

Quick Estimate HTML5 Web Application

Overview

The Quick Estimate HTML5 web application allows consumers to capture photos of their damaged vehicle and to submit these photos to their insurance carrier, who in turn creates an estimate based on these photos and returns the estimate to the consumer via the web app. The web app allows a consumer to quickly and conveniently submit photos through their device's web browser and to receive an estimate without having to install an app onto their mobile device.

Note: All images in this job aid were captured on an iOS device.

Language

The text within the web app will display in either English or Spanish depending on the user's phone settings, i.e. the web app detects and uses whichever language is set as the device's primary language.

Note: Language preference cannot be changed within the web app; the user must adjust their preference via their device's Settings app.

Device & Browser Requirement

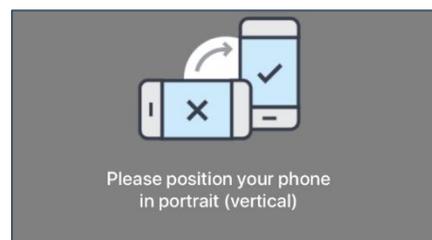
Android devices with Chrome version 53 or higher are fully compatible. **iPhone** users must be on iOS 11 or above to use the web app. VIN scan is supported for iOS 11.3 and above; other users must manually enter their VIN when prompted. Additionally, iOS users must use the Safari web browser.

Session Length

A user's login information is saved for up to seven days of inactivity. After this time—and/or if the user clears their cache or browsing history—the user must login once again.

Screen Orientation

The Quick Estimate web app is designed to be used in portrait mode, i.e. with the device held vertically. If the user holds their device horizontally, they will see this message:



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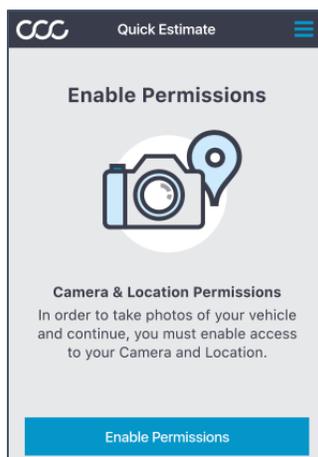
Quick Estimate HTML5 Web Application, Continued

Access, Login, and Device Permissions

Once the carrier determines the vehicle owner is eligible to use the Quick Estimate HTML5 web app, the vehicle owner is sent an access link (URL) via text message or email.

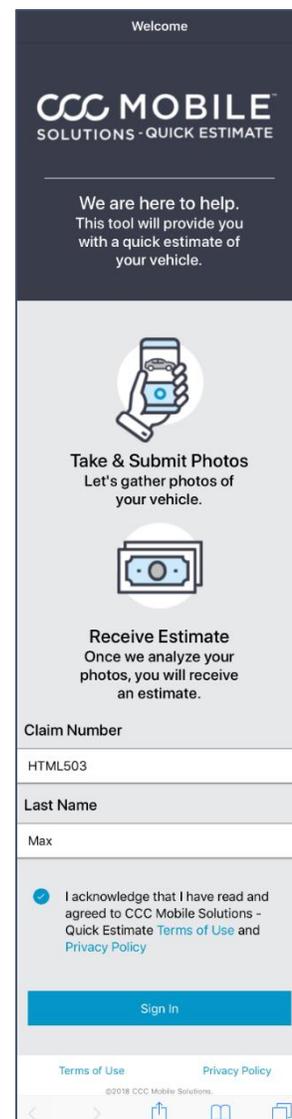
When the user taps this link, they arrive to the Quick Estimate landing page (right); the user's login information (i.e. Claim Number and Last Name) is auto-populated, and these fields cannot be edited.

The user must tap the radio button next to the Terms of Use and Privacy Policy statement and then tap the **Sign In** button. The Enable Permissions page opens.



At this point, the user is prompted to grant two device permissions (*both required*): **Camera** and **Location**. To do this, the user taps the **Enable Permissions** button (left) and then taps **Allow** in the Camera popup and **Allow** in the Location popup.

Note: Insurance carriers can choose to send consumers login and photo upload reminders via email and/or text message. Consumers can opt out by tapping/clicking the **unsubscribe** link in an email or by replying with "**STOP**" to a reminder text message.



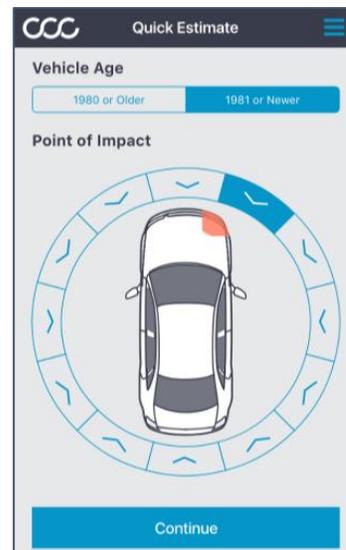
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Quick Estimate HTML5 Web Application, Continued

Vehicle Age and Point of Impact

Upon signing in, users arrive to one of two versions of the screen pictured here.

Vehicle Age: Users tap on the **1980 or Older** button if their vehicle was produced before 1981; they leave the **1981 or Newer** default option selected if their vehicle was produced after 1980. If the Point of Impact was captured/entered by the insurance company at FNOL, the user will not see the Point of Impact section shown here and can simply tap **Continue** at the bottom of the screen to proceed.



Point of Impact: If the Point of Impact (POI) is *not* captured/entered by an insurer during FNOL, the Quick Estimate user must identify the POI in the Point of Impact section by tapping on the **arrow** in the circle surrounding the vehicle graphic that most closely aligns with the damaged area of their vehicle. The user taps **Continue** to advance.

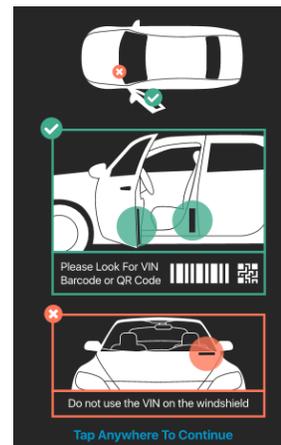
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Quick Estimate HTML5 Web Application, Continued

VIN Scan or Entry

Next, the user sees the VIN scan/entry informational overlay screen (right). Overlay screens contain information about how to scan/enter a VIN or capture a required photo. Overlays are available for the following:

- VIN scan/entry
- VIN photo
- Odometer photo
- Driver Side Front photo
- Damage – Center photo

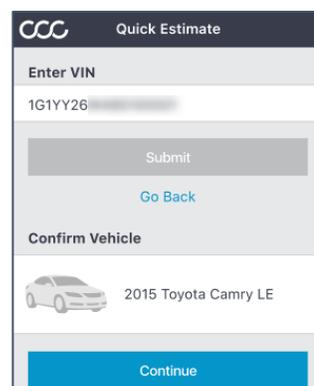


The user dismisses an overlay by tapping anywhere on the screen. The user can review an overlay screen after it's been dismissed by tapping the blue "i" icon towards the upper right corner. **Note:** Tapping the blue tribar in the far upper right corner reveals the user's login information, i.e. claim number and last name. A **Logout** link appears in the tribar menu once the user reaches the Summary screen.

Once the user dismisses the VIN scan/entry overlay screen, they can scan their VIN by positioning the VIN bar or QR code inside the onscreen box. If the user is unable to scan their VIN, they can type it in manually. Please see the **Device & Browser Requirement** section on the first page of this job aid for more information.

After a VIN is scanned or entered, the user is provided with a list of potential vehicle matches under the **Confirm Vehicle** heading (right). The user taps on an option to select it. Selecting the correct match ensures the user sees the correct vehicle overlays/outlines on the photo capture screens (vehicle overlays are available for these body styles: sedan, coupe, hatchback, SUV, minivan, and truck).

Note: The user cannot proceed to the photo capture screens until a valid VIN is scanned or manually entered.



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Quick Estimate HTML5 Web Application, Continued

Photo Capture

The following photos are required in addition to the VIN scan/entry:

- VIN (a photo of the user's VIN is required in addition to the scan/entry)
- Odometer
- Driver Side Front
- Driver Side Rear
- Passenger Side Rear
- Passenger Side Front
- Damage – Center
- Damage – Left Angle
- Damage – Right Angle

The user simply taps an instructional overlay screen (if present) to dismiss it **(1)**, positions their vehicle inside the vehicle overlay/outline (if present), and then taps the blue circle button to capture the photo **(2)**.

Once the photo is captured, the user is asked to choose **Retake** or **Use Photo (3)**. If the user selects Retake, they are prompted to retake that photo; if the user selects Use Photo, they proceed to the next required photo. The user can also include a comment by tapping inside the **Comment** field and using the on-screen keyboard that appears.



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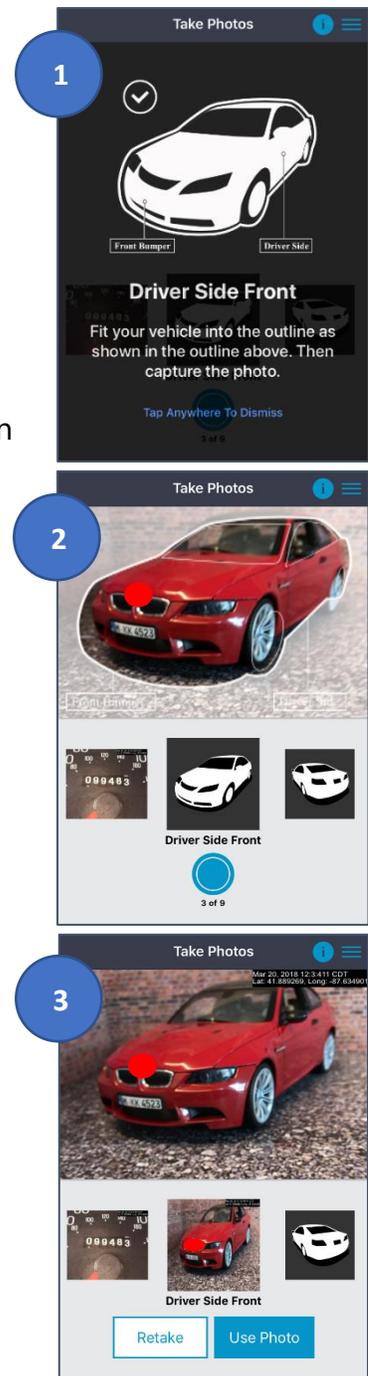
Quick Estimate HTML5 Web Application, Continued

Photo Capture, cont.

Another photo capture example:

1. Tap the instructional overlay screen to dismiss it.
2. Position the vehicle inside the vehicle overlay/outline and tap the blue circle button.
3. Tap the Use Photo button.

Note: The **date**, **time**, and **location** (if location permission was granted) when/where each photo is taken is displayed in the upper right corner of each photo (see below).



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Quick Estimate HTML5 Web Application, Continued

Review Media

After the user captures the last required photo (Damage – Right Angle), they arrive to the **Review Media** screen.

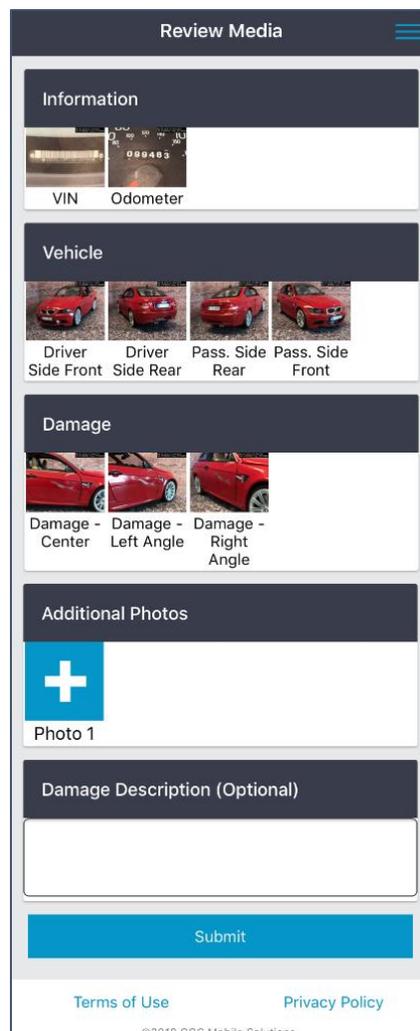
The user can **retake** a photo by tapping it and then following the steps outlined on previous pages. **Note:** If the user successfully scanned their VIN, they are not permitted to retake their VIN photo.

The user can include additional photos (optional) by tapping the “+” icon under the **Additional Photos** heading.

The user can also include a description (optional) by tapping in the text field under the **Damage Description** heading.

When the user is ready to submit their photos, they simply tap the blue **Submit** button at the bottom of the screen.

Note: To avoid failures when uploading photos, the user must maintain a consistent internet connection from the time they tap Submit until the upload is complete, i.e. the user should not move from cellular data connectivity to wi-fi connectivity or vice versa during the upload process.



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Quick Estimate HTML5 Web Application, Continued

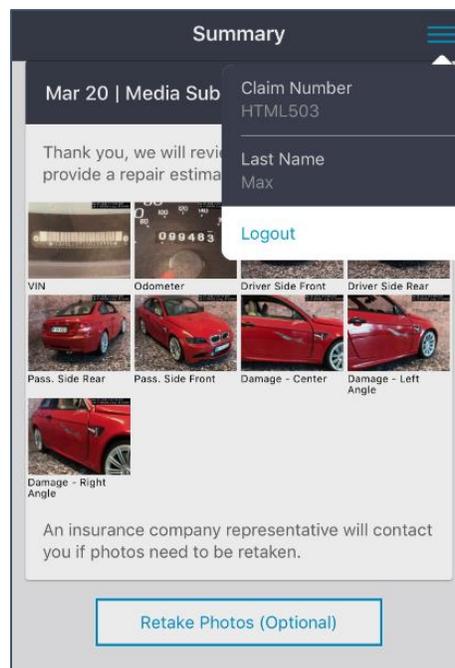
Summary Screen

Upon tapping the Submit button pictured on the previous page, the user arrives to the **Summary** screen.

The user can retake photos from here by tapping the **Retake Photos** button and then following the prompts.

If the user would like to logout of the web app, they simply tap the tribar in the upper right corner and then tap the **Logout** link (right).

Note: The user's photos are available to the desk appraiser via the Claim Folder in the CCC® Portal and via the Portal's Virtual Inspection platform.



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Quick Estimate HTML5 Web Application, Continued

View Estimate

After the desk appraiser finishes creating an estimate, it is available for the user to review in the web app.

The user should sign back in (if necessary) or tap the link sent to them by email or text; they arrive to the updated Summary screen (above right).

The user taps the **green bar** to view a multi-page .pdf version of their estimate (right), which might open in another browser window depending on the user's browser settings.

