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. To log in to the Mobile App go to CCC ONE Scheduling Log In http://mycccportal.com/schm/ Username Enter your Username and Password then select Login to see your schedule. 2012-2024 CCC Information Ser Adding to Use the steps below to add/access CCC Scheduling on your smartphone or tablets, **Favorites** Bookmarks or Favorites section. **/Bookmarks** Android[™] Devices: Step Action Select the **menu** i icon in the upper right area of the screen, the menu 1

I	dropdown opens.	upperright		IU
2	Select the (A) star icon to add (Scheduling to your Bookmarks	CCC 	→ ★ ± ⊙	G
3	To access the saved Bookmark the menu 🔋 icon.	۲, select	New tab	
4	Select (B) Bookmarks.		Bookmarks	
5	Select or use the search icon the find the Scheduling	Bookn	narks Q	×
	the webpage.	Ø	CC ONE Scheduling n.login.mycccportal.com	:



Adding to	iOS (iPh	none°) Devices:	
Favorites /Rockmarks	Step		Action
continued	1	Select the Share icon at the bottom of the screen.	Add to Favorites
	2	Select (A) Add to Favorites then (B) Save from the popup. CCC Scheduling is now added to your Favorites.	Cancel Add Bookmark B CCC ONE Scheduling CCC ONE Scheduling CCC DE Scheduling CCC DE Scheduling CCCC DE Scheduling CCCCC DE Scheduling CCCCCC DE Scheduling CCCCCC DE Scheduling CCCCCC DE Scheduling CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC
	3	To access your Favorites, select the Book icon.	
	4	Select CCC Scheduling from the list of Favorites to open the webpage.	All Favorites Done Image: CCC ONE Scheduling Edit

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.







SERVICES ©2017-2024. CCC Intelligent Solutions Inc. All rights reserved. CCC° is a trademark of CCC Intelligent Solutions Inc.

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.



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.

Back	Details	Home
Appointment		
Date/Time Duration	Thursday, October 5 11:00 1 hour	AM
Location Travel Time	-	
Notes	-	



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.

ogout	Agenda (last refresh at 10/04, 10:57 AM)			
10/04, Wed	10/05, Thu	10/06, Fri		
	Refresh			
	10/05, Thursday			
O9:00 AM - 09:45 AM -	Joe Driver			
	2740 N Elston Ave Chicago IL 60647-2036			
	(111) 111-1111			
	Car Info Unknown			
Status: Appointment R	eceived	ک		
	View Details			
11:00 AM - 12:00 PM -	Lunch Break			
O1:15 PM - 01:45 PM -	Meeting			
O3:00 PM - 03:45 PM -	Joe Driver			
	Refresh			
	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.



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

Part		Funct	tion
1	The Appointment field lis	sts the following:	
	• Date/Time	Duration	
	• Date/ Time	• Duration	
2	 Appointment Window to appraise the vehicl Travel Time is how lo Appointment Type le 	v is the time frame wh le. ng it will take to get fro ts the appraiser know	en the customer is expecting the appraiser om one location to the next. what type of appointment they will have.
3	The Notes field is where a Booking screen.	any appraisal specific i	note will appear from the Appointment
4	The Contact field contain	ns the following inform	nation:
	• Name	• Mobile F	Phone • Home Phone
	Work Phone	• Email	
	Receive Texts? sent through the	shows if the customer Scheduling tool.	r is receiving appointment updates via text
	Note: The red "X" indicate they do receive texts.	es this person does not	t receive texts, a green checkmark indicates
5	The Claim field contain	s the following inforr	mation:
	• Claim Ref. ID	• VIN	Vehicle
	 Supplement? 		
	Note: The red "X" indica	ates that this is not a	a supplement appointment. If this were a
	supplement appointme	ent, a green check ma	ark would be present.







CCC[®] Scheduling – Mobile App, Continued

Reviewing Appointments and Activities, continued

appointment status. Logout Agenda 10/04, Wed 10/06, Fri 10/05, Thu Refresh 10/05, Thursday 09:00 AM - 09:45 AM - Joe Driver 2740 N Elston Ave Chicago IL 60647-2036 (111) 111-1111 Car Info Unknown Status: Appointment Received > **View Details** 11:00 AM - 12:00 PM - Lunch Break 01:15 PM - 01:45 PM - Meeting 03:00 PM - 03:45 PM - Jane Insured Refresh last refresh at 10/04, 10:57 AM

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



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:



Status available for Desk Appointments and Desk Activities:

Status
Change Status To
Started Inspection
Finished Inspection
Back



CCC[®] Scheduling – Mobile App, Continued



Schedule Select the link under Scheduling titled Schedule Manager Drive-In. Manager Drive-Scheduling In Create an Appointment Schedule Manager 2.0 Schedule Manager 2.1 Schedule Manager Drive-In Scheduling Settings My Appointments Inspection Scheduling Operational Report





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.

			<u>(Si₩</u>) ii ⊗*
DRIVE-INS Select Drive-In	(2/3 Drive-Ins Selected)	Illinois : Illinois Drive-In1 Al Bays Total Bays Selected: 3	NOTICE: Drive-In time zone will be defaulted to the Drive-In's location. If multiple Drive-Ins are viewed, the time zone will be defaulted to the first Drive-In selected.
Illinois : Midwest 20 Illinois : Illinois Drive int	1 Bays X	Click here to finalize your Drive-Ins. →	Let's Got

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





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

000	Scheduling								CST 🖨	ର ୧	9 -
🖶 Dr	rive-Ins (2/3)										
<	DAY · >				August 21,2023						Q
						MON 08/21					
	DRIVE-INS	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PN 02-35 PM	3 PM	4 PM	
O ILLIN	IOIS : ILLINOIS DRIVE-IN1 (2)										
Bay 1	1 events							A	activity 2		
Bay 2	D events										
© ILLIN	IOIS : MIDWEST 20 (1)										
Bay 2	1 events					71		Fname Lname mdt0821a			

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

CCC sclinger Schedu	ling								сडा	n ® •
🖶 Drive-Ins 🖟	(/3)									
< <u></u>	>				August 21,2023 🛗					Q
Day						MON 08/21				
		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PN 97/05 PM	3 PM	4 PM
ILLINOIS II Week	VE-IN1 (2)									-
Bay 1	1 events							,	Activity 2	
Bay 2	0 events									
ILLINOIS : MIDWEST	20 (1)									
Bay 2	1 events					N		Fname Lname mdt0821a		



The user can view the Next Day or upcoming weeks appointment by using the Appointments and Activities, > arrow key. Continued CCC BUILDEN Sche cst 🕀 🚓 Drive-Ins 🛛 < WEEK August 21,2023 🛗 DRIVE-INS MON 08/21 TUE 08/22 WED 08/23 THU 08/24 FRI 08/25 SAT 08/26 SUN 08/27 ILLINOIS : ILLINOIS DRIVE-IN1 (2) Bay 1 Bay 2 ILLINOIS : MIDWEST 20 (1) Bay 2

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

CCC BELLER Schedulin	0												CST 🕀		8 -
Previous day \$ (2/3	5)														
-	>					August 28,20	023 🗰								Q
DRIVE-INS		MON 08/28		TUE 08/29		WED 08/30		THU 08/31		FRI 09/01		SAT 09/02		SUN 09/	03
ILLINOIS : ILLINOIS DR	IVE-IN1 (2)														
Bay 1	0 events														
Bay 2	0 events														
ILLINOIS : MIDWEST 20	(1)														
Bay 2	0 events		§.,		1		4		8		4				

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

o brive-ins	(m.m)									
< DAY	• >				August 21,2023 🗰			1		
						MON 08/21		Claim#:	mdt0821a	
DRIVE-IN	5	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	Bay#:	2 Foome Learne	4 PM
ILLINOIS : ILLING	HS DRIVE-IN1 (2)							Name:	Phame Lhame	
Bay 1	1 events							Vehicle Owner Phone #: Vehicle:	0//	
lay 2	0 events							Date: Time: Duration:	Monday, 08/21/2023 2:11 PM - 3:48 PM 97	
ILLINOIS : MIDW	EST 20 (1)							Notes:		
Bay 2	1 events					10		Fname Lnam mdt0821a		



Appointments and Activities, Continued

The appointment details will open.

Appointment Details Fname Luame Mundig 60/01002 80/11 - 00/01 PP (17 mm) Bay 2 0 111-111-1111 B - 53	Created Da Musthed In Appraise Claim # Vin # Vehicle	en dezkrazz en ar ne c y herzatakonizak (dezt y Bay 2 mdt0821a - -	ut CRAZE AN UNE HAVE CET No	Kes (J]			Appointment Add 222 W Merchandse Ma Dicago, IL 60654 Edit Appointme	tress 1 Plaza nt	Booked Berndon Congr. Congr. Cong. Congr. Cong. Congr. Cong. Congr. Cong. Congr. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong. Cong.	X M and Res Other Channel Channel Channel Channel
😂 Drive-Ins 🕬					^					
< DAY - >				August	21,2023					a
DRIVE INS	8 AM	1 9 A	u 10	AM	11 AM	MON 08/21 12 PM	1 PM	Claim#: Bay#:	mdt0821a 2	4 PM
ILLINOIS : ILLINOIS DRIVE-IN1 (2)								Name:	Frame Lhame	
Bay 1								Vehicle Owner Phone #: Vehicle:	0//	
8ay 2 1+								Date: Time: Duration:	Monday, 08/21/2023 2:11 PM - 3:48 PM 97	
@ ILLINOIS : MIDWEST 20(1)								Notes:		0
Bay 2 14	4-75				11			Fisame Load mdt0821a	me	

The user can Edit or Cancel the activities.

CCC BEENBERT Scheduling				GT⊕ බ ® •
Activity Details Activity 2 Monte (M21003) Det Mar - Set Dank (Elman) Type Activity 2	Created Date: 56/07/0003 5325 MA C32 Modified By Tencol-Beneciel (00/1/0923 5225 MA C37 Bay 1	Notes (2)	Activity Address 222 W Merchandise Mart Plaza Chicago, IL 60054 Edit Activity	Booked Mar Survey and Articles
🖶 Drive-Ins 🕬		^		
C DAY · >		August 21,2023		Q
DRIVE-INS	8 AM 9 AM	10 AM 11 AM	12 PM 1 PM	2 PM 3 PM 4 PM
ILLINOIS ; ILLINOIS DRIVE-IN1 (2)				
Bay 1 towns				Activity Stdt Activity
Bay 2 town				III Cancel
© ILLINOIS : MIDWEST 20 (1)				
Bay 2 team		n		Poame Loame mill0821a

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

Activity Details		Create Activity ×	Activity Address	Cost 🕀 🖓 🔍 👻	
Assety 2 demonstration of the constraint of the		Activity Details	W Merchandise Mart Plaza Lagis 1: 60654 Edit Activity	Contraction of the second seco	
B Drive-Ins (2/3)		Activity Type*			
< DAV • >				۵	
DRIVE INS	E AM 9 AM	Date & Time	1.0%	2P5 11100 3PM 4PM	
@ ILLINOIS I ILLINOIS DRIVE-INT (2)		Start Time*			
Bay 1 1 assess		08/21/2023 Ø		Activity 2	
Ray 2 trainin		End Time* 08/21/2023 (8) (0.03:45 PM (3) -)			
© ILLINOIS: MIDWEST 20(1)		Time Zone*			
Bay 2 Y Martin		CST All Day Activity		hand Darie	
		C Recurrence		- analis	

