## How to View Archived Claim Folders

	Continued on next page
	<b>Note:</b> The Claim Folder Archive PDF contains the full Claim Folder contents. This should be kept in consideration when determining who should have access to these searches. Best practices suggest only providing this permission to users that regularly need access to the full Claim Folder contents beyond one year of claim inactivity.
Before You Begin	The Archived Claim Folders and Individual Archived Claim Folder Searches are available through a specific permission that can be added to CCC Portal logins as needed. CCC's Registration Services Group can assist with requests to add this permission.
	The PDF format can be found using the Archived Claim Folders and Individual Archived Claim Folder Searches.
	At the time of archiving, all contents of a claim folder (Estimate Print Images, Documents, Images, and History) are converted to a single PDF document.
Introduction	Claim Folders are archived periodically after a set time of inactivity. This is done to reduce the number of total Claim Folders in standard search results and improve overall performance.

# How to View Archived Claim Folders, Continued

Archived Follow the steps in the table below to view an Archived Claim Folder. Claim Folders Search

C1			- <u>۱۱</u> - ۱۱ - ۱	-		
зтер			ACTIO			• • •
	From the CCC Portal Home Page, click the <b>Search</b> link in the upper right-					
	hand corner of the sc	reen.				
2	From the Search Scre	en, click th	e Archive	ed Claim Folders	search lin	<. This
	opens the Archived C	Claim Folde	ers Search	Criteria Screen.		
		earch Criteria				
				6		
	Search Options	Archived Claim Folde	rs			
	Worklists					*Required Field
	Claims Requiring Valuation Request	Claim Reference ID				
	Active Reinspections					
	Public Searches	CCC INSURANCE				
	Archived Claim Folders Assignments to Modify	Claim Office(s)				Action
	Claim Folders By Owner Claim Folders By Vehicle	Add Claim Office				
	Claims to Manage	Date Type*				
	Find Reinspector Reinspector	Assignment Created Dat	e 🖌			
	Individual Archived Claim Folder	Date Range*		Number of Days		
	Manage Messages to Re-Distribute	Chaire Trans		0	Last 396 Days*	
	messages to re-platitione	Bus	Emergency	Heavy Equipment	Heavy Truck	
		Motorcycle	Other	Recreational Vehicles & Campers	Sport/Off Road	
		Structural	Trailer	Vehicle	<ul> <li>Watercraft</li> </ul>	
						Clear
						(4)
	Note: Clicking any so	arch link ur	dar Publi	e Segreber will e	non tha Sa	arch
	Criteria for that Soare			c sedicities will b	pen me se	Barch
2	Set the Search Criteri	nto viow A	rehived	laim Foldors		
3		A Welv OI L				
		`omo any	Data Tura	Data Banaa (a	ithor Space	ific Data
	or Number of Davel	nd Last No		e, Dule Kuliye (6	ad fields	
4	Click the Secret butt	nu Lusi Nu		ators are set	eu lieius.	
4	Click the search butto	on when th	ie param	eiers die set.		

Continued on next page

### How to View Archived Claim Folders, Continued

#### **Archived Claim Folders**

Search, continued

Step	Action
5	The Claim Folder contents open as a .pdf file and are view and print only.

### Individual A user can search for a specific Archived Claim Folder as well.

#### Archived Claim Folder Search

Step	Action			
1	From the Search Screen, click the Individual Archived Claim Folder link. This opens the Search Criteria screen:			
	Search Criteria			
	Search Options     Individual Archived Claim Folder       View Options     "Required Field       Worklists     Claim Reference ID*       Active Market Valuation Reports     Individual Archived Claim Folder       Claim Folder Management     Clear       Claims Requiring Valuation Request     Clear			
2	Enter a Claim Reference ID.			
3	Click the <b>Search</b> button when the parameters are set.			

*Continued on next page* 

# How to View Archived Claim Folders, Continued

Individual Archived Claim Folder Search,

continued

<b>C</b> 1	A 14				
step	Action				
4	The Claim Folder contents open as a .pdf file and are view and print only.				
Support Contact Informatio	For setup questions please contact CCC's Registration Services Group at registration_services@cccis.com.				
	All other support questions should be directed to CCC's Technical Support at 1-800-637-8511 or visit <u>www.cccis.com</u> and go to the Contact Support page.				
Related Resource	CCC ONE® Workflow - Claims Management eLearning modules. s				