: State Farm - Carrier

SERVICE	QUANTITY	CREATED ON	STATUS
> SocialPro PLUS	1.00	1/30/2026	● Assignment

- When the service is expanded, relevant case files can be viewed and downloaded, such as:
 - Final reports
 - Next Day Videos
 - Photos of the Subject
 - Invoices
 - Surveillance Footage
 - Archived Social Media posts

SERVICE ▾	QUANTITY ▾	CREATED ON ▾	STATUS ▾
▼ SocialPro PLUS	1.00	1/30/2026	● Assignment
DOCUMENT TYPE ▾	DESCRIPTION ▾	CREATED DATE ▾	PREVIEW & DOWNLOAD
Investigator Footage	Subject Surveillance - 20260130224712395	1/30/2026	 VIEW DETAILS
Misc Document	Case Intake - 20260130224644788	1/30/2026	 VIEW DETAILS
Report	Claimant, Test SocialPro PLUS - 20260130224559904	1/30/2026	 VIEW DETAILS

HOME / SUBJECTS / DESKTOP INVESTIGATION / EVIDENCE

EVIDENCE

 DOWNLOAD



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