



## Matterport Support

### Description

## Matterport Capture & Post-Production Support

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### **Professional Technical Support from CaptureTrain.com**

CaptureTrain.com provides structured, expert-led support for Matterport Capture workflows and post-production processes. This service is designed for Matterport camera operators, property marketing professionals, and in-house teams who require reliable technical guidance, workflow optimisation, or troubleshooting assistance.

## What the Service Covers

Support is available across all aspects of Matterport production, including:

- Camera setup and on-site capture best practice
- Scan planning and workflow optimisation
- Alignment troubleshooting and data quality control
- Matterport Workshop editing and model enhancement
- Tagging, labelling and measurement tools
- Publishing settings and client delivery
- Post-production refinement and presentation standards
- Efficiency improvements and quality assurance processes

Support is delivered remotely by experienced Matterport practitioners with operational and training expertise.

## How It Works

- Support is purchased **in advance** in blocks of time.
- Time is sold in **multiples of 10 hours**.
- Sessions are delivered in **30-minute increments**.
- Time is deducted only for actual support delivered.

This structure allows you to access professional assistance precisely when needed, without committing to ongoing retainers.

## Validity

All purchased support time is valid for **12 months from the date of purchase**.

## **Flexible Use of Remaining Time**

Any unused partial balance may be credited towards **CaptureTrain refresher training**, ensuring that your investment continues to add value to your business development.

**Author**  
oliman54

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