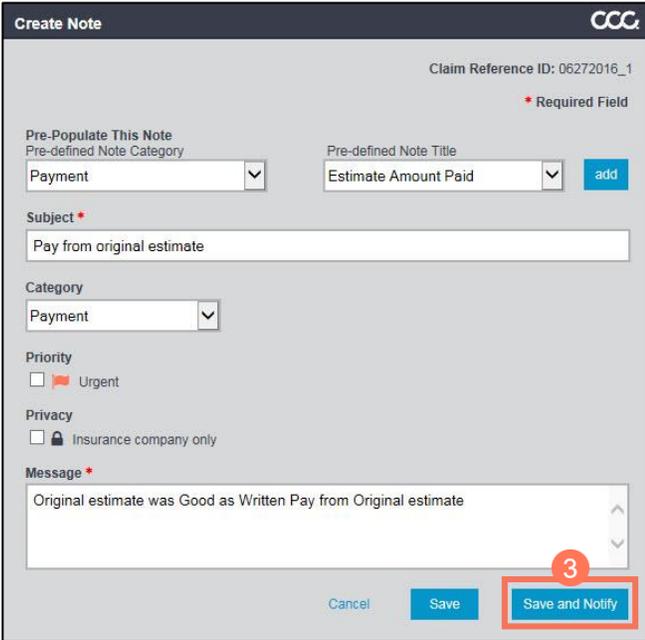


## How to Send and Receive Messages from the CCC Portal

### Sending Messages

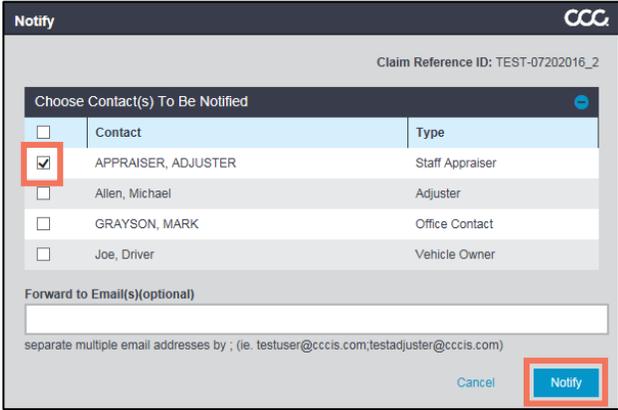
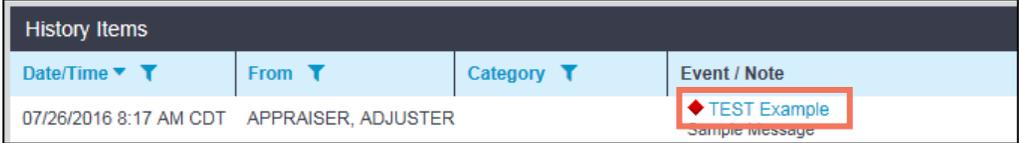
The table below reviews the steps necessary to send a message to an appraiser from the CCC Portal:

Step	Action
1	<p>From the Claim Folder, click the <b>Create Claim Folder Note</b> link.</p> 
2	<p>The <b>Create Note</b> window opens. Enter the note information as needed.</p> 
3	<p>Once you have entered the note information, click the <b>Save and Notify</b> button.</p>

*Continued on next page*

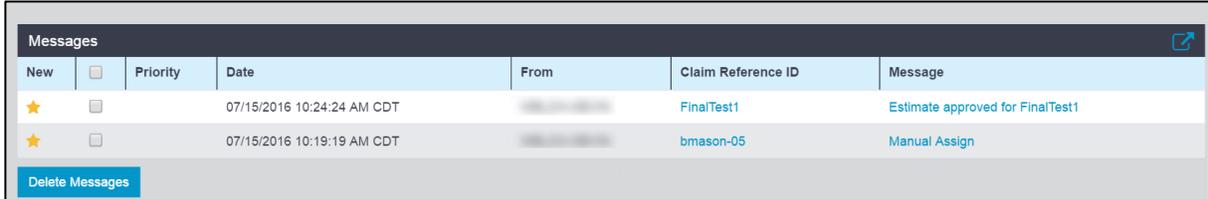
## How to Send and Receive Messages from the CCC Portal, Continued

### Sending Messages, continued

Step	Action
4	<p>Use the check boxes to indicate the appraiser you wish to send the message to or enter an email address.</p> 
5	Click the <b>Notify</b> button.
6	<p>The note is now viewable in the History section of the Claim Folder. To review the note, click the hyperlink in the <b>Event/ Note</b> section:</p> 

### Receiving a Message

To view messages sent to you in the CCC Portal, you can go to the Messages section on your home page or the History section of the Claim Folder.



New	Priority	Date	From	Claim Reference ID	Message
★	☐	07/15/2016 10:24:24 AM CDT	[Redacted]	FinalTest1	Estimate approved for FinalTest1
★	☐	07/15/2016 10:19:19 AM CDT	[Redacted]	bmason-05	Manual Assign