

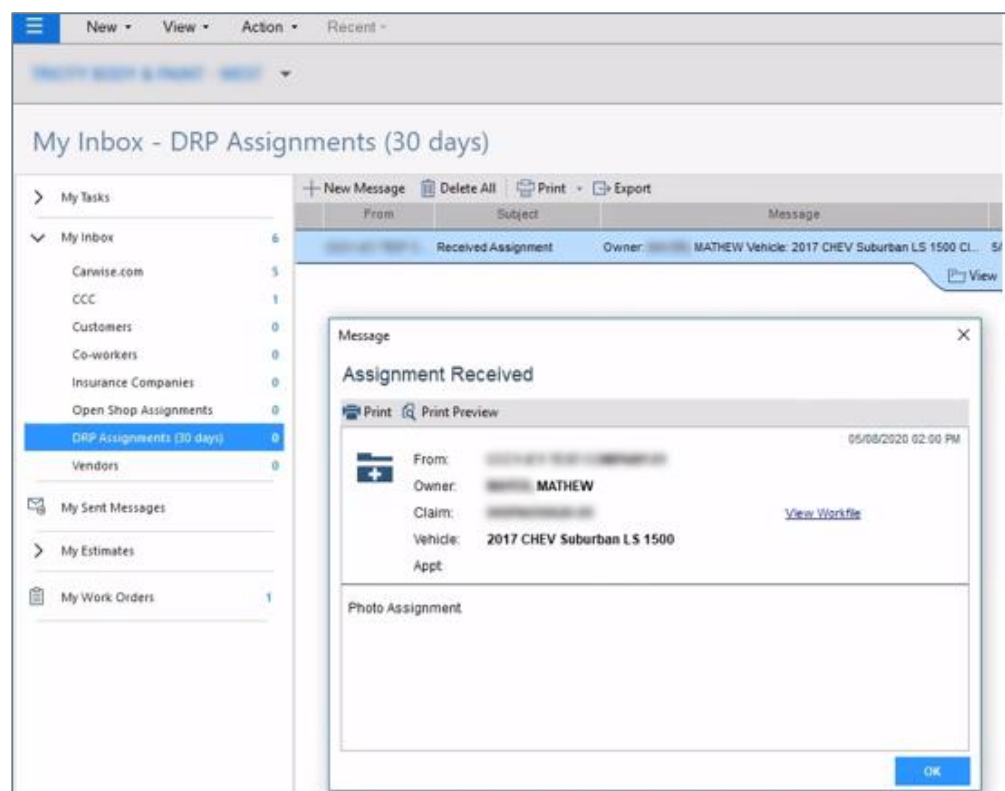
CCC® Quick Estimate Photo Assignments in CCC ONE®

Introduction

This job aid explains how Repair Facility users access vehicle photos in CCC ONE desktop that were provided to an Insurance Carrier by a claimant using the Quick Estimate mobile application. Photos are only available to Repair Facility users once a Carrier creates the Photo Assignment.

Photo Assignment Notification

Shop users will receive a notification when the Photo Assignment is created by the Carrier. When you open a Photo Assignment, you'll see the text pictured here:



Continued on next page

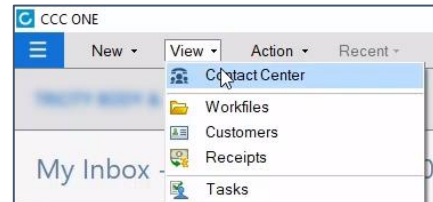
CCC® Quick Estimate Photo Assignments in CCC ONE®, Continued

Viewing Photos

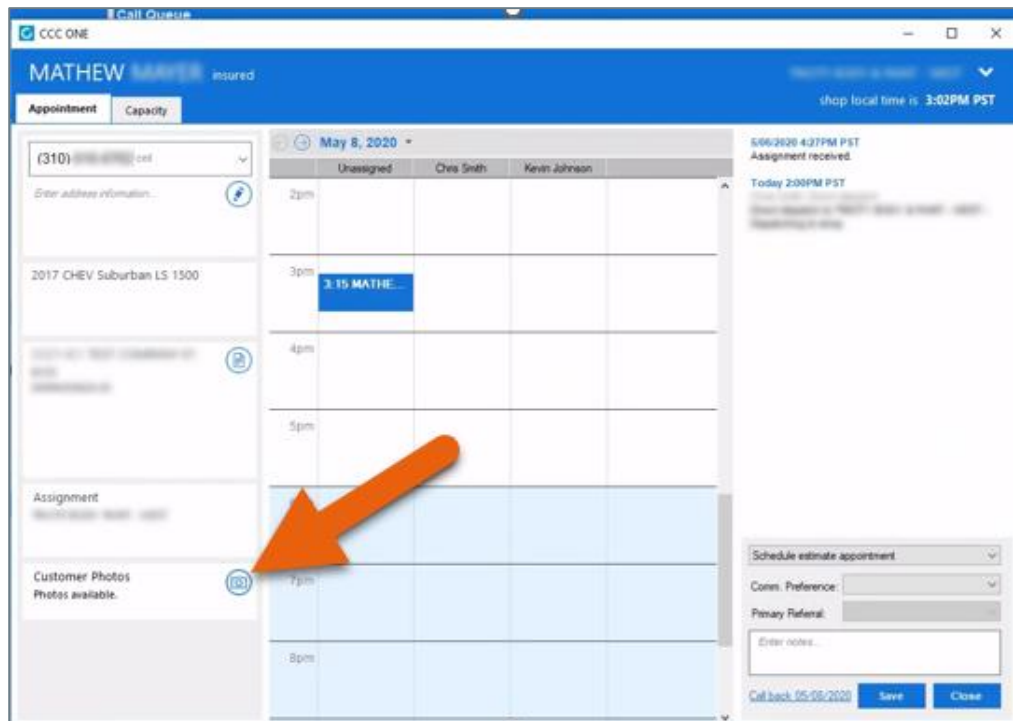
Photos can be viewed in two locations: **Contact Center** and in the **Workfile**.

Contact Center

If your Shop uses Contact Center, click **View > Contact Center** from the main screen (pictured at right).



Contact Center opens. Now open the desired **Assignment**. If photos are available, you'll see the **Customer Photos | Photos available** tile pictured below. Click the **camera icon** to view the photos (see Page 4).



Continued on next page

CCC® Quick Estimate Photo Assignments in CCC ONE®, Continued

Workfile

Photos are also accessible via two places in the Workfile.

If photos are available, you can access them by clicking the **Photo Assignment link** in the bottom-right corner of the Workfile regardless of which tab you've selected:

City	State	Zip

Age:

Gender:

[Photo Assignment](#)

And from the **Attachments tab**, you can access photos by clicking the **View button** pictured here:

MATHEW - 2017 Suburban LS 1500

FILE WORKFILE VIEW

Save New Convert to RQ Cancel Op Link to Workfile Workfile Copy Checklist Checkout

File Workfile Export Actions

Attachments Insurance Inspection Rental Vehicle Estimate Rate Attachments Total Loss Notes Events

Attachments

Actions Sort by Print Print Preview Tip: Use Ctrl+N (forward) or Ctrl+B (back) to move through attachments

Photos provided by the consumer to COMPANY-01. [VIEW](#)

Insurance Attachments 0.0MB Used 3.0MB Allowed

All Attachments 0.0MB Used 18.0MB Allowed

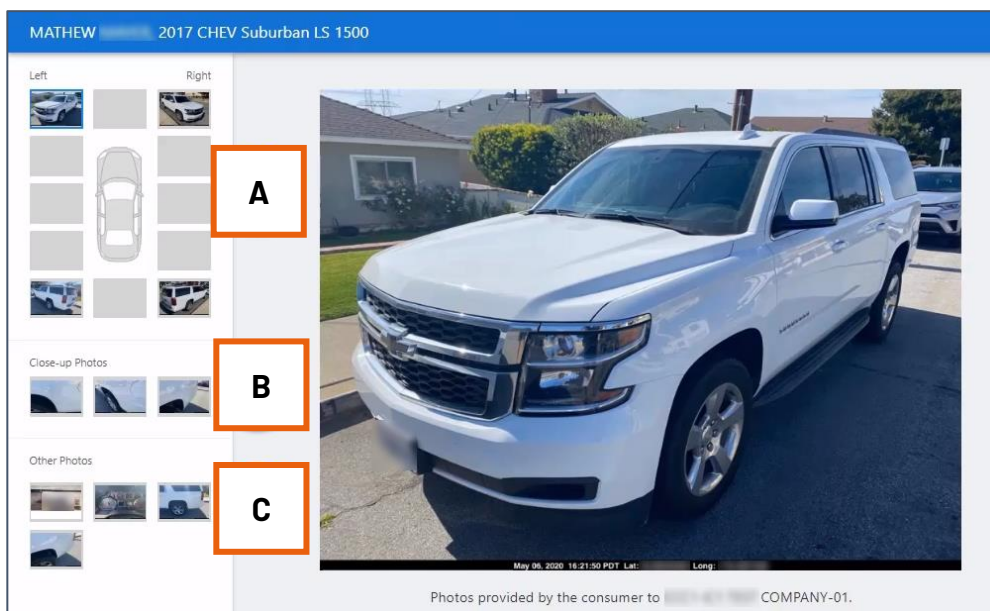
[Photo Assignment](#)

Continued on next page

CCC® Quick Estimate Photo Assignments in CCC ONE®, Continued

Photo Display

Regardless of the access method, the Quick Estimate photos display the same way in an external browser window:



Click on a thumbnail in the left side-panel to see a larger version of that photo in the center of your screen.

Section	Description
A	The four corner photos display here.
B	The three damage photos display here. There should be one photo of the damage taken from straight on, one from the left angle, and one from the right angle.
C	Other photos display here, e.g. VIN, odometer, etc.

Use the vehicle photos to help you complete the Estimate.