How to Send and Receive Messages from the CCC Portal

Sending Message	 The table below reviews the steps necessary to send a message to an appraiser from the CCC Portal: 						
Step	Action						
1	From the Claim Folder, click the Create Claim Folder Note link.						
	CCC INFORMATION SERVICES INC.						
	Actions Data Contacts						
	Common Actions Change Claim Folder TL Indicator Create Claim Folder Note Upload Documents						
	Contact Customer						
2	The Create Note window opens. Enter the note information as needed.						
3	Once you have entered the note information, click the Save and Notify button.						

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

Sending

Messages,

continued

Step	Action							
4	Use the check boxes to indicate the appraiser you wish to send the message to or enter an email address.							
	Notify Claim Reference ID: TEST-07202016_2 Choose Contact(s) To Be Notified							
	Contact Type							
	APPRAISER, ADJUSTER Staff Appraiser							
	Allen, Michael Adjuster							
	GRAYSON, MARK Office Contact							
	Joe, Driver Vehicle Owner							
	Forward to Email(s)(optional) separate multiple email addresses by ; (ie. testuser@cccis.com,testadjuster@cccis.com) Cancel Notify							
5	Click the Notify button.							
6	The note is now viewable in the History section of the Claim Folder. To review the note, click the hyperlink in the Event/ Note section:							
	History Items Date/Time ▼ ▼ From ▼ Category ▼ Event / Note 07/26/2016 8:17 AM CDT APPRAISER, ADJUSTER ● TEST Example Sample intessage							

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

Messages									
New		Priority	Date	From	Claim Reference ID	Message			
*			07/15/2016 10:24:24 AM CDT		FinalTest1	Estimate approved for FinalTest1			
*			07/15/2016 10:19:19 AM CDT		bmason-05	Manual Assign			
Delete Messages									