

Support & Help Center

Effective Date: March 17, 2026

Everything you need to get the most out of VaultSnap.

Getting Started

How do I add my first property?

When you launch VaultSnap for the first time and complete the onboarding, you'll see a welcome card on the Dashboard. Tap "Add Your Home" to create your first property. Enter a name (like "My House" or "Downtown Apartment"), your address, and select the property type. Tap Save and you're ready to start adding rooms.

How do I add rooms and items?

Go to the Rooms tab and tap the + button in the top right corner. Select a room type (Living Room, Kitchen, Bedroom, etc.), give it a name, and tap Save. Then tap into the room and use the + button to add items. You can enter details manually or use the AI camera to auto-detect items.

What's included in the free version?

The free version includes up to 25 items, 1 property, manual item entry, and basic CSV export. You can upgrade at any time with a one-time purchase to unlock more features. There are no subscriptions and no recurring charges.

Using the AI Scanner

How does AI photo scanning work?

Go to the Scan tab and select "AI Photo" mode. Point your camera at an item or select a photo from your library. VaultSnap uses Apple's on-device Vision framework to identify the item, suggest a category, and estimate confidence. Tap any suggestion to pre-fill the item details, then adjust and save. All analysis happens entirely on your device — no photos are uploaded anywhere.

How does barcode scanning work?

Switch to "Barcode" mode in the Scan tab. Point your camera at any product barcode (UPC, EAN, QR code). VaultSnap detects the barcode and extracts the code number, which you can use to look up product details and add items quickly.

How does receipt scanning work?

Switch to “Receipt” mode and photograph a purchase receipt. VaultSnap uses OCR (optical character recognition) to extract text, including store names, item descriptions, prices, and dates. This information helps you document purchase details for insurance purposes.

Insurance & Reports

How do I add my insurance policy?

Go to the Reports tab and tap the + button. Enter your insurance provider name, policy number, coverage type, coverage amount, deductible, and premium. You can also add your agent’s contact information. VaultSnap will automatically compare your total inventory value against your coverage limits.

What is a coverage gap?

A coverage gap means your total inventory value exceeds your insurance coverage amount. For example, if your belongings are worth \$120,000 but your policy covers \$100,000, you have a \$20,000 gap. VaultSnap alerts you to this so you can contact your insurance agent and adjust your coverage before disaster strikes.

How do I generate a PDF report?

Go to the Reports tab and tap “Full Inventory Report.” VaultSnap generates a professional, multi-page PDF that includes a cover page, summary statistics, category breakdowns, room-by-room item listings with photos and valuations, and a coverage analysis. You can share this directly with your insurance agent via email, Messages, AirDrop, or any other sharing method. This feature requires the Insurance Report Pack or Lifetime Bundle.

Will my insurance company accept a VaultSnap report?

Yes. Insurance companies accept documentation in any format. A VaultSnap report provides exactly what adjusters need: organized photos, item descriptions, serial numbers, estimated values, and purchase documentation. Having this ready before a claim dramatically speeds up the process and ensures you receive fair compensation.

In-App Purchases

What purchases are available?

VaultSnap offers four one-time in-app purchases. There are no subscriptions, no recurring charges, and no auto-renewals:

- **Pro Unlock (\$9.99):** Unlimited items, unlimited properties, AI photo scanning, and barcode lookup.
- **Room Scanner Pack (\$14.99):** LiDAR 3D room capture, auto-detect items in frame, and bulk-add from video.
- **Insurance Report Pack (\$4.99):** Professional claim-ready PDF reports, coverage gap analysis, and agent sharing.

- **VaultSnap Lifetime (\$19.99):** Every feature forever, plus Family Sharing for up to 5 family members. This is a 45% savings versus buying all packs separately.

How do I restore my purchases?

If you reinstall VaultSnap or switch to a new device, go to Settings > Restore Purchases. This will restore all in-app purchases tied to your Apple ID at no additional charge. Make sure you are signed into the same Apple ID you used for the original purchase.

Can I get a refund?

All purchases are processed by Apple. To request a refund, visit reportaproblem.apple.com, sign in with your Apple ID, find the VaultSnap purchase, and submit a refund request. Apple handles all refund decisions.

Does Family Sharing work?

The VaultSnap Lifetime Bundle supports Family Sharing. Once purchased, up to 5 family members in your Family Sharing group can access all features at no additional cost. Individual packs (Pro, Scanner, Reports) do not include Family Sharing.

Data & Privacy

Where is my data stored?

All your data is stored locally on your device and optionally synced through your private Apple iCloud account. VaultSnap does not use any third-party servers, cloud services, or databases. We never see, access, or store your data.

How do I back up my data?

VaultSnap automatically syncs your data through iCloud when iCloud Sync is enabled in Settings. This means your inventory is backed up and accessible on all your Apple devices signed into the same iCloud account. You can also export a CSV file of your inventory from the Reports tab at any time.

How do I delete all my data?

Go to Settings > Delete All Data. This permanently removes all properties, rooms, items, photos, and policies from your device. To also remove iCloud-synced data, go to your device's Settings > [Your Name] > iCloud > Manage Storage > VaultSnap and delete the data there.

Troubleshooting

The camera isn't working

Make sure you've granted VaultSnap camera access. Go to your device's Settings > VaultSnap and ensure Camera is toggled on. If it's already on, try closing and reopening the App.

My purchases aren't showing up

Go to Settings > Restore Purchases within VaultSnap. Make sure you're signed into the same Apple ID used for the purchase. If the issue persists, try signing out and back into your Apple ID in your device's Settings > App Store.

iCloud sync isn't working

Ensure iCloud Sync is enabled in VaultSnap's Settings. Also verify that iCloud Drive is enabled on your device: Settings > [Your Name] > iCloud > iCloud Drive. VaultSnap requires an active internet connection for sync. Large inventories with many photos may take several minutes to sync initially.

The app is running slowly

If you have a large inventory with many high-resolution photos, the App may take a moment to load. Try closing other apps to free up memory. If the issue persists, contact us at support@sumhead.com with your device model and iOS version.

Contact Support

We're here to help. If you have a question, issue, or suggestion that isn't covered above, please reach out:

Email: support@sumhead.com

Response Time: We typically respond within 24–48 hours.

When contacting support, please include:

- Your device model (e.g., iPhone 15 Pro)
- Your iOS version (e.g., iOS 18.4)
- A description of the issue
- Screenshots if applicable

We read every message and are constantly working to improve VaultSnap based on your feedback. Thank you for choosing VaultSnap to protect what matters most.