

CCC® Resolve Mobile Application

Introduction

CCC® Resolve is a mobile application that allows a consumer whose vehicle is damaged in a catastrophe (or in another event deemed appropriate by a carrier) to capture and submit to their insurance carrier photos and an optional video of their vehicle. In turn, a carrier's desk appraiser can review the damage media and complete an estimate or provide a total loss valuation. The app allows users to start the claims process earlier by submitting photos 24/7. This job aid details the CCC® Resolve workflow for consumers.



Download Invite & Email & Text Message Notifications

The carrier sends an eligible user a **download invitation link** via email and/or text message; the user selects the link to download the CCC® Resolve app onto their device from the appropriate app store. If the user follows this link to download the app, the user's login information is **pre-populated** on the login screen upon app launch; however, should the user need it, their login information is also contained in their initial invitation email or text message.

Carriers can also send **reminder** emails and text messages if the consumer has not uploaded vehicle photos in a certain number of days (the **frequency** of these reminder messages is determined by the carrier). The consumer can select the **unsubscribe** link in an email or respond with **STOP** to a text message to stop receiving reminder notifications.

Note: Invitation and reminder messages can be sent in either English or Spanish.

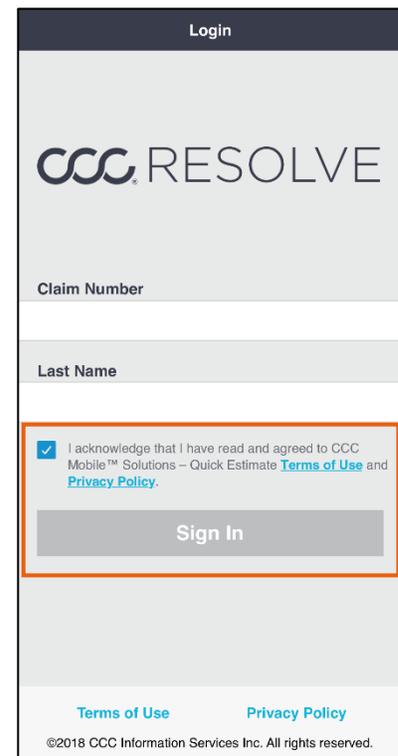
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Login Screen

If the user downloads the app via the invitation link sent to them, their login information, Claim Number and Last Name, are **pre-populated** on the app's **Login** screen upon launch.

The user must ensure the box next to the **Terms of Use and Privacy Policy statement** is checked and then selects the **Sign In** button to begin the workflow.

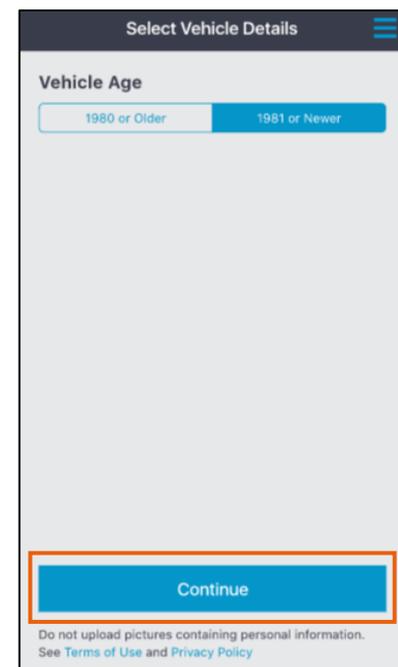


Vehicle Age & Device Permissions

Upon signing in, the user must select their vehicle's age on the **Select Vehicle Details** screen (right). By default, the **1981 or Newer** button is selected. The user selects the **Continue** button at the bottom of the screen to advance.

The user must then grant the app access to their device's **camera** and **location**.

Note: If the user's vehicle was made prior to 1981, they should select the **1980 or Older** button and then select **Continue**. In this case, the app will not require the user to scan or enter their vehicle's VIN.



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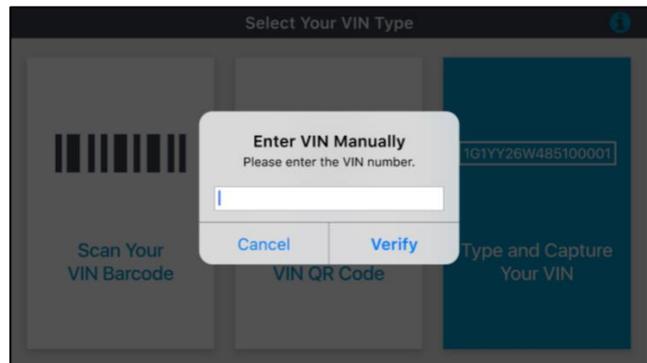
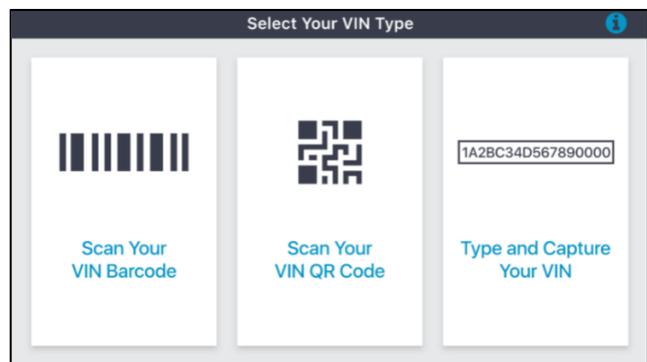
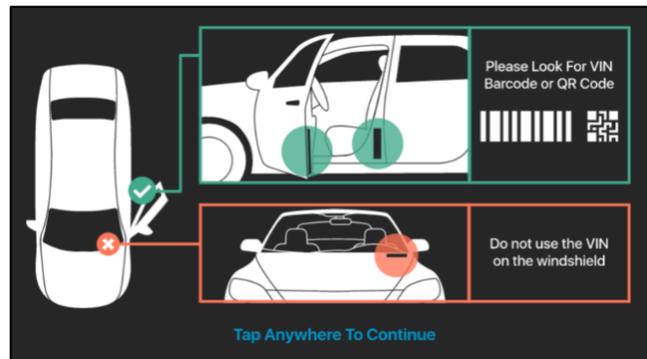
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VIN Scan or Manual Entry

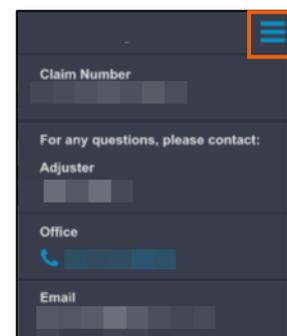
If the user's vehicle was made after 1980, they must next **scan** or **manually enter their vehicle's VIN**. An instructional screen provides directions (right); the user dismisses this screen by selecting anywhere.

The **Select Your VIN Type** screen opens. The user selects to Scan the VIN Barcode, Scan the VIN QR code, or Type to capture the VIN.

Additional screens appear to capture the VIN, depending upon the entry method selected. Example: Manual VIN entry screen (right).



Note: The user can access their adjuster's available **contact info** by selecting the **tribar menu icon** in the upper right corner of any screen where it appears.



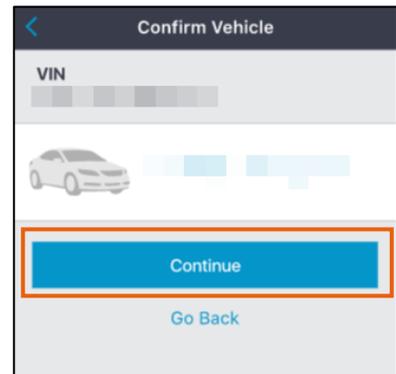
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Confirm Vehicle

Once the user scans or manually enters their vehicle's VIN, the **Confirm Vehicle** screen opens.

Select the **Continue** button to proceed.

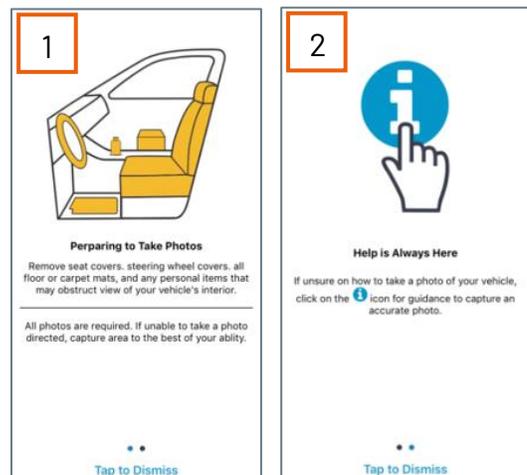


Help Overlay Screens

Upon confirming their vehicle, the user sees a **help overlay**; it instructs the user to **remove** seat covers, steering wheel covers, floor mats, and any personal items **prior** to capturing their vehicle photos.

If the user swipes left on the first overlay screen **(1)**, a second help screen appears **(2)**. This screen advises the user to select the **blue** information icon on the photo capture screens if they have **questions** during the capture process.

Select **Tap to Dismiss** link at the bottom of either overlay screen to dismiss the overlay and begin the photo capture process.



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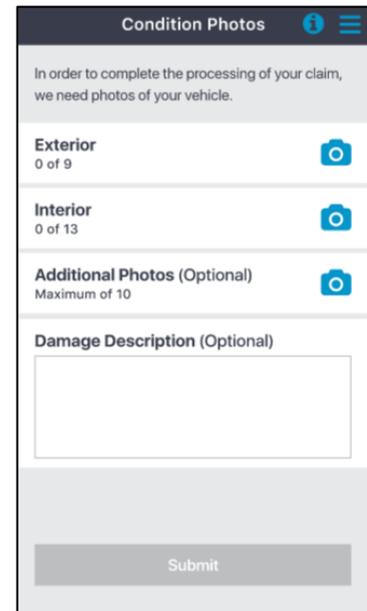
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Photo Capture

Once the user dismisses the help overlay, the **Condition Photos** screen opens. The user is instructed to capture photos.

Note: The list of required photos is configurable by carrier.

These photos are divided into two sections: **Exterior** and **Interior**. The user can also choose to include up to **10** additional photos by selecting the **Additional Photos** section heading (additional photos can be captured live or uploaded from the device's library; required photos must be captured live) and/or enter comments in the **Damage Description** field. The sections can be completed in any order.



The full list of photos per section are:

Exterior	Interior	Additional*
Front	Passenger Side - Front Seat	Max of 10
Driver Side - Front	Passenger Side - Front Floor	
Driver Side - Front Tire	Driver Side - Front Door Interior	
Driver Side - Rear Tire	Driver Side - Front Seat	
Driver Side - Rear	Driver Side - Front Floor	
Rear	Odometer	
License Plate	Driver Side - Rear Seat	
Passenger Side - Rear	Driver Side - Rear Floor	
Passenger Side - Front Tire	Dashboard	
Passenger Side - Rear Tire	Headliner	
Passenger Side Front	Third Row Seats**	
	Third Row Floor **	
	Driver Side - Flood Line***	

*The Additional photos are optional.

**Before capturing Interior photos, the user is asked via a popup box whether their vehicle has a third row of seats, e.g. utility vehicle or van; if they answer in the affirmative, two additional photos are required.

*** If freshwater flood or saltwater flood was selected in the pop-up upon beginning photo capture (see next page), Driver Side - Flood Line photo is required.

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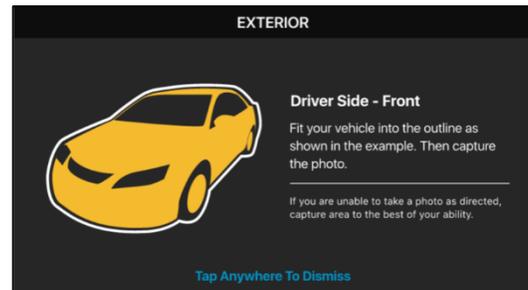
Photo Capture, cont.

Was your vehicle involved in a flood or hail event?	
Fresh water flood	
Salt water flood	
Hail	
Not applicable	

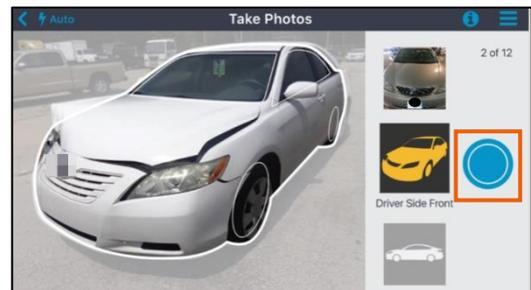
Was your vehicle's engine running during the flood event?	
No	Yes

Select a **section heading** to begin **capturing photos**. Upon selecting a **section heading**, a pop-up appears asking the user if the vehicle was involved in a **flood or hail** event. The user makes the appropriate selection. If freshwater flood or saltwater flood is selected, an additional pop-up appears asking if the vehicle's engine was running during the flood event.

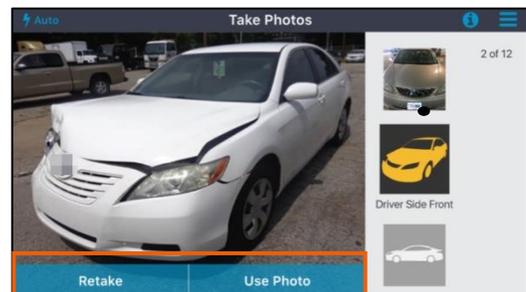
Instructions are provided for **each** photo to be captured. If, for example, the user selects the Exterior section heading, the Exterior > Driver Side - Front overlay (above) instructs them to "Fit your vehicle into the outline as shown in the example. Then capture the photo." The area of the vehicle to be captured is **highlighted in yellow**. Select the instructional screen to dismiss it.



Upon dismissing the instructional screen, the **Take Photos** screen opens; position the phone/camera as directed and select the **blue circle button** to capture the photo.



Upon capturing a photo, the user is asked whether they'd like to **Retake** or **Use Photo**. Select the appropriate button to proceed. If **Retake** is selected, retake that photo; if **Use Photo** is selected, advance in the sequence, and follow the instructions for the **next** required photo. **Repeat** these steps for each photo in each of the two required sections on the Condition Photos screen, i.e. Exterior and Interior.



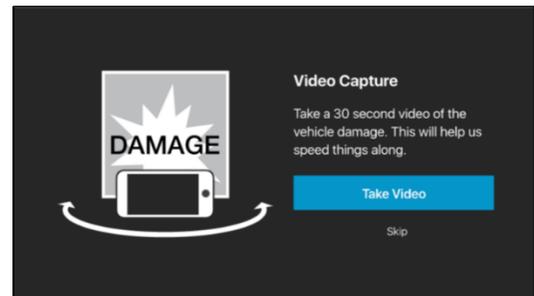
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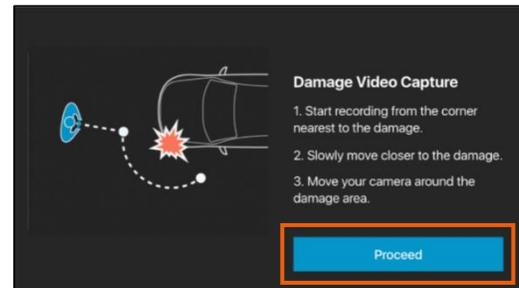
Video Capture

After the **final** Exterior photo is captured, the Passenger Side Front, a popup appears and asks the user if they'd like to capture a 30-second video of their vehicle's damage.

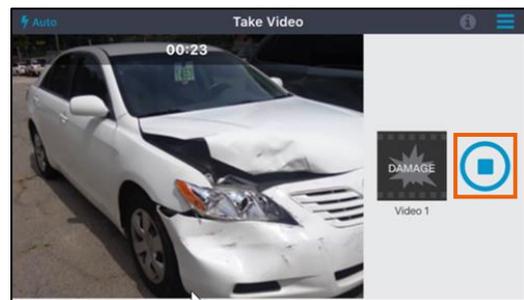
This is **optional**. Select **Skip** to dismiss the popup and advance to the Review Exterior screen (see next page) or select **Take Video** to begin the video capture process.



If **Take Video** is selected, grant the app access to the device's **microphone**. The user can record audio commentary along with the video. An overlay screen instructs them to capture the video. Select the **Proceed** button to advance to the **Take Video** screen.

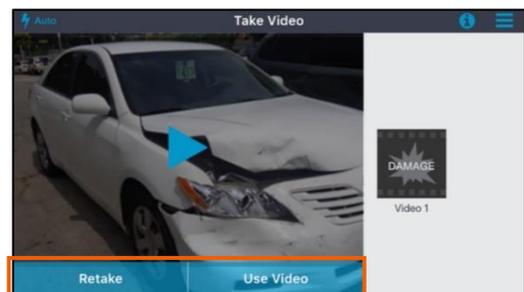


Select the **blue button** to begin recording.



The app will **stop** recording after **30 seconds**. Review the video by selecting the **play icon**.

Select **Use Video** to advance. Select **Retake** to retake the video if needed.



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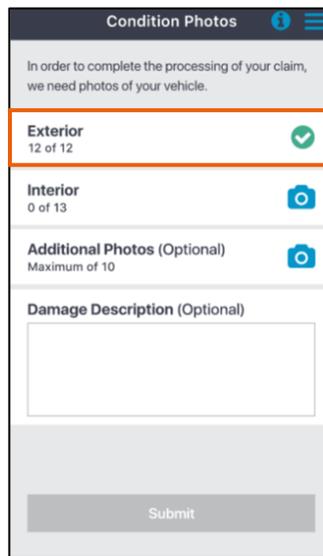
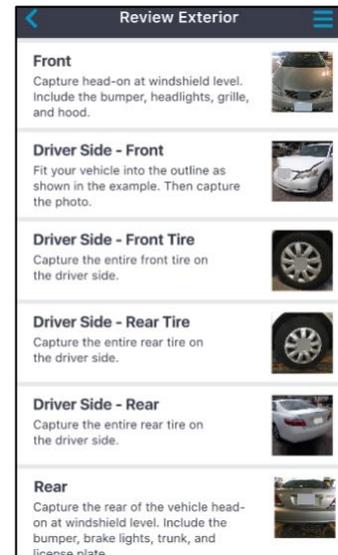
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Review Exterior Screen & Capturing Interior Photos

Selecting **Skip** in the popup asking them to record a video or selecting **Use Video** on the Take Video screen, the user arrives to the **Review Exterior** screen (right).

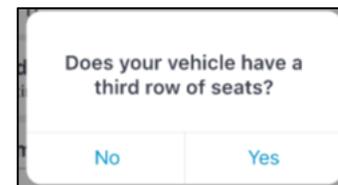
The user can select on a thumbnail to **retake** the corresponding photo.

When ready to advance, select the **Save** button towards the bottom of the screen. The **Condition Photos** screen will open.



The **green** check icon on the **Exterior** section heading (left) indicates this section is complete. Select the **Interior** heading to complete that section.

Upon selecting Interior, the user is asked if the vehicle contains a third row of seats. If **Yes** is selected, two additional photos are required.



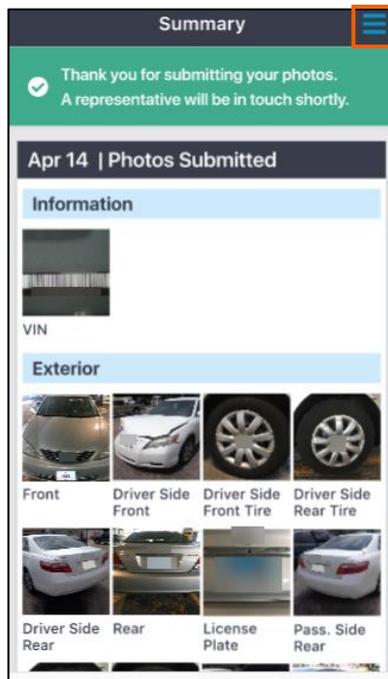
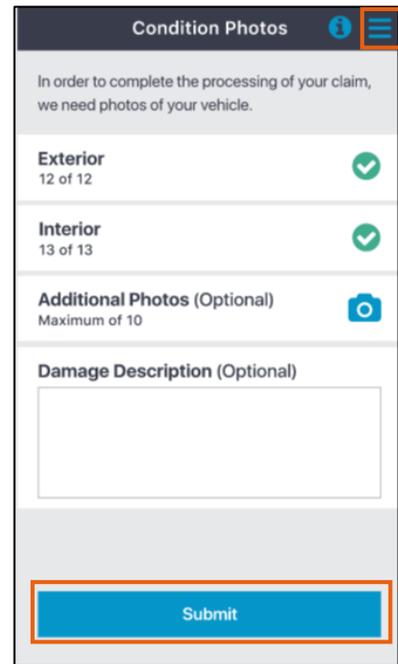
Once the Interior photos are captured, the **Review Interior** screen opens. Select the **Save** button to return to the **Condition Photos** screen. A **green check** icon appears on the Interior section heading and the **Submit** button is enabled, i.e. it is blue instead of gray. Select the **Submit** button to advance (see next page).

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Submit Media & Summary Screen

Upon selecting the **Submit** button on the **Condition Photos** screen (right), the user's media is sent to the carrier.



Once the upload completes, the **Summary** screen opens (below).

From here, the user can retake photos by selecting the **Retake Photos** button or view their adjuster's contact information. The user can sign out of the app by selecting the **tribar** in the upper right corner.

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Photo Retake Requests

If the carrier needs the user to retake one or more photos, contact the user and direct them to open the **Summary** screen in the app. The user will select the **Retake Photos** button, and the carrier will tell the user which photos need to be retaken. The user selects corresponding thumbnail(s) to begin the process and is guided by onscreen instructions.

