## **Downloading Assignments**

Summary Downloading assignments from the insurance company is the first step of the process. You will locate, select, and download the appropriate assignments. This job aid reviews the process for downloading assignments in both Google Chrome and Microsoft Edge

#### Chrome To download an assignment from the Portal in Google Chrome, first open the Download claim you need to download by clicking on the claim number from either the Worklist or via the Assignment Search.



When the claims details open, locate the **Actions** tab on the left and click **Download Assignment.** 



A ZIP file with the claim will download. Once the file is completed, the File Explorer will open with the folder contents. Take note of where the file is downloaded and browse to that location on the user's PC.

Continued on next page



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#### Downloading Assignments, Continued

Chrome Download, continued



Locate the ZIP file that was downloaded. The file name will be the claim number for that assignment. Right click the file and select Extract All.



A pop-up will appear asking where you wish to extract the file to. Determine where you wish to extract the files to and click Extract.

Extract Co	ompressed (Zipped) Folders	
Select a D	estination and Extract Files	
Files will be e	extracted to this folder:	
C:\Users\	Downloads\013020	Browse
Show extr	acted files when complete	
an the second states of		

You can extract the files to the same folder they were downloaded to or directly into the EMS Import file for the customer's Estimating System.



### Downloading Assignments, Continued

#### Chrome Download,

continued

Once the extract is complete, the File Explorer will open with the contents of the folder.

	Name ^	Date modified	Туре	Size
	79d745f.env	1/30/2018 11:17 AM	ENV File	2 KB
×	79d745fa.ad1	1/30/2018 11:17 AM	AD1 File	6 KB
*	79d745fa.dbt	1/30/2018 11:17 AM	DBT File	1 KB
*	79d745fb.ad2	1/30/2018 11:17 AM	AD2 File	6 KB
	79d745fv.dbt	1/30/2018 11:17 AM	DBT File	1 KB
	79d745fy.veh	1/30/2018 11:17 AM	VEH File	2 KB

Copy and paste the EMS files into the user's EMS Import file. The download of the assignment is not required in order to upload.

#### Edge To download an Assignment from the Portal in **Microsoft Edge**, first open the Download claim you need to download by clicking on the claim number from either the Worklist or via the Assignment Search.

Current Claim Folders				ß
Claim Reference ID	Insurance Company	Date	Owner	Vehicle
013020	CCC TRAINING	01/30/		
	Observations of additional and a	alas faldasa		

When the claim's details open, locate the **Actions** tab on the left and Click Download Assignment.



A ZIP file with the claim data will download. Click **Save as** on the download prompt at the bottom of the screen.

What do you want to do with 013020	.zip?	Save	Save ar	Cancel	×
From: mycccportal.com		Save	Save as	Cancer	



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## Downloading Assignments, Continued

#### Edge Download,

continued

Select a location to download the ZIP file to. You can use either the default download folder or select the EMS Import file the user has configured.

I- [	> 11is	PC > Docume	ents >				~ 0	Search Docum	ents	
ganize 👻 Ne	w folder									
	^	Name	^	Date mo	dified	Туре	Size			
				10/12	' 2:39 PM	File folder				
				11/7/	4:00 PM	File folder				
				1/29/	3:56 PM	File folder				
				12/8/	11:53 AM	File folder				
				1/23/	5:29 PM	File folder				
				7/11/	1:09 PM	File folder				
				12/21	' 5:36 PM	File folder				
				9/15/	1:07 PM	File folder				
				7/27/	10:49 AM	Compressed (zipp	301	KB		
	L									
	~									
File name:	013020	zip								
Save as type:	Compr	essed (zipped) F	older (*.zip)							

Once the download has finished, click **Open** on the pop-up.

1					
013020 <sup>-</sup>	zip finished downloading.	Open	Open folder	View downloads	×
					-

Locate the ZIP file that was downloaded. The file name will be the claim number for that Assignment. Right-click the file and select Extract All.

	Open	
	Open in any window	
	Open in new window	
	Extract All	
	Pin to Start	
	Cisco AMP For Endpoints	>
•	Scan with Windows Defender	
	Open with	
	Share with	>
	Restore previous versions	
	Send to	>
	Cut	
	Сору	
	Create shortcut	
	Delete	
	Rename	
	Properties	

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### Downloading Assignments, Continued

Edge Download, continued

A pop-up will appear asking where you wish to extract the files to. Determine where you wish to extract the files to and click Extract.



You can extract the files to the same folder they were downloaded to or directly into the EMS Import file for the customer's Estimating System. Once the extract is complete, the File Explorer will open with the contents of the folder.

ads >	013020			
12	Name ^	Date modified	Туре	Size
	🗋 79d745f.env	1/30/2018 11:17 AM	ENV File	2 KB
×	🗋 79d745fa.ad1	1/30/2018 11:17 AM	AD1 File	6 KB
*	79d745fa.dbt	1/30/2018 11:17 AM	DBT File	1 KB
*	79d745fb.ad2	1/30/2018 11:17 AM	AD2 File	6 KB
	79d745fv.dbt	1/30/2018 11:17 AM	DBT File	1 KB
	79d745fv.veh	1/30/2018 11:17 AM	VEH File	2 KB

Copy and paste the EMS files into the user's EMS Import file. The download of the assignment is not required in order to upload.



# **Upload Estimate Data/Files**

Summary When you are ready to upload files to the claim folder, perform the following steps.

To upload files to a claim, click the Claim Reference ID in the WorkList or the Adding EMS Search results.

Current Claim Folders					
Claim Reference ID	Insurance Company	Date	Owner		
013020	CCC TRAINING	01/30/			

The **Upload** section opens. Under the **EMS** header, click the **Add EMS** button.

EMS Files	
EMS Upload Steps - For illustrations, click HERE Show More	
No EMS files added	
Add EMS	

A File Explorer window opens. Browse to the folder the user exports EMS files to and select **Upload**. The folder will appear blank, this is working as intended.



Note: Estimates must be Locked or Committed to upload.



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#### Upload Estimate Data/Files, Continued

Adding EMS, Any EMS files that are in the folder will appear under the EMS Files section. continued Select the file you wish to upload by using the **radio button** on the right.

Upload	Payment Requests	Notes History				
						*Required
EMS File	s					
Name	Claim Reference	ID	Vehicle Owner	Vehicle Year Make Model	Selection	Actions
13972				00,MERC,Cougar	۲	圓
81933				17,BMW,M6 Gran Coupe	0	ŵ
Add EN	1S					

Adding PDFs Once the EMS is added, move on to the PDF. Click the Add PDF button to launch the File Explorer.



Browse to the folder the PDF is located in, select the PDF the user wishes to upload, and click **Open**.

∈ → ∼↑					v ē	Search Day 5		م
Organize 🔻 New folder								•
	^	🗌 Na	me	Date modified	Туре	Size		
		e paf	Common CCC ONE Estimating Calls.p	12/21/2017 10:05	PDF File	494 KB		
		e pdf	Customer Name Changed on Multiple	12/21/2017 10:10	PDF File	757 KB		
		e pd F	Enabling Three Stage Paint.pdf	12/21/2017 9:53 AM	PDF File	655 KB		
		er pd F	Helpfull Information.pdf	12/21/2017 10:21	PDF File	422 KB		
		e pdF	Missing Paint Supplies.pdf	12/21/2017 10:29	PDF File	760 KB		
		e pdf	MOTOR.pdf	12/21/2017 11:50	PDF File	1,362 KB		
		e paf	Open Line Items.pdf	12/21/2017 11:54	PDF File	520 KB		
		8	Unable to access Data folder.ndf	12/21/2017 11:58	PDF File	546 KB		
		e af	Unable to Edit Estimate.pdf	12/21/2017 10:19	PDF File	529 KB		
	~							
File name:					~	PDF File (.pdf	)	~

The PDF attaches to the file.



### Upload Estimate Data/Files, Continued

Adding PDFs, continued

Name	Date	Size	Туре*	Estimate/Supplement*	Actions
Common CCC ONE Estimating Calls	12/21	505.73 KB	Estimate Print Image 🔹	Estimate • - 1 -	100

Note: You can attach a maximum of **20 MB** of PDFs.

By default, the Type is Estimate Print Image. If you are uploading a Supplement, use the drop-down under Estimate/Supplement to change the type to **Supplement**, and then enter the appropriate Supplement number.

PDF Files						
PDF Upload : Show More	Steps - For detailed instructions, click HI	ERE				
Name	Date	Size	Type*	Estimate/Supplement*		Actions
Estimate	2/4/2020, 4:04:17 PM	41.84 KB	Estimate Print Image 🗸 🗸	Estimate 🗸	- 1 +	ŵ
Invoice	2/4/2020, 4:03:55 PM	37.52 KB	Invoice Bill 🗸	Estimate 🗸	- 1 +	ŵ
Add PDF						

If you need to upload a parts invoice or any other PDF documents, use the drop-down under **Type** to select the type of document they wish to upload. Remember, a PDF copy of the Estimate or Supplement is required.

Туре*
Estimate Print Image 🗸
Estimate Print Image 🗸
Estimate Print Image
Invoice Bill
Parts Invoice
Paint Guide
Payment Request
Police Report
Rental Invoice
Salvage Quote
Scene Investigation
Related Prior Damage Report
Storage Receipt
Total Loss Form
Tow Bill
Unrelated Prior Damage Report
Vehicle Valuation
Other



#### Upload Estimate Data/Files, Continued

**Adding JPGs** Once all PDFs are attached, move on to the Images. Click the Add JPG button.



The File Explorer will open to the last file that was browsed to. Browse to where the images are stored, select all files you wish to upload, and then click Open.



Note: Use CTRL+Click to select multiple files one by one. Select one file, hold Shift, and select the last image in a series to select the images in that series. The images will be added to the file. Shops may use the Label, Location, Taken By, and Note fields to enter additional data about the images. The shop can also change the Estimate/Supplement drop-down.

JPG Flies						
Name	Label	Location	Taken By	Note	Estimate/Supplement*	Actions
JC-5	Test				Estimate • - 1 +	
JC-6					Estimate • - 1 +	1
test					Estimate • - 1 +	<b></b>

Note: Shops may upload 20 MB of photos at a time.



### Upload Estimate Data/Files, Continued

Completing the Upload

Once the EMS, PDF and JPG have been added to the file, the file is ready for upload. Click the Upload button in the lower right corner.

laim Referenc	e ID: 013020							# Q	0
Upload P	ayment Requests	Notes History							Decili
EMS Files		_							Requir
Name	Claim Reference ID		Vehicle Ow	Vehicle Owner		ake Model	Selection	Actions	
13972	2					ar	۲	<b></b>	
81933					17,BMW,M6 Gr	an Coupe	Θ	<b></b>	
Add EMS									
PDF Files		_							
Name		Date	Size	Size Type"		Estimate/Supplement*		Actions	
Common CCC	ONE Estimating Calls	12/21/2	505.73 KB	Estimate Print Image		Estimate	-1+		
Add PDF									
JPG Files									
Name		Label	Location	Taken By	Note	Estimate/Supplement		Actions	
JC-5		Test				Estimate	-1+	<b></b>	
JC-6						Estimate	-1+	<b></b>	
test						Estimate	-1+	ê	
Add JPG									
and the second se									_

Depending on the Insurance Company, an Audit might appear. If the Audit fails, enter a comment, and commence with the upload.

When the upload is complete a message will display at the top of the screen.



If any items are rejected, a message displays in red and explains why the items failed to upload.

