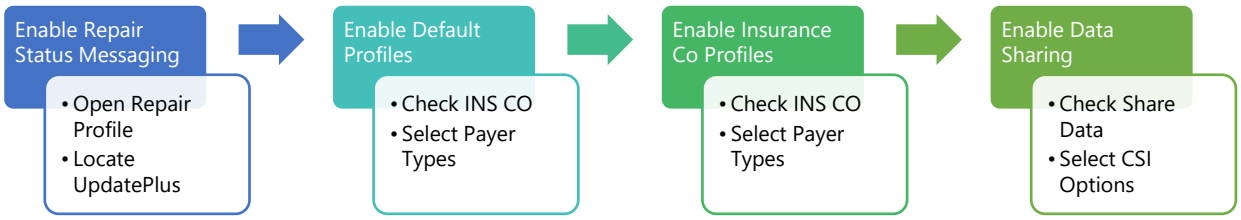
Job Aid: CCC® UpdatePlus Settings

Overview

This document describes how to enable and set up CCC® UpdatePlus to provide real time status updates to your customers via email or SMS text message (Repair Status). UpdatePlus settings allow you to enable data sharing with specified insurance companies for CSI surveys.

UpdatePlus settings are found on www.cccone.com and can be accessed via CCC® Estimating or Repair Workflow or directly from the web. Messaging (Repair Status, Appointments) and Web View settings are all available from this site or within Repair Workflow. The general process is shown below.



The remainder of this job aid walks through each step of the general process.

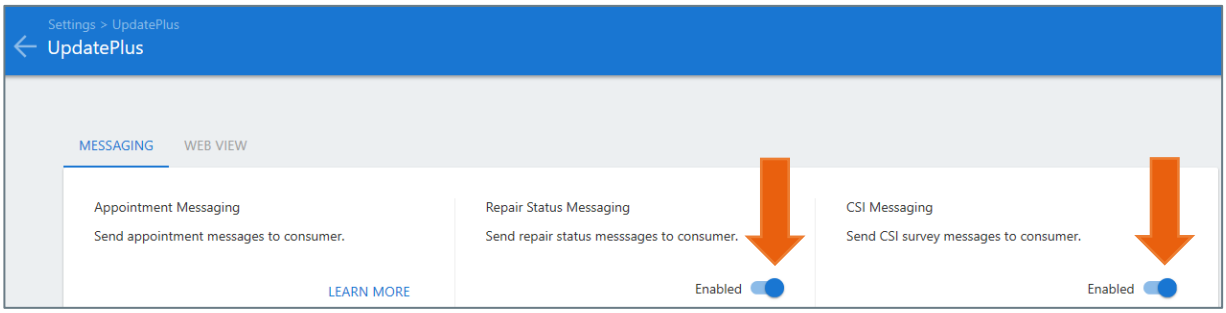
Note: This job aid provides general instructions. For carrier-specific settings, see the carrier-specific job aid provided during implementation.

Activate UpdatePlus

Within the application, go to Repair Facility Profile Settings (Configure, Profiles), locate **UpdatePlus** under **Repair Management,** and click on the arrow to open a new browser window. www.cccone.com will open automatically to the UpdatePlus settings as shown below.

Note: Launching within the application allows for Single Sign On. If you go directly to www.cccone.com**, you will be asked to login in again.**

Click the **Enabled** button for both Repair Status Messaging and CSI Messaging to activate all the UpdatePlus functionality. Click **Save.**



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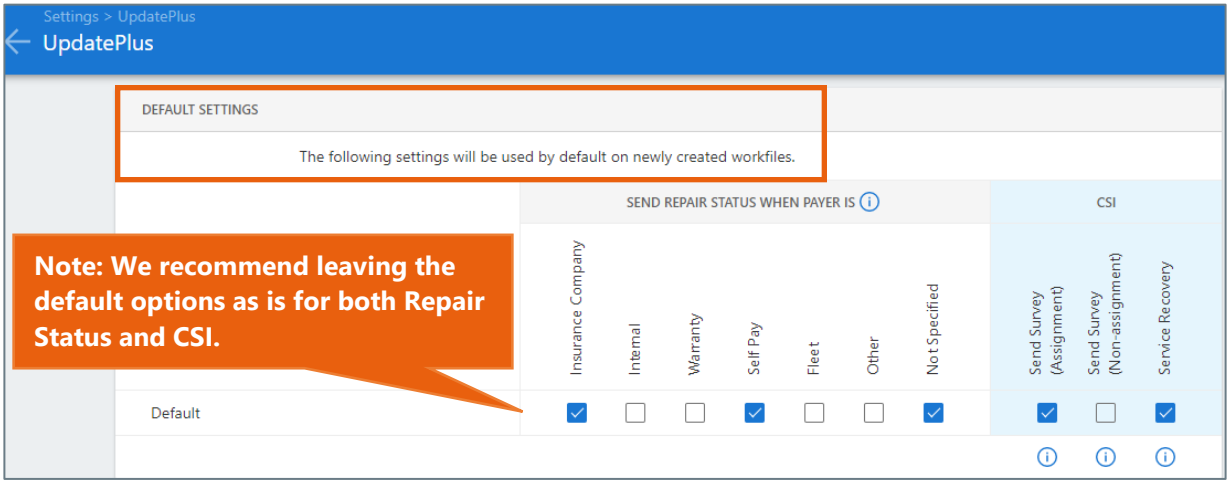
Default Profiles Setup

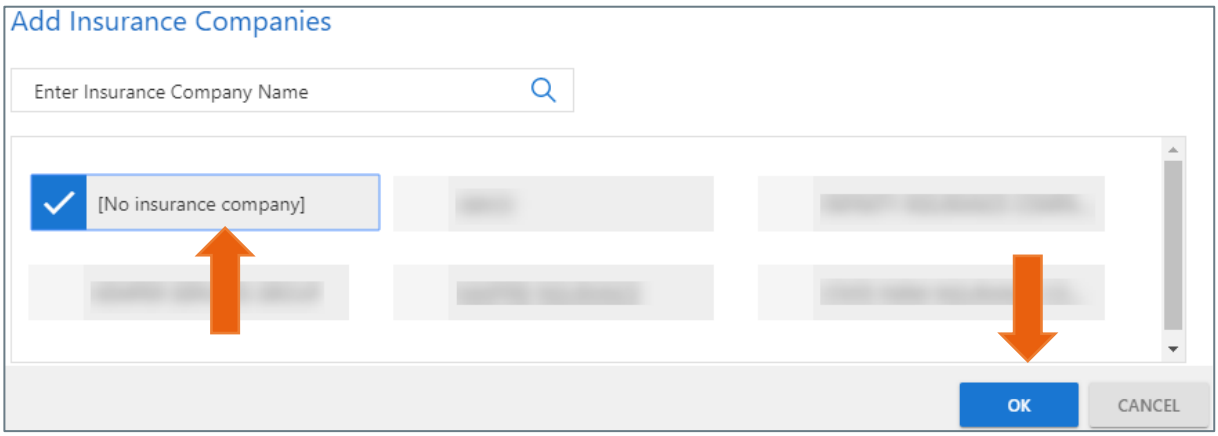
Once UpdatePlus is enabled, a **Default Profile** is automatically created for use with newly created workfiles. The Default Profile settings apply to ***all workfiles unless*** superseded by an Insurance Company UpdatePlus profile.



No Insurance Company Profile

Next, it is always a good idea to also create a **No Insurance Company profile** for workfiles that are not associated with a carrier.

Step	Action
1	Scroll down to the **Insurance Settings** section.
2	Click or tap **+Add** to create another entry to add the "no insurance" profile.



3	The **[No insurance company]** option is the first item on the list. Click to select it and then click **OK**.

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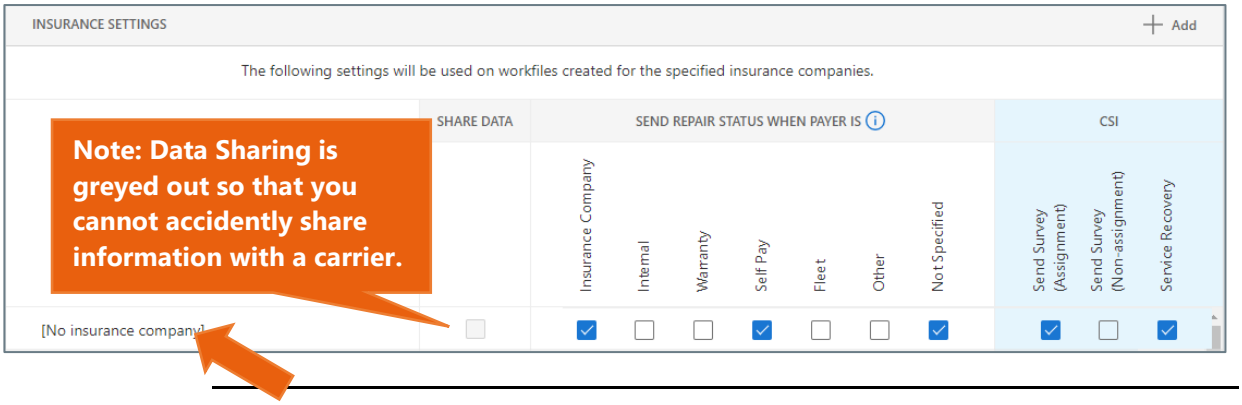
No Insurance Company Profile, continued

Step	Action
4	We recommend that you select the same options as were automatically selected for the Default Profile – as shown below.
5	Click **Save** to save your changes.



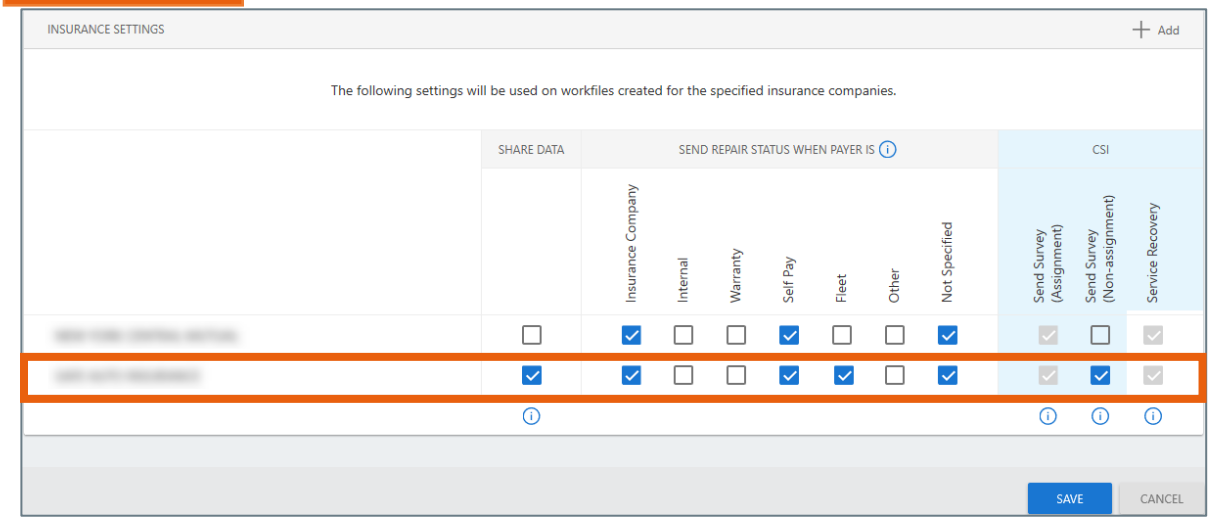
Add Insurance Company Profile

Now its time to add your Insurance Company-specific UpdatePlus profiles and enable Data Sharing this time. Then select your settings. **Note:** This discussion is a general description. Please see carrier-specific job aids for settings for a specific Insurance Company.

Note: If you go directly to cccone.com, **you must login in again.**

Use the following steps to add an Insurance Company UpdatePlus profile:

Step	Action
1	Click or tap **+Add** to create another entry to add the insurance company.



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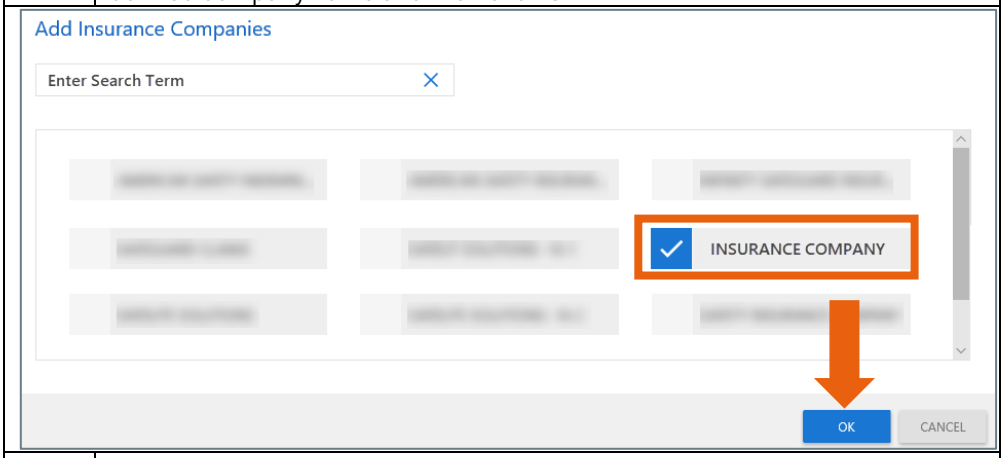
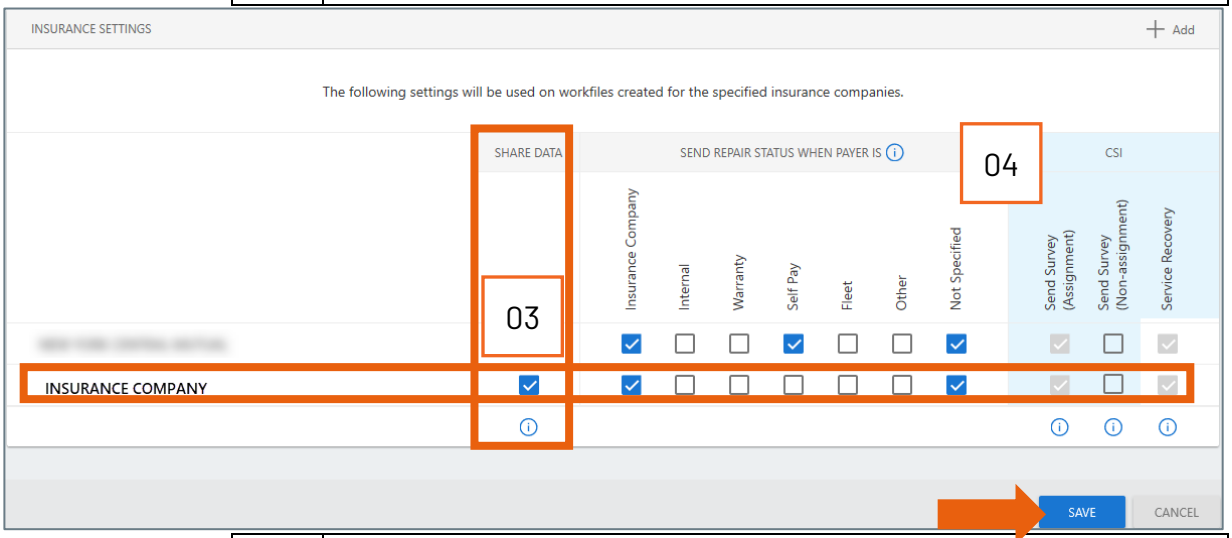
Add Insurance Company Profile, continued

Step	Action
2	The **Add Insurance Companies** popup displays. **Scroll** or **Search** for the insurance company you want to add when the selection list displays. Click to check the desired company name and then click **OK**.



3	Select the **Share Data** checkbox then click **OK**. ***NOTE:*** Data Share applies at the Repairer level (You must have access to MSO level settings). All locations will be enabled under the Repairer.



4	Select the options shown here for **Sending Repair Status** and **CSI**. You will be provided the appropriate options to select based on insurance company.
5	Once you have selected the appropriate options, click or tap **Save**.

What is Data Sharing?
Data Sharing allows Insurers to view the status messages sent by the shop, the responses from consumers, and the results from the multiple question CSI survey.

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Add Insurance Company Profile, continued

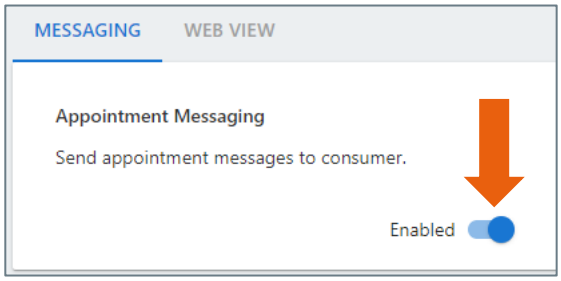
The UpdatePlus settings you have enabled for this insurance company are now active and you will be returned to the main Settings Menu. Repeat as needed for each insurance company.

Now let's see how it works for Appointments.

Configure Appointments

Appointments allows you to send customers Estimate and Drop-off Appointments and send updates if those Appointments change.

To configure Appointments, again return to www.cccone.com. Go to **Settings** and then select **UpdatePlus**. Click or tap the button to enable the feature.

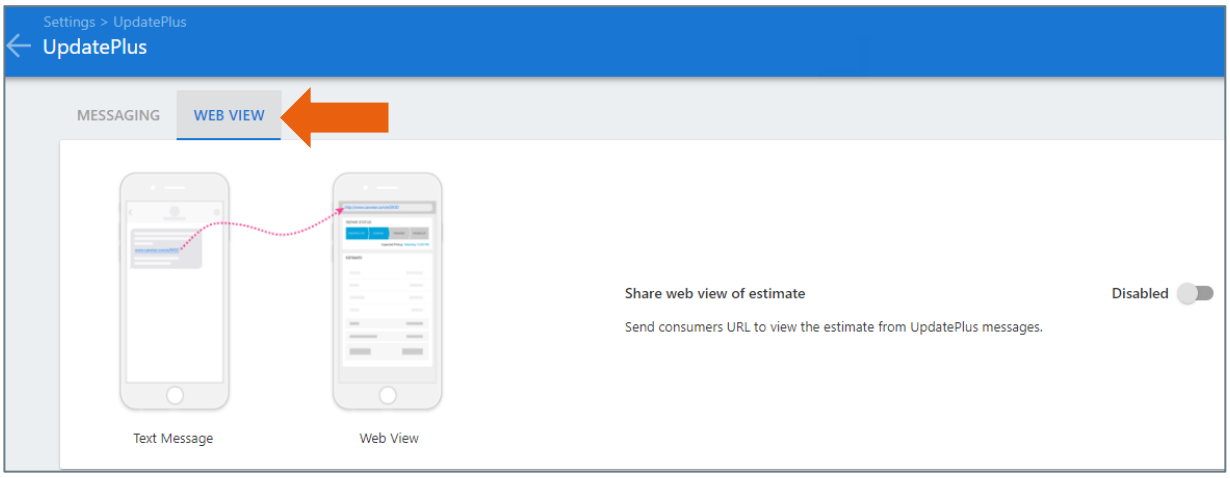


Enable UpdatePlus Web View

Web View allows you to share repair data with your customers in real time using Carwise.

To enable Consumer View access to the estimate, perform the following steps:

Step	Action
1	If needed, return to **Settings** and select **UpdatePlus**. Click or tap on the tab labeled **Web View**.



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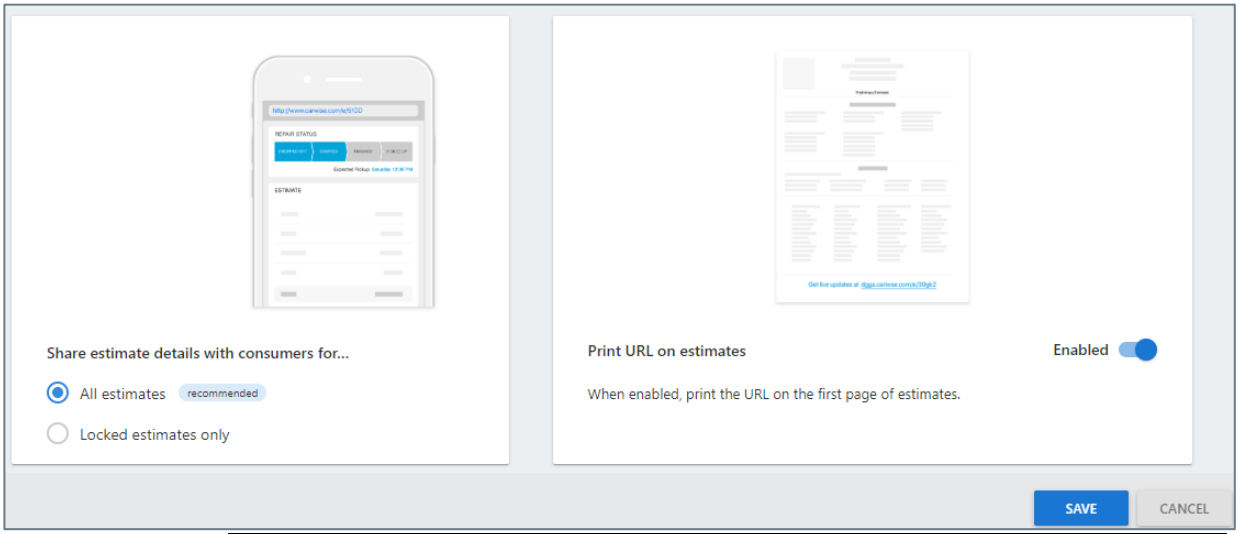
Enable UpdatePlus Web View, continued

Step	Action
2	Click or tap to enable the feature. Enabled New options will display on the screen.



3	On the left side, select whether you want to "share estimate details with consumers" for ***all estimates*** or for ***locked estimates only***. All is recommended.
4	On the right side, you can choose to **print the URL on estimates** that are shared with your consumers so that they can open the estimate in Web View. It defaults to enabled.
5	When finished making your selections, click or tap **Save**.

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Job Aid: Automatic Insurance Event Sync Setup

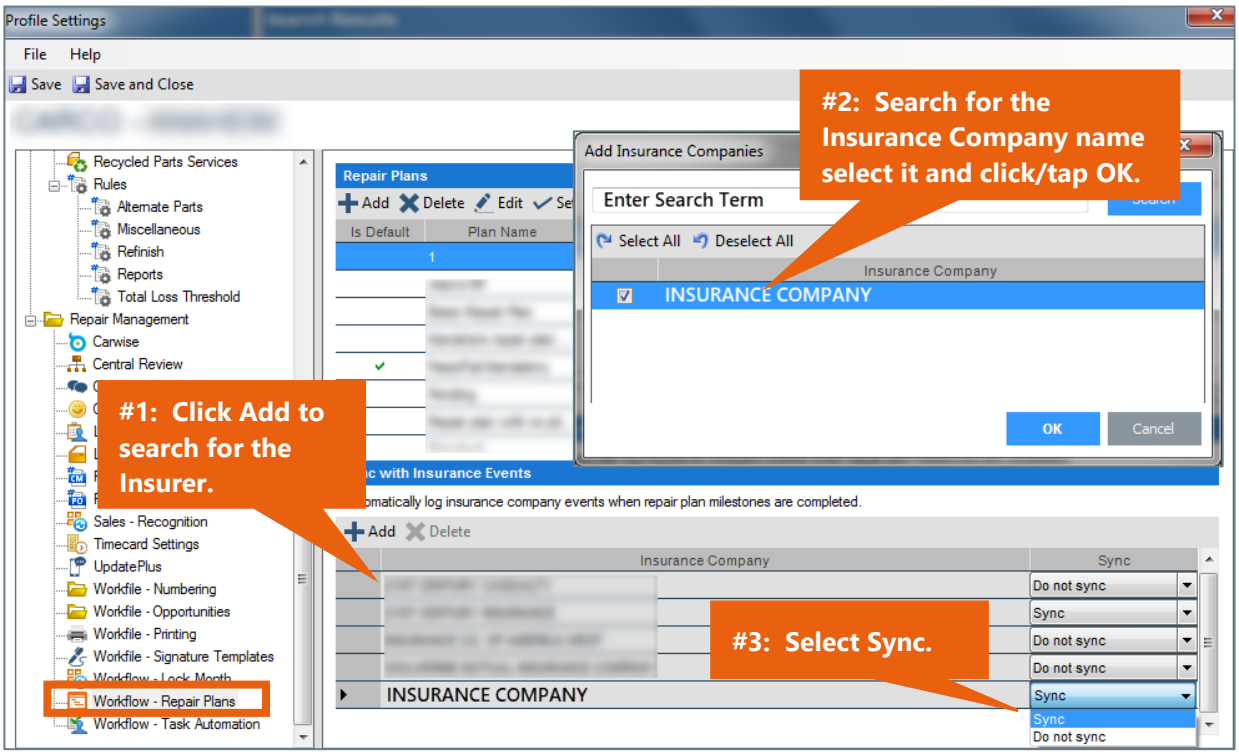
Introduction

CCC® Repair Workflow users can enable automatic Event syncing for your Repair Plans.

Why do this? By doing so, the system will automatically log Insurance Company events when Repair Plan milestones are completed. This way, you never forget to add Predefined, required events to your DRP claims.

Procedure

To begin, open your Repair Facility Profile and scroll to the **Workflow – Repair Plans** section. Next, complete the three steps shown below.



Once you have completed these three steps, the appropriate Predefined Events will be added automatically to the **DRP** claim.

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