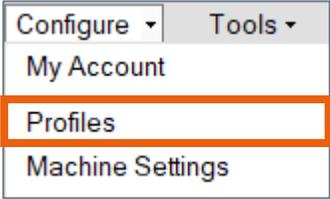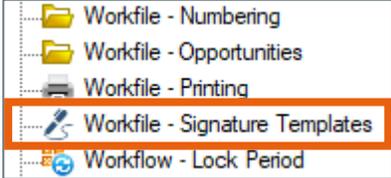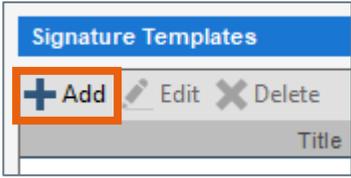# Capturing Electronic Signatures in CCC® ONE Touch

Overview

This document explains the process of configuring **Signature Templates** within a Repair Facility's profile to collect electronic signatures in CCC ONE® Touch. This process can be used for any document where a customer's signature is required.

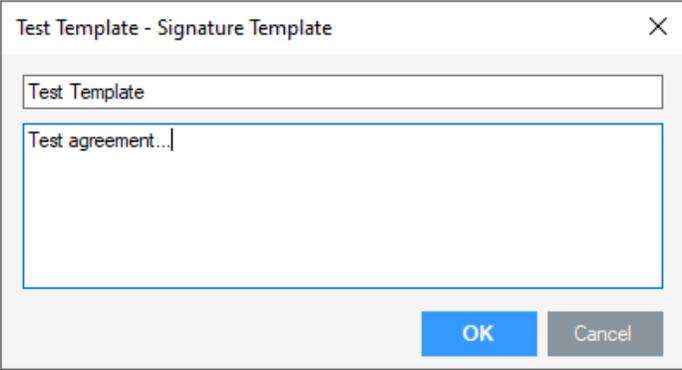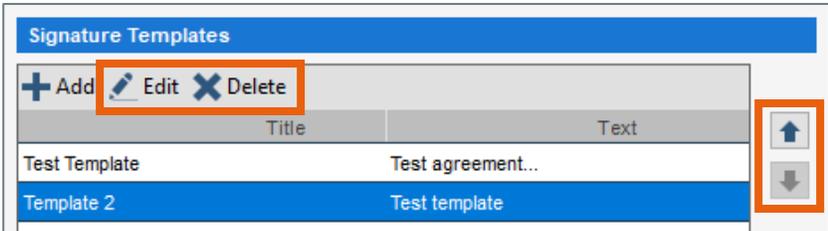**Configure Signature Templates within Repair Facility Profile**

Signature Templates are configured within the Repair Facility's profile.

Step	Action
1	In CCC® ONE, open the "Profiles" page from the drop-down menu.
2	Select the desired Repair Facility from the list.
3	Select **Workfile – Signature Templates** from the sidebar.
4	Signature Templates must be manually added to the RF's profile. To do so, click the **Add** button.

Capturing Electronic Signatures in CCC® ONE Touch, Continued

Configure Signature Templates within Repair Facility Profile, continued

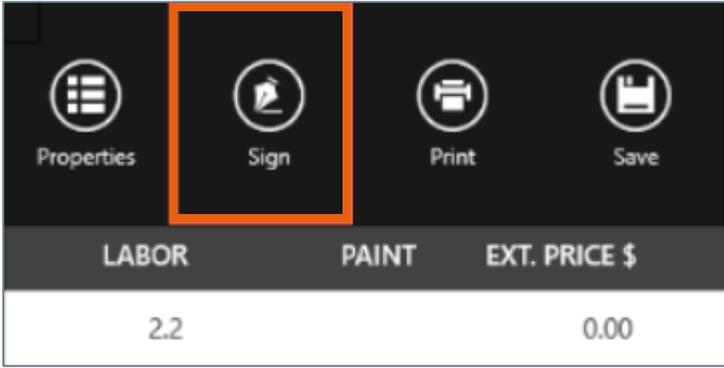| Step	Action
5	The Signature Template pop-up appears. Specify the title of the Signature Template and the body text, and click **OK**.
6	Signature Templates can also be **edited, deleted, and re-ordered** from this screen. Select the desired template and click the up or down arrow to re-order templates. This determines the order the templates will appear in CCC ONE® Touch.
7	To save the Signature template settings, click **Save** or **Save and Close**.

Capture Customer's Electronic Signature using Touch App

Step	Action
1	Open the **CCC® ONE Touch Application** to use the Repair Facility's Signature Templates to capture the customer's electronic signature.
2	Open the desired **workfile**.

Capture Customer's Electronic Signature using Touch App, continued

| Step	Action
3	From the Estimate screen, swipe down to display the top menu, and then click the **Sign** button.
4	The list of available **Signature Templates** that are configured in the Repair Facility's profile displays. Select the desired **Signature Template**(s) and click **NEXT**.

Capture Customer's Electronic Signature using Touch App, continued

Step	Action
5	The Signature Template opens, listing all the verbiage of the template. Capture the customer's signature in the specified area, and click **NEXT**. **Note:** Once a document has been electronically signed, it **cannot** be re-signed. Signature is Saved to File:
6	If multiple Signature Templates were selected, the other templates will open, one at a time. Again, capture the customer's signature on all documents, and click **NEXT** until all documents have been signed.

Capture Customer's Electronic Signature using Touch App, continued

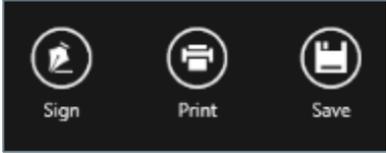| Step	Action
7	Once all documents have been signed, the workfile will **auto-save**.
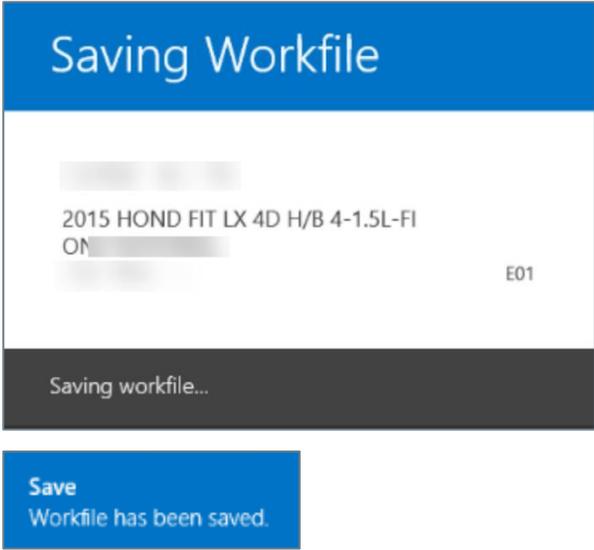
View and Print Signed Signature Templates

Once the customer has electronically signed a **Signature Template**, the document can be reviewed and printed as needed.

Tab	Action
Attachment	Signed documents are automatically added to the **attachment tab** of the RO.
Events	Once a document has been signed, it is listed as an event in the RO's **Events tab**.

Follow the steps below to print a signed document.

Step	Action
1	To print the signed documents, click **Print** from the CCC® ONE Touch or Desktop application.
2	Select the desired document(s), and then click **PRINT**.