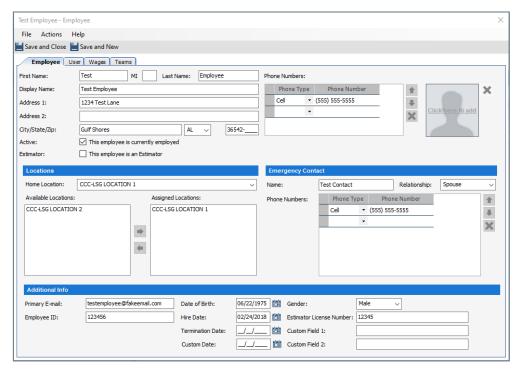
CCC ONE® UpdatePlus Notification Alerts

Introduction

Previously, in the CCC ONE® UpdatePlus Portal, you could set up to receive email alerts to notify you when certain events such as the Promise Date being missing or a Hotsheet was received from a customer. This functionality is now available in CCC ONE® Estimating and CCC ONE® Repair Workflow. The email alerts will be sent to the email listed on the Employee Profile. This job aid shows you the requirements for and how to configure UpdatePlus Alerts for your account.

Email Required

When UpdatePlus is enabled, all Estimators must have their email address listed on the Configure > Employees > Employee tab as shown below. This will allow the user to receive the selected email Alerts.



Note: Adding a new Employee or editing an existing Employee without adding an email address will cause a validation error to display.

Requirements

In order to set up email Alerts, UpdatePlus must be enabled for your CCC ONE License. You must also be logged in as an Estimator OR have the security permission to receive email Alerts on all workfiles (see last section).

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CCC ONE® UpdatePlus Notification Alerts, Continued

My Account

Select UpdatePlus Alert settings by going to Configure > My Account. You will see a new section called UpdatePlus Alerts at the bottom of the My Account window. For each Alert type, you can choose whether or not to receive email alerts for that item. The options available for each Alert depend on your security permissions.

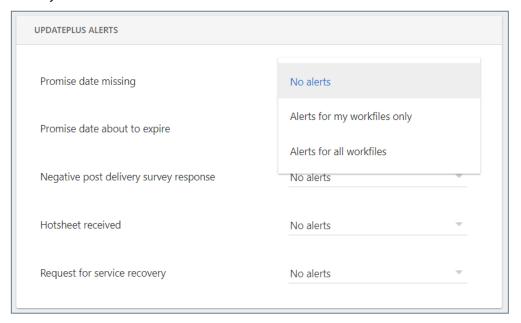
Estimators can select:

- No alerts
- Alerts for my workfiles only
- Alerts for all workfiles.

Users with permission to receive alerts on all workfiles:

- No alerts
- Alerts for my workfiles only
- Alerts for all workfiles.

Make your selections and then click **SAVE**.

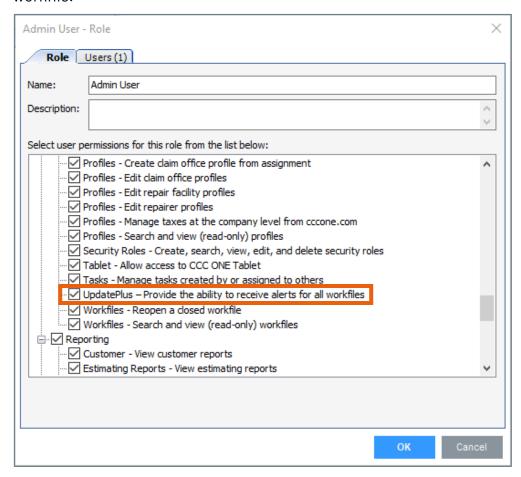


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CCC ONE® UpdatePlus Notification Alerts, Continued

Security **Permissions**

You must be logged in as an Estimator to set alerts. All non-Estimators must have the new security permission to receive email Alerts or to receive Alerts from all workfiles in all Locations that they are allowed access. These users do NOT have to be the assigned Estimator on the workfile.



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CCC ONE® UpdatePlus Notification Alerts, Continued

Service **Recovery Form**

Based on the permissions added above, the Estimator can now receive the notification that a Hotsheet was received. However, in order to complete a Hotsheet, there is one last security permission that must be added: Complete service recovery on hotsheets.

To do this, go to the Admin User security role (or whatever role the Estimators have that you want to update) by selecting **Configure > Security Roles**. Select the **Admin User** role.

Go to the **Core** section and check the box for **Customer Communication** - Complete service recovery on hotsheets.

Click **OK** and make sure to save the changes.

