

**Exhibit G - Troubleshooting in Bluebeam**

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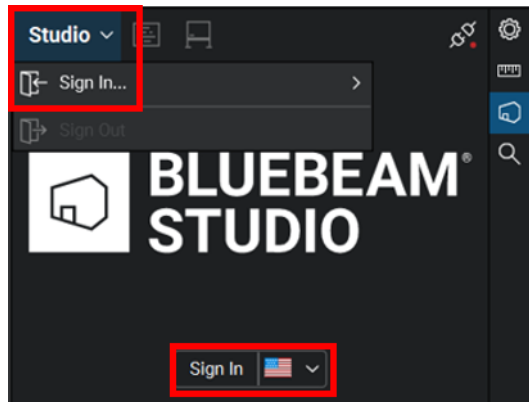
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## 1.0 Login Errors

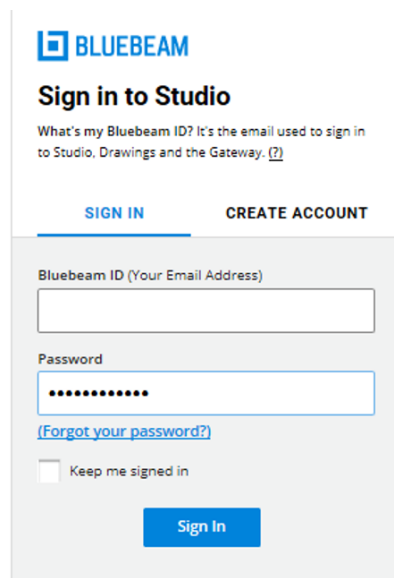
1.1 IF - a new Bluebeam Studio account has been created and email-verified

1.1.1 Click the Down Arrow next to the word "Studio" at the top of the Bluebeam Studio tab, or click the "Sign In" button in the center of the Bluebeam Studio tab

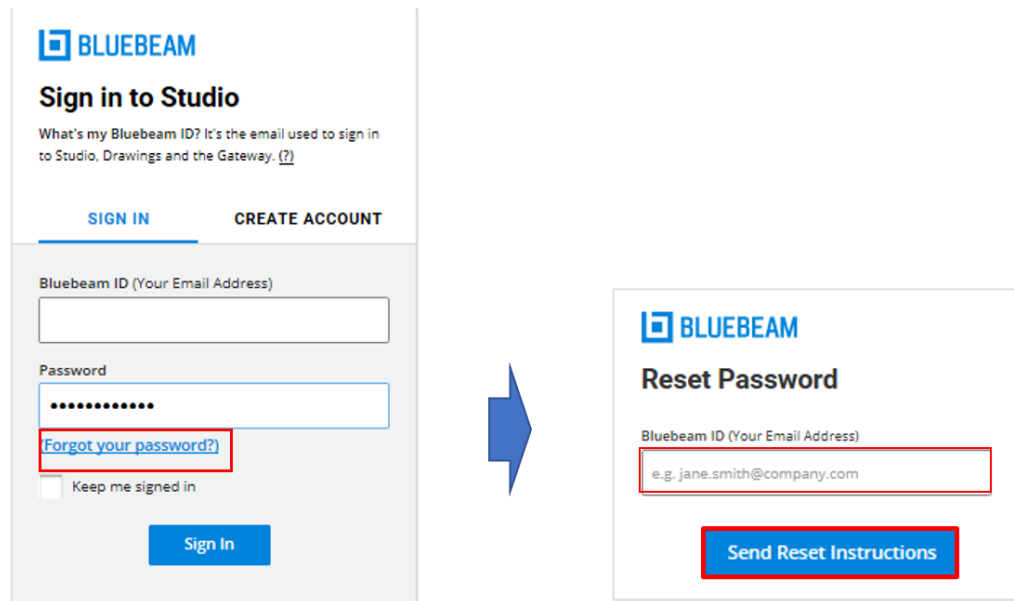


1.1.2 Click "Sign in" on Bluebeam Studio tab

1.1.3 Login using Company email

A screenshot of the Bluebeam "Sign in to Studio" login page. At the top left is the Bluebeam logo. Below it, the heading "Sign in to Studio" is followed by a sub-heading: "What's my Bluebeam ID? It's the email used to sign in to Studio, Drawings and the Gateway. (?)". There are two tabs: "SIGN IN" (which is active) and "CREATE ACCOUNT". Below the tabs are two input fields: "Bluebeam ID (Your Email Address)" and "Password". The password field contains several dots. Below the password field is a link that says "(Forgot your password?)". At the bottom left, there is a checkbox labeled "Keep me signed in". At the bottom center, there is a blue "Sign In" button.

- 1.2 IF - Forgot Password, email or password provided is incorrect
  - 1.2.1 Follow steps found in sections 1.1.1 and 1.1.2
  - 1.2.2 Click “forgot your password” at Bluebeam Sign in page
  - 1.2.3 Enter email in Reset Password window



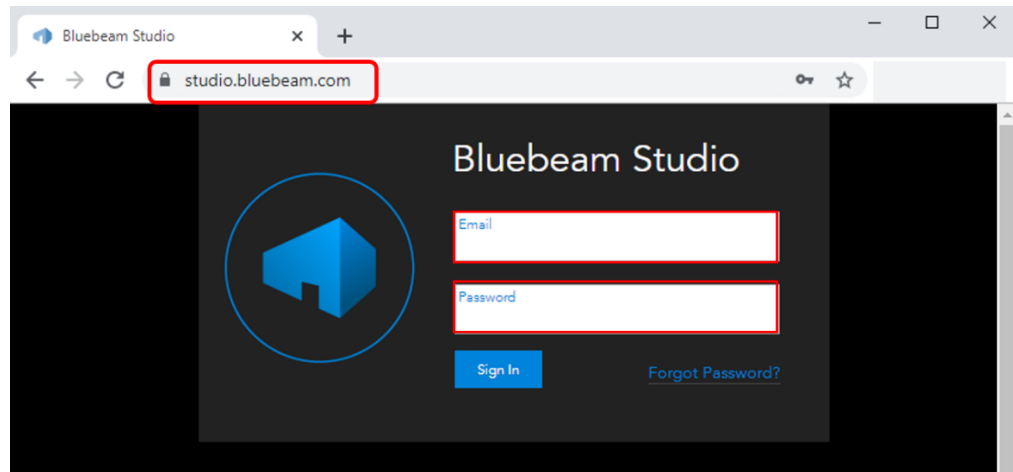
- 1.2.4 Follow emailed instructions (Email is from Bluebeam, if it does not appear in in inbox, check spam or other folders)
- 1.3 IF - Other Errors, the email or password provided is incorrect
  - 1.3.1 Confirm email and password were entered properly
  - 1.3.2 Clicked forgot password – no email received
  - 1.3.3 Confirm email was entered properly
  - 1.3.4 Check spam folder in email
  - 1.3.5 Account may not exist

## 2.0 Incorrect Naming Convention

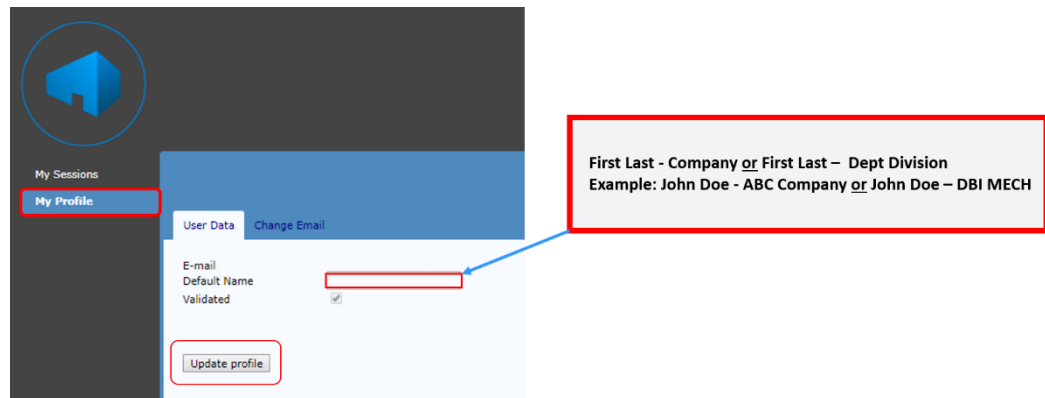
After logging into a Bluebeam Studio Session, the user's Display Name in the "Attendees" section within the Studio Session is incorrect

### 2.1 Correct the Display Name online in a web browser

- 2.1.1 In web browser, go to: [studio.bluebeam.com](https://studio.bluebeam.com)
- 2.1.2 Login using Bluebeam email and password



- 2.1.3 Go to "My Profile" on the left side of the page
- 2.1.4 Update Default Name: First Last - Company or First Last – Dept Division
- 2.1.5 Example: John Doe - ABC Company or John Doe – DBI MECH



- 2.1.6 Click Update Profile
- 2.1.7 Return to Bluebeam Software
- 2.1.8 Log out & Log in again to Studio

### 3.0 Change Default Open / Save Location (Bluebeam Projects vs. Local Drives)

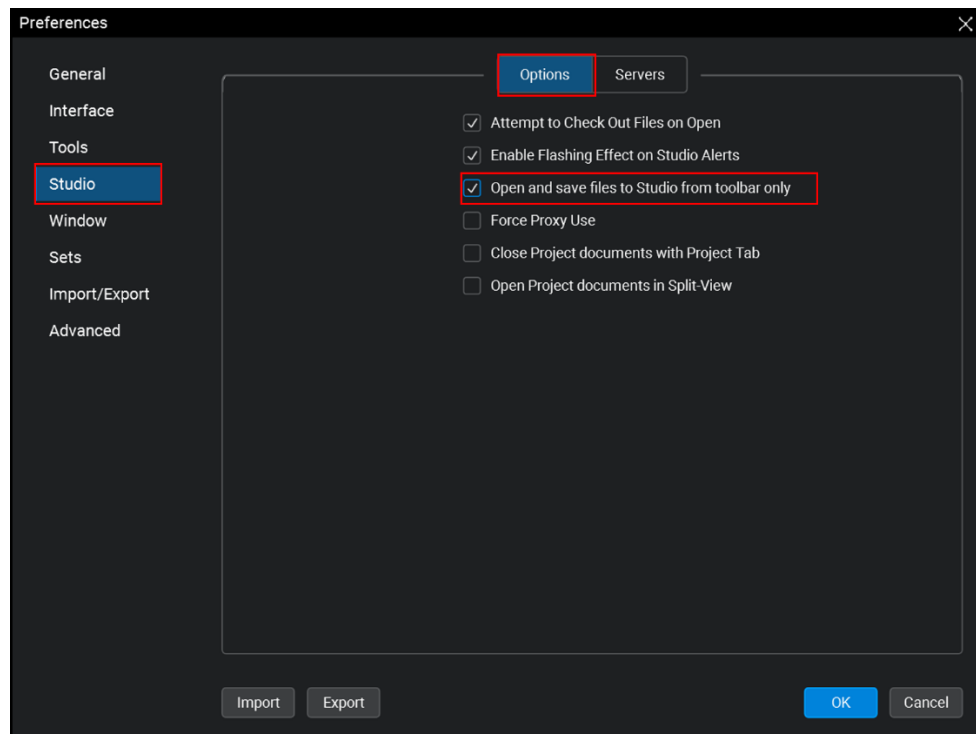
3.1 Set default location to either a Bluebeam Studio Project or to a local computer drive

3.1.1 Go to Revu menu > Preferences

3.1.2 In the preferences window on the left-hand side bar, go to Studio

3.1.3 Select Studio

3.1.4 Check the box “Open and save files to Studio from toolbar only” to default-save to Drives



3.1.5 Click “OK”

## 4.0 Send Bluebeam Studio Support Ticket

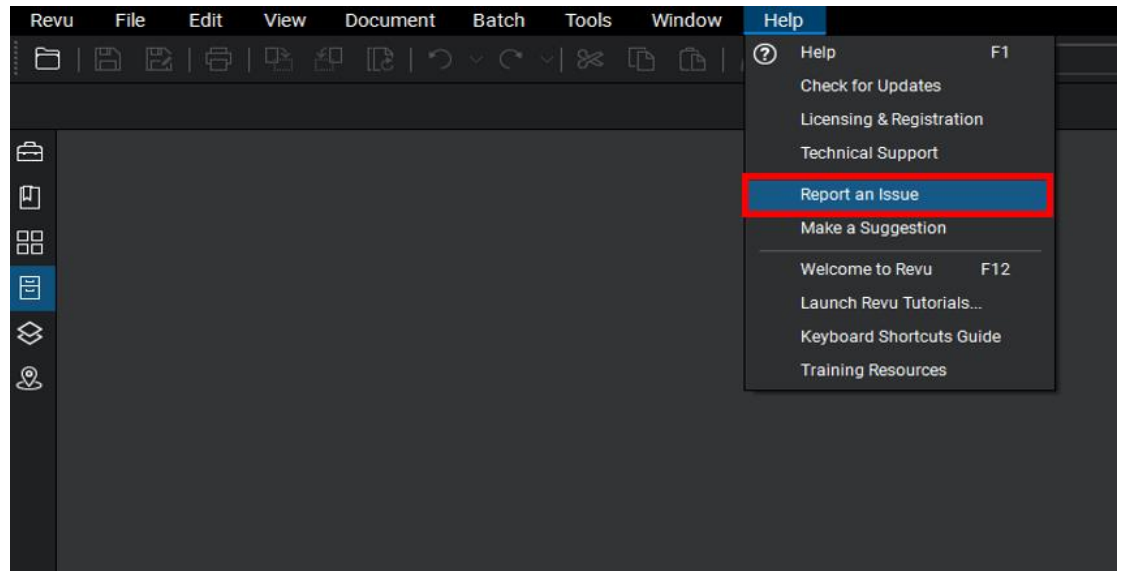
### 4.1 Report an issue to Bluebeam (Email)

- 4.1.1 Send an email to [support@bluebeam.com](mailto:support@bluebeam.com)
- 4.1.2 Describe the problem, including any error messages received
- 4.1.3 Attach a screenshot of the errors or screen if possible

Note: Responses typically take about one business day

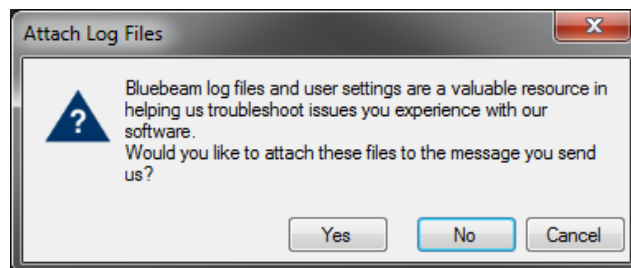
### 4.2 Report an issue to Bluebeam (from the Software)

- 4.2.1 From the Help pull-down, select "Report an Issue"



- 4.2.2 Attach Log Files window will appear

- 4.2.3 Click Yes to send all information to Bluebeam Studio



- 4.2.4 Email will open in local email application

- 4.2.5 Include a brief description of the issue, and send the email