

Maintain Messages – CCC Portal

Overview

This document explains the process of utilizing the Maintain Messages function in the CCC ONE® Portal to add, edit, and delete messages.

Pre-defined messages provide Insurance Companies with the ability to create standard messages that can be used in Claim Folder notes. These messages are created and managed by users in the Workflow Management section of the CCC Portal. After messages are created, they can be used to create or reply to Claim Folder Notes.

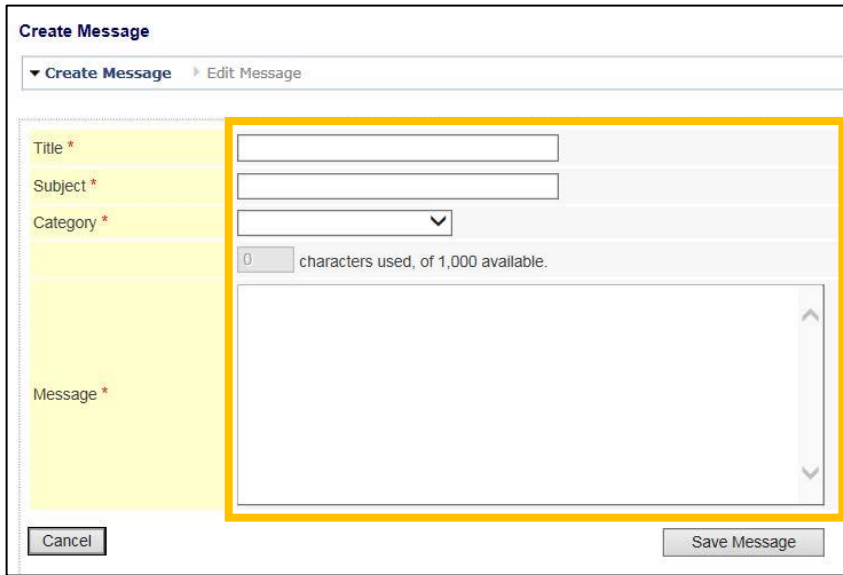
Accessing Maintain Messages

Step	Action
1	Login to the CCC ONE® Portal .
2	From the left sidebar, in the Manage Work section, click Maintain Messages. 
3	From this screen, messages can be created, edited, and deleted as needed. 

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Maintain Messages – CCC Portal, Continued

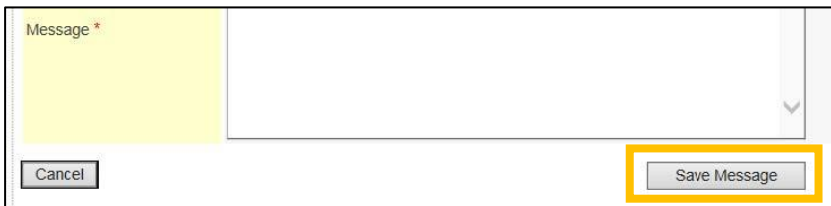
Create New Message

Step	Action
1	From the Maintain Messages screen, click Create New Message from the sidebar. 
2	a) Enter the appropriate details in the Title and Subject fields. b) Select the appropriate Category from the drop down list. c) Enter the appropriate details in the Message field. Note: The maximum number of characters for the Message field is 1,000. The number of characters is auto-calculated. 

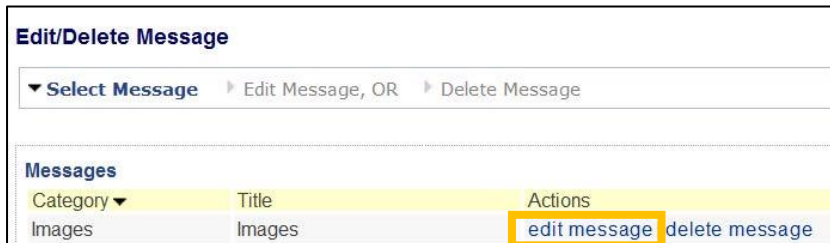
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Maintain Messages – CCC Portal, Continued

Create New Message, continued

Step	Action
3	When finished, click Save Message to save. If needed, click Cancel to cancel the creation of the message. 

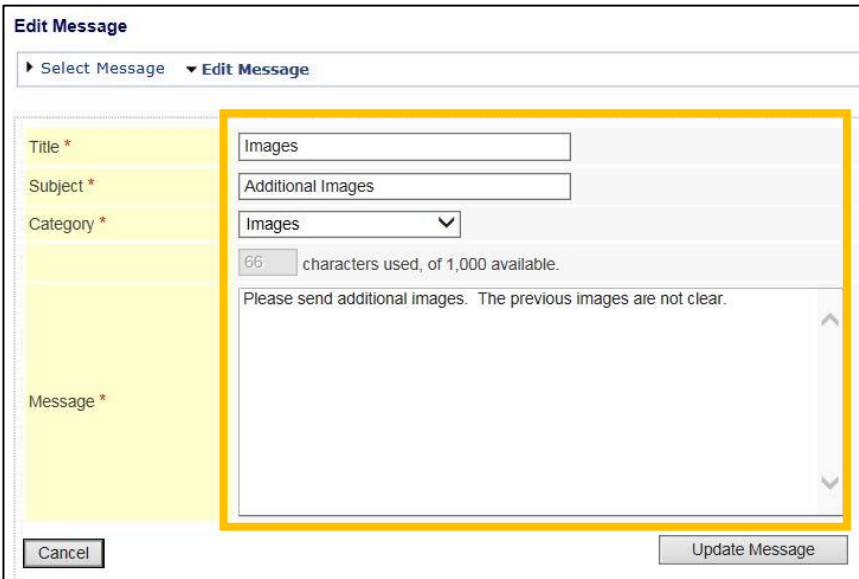
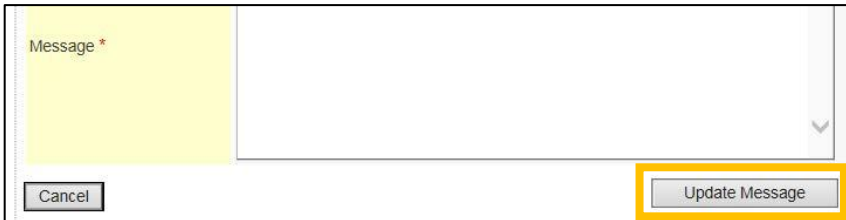
Edit Message

Step	Action
1	From the Maintain Messages screen, click Edit/Delete Message from the sidebar. 
2	Click Edit Message corresponding to the desired message. 

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Maintain Messages – CCC Portal, Continued

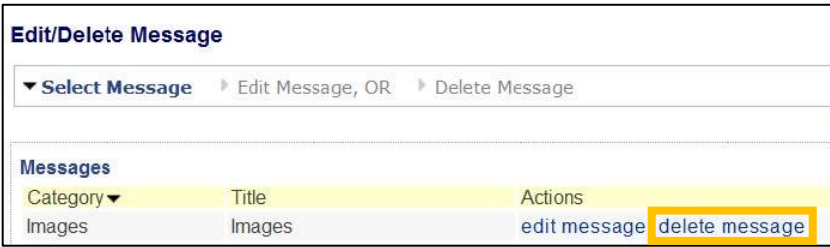
Edit Message, continued

Step	Action
3	Edit any of the appropriate details, including Title, Subject, Category, or Message. Note: The maximum number of characters for the Message field is 1,000. The number of characters is auto-calculated.
	
4	When edits are completed, click Update Message to save your changes. To disregard your changes and return to the previous version of the message, click Cancel.
	

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Maintain Messages – CCC Portal, Continued

Delete Message

Step	Action
1	From the Maintain Messages screen, click Edit/Delete Message from the sidebar. 
2	Click Delete Message corresponding to the desired message. 
3	A confirmation screen appears. Click the appropriate action: Yes -- Delete Message to confirm deletion of the message. No -- Do Not Delete Message to disregard the deletion and keep the message. 