

Workflow – Receiving Insurance Messages

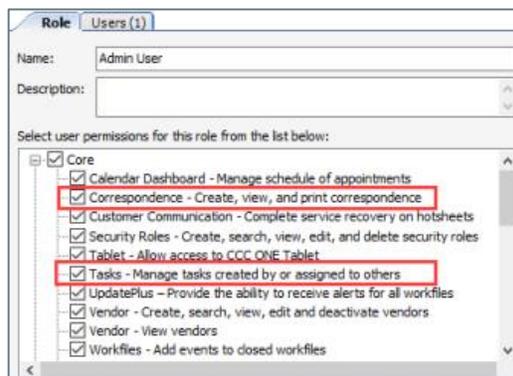
Introduction

Insurance Messages are sent to repair facilities. These messages are received automatically when logged into CCC ONE® Estimating. This job aid describes the three ways that the Repair Facility can view these messages.

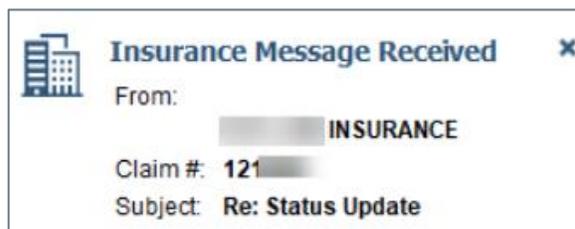
Message Notification Popup

By default, Insurance Message notifications are delivered to Admin users who have the proper permission enabled. A Notification Group (or groups) can be configured for non-admin users to receive insurance message notifications. Verify that the user has the **Correspondence** and **Tasks** permissions enabled for the user's Security Role.

Messages can be directed to specific users for specified insurance companies as described in the **Job Aid – Setup Notification Groups**.



A popup alert message appears just above the notification area in the lower right corner of your screen. Clicking on the **Insurance Message Received** popup alert opens the message for you to view.

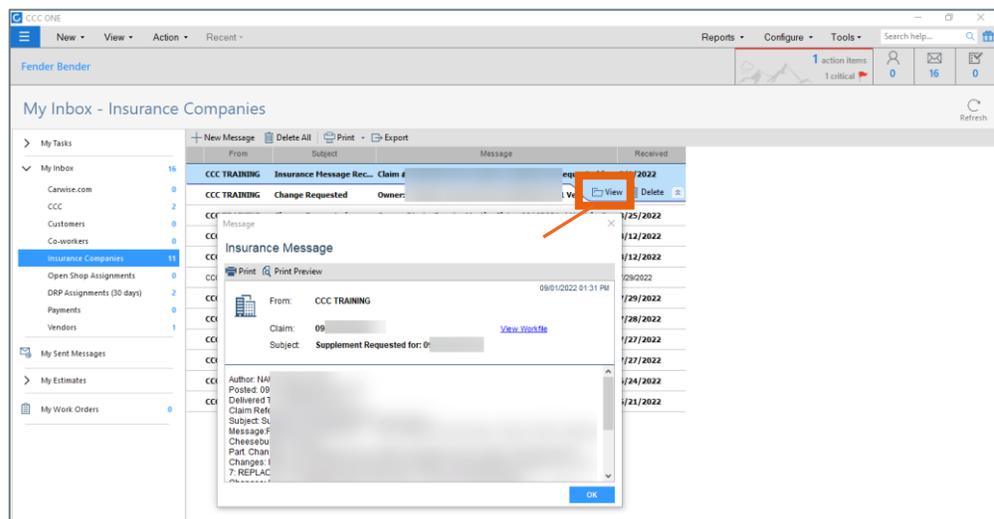
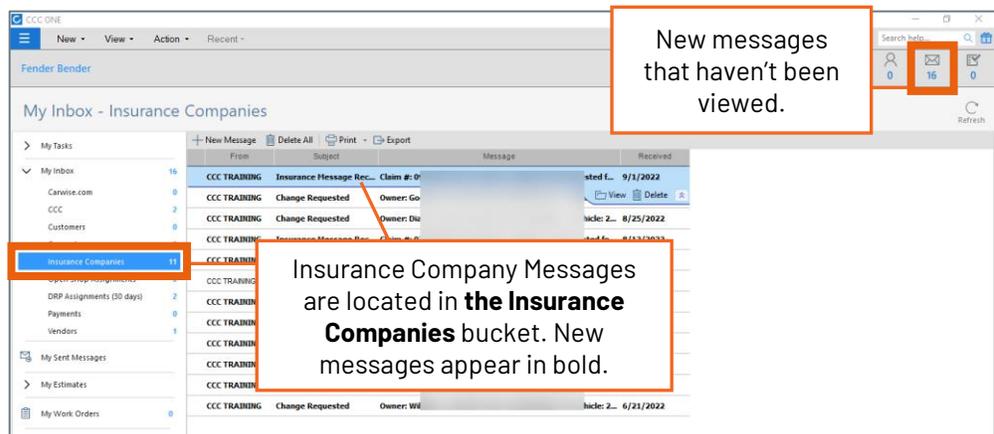


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My Work > Insurance Companies

Insurance Messages appear in the **My Work** dashboard > **Insurance Companies** bucket. The envelope icon displays the number of messages. Click on the envelope icon to open the **Insurance Companies** bucket. From there, click the **View** action in the mini toolbar of the selected message. When you perform this action, the message opens for you to view.

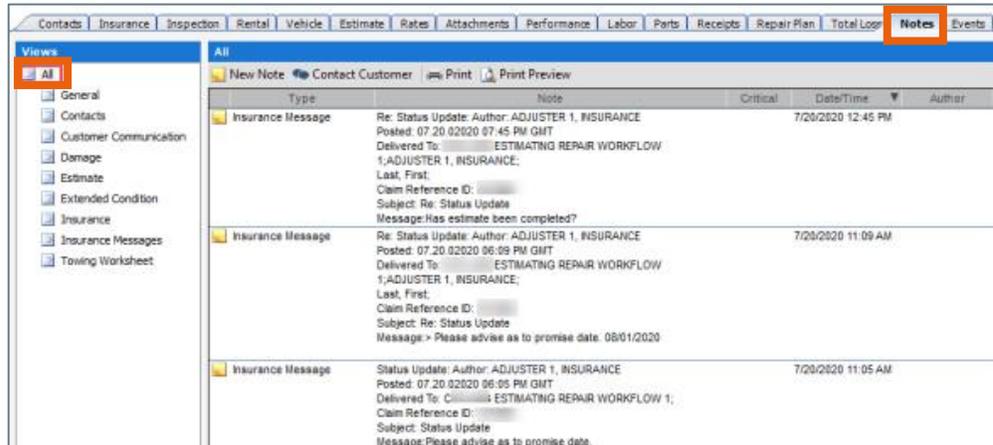


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Workfile Notes Tab View

In the Workfile, select the **Notes** tab and then click **All** to view insurance messages.



Predefined Event Messages

To reply to these messages, select the **Events** tab and select **New Event**. The New Event window opens. From there, select **Autoverse Message** from the **Event** drop-list. Enter comments, then select **Save and Close** or **Save and New**.

