PoolSketch training manual

Step by step lessons for pool builders

Screenshots are from the real app. Concept sketches only, not construction drawings.

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Start here

Your first design in 5 minutes

5 min read

Goal: Go from an empty screen to a PDF for your customer in about five minutes.

Steps

1. On Home tap **New design**.
2. Type the customer name. The address is optional. Tap **Start sketching**.
3. Tap **More tools** (the three dots). Add the survey, or start from an address. You can skip this and sketch a pool first.
4. In the tray at the bottom tap **Rectangle**. Type a size such as 16x32 and tap **Place**.
5. Tap the pool to see the distances to the house, fence and lot line.
6. Tap **3D** and drag to look around.
7. Tap **Send**, then **PDF handout**.



Tap **New design** on Home.



A pool on the plan. The tray is at the bottom.



The **Send** sheet makes the PDF and a link.

Good to know: Everything saves on your device as you go. You can replay the short tour any time from the More menu.

A tour of the screen

3 min read

Goal: Know where every main control is before you start.

Steps

1. The top bar has Back to designs, the customer name, Undo, Redo, Job details, Show the customer and **Send**.
2. The **Plan** and **3D** switch is at the top right. Plan is the drawing from above. 3D is the model.
3. The letters at the top left are your options. Tap the plus to add another option.
4. **More tools** (three dots) opens the tools menu: survey, address, landscape, Specs and quantities and more.
5. **Draw a shape** is the pen button next to it.
6. The tray at the bottom holds the pieces. Tap a tab such as **Pools**, **Deck** or **Plants**, then tap a piece.
7. Tap a piece on the plan and a bar appears with **Size**, **Turn**, **Copy**, **Points** and **Delete**.



The top bar, the view switch, **More tools**, **Draw** and the tray.

Good to know: Show the customer hides every tool so you can hand over the phone. Tap **Done showing** to come back.

Sign in, install and update

3 min read

Goal: Get signed in with no password and keep the app up to date.

Steps

1. Open the app address in your phone or computer browser.
2. Type your email and ask for the code.
3. Open the email and type the 6 digit code into the app.
4. To put the app on your home screen, use your browser menu and choose Add to Home Screen or Install.
5. When a new version is ready, a banner appears. Tap it to update.
6. To sign out, use the sign out icon on Home, or the sign out button in **Settings**.



Sign in with your email. A 6 digit code arrives by email.

> **Good to know:** There is no password to remember. If the email does not arrive, check the spam folder and ask for a new code.

Working with no signal

2 min read

Goal: Keep sketching in a backyard with no signal.

Steps

1. Open the app once while you are online so it can store itself on your device.
2. With no signal, open a design and sketch as normal. The status under the name says **Offline. Saved on this device**.
3. When the signal returns, the status changes to **Backing up** and then **Backed up**.
4. These need a connection: **Describe your pool**, **Start from an address**, the AI photo finish, sending feedback and signing in.



The save status sits under the customer name.

> **Good to know:** Designs are kept on the device first. If the phone is short on space, open **Settings** and protect your storage.

Your yard

Add a survey and set the scale

4 min read

Goal: Put the customer's survey under the drawing at the right size.

Steps

1. Tap **More tools**, then **Add the survey**.
2. Tap **Take a photo**, or **Choose a photo or PDF**.
3. If the photo is crooked, drag the four corners onto the corners of the survey. Skip this if it is already flat.
4. Tap **Use this survey**.
5. Set the scale: mark one printed dimension on the survey and type its real length.
6. Use the **Survey strength** slider in the More menu to fade the survey so your drawing stands out.



Add the survey: take a photo or pick a file.

> **Good to know:** A wrong scale gives wrong distances. After you set it, use **Measure** on a printed dimension to check it. To start over, open More and choose **Reset the scale**.

Start from an address

4 min read

Goal: Get a rough yard and house outline from just an address.

Steps

1. Tap **More tools**, then **Start from an address**.
2. Type the street address with the city and state.
3. Tap **Find this address**. The first time, read the notice and tap **OK, continue**.
4. If a house outline is found, check its size and tap **Use the house outline**. If none is found, tap **Place a house block instead** and type its width and depth.
5. Choose which side the street is on and look at the typical setbacks. They are not your lot.
6. Tap **Create the estimate**.



Type the street address with the city.

Good to know: The outline comes from OpenStreetMap and, in some places, Overture Maps. It is often missing outside big cities. Height and stories are estimates. The address you type goes through our server to a map search service. Always replace the estimate with a real survey.

Replace the estimate with a survey

4 min read

Goal: Move a design started from an address onto the real survey.

Steps

1. First add your survey and set its scale (see the survey lesson).
2. Tap **More tools**, then **Replace estimate with survey**.
3. Step 1: tap two corners of the estimated house.
4. Step 2: tap the same two corners on your survey. Zoom in for accuracy and drag a dot to adjust it.
5. If the two distances differ, check that you picked the same corners.
6. Tap **Move the plan onto the survey**.



Replace estimate with survey needs a scaled survey first.

Good to know: The estimated lot, labels and credits are removed. Undo brings them back.

Use a DXF drawing as the underlay

3 min read

Goal: Bring in a CAD site drawing and draw on top of it.

Steps

1. In your CAD program export the drawing as DXF. DWG files cannot be read directly.
2. In PoolSketch tap **More tools**, then **Add the survey**.
3. Tap **Import a DXF drawing** and choose the file.
4. Follow the prompts to check the scale. You can also enter a length you know.
5. Draw your pool on top.



Import a DXF drawing is in the **Add the survey** sheet.

> **Good to know:** A DXF keeps true sizes, so it is the most exact way to start when an engineer sends one.

Start with a blank yard

2 min read

Goal: Sketch with no survey or address.

Steps

1. On Home tap **New design** and then **Start sketching**.
2. Leave the survey and address for later.
3. Place the house first so the pool has something to measure from. Open the **Houses** tab and tap one.
4. Place the pool from **Pools** and type its size.
5. Add the fence from **Yard** and the deck from **Deck**.



A new design starts empty. Pick a pool and go.

> **Good to know:** You can add a survey or an address later from **More tools**. The sizes you typed stay the same.

Pools and shapes

Pick pieces from the tray

3 min read

Goal: Find any pool, spa, deck, house, plant or extra and put it on the plan.

Steps

1. Look at the tray at the bottom of the plan. The tabs are **Pools**, **Spas**, **Entries**, **Features**, **Deck**, **Houses**, **Yard**, **Plants**, **Furniture**, **Notes**, **Packs** and **My templates**.
2. Tap a tab to see its pieces.
3. Tap a piece to place it. A pool asks for its size first. Type a size, pick a chip such as 16 x 32, or tap **Skip, use default**.
4. Use the search box in the tray to find a piece by name.
5. Tap the arrow to shrink the tray when you need more room on the plan, and open it again later.



The tabs run along the top of the tray.

Good to know: My templates holds groups you saved yourself. Select a piece, tap **More**, then **Save as template**. They stay on this device only and are not backed up to your account.

Stretch, turn and copy a piece

4 min read

Goal: Change the size and direction of any piece and make copies.

Steps

1. Tap a piece on the plan. The bar appears with its name and size.
2. Drag the piece by its body to move it.
3. Drag a dot at a corner or side to stretch it.
4. Tap **Turn** to rotate 90 degrees. For any other angle open **Size** and type **Turn (degrees)**.
5. Tap **Copy** to make a second piece next to the first.
6. Tap **Delete** to remove the piece. Undo brings it back.



Tap a piece and the bar shows **Size**, **Turn**, **Copy**, **Points**.

> **Good to know:** Dragging the body only moves. The handles are small dots, and you must touch one on purpose to resize. Undo and Redo are at the top.

Type exact sizes

3 min read

Goal: Set a pool to the exact length, width and depth.

Steps

1. Tap the pool, then tap **Size**.
2. Type the **Length** and **Width**, or tap a quick size such as 16 x 32.
3. Set the **Shallow end** and **Deep end** depths.
4. On the plan you can also tap the size label and type width x length, for example 16x32.
5. Tap **Done**.



Size has Length, Width, depths and quick sizes.

Good to know: You can type feet and inches the way you say them, like 12'6" or 12 ft 6 in, and metric such as 4 m or 350 cm.

Draw a line by typing lengths

5 min read

Goal: Draw a fence, wall or lot line with the real side lengths.

Steps

1. Open the **Yard** tab and tap **Fence**, **Masonry wall** or **Property line**.
2. Tap the first corner on the plan.
3. Tap **Type length**, or just start typing digits.
4. Type the **Length** of the side. If you want, type the **Angle**: 0 is right, 90 is up.
5. Use the quick key row for the foot mark, the inch mark, a dash, a slash, m, cm and x.
6. Press **Enter** or tap **Add side** to add the side. Press **Tab** to jump between the fields.
7. Tap **Close shape** to join the last point to the first, or tap **Done** to finish the line.



Type length opens the length and angle fields.

Good to know: Press **Esc** to cancel. To change one side later, tap its length on the plan and type a new one.

Drag a line end to extend it

3 min read

Goal: Make a line longer or shorter by pulling its end.

Steps

1. Tap the line, for example a fence or a property line. A dot shows at each end.
2. Drag an end dot. By default the end moves **Along line**, so the angle stays the same and the line grows or shrinks.
3. To point the end somewhere new, switch the chip to **Free** and drag again.
4. To switch for one drag only, hold **Alt**, or tap with a second finger.
5. To carry on from an end with new corners, press and hold an end dot for **Extend from this end**, tap the next points, then tap **Done**.
6. Drag the middle of the line to move the whole line.



A selected line shows an end dot at each end and the **Along line** and **Free** chip.

Good to know: Gates on the line stay attached when you move an end. To type an exact length, tap the length label on the line.

Edit points, merge and cut

5 min read

Goal: Reshape any outline, join shapes and cut holes.

Steps

1. Tap the piece, then tap **Points**. The bar says **Edit points** and **Tap a point**.
2. Drag a point to move it. Tap a small dot to add a point. Tap a length to type a new one.
3. Tap a point to select it. Choose **Make curved**, **Make corner** or **Remove point**. Tap **Done** when you finish.
4. To join shapes, overlap two shapes of the same kind, such as two pools or two decks. Select one, tap **More**, then **Merge**.
5. To cut a shape out of another, place the cutting shape over the pool or deck. Select it, tap **More**, then **Cut out**.



Edit points mode: tap a point to change it.



More holds **Merge**, **Cut out** and **Save as template**.

Good to know: If nothing overlaps, you see a short message that says what to do first. Undo brings back the old shapes. A spa and a pool are different kinds, so they are not merged.

Deck around a pool, snapping and guides

5 min read

Goal: Add a deck in one tap and keep your lines neat.

Steps

1. Tap the pool, then tap **Deck**. A deck is added around it. Tap the deck to move or edit it like any other piece.
2. Open **More tools**. The snapping entry says **Snapping is on**: moves jump in 6 inch steps and turns in 15 degree steps. Tap it to turn it off.
3. **Smart guides: on** snaps a piece to the endpoints, midpoints, edges and lines of other shapes. A small labelled dot shows what it snapped to.
4. Hold **Alt** on a computer to switch the guides off for one move.



The **Deck** button adds a deck around the selected pool.



Snapping and smart guides are in the More menu.

> **Good to know:** The deck amount in **Numbers** and **Specs** is the deck area with the pool and spa holes taken out.

Setbacks for this job

4 min read

Goal: Show on the plan which pieces sit inside the distances you must keep.

Steps

1. Tap **More tools**, then **Setbacks**.
2. Type **Front**, **Side** and **Rear** for structures, measured from the property line.
3. Type **Pool to house**, **Pool to fence** and **Pool to property line**.
4. Say which side the street is on.
5. Tap **Save setbacks**.
6. Draw a property line on the plan to see the dashed lines. A chip tells you how many pieces are inside your entered setback.



Type the minimum distances for this job.

Good to know: The numbers come from you, not from a code book. PoolSketch shows where pieces sit inside the figures you typed. It is never a code check, so confirm the rules with the city or county.

The yard design

Houses and roofs

4 min read

Goal: Place a house that looks like the customer's and set its roof.

Steps

1. Open the **Houses** tab in the tray and tap a house.
2. Drag the house onto the right spot. Tap **Turn** to face it the right way.
3. Tap **Size** and type the **Length** and **Width**.
4. Pick the number of **Stories**.
5. Pick the **Roof**: **Gable**, **Hip**, **Flat**, **Shed** or **Gambrel**, then a pitch such as **Medium 6:12**.
6. Choose the **Roof material**, **Wall finish** and the colours.
7. Under **Details** add garage doors, a front porch, a chimney, dormers, a balcony, shutters or arched windows.



Tap **Size** on a house to set stories, roof and walls.

> **Good to know:** Look at the house in 3D to check the roof. Stories and heights from an address lookup are estimates, so set them yourself.

Fences, walls and gates

3 min read

Goal: Draw a fence, wall or lot line along the real run.

Steps

1. Open the **Yard** tab. Tap **Fence**, **Iron fence**, **Glass fence**, **Masonry wall** or **Property line**.
2. The top says **Fence: tap the first corner**. Tap the corners one after another.
3. Tap **Type length** to enter an exact side length.
4. Tap **Done** to finish the line.
5. Tap **Gate** (also in the **Yard** tab) and place it on the fence.



Pick **Fence** from the **Yard** tab, then tap each corner.

> **Good to know:** The live distances from the pool to the fence and the lot line use these lines. **Property line** also feeds the setback lines.

Landscaping and plant packs

4 min read

Goal: Fill the yard with plants fast, then change any of them.

Steps

1. Tap **More tools**, then **Landscape the yard**.
2. Pick a style such as **Tropical resort**, **Modern minimal** or **Privacy first**.
3. Choose **How full**: **Light**, **Medium** or **Full**.
4. Switch lawn, hedge, beds along the house, accent planting and shade trees on or off.
5. Tap **Try another layout** until you like it, then tap **Add this landscape**.
6. For one plant or a pack use the **Plants** and **Packs** tabs in the tray.



Landscape the yard picks plants in one tap.

> **Good to know:** Undo removes the whole landscape in one step. Plant choices are suggestions, so check with a local nursery and any HOA rules.

Materials, colours and photo surfaces

4 min read

Goal: Give the pool, deck and house a real finish.

Steps

1. Tap a piece, then tap **Size**.
2. Under **Interior finish** pick a swatch or **Custom colour** and tap **Use**.
3. Tap **Materials** to open the material library. Browse the categories, or type in the search box.
4. Tap a material, then **Use this material**.
5. Or tap **Use a photo** to use your own picture of a surface.
6. In 3D, open **Finishes** to set the **Pool interior**, **Waterline tile**, **Coping** and **Deck**.



Interior finish, **Use a photo** and **Materials** are in **Size**.

Good to know: The library textures are free CC0 pictures, and the credit is shown with each one. They load one at a time, so the first look needs a connection.

Lights, fire and water features

3 min read

Goal: Add the features that make a pool feel finished.

Steps

1. Open the **Features** tab in the tray.
2. Tap a piece to place it: for example **Sheer descent wall**, **Rock waterfall**, **Bubblers, set of 3**, **Fire bowl**, **Fountain** or **Pool light**.
3. Drag it to the spot, tap **Turn** to face it, and tap **Size** to set its size.
4. Open **Entries** for steps, benches and tanning ledges.
5. Switch to 3D and tap **Night** to see how it looks after dark.



The **Features** tab holds waterfalls, fire and lights.

> **Good to know:** Every piece can be moved, copied or deleted like any other.

Get inspired

3 min read

Goal: Start from a finished design and change it to fit the job.

Steps

1. On Home tap **Get inspired**.
2. Filter by **Style**, **Yard size** or **Budget**. **All** shows everything.
3. Tap an example to see it.
4. Tap **Use this design**. It is added to your designs.
5. Fit it to the real lot with the survey and your own sizes.



Get inspired on Home opens finished example designs.

> **Good to know:** Examples are starting points only. You can change every piece.

Show it

3D view, night and time of day

4 min read

Goal: Show the customer the yard in 3D, in daylight and at night.

Steps

1. Tap **3D** at the top right.
2. Drag to look around.
3. Open **Views**. Choose **Overview**, **Water**, **From the house**, **Eye level** or **Top**.
4. Open **Light**. Slide the time of day to see the shade move. Tap **Night** for the evening look.
5. Set **North points** so the sun is on the correct side of the house.
6. Open **Finishes** to change the pool interior, tile, coping and deck.



Views, **Light** and **Finishes** are at the top left.



Night lights the pool and the house.

Good to know: 3D needs graphics support. If your browser turned it off, the plan view still works and the app says so.

Fly-around, 360 panorama, photo and timelapse

5 min read

Goal: Make a video, a panorama or a picture to send.

Steps

1. Tap **3D**, then open **Views**.
2. Tap **Record fly-around** for a video that circles the yard. Tap **Stop** when you are done. It is saved or shared from your device.
3. Tap **Photo** for a high-resolution still. Pick the size, the shape and the light in the **Photo** sheet.
4. Tap **Day to night timelapse** for a short video from day to night.
5. Tap **360 panorama** for a picture the customer can look around in.
6. Tap **Render (on this device)** for a photo-style image. Read the expected time, then tap **Start render**.



These buttons are in **Views** in 3D.

Good to know: All of these are made on your device. The render uses no credits and nothing is uploaded. It can make the phone warm, so plug it in for a long one. If your browser cannot record video, the app tells you.

See it in your yard (AR)

3 min read

Goal: Show the pool at real size on the ground with your phone camera.

Steps

1. Tap **More tools**, then **See it in your yard**.
2. Stand where the pool will go.
3. Tap **View in your yard** and point the phone at the ground.
4. Walk around. Tap the ground to place it. Drag with two fingers to turn it.



See it in your yard shows the three steps.

> **Good to know:** Works best on level ground, outdoors in daylight. The size is exact, but where the phone puts it on the ground can drift a few inches, so check measurements on site. On an iPhone the view opens in Apple's viewer and leaves PoolSketch.

AI photo finish

4 min read

Goal: Turn your design into a polished picture with AI.

Steps

1. Tap **Send**. Scroll to the photo finish area.
2. Choose the **Finish type**: **Quick preview** or **Showcase**.
3. Quick preview takes about 15 seconds. Your yard stays your real photo and only the pool area is made realistic. It needs a yard photo, which you add in **Pool in the yard**.
4. Showcase takes about two minutes and is more polished.
5. Tap **Make quick preview** or **Make showcase picture**.
6. When it is ready, tap **Share** or **Download**.



The AI section is in the **Send** sheet.

Good to know: Each picture uses 1 AI credit. **Credits left** shows on the sheet. If it fails you are not charged. A showcase is labelled as an AI illustration, not a photograph of a finished pool.

Describe your pool

4 min read

Goal: Get a full plan from one sentence.

Steps

1. Tap **More tools**, then **Describe your pool**.
2. Type what you want, in any language, or tap **Speak**. You can also tap one of the examples.
3. Tap **Create the plan**.
4. Read the list of what was **Placed** and what could not be placed.
5. To change it, type the change under **Change it** and tap **Apply the change**.



Type or say what you want.

Good to know: It uses 1 AI credit and needs a connection. The new plan is made of normal pieces you can edit, and Undo takes it back. The house and yard already in the plan are used. Set the scale on a survey first so sizes come out real.

Compare options and before and after

5 min read

Goal: Show two ideas side by side, or the pool in the real yard photo.

Steps

1. To compare two ideas, add a second option with the plus button next to the option letters.
2. Tap **More tools**, then **Compare options**. Pick the **Left side** and **Right side** and drag across the picture.
3. For the yard photo, tap **More tools**, then **Photo composite**.
4. Tap **Choose a photo**. Stand back and keep the whole yard in view when you take it.
5. Go through the steps: **Photo**, **Align**, **Look**, **Fix**, **Save**. Drag the yellow line to the horizon and enter the camera height honestly.
6. Drag across the picture to compare before and after, then **Save to this design**.



Pool in the yard puts the design into a photo.

Good to know: Compare options only shows in the menu once there are two options. The pool is locked to its real size, so only the camera height changes the scale.

Deliver it

The branded PDF and the share link

4 min read

Goal: Send the customer a clean PDF and a link they can open on any phone.

Steps

1. Tap **Send** at the top right.
2. Choose what goes in: **Show sizes and distances**, **Include the 3D picture in the PDF**, **Add the layout sheet (for your crew)** and **Watermark with my business name**.
3. Tap **PDF handout**. Wait while it builds. It is saved to your downloads or opens the share sheet.
4. Under **Link to the live design** tap **Make a link**. The homeowner opens it on any phone. They can look, but never change anything.
5. Tap **Job details** to add the value and contact details.



The **Send** sheet: switches, **PDF handout** and the link.

> **Good to know:** Every copy says: Concept sketch for discussion. Not a construction drawing. Your business name, phone, logo and colour come from **Settings**.

A plan sheet at scale

4 min read

Goal: Print a page where one inch on paper is a true length on the ground.

Steps

1. Tap **More tools**, then **Scaled plan sheet**.
2. Pick the **Sheet size**: US Letter, Tabloid (ANSI B, 11 x 17 in), ISO A4 or ISO A3. Pick the **Orientation**.
3. Pick the **Scale**. Only the scales where the whole design fits on one sheet are shown. **Best fit** picks one for you.
4. Switch on **Add the cross section page** if you want it.
5. Tap **Download plan sheet**.
6. Print at 100 percent. Do not fit to page.



Pick the sheet size and the scale.

Good to know: Fit to sheet is not to scale and the sheet is stamped NOT TO SCALE. The sheet says it is a concept plan, not for construction unless reviewed and stamped by a licensed professional.

Cross section and elevation

4 min read

Goal: Show the customer how deep the pool is and what is around it.

Steps

1. Tap **More tools**, then **Cross section**.
2. Drag **A** and **A'** on the plan to move the cut line. It snaps to 90 and 45 degrees when close.
3. **Reset to pool axis** puts the cut back through the middle of the pool.
4. Read the drawing: water line, deepest floor, top of coping and deck level.
5. Tap **Download PDF**, **Download PNG** or **Download DXF**.



Drag **A** and **A'** on the plan to move the cut.

Good to know: The drawing uses one scale in both directions, so depths are true. The shell and floor thickness are typical figures, not engineered. It is a concept drawing for coordination, not a permit document. If the cut line misses the water, move it across the pool.

Plan labels and dimensions

3 min read

Goal: Put the right amount of text on the plan.

Steps

1. Tap **More tools**.
2. Tap the **Plan labels** entry. It cycles through the levels, such as **Key items**. Leader labels show sizes and areas.
3. Tap **Measure**, then tap two points to read a distance.
4. In the **Send** sheet, switch **Show sizes and distances** on or off for the PDF.
5. In 3D, open **Views** and tap **Show sizes**.



The labels entry in the More menu cycles through the levels.

Good to know: Fewer labels read better on a phone. Use more on the layout sheet for the crew.

Specs and quantities

4 min read

Goal: Get water volume, coping, tile, deck and excavation for pricing.

Steps

1. Tap **More tools**, then **Specs and quantities**. On a wide screen there is also a **Specs** button in the top bar.
2. Read the totals at the top, then each piece below.
3. Switch between **Imperial (ft, gal)** and **Metric (m, L)** at the top.
4. Tap **Download CSV** for a spreadsheet, or **Share**.
5. For a quick view tap **Numbers** in the More menu.



Specs and quantities update live as you draw.

Good to know: These are estimates from the sketch, for pricing and checking. They are not a price. Steps, ledges and benches are not subtracted from the water volume. Verify on site.

A DXF plan for the crew

3 min read

Goal: Hand the crew or the engineer a file they can open in CAD.

Steps

1. Tap **Send**.
2. Tap **Plan for CAD (DXF)**. The file saves to your downloads.
3. For the cross section as a DXF, open **Cross section** and tap **Download DXF**.
4. Open the file in your CAD program.



Plan for CAD (DXF) is in the **Send** sheet.

> **Good to know:** The DXF has the plan at true size. Check the units when you open it.

Run the business

Job status and job details

3 min read

Goal: Keep track of which designs are won, lost or waiting.

Steps

1. On Home find the design. Use the status menu on its card: **Draft**, **Sent**, **Won** or **Lost**.
2. When you pick **Won**, you can enter what the job was worth. When you pick **Lost**, you can say why. You can skip both.
3. Tap the briefcase icon for **Job details**: job value, where the lead came from, customer phone and email.
4. Open **Dashboard** to see your numbers.



Every design card has a status.

> **Good to know:** Customer details stay with the design. They are never used in the app's usage statistics.

Branding and your team

4 min read

Goal: Put your business on every handout and manage who can use the app.

Steps

1. Tap **Settings** on Home.
2. Fill **Business name**, **Phone** and **Line under the name**.
3. Tap **Add logo** and choose a picture. Pick your **Colour**.
4. Switch **Watermark handouts by default** on or off.
5. Choose your **Language** and **Units**. Sizes can be shown in feet and inches or metric.
6. To see your team, open **Dashboard** and tap **Team**. Owners and admins can invite people and set roles.



Settings holds your business name, logo and colour.

> **Good to know:** Only an owner or admin can change the branding. Designers see only their own numbers.

Send feedback

2 min read

Goal: Tell the team what works and what does not.

Steps

1. Tap **More tools**, then **Send feedback**.
2. Choose **Idea**, **Problem** or **Praise**.
3. Type your message. Say what you were doing if something went wrong.
4. Tick **OK to contact me about this** if you want an answer.
5. Tap **Send**.



Send feedback goes straight to the team.

> **Good to know:** You need a connection to send. Every message is read.

Plans, billing and referrals

Plans and billing

4 min read

Goal: See your plan, change it and manage your card.

Steps

1. On Home tap **Dashboard**.
2. Open the **Billing** tab. It shows your plan, trial days left and photo finishes left.
3. To change plan, tap **Choose a plan** and pick one. Choose monthly or yearly under **Billing period**.
4. To update the card or cancel, tap **Manage subscription**.
5. For a refund, tap **Request a refund** and say what went wrong.

> **Good to know:** Only an owner or admin can change the plan. Read the refund policy for the plain rules.

Refer a builder

3 min read

Goal: Send your personal link to another pool builder and earn a reward.

Steps

1. On Home tap **Refer a builder**.
2. Tap **Copy link**, or **Share**, to send your personal link to another pool builder.
3. Watch **Your numbers**: link clicks, sign-ups, trials and paying customers.
4. When they become a paying customer, you get the reward shown on the screen.



Refer a builder is on Home.

Good to know: The reward details are on the screen, because they can change. The referral code is kept in the browser for 30 days after someone opens your link.

Help

When something goes wrong

4 min read

Goal: Fix the usual problems fast.

Steps

1. **3D is blank or says it needs graphics.** Your browser turned graphics off. Turn on hardware acceleration, or use another browser. The plan view still works.
2. **An address is not found.** Add the city and the state or country. Outside big cities there may be no house outline, so place a house block.
3. **The app looks old.** A banner offers the new version. Tap it to update.
4. **The phone is full.** Open **Settings** and read the storage line. Free some space.
5. **Something is slow.** Close other tabs. For big jobs make the 3D render on a charged phone.
6. **Still stuck.** Tap **More tools**, then **Send feedback** and describe what you were doing.



The status under the customer name tells you if the design is saved.

> **Good to know:** Designs are saved on your device first, so a dropped connection does not lose your work.

Glossary of terms

3 min read

Goal: Know what the words in the app mean.

Steps

1. **Coping**: the stones or cap on the edge of the pool.
2. **Waterline tile**: the tile band at the water line.
3. **Setback**: the minimum distance a piece must keep from a line or another piece.
4. **Plan**: the drawing from above, like a floor plan.
5. **Section**: a cut through the pool that shows depths.
6. **Takeoff**: the quantities for pricing, shown in **Specs and quantities**.
7. **Survey**: the property drawing the customer or the city gave you.
8. **DXF**: a CAD file you can open in most drawing programs.

> **Good to know:** The words in this list are the ones used on the screen and in the PDF.

Tips for phones and tablets

3 min read

Goal: Get more done on a small screen.

Steps

1. Turn the phone sideways for a wider plan.
2. On a tablet or computer the **Plan and 3D side by side** button shows both at once.
3. Use **Left-handed layout** in **Settings** to move the buttons.
4. Tap **Show the customer** to hide the tools before you hand over the phone.
5. Plug in the phone before you make a long render, a fly-around or a timelapse.
6. Hold the phone steady when you take the survey photo, so the corners can be straightened.



Plan and 3D side by side on a wide screen.

> **Good to know:** The Specs button shows in the top bar on wide screens.

Keyboard shortcuts

2 min read

Goal: Work faster with a keyboard.

Steps

1. **Ctrl+Z** (Cmd+Z on a Mac) undoes. Add **Shift** to redo.
2. **Delete** or **Backspace** removes the selected piece.
3. **Esc** leaves Show the customer mode and the drawing tool.
4. **Alt** held down switches the smart guides off for one move.
5. When typing a length, **Enter** adds the side, **Esc** cancels and **Tab** switches fields.
6. On the before and after slider, the arrow keys move the handle.

> **Good to know:** There are no other shortcuts to learn. Everything else is a tap or a click.

Contact support

1 min read

Goal: Reach a person when the manual does not help.

Steps

1. Tap **More tools**, then **Send feedback**, and describe the problem.
2. Or write to info@tegminestar.com.
3. Say what you were doing, which phone or computer you use and what you saw.
4. The support page at poolsketch.app/support also has the answers to common questions.



Send feedback reaches the team from inside the app.

> **Good to know:** The more detail you give, the faster it gets fixed.