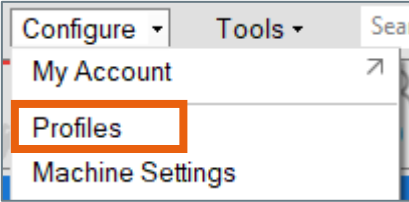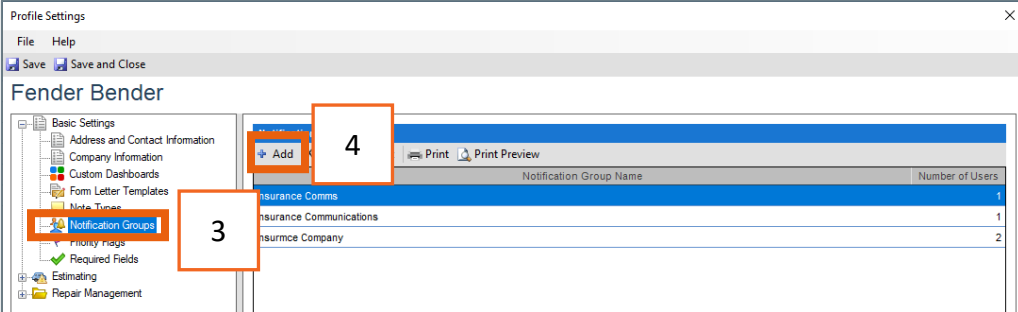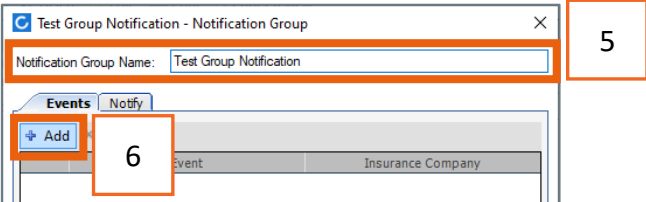# Configure Notification Groups in CCC ONE®

**Overview**

By default, assignment notifications and messages will be delivered to all users. These messages can be delivered to specific users for specific insurance companies. This job aid demonstrates how to set up and configure notification groups to receive these messages.
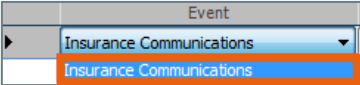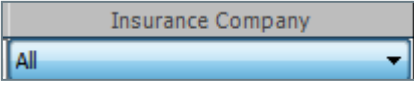
**Configuring Notification Groups**
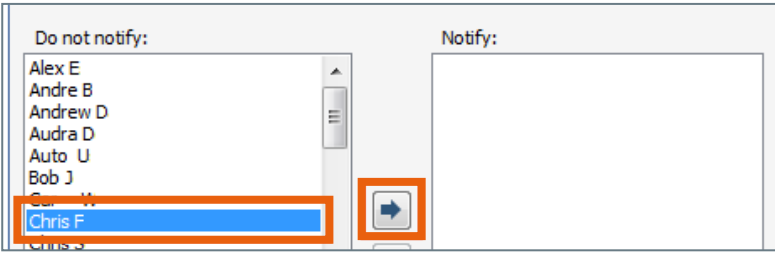
This table reviews how to configure notification groups.

| Step | Action |
|------|--------|
| 1 | Select **Configure** > **Profiles**.<br> |
| 2 | Open the appropriate **Repair Facility's** profile. |
| 3 | From the left side menu, select **Basic Settings > Notification Groups.**<br> |
| 4 | Click **Add** from the toolbar. The **Notification Group** window opens. |
| 5 | Specify the **Notification Group Name**. |
| 6 | In the **Events** tab, click **Add.**<br> |

*Continued on next page*

# Configure Notification Groups in CCC ONE®, Continued

**Configuring Notification Groups**, Continued

| Step | Action |
|---|---|
| 7 | Use the **Event** drop-down menu to select the event type. **Insurance Communications** is recommended. |
| 8 | Select the desired **Insurance Company** from the drop-down menu. This is the company whose messages this group should receive. **Note:** To create a group that sends notifications for all insurance companies, leave the default value of **All** in this field. |
| 9 | Click the **Notify** tab. |
| 10 | Select the **Employee(s)** to notify when an assignment or message is received from the selected Insurance Company. Click the **right arrow** to add them to the **Notify** column. **Note:** When creating a new user, you must add them to the proper notification group(s) to receive notifications from the designated insurance company. |
| 11 | Click **OK**. |
| 12 | Click **Save and Close.** |
| 13 | Within a workfile, use the **Events** tab to add notification event types and Insurance companies to this notification group. The members of this group will receive messages from those insurance companies for those types of events. |