

# CCC® Scheduling – Mobile App

## Overview

The CCC® Scheduling Mobile App is an on-the-go solution for appraisers who would like to access their scheduled appointments via smartphone or tablet.

The Mobile App will allow the appraiser to update the appraiser’s status on a specific appointment. The appraiser can also look ahead to see the next two days appointments. This tool also provides contact details for the appraisal and notes specific to the appointment.

## Log In

To log in to the Mobile App go to <http://mycccportal.com/schm/>

Enter your **Username** and **Password** then select **Login** to see your schedule.

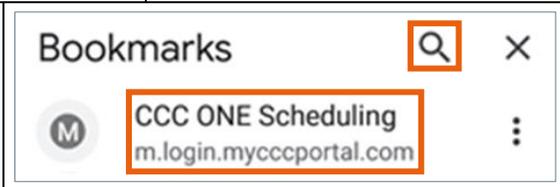
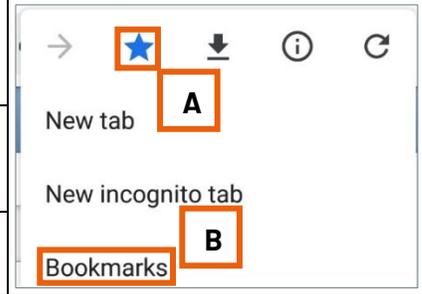


## Adding to Favorites /Bookmarks

Use the steps below to add/access CCC Scheduling on your smartphone or tablets, Bookmarks or Favorites section.

### Android™ Devices:

Step	Action
1	Select the <b>menu</b>  icon in the upper right area of the screen, the menu dropdown opens.
2	Select the (A) <b>star</b> icon to add CCC Scheduling to your Bookmarks.
3	To access the saved Bookmark, select the <b>menu</b>  icon.
4	Select (B) <b>Bookmarks</b> .
5	Select or use the <b>search</b> icon the find the <b>Scheduling</b> Bookmark and select to open the webpage.



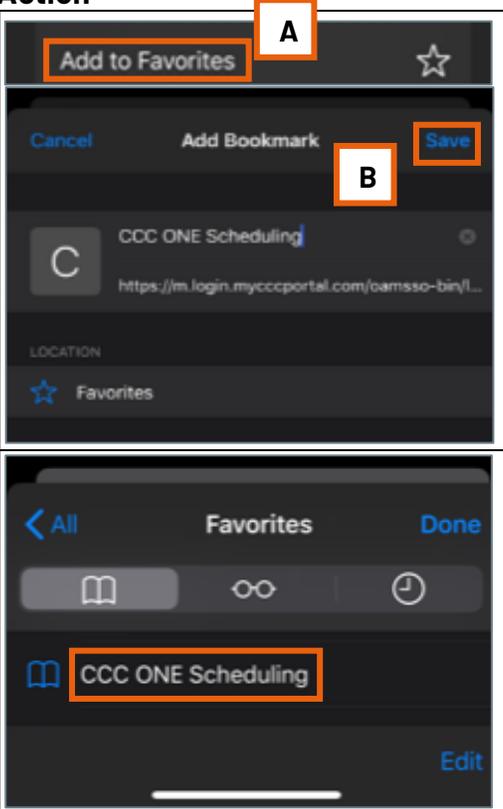
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# CCC® Scheduling – Mobile App, Continued

## Adding to Favorites /Bookmarks, continued

### iOS (iPhone®) Devices:

Step	Action
1	Select the <b>Share</b>  icon at the bottom of the screen.
2	Select (A) <b>Add to Favorites</b> then (B) <b>Save</b> from the popup. CCC Scheduling is now added to your Favorites.
3	To access your Favorites, select the  <b>Book</b> icon.
4	Select <b>CCC Scheduling</b> from the list of Favorites to open the webpage.



## Reviewing Appointments and Activities

The Mobile App will open in **today's** Appointment window, showing the daily view. **Excluding** days off, the following two day's appointments can be seen here by selecting the dates along the top of the screen.



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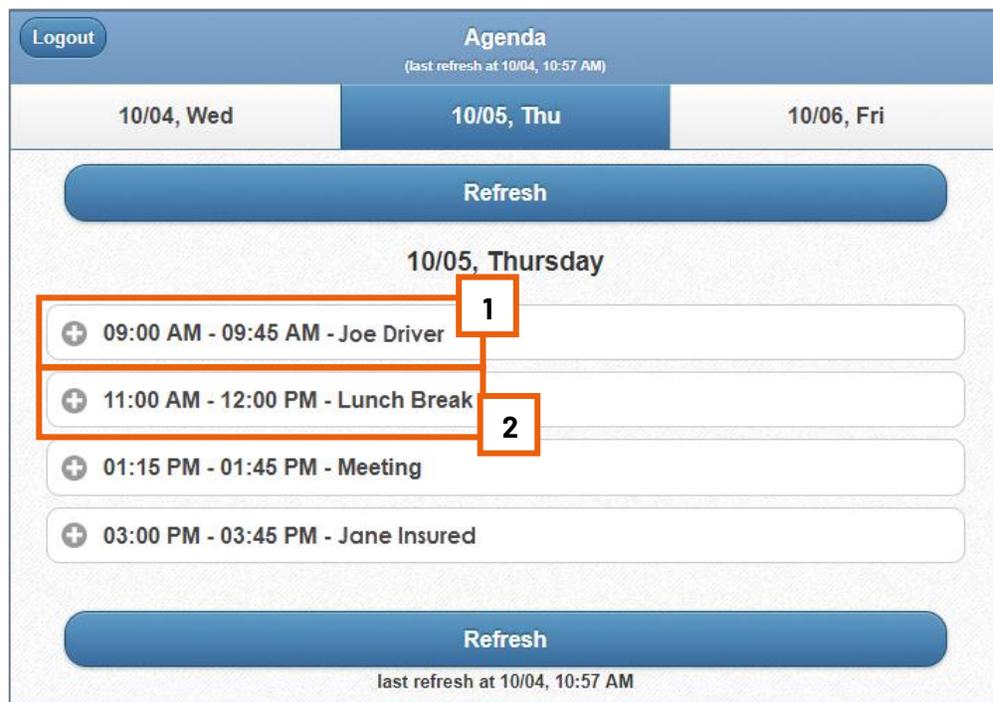
## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

Looking at today's schedule, there are two **Appointments** and two **Activities** to be completed.

Part	Function
1	Appointment
2	Activity

 In the daily view, select the **plus icon** next to the Activity (Lunch Break) to see more information.



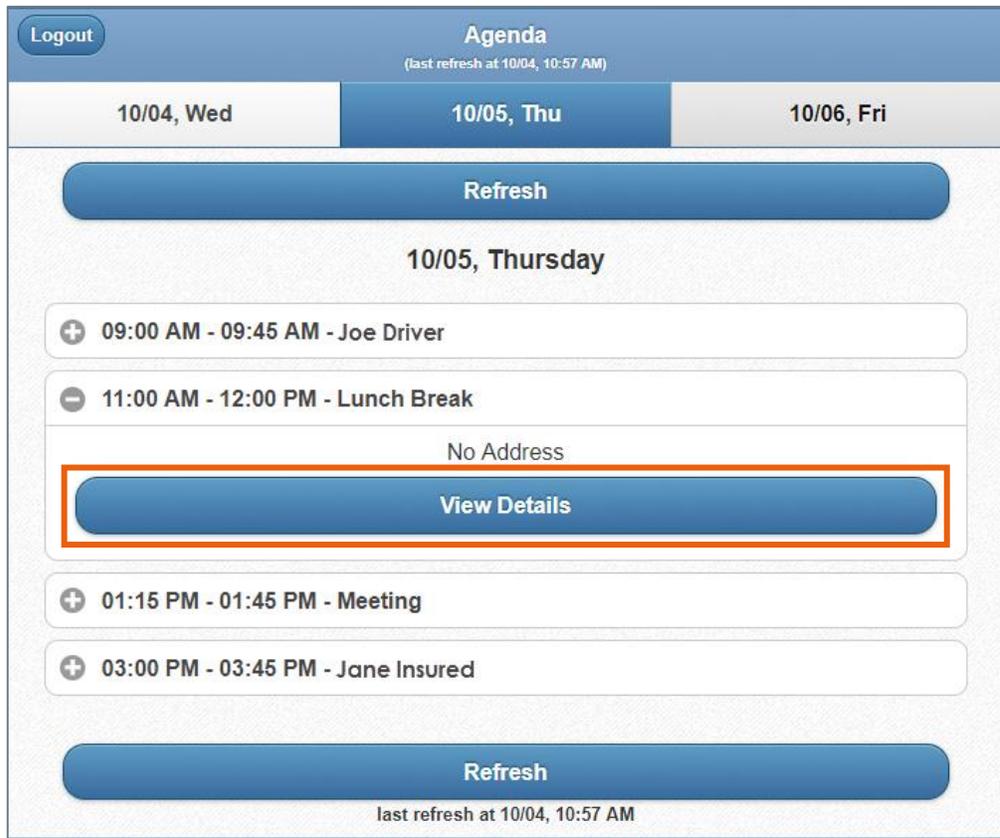
**Note:** To view the **next day or following** day's appointments, select the **date** at the top of the screen.

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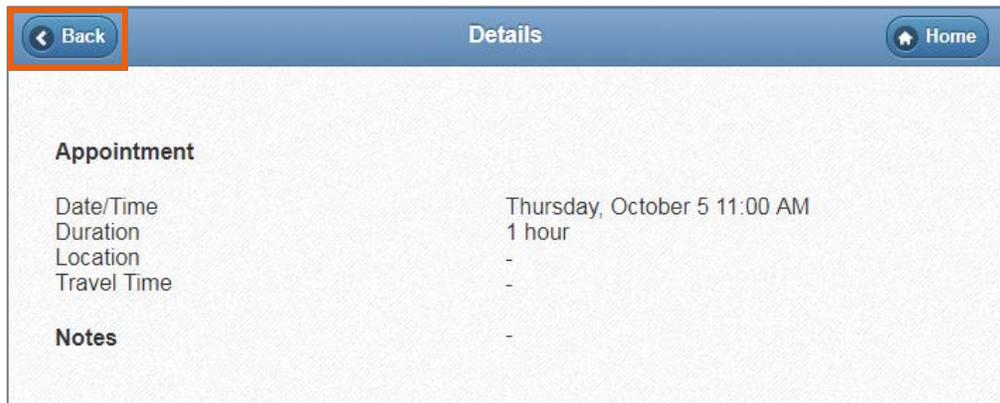
## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

This shows a snapshot of the **Activity information**. To see more details, select the **View Details** button.



The **Activity's details** will be displayed, select the **Back** button to return to the daily view.



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## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued



In the **daily view**, select the **plus sign** next to the Appointment to see more **information**.

This shows a snapshot of the **Appointment information**. To see more details, select the **View Details** button.

The screenshot shows the 'Agenda' screen in the mobile app. At the top, there is a 'Logout' button and the title 'Agenda' with a timestamp '(last refresh at 10/04, 10:57 AM)'. Below this are three tabs for dates: '10/04, Wed', '10/05, Thu' (selected), and '10/06, Fri'. A large blue 'Refresh' button is positioned below the tabs. The main content area is titled '10/05, Thursday' and lists several appointments. The first appointment is for '09:00 AM - 09:45 AM - Joe Driver'. This appointment card displays the address '2740 N Elston Ave, Chicago IL 60647-2036', the phone number '(111) 111-1111', and the status 'Car Info Unknown'. Below the appointment card is a dark grey bar with the text 'Status: Appointment Received' and a right-pointing arrow. A blue 'View Details' button is located directly below the status bar and is highlighted with an orange border. Other appointments listed include '11:00 AM - 12:00 PM - Lunch Break', '01:15 PM - 01:45 PM - Meeting', and '03:00 PM - 03:45 PM - Joe Driver'. At the bottom of the screen, there is another blue 'Refresh' button and the text 'last refresh at 10/04, 10:57 AM'.

**Note:** Select the phone number to initiate a call to the customer and select the address to launch your phone's mapping software.

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## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

In the **Details** window, there are **five** fields for information:  
(See the next page for a screenshot of the appointment details page)

Part	Function
1	<p>The <b>Appointment</b> field lists the following:</p> <ul style="list-style-type: none"> <li>• <b>Date/ Time</b></li> <li>• <b>Duration</b></li> <li>• <b>Location</b></li> </ul>
2	<ul style="list-style-type: none"> <li>• <b>Appointment Window</b> is the time frame when the customer is expecting the appraiser to appraise the vehicle.</li> <li>• <b>Travel Time</b> is how long it will take to get from one location to the next.</li> <li>• <b>Appointment Type</b> lets the appraiser know what type of appointment they will have.</li> </ul>
3	<p>The <b>Notes</b> field is where any appraisal specific note will appear from the Appointment Booking screen.</p>
4	<p>The <b>Contact</b> field contains the following information:</p> <ul style="list-style-type: none"> <li>• <b>Name</b></li> <li>• <b>Mobile Phone</b></li> <li>• <b>Home Phone</b></li> <li>• <b>Work Phone</b></li> <li>• <b>Email</b></li> <li>• <b>Receive Texts?</b> shows if the customer is receiving appointment updates via text sent through the Scheduling tool.</li> </ul> <p><b>Note:</b> The <b>red</b> "X" indicates this person does not receive texts, a green checkmark indicates they do receive texts.</p>
5	<p>The <b>Claim</b> field contains the following information:</p> <ul style="list-style-type: none"> <li>• <b>Claim Ref. ID</b></li> <li>• <b>VIN</b></li> <li>• <b>Vehicle</b></li> <li>• <b>Supplement?</b></li> </ul> <p><b>Note:</b> The <b>red</b> "X" indicates that this is not a supplement appointment. If this were a supplement appointment, a green check mark would be present.</p>

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## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

Use the table on the previous page to learn more about the details section. Select the **Back** button to return to the daily appointment view.

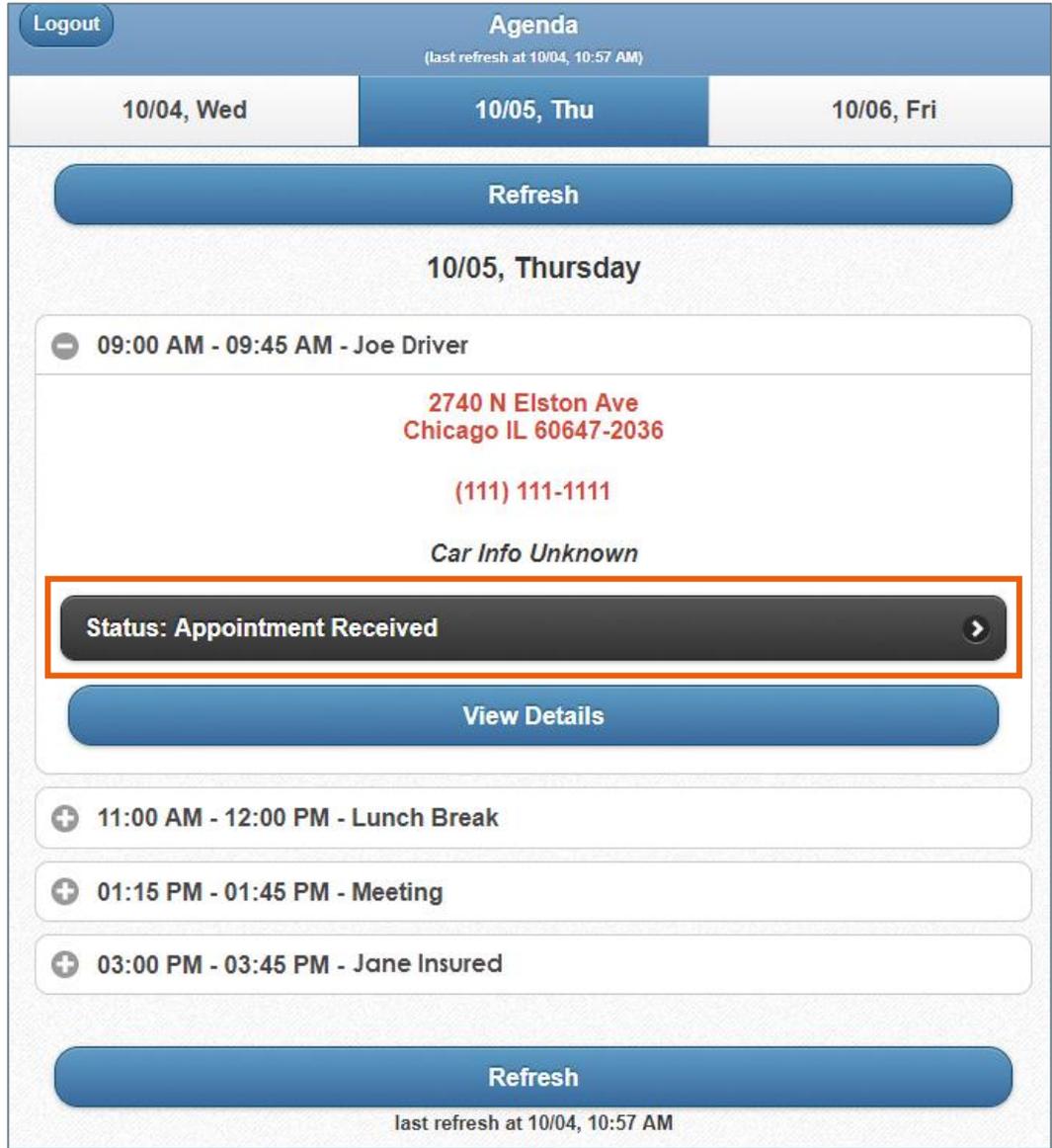
Appointment	
1	Date/Time Thursday, October 5 9:00 AM
	Duration 45 minutes
	Location 2740 N Elston Ave Chicago IL 60647-2036
2	Appointment Window 9:00 AM-11:00 AM
	Travel Time 13 minutes
	Appointment Type Drivable
3	Notes -
Contact	
	Name Joe Driver
4	Mobile (111) 111-1111
	Home -
	Work -
	Email -
	Receive Text? <input checked="" type="checkbox"/>
Claim	
5	Claim Ref. ID BH17091903
	VIN -
	Vehicle -
	Supplement? <input checked="" type="checkbox"/>

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## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

An appraiser can also update the **status** of an appointment or an activity from the open more information screen. Select the **Status** button to **update and change** the appointment status.



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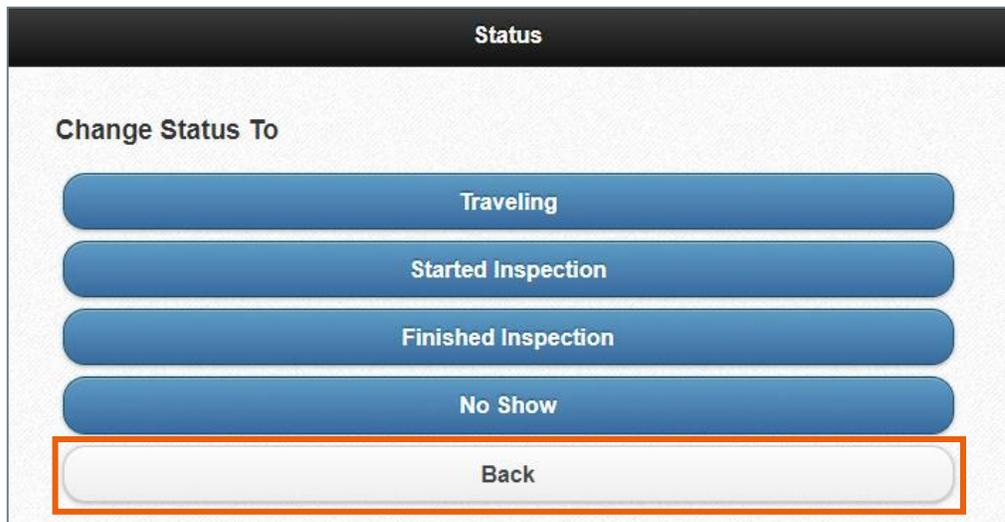
## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

The available status updates are as follows:

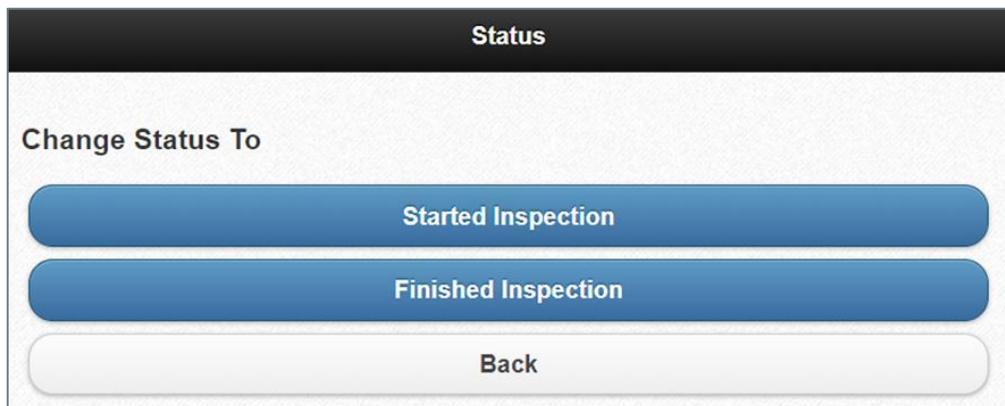
By selecting a **new status**, your appointment/ activity will be **updated** and will take you back to the daily view. If **no** status update is needed, select **Back** to return to the daily view.

#### Status available for Field Appointments and Field Activities:



The screenshot shows a mobile app interface with a black header labeled "Status". Below the header, the text "Change Status To" is displayed. There are four blue buttons stacked vertically: "Traveling", "Started Inspection", "Finished Inspection", and "No Show". At the bottom, there is a white button labeled "Back" which is highlighted with an orange border.

#### Status available for Desk Appointments and Desk Activities:



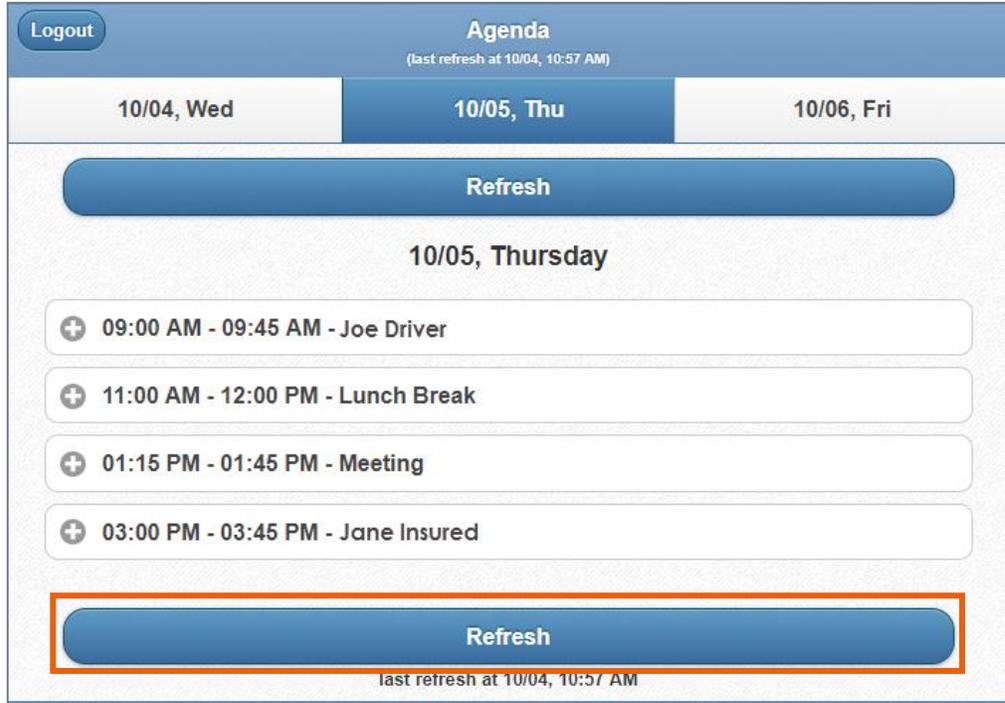
The screenshot shows a mobile app interface with a black header labeled "Status". Below the header, the text "Change Status To" is displayed. There are three buttons stacked vertically: two blue buttons labeled "Started Inspection" and "Finished Inspection", and one white button labeled "Back" at the bottom.

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## CCC® Scheduling – Mobile App, Continued

### Reviewing Appointments and Activities, continued

At any point in the day, the appraiser can select the **Refresh** button to ensure that the most **recent** information is available in the Mobile App.



### Schedule Manager Drive-In

Select the link under Scheduling titled **Schedule Manager Drive-In**.

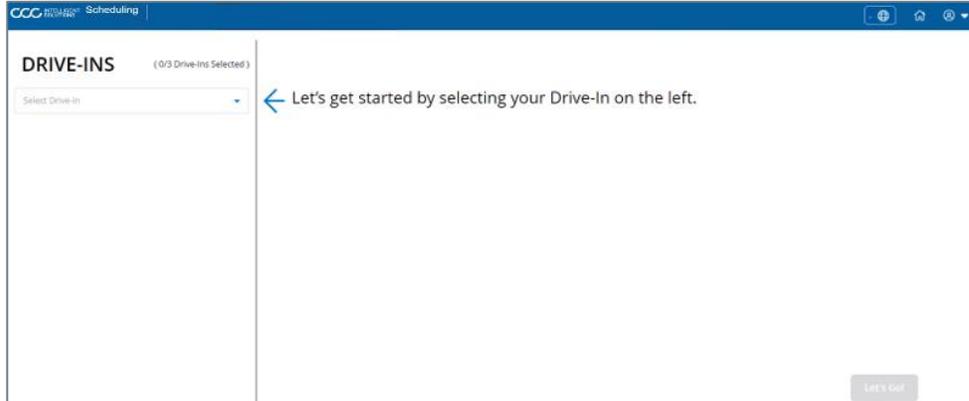


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# CCC® Scheduling – Mobile App, Continued

## Schedule Manager Drive-In, Continued

Scheduling will open.

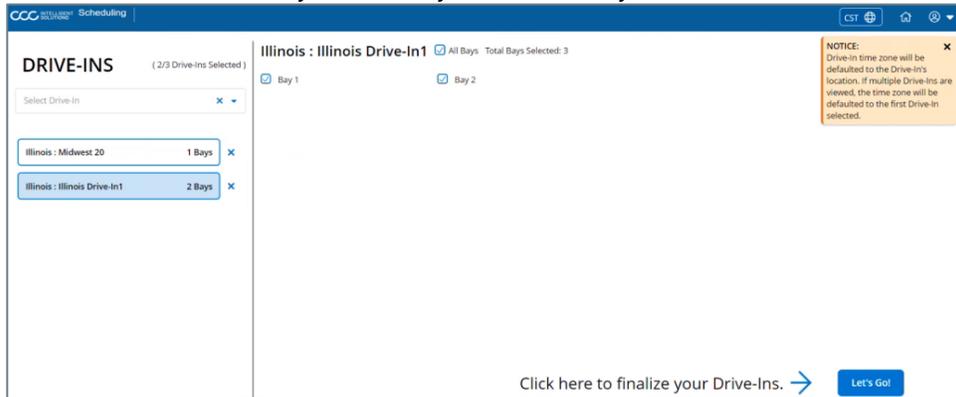


## Scheduling

The user will choose from the **drop down** list the **Drive-In** facility they prefer.



This will show how many **active** Bays are currently available.



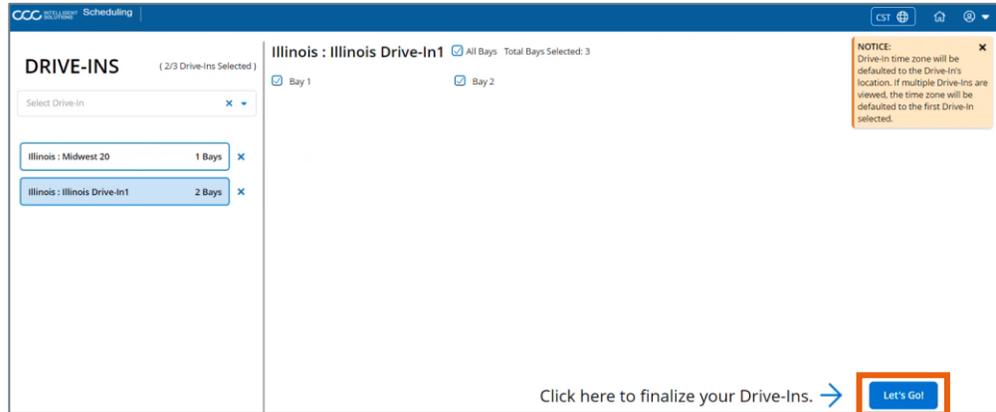
The user can **select and deselect** Bays here if needed.

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# CCC® Scheduling – Mobile App, Continued

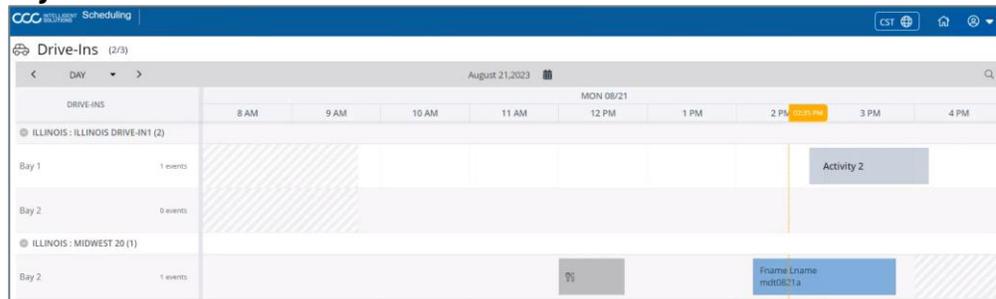
## Scheduling, Continued

Next, select **Let's Go!** at the bottom of the screen.

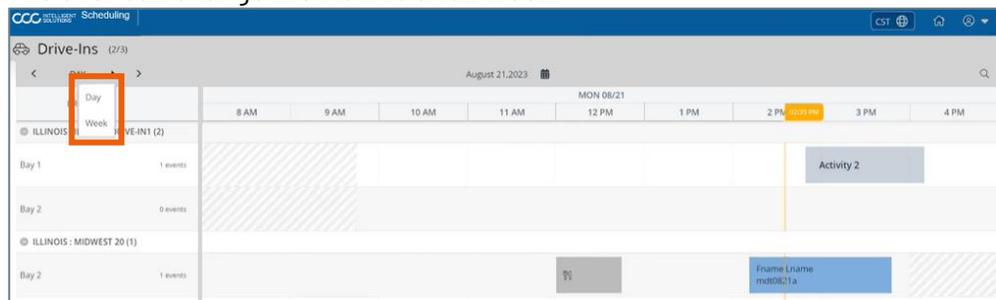


## Appointments and Activities

The **Gantt** view for Drive-Ins will open. The calendar will **default** to the **current day**.



The user can change the view to a **full week**.

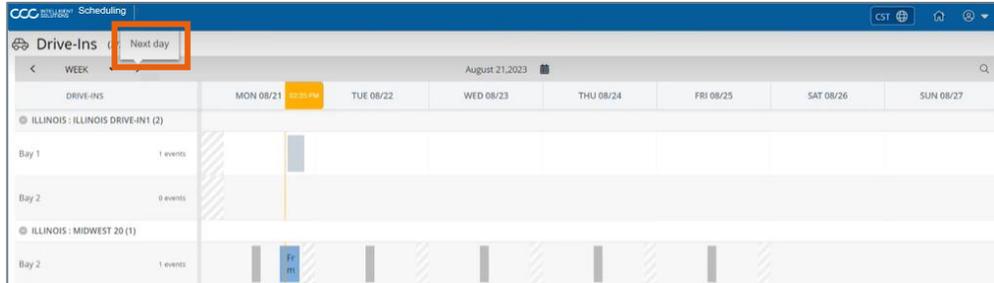


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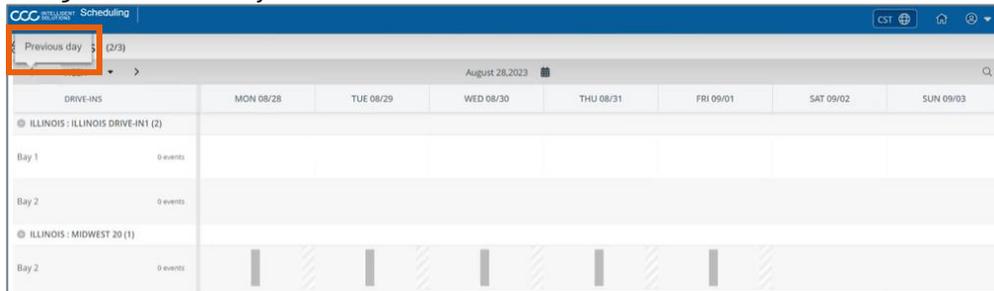
# CCC® Scheduling – Mobile App, Continued

## Appointments and Activities, Continued

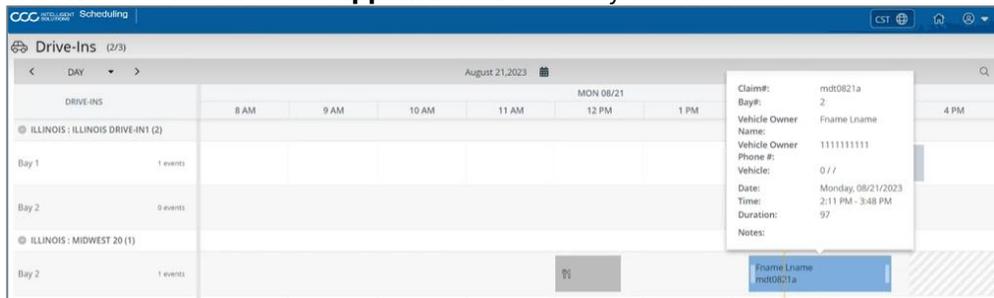
The user can view the **Next Day** or **upcoming weeks** appointment by using the **>** arrow key.



The user can also view the **Previous Day** or **previous weeks** appointments by using the **<** arrow key.



The user will select on the **appointment** that they want to see.

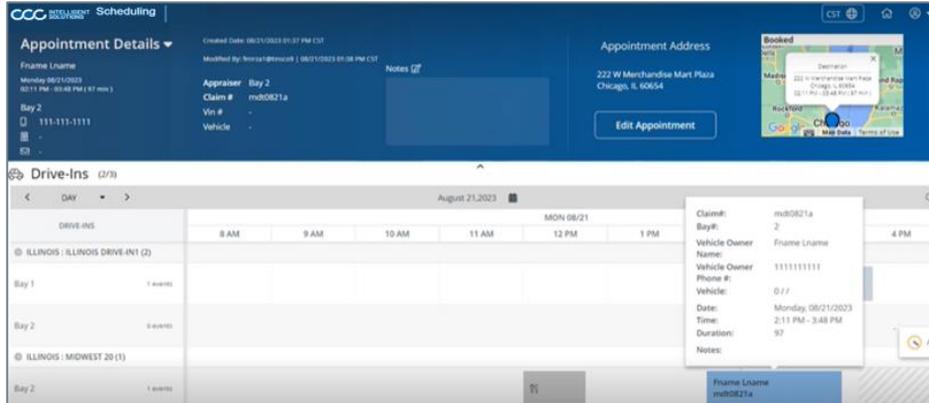


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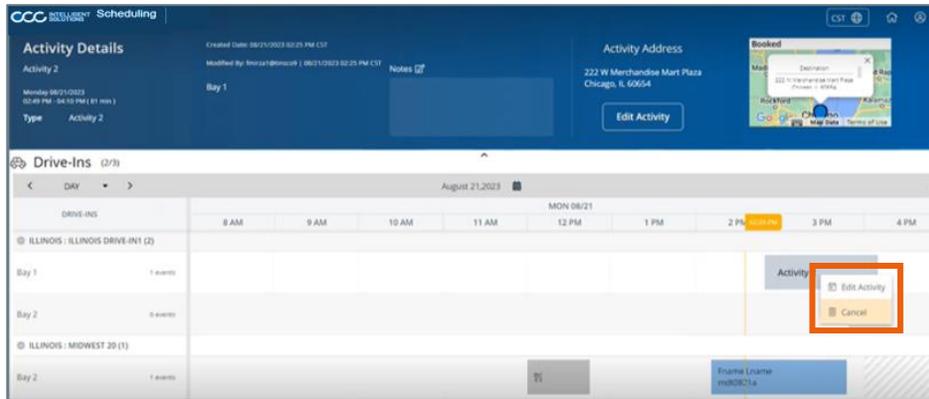
# CCC® Scheduling – Mobile App, Continued

## Appointments and Activities, Continued

The **appointment details** will open.



The user can **Edit** or **Cancel** the activities.



The user can **add** new activities by selecting the calendar.

