# First Look Portal Invite

Overview

The purpose of the FNOL Invite is to allow carriers to use the CCC portal to send the text/email Invite or even generate the URL for accessing the First Look HTML5 App. This app provides consumers the ability to submit photos and perform self-service actions such as vehicle information and selection of repair options.

The portal invite option helps carriers who are looking to use First Look but do not have any resources to integrate or just simply want to use the portal to send the invite to the consumer and have them perform self-service steps.

This job aid reviews the steps a carrier user must perform to send the First Look App invite.

Sending Invite from the Portal

The carrier can access the **First Look Invite link** on the CCC portal home page.
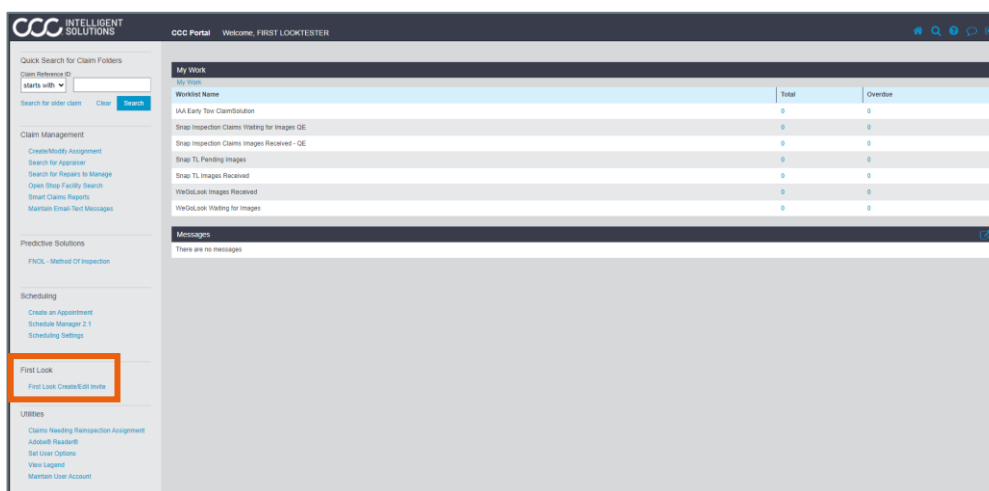
On the First Look Invite page, the carrier can choose between "Send Invite" or "Generate Invite URL" options for generating a First Look Invite after entering the required fields on the Invite screen.

If the carrier chooses the "Send Invite" option, the system will deliver the invitation to the cell number provided and/or email address.

If the carrier chooses the "Generate Invite URL" option, the system will provide a URL which the user can copy and send to the user directly using carrier defined communication methods.

First Look Portal Invite, Continued

Sending Invite from the Portal, Continued

Follow the items below when **sending** an **Invite from Portal**.

If ...	Then ...
If the claims already **exist**...	Data will be prefilled based on existing FNOL request. (available for integration customers only). Upon dispatch of the invite, the system will add the corresponding events to the existing claim folder.
If the claim already has a prior **sent** invite...	The system will only allow the email and cell to be modified so the invite can be resent. Upon dispatch of the invite, the system will add the corresponding events to the existing claim folder.
If there is no prior claim record...	The carrier must enter values for the required fields to send / create the First Look Invite and for the claim folder to be created within CCC systems and corresponding events will be added to the existing claim folder.

First Look Portal Invite, Continued

Sending Invite from the Portal

The required and optional fields for dispatching a First Look Invite are listed within the **Appendix** portion of this Job Aid.

For the Invite to be **sent**, the following mapping for **Claim Party Type** and **Relation to Insured** fields should be followed. This mapping enables the system to pick up the right set of text or email contact details to deliver the invitation. If the mapping is not followed, the system will fail to deliver the notification.

Relation to Insured	Claim Party Type
Self	Insured
Spouse, Child or Parent/Guardian	Driver/Spouse
Claimant or Claimant Attorney	Claimant

First Look Portal Invite, Continued

Invite Confirmation

Once all the required fields are filled out and the user selects the "First Look Invite" option, the success screen will appear.

Success screen for "Generate Invite URL" action. (The carrier user must copy the URL and send to the consumer using carrier defined communication methods.)

Error message screen if any mandatory information is missing.

Note: This portal invite process should be used only if no prior images have been received via the First Look app.

Appendix

Field Name	Required	Description/Validation
Claim Reference ID	Yes	The system will support the CCC standard claim# format, the claim will be a unique claim#. The system will validate each claim# against CCC system for the carrier. Minimum limit is 4 characters and Max character limit is 25, if user enter more than 25 characters than display an error message "Claim Reference Id shouldn't exceed 26 characters".
Cell Phone	See validation	The user will enter the cell phone or email to full fill the requirement. For URL Invite cell phone is not needed.
SMS Opt-In	See validation	The user must provide SMS Opt-In if cell phone is entered. If an Opt-in is not selected, then invite will not be sent.
Email Address	See validation	The user will enter the cell phone or email to full fill the requirement. For URL Invite email address is not needed.
Loss Category	No	The following drop list is available: • Single Vehicle • Multi Vehicle • Other Auto • Glass Only • Theft Auto • Tow Only
Date of Loss	Yes	Date format: MM/DD/YYYY
Time of Loss	No	Time format: HH:MM: SS
Loss Location Address 1	No	Alphanumeric Supports Canada Provinces, US States
Loss Location Address 2	No	Alphanumeric
Loss Location City	No	Alphanumeric
Loss Location State	No	Drop list
Loss Location Zip Code	No	Alphanumeric only field. Can also get an additional 4 characters after the initial 5. Support US Postal Code numeric format. 12345-6789 Support Canada Postal Code alphanumeric format. K1A 0B1

Appendix,
Continued

Field Name	Required	Description/Validation
Claim Party Type	Yes	Drop List • Insured • Third Party • Claimant • Lien Holder • Driver • Contact • Witness • Attorney • Other
Contact First Name	Yes	Alphanumeric
Contact Last Name	Yes	Alphanumeric
Relation to Insured Type	Yes	Drop List • Self • Agent • Attorney • Spouse • Child • Parent Guardian • Claimant • Claimant Attorney • Insurance Company • Mortgagee Representative • Other
Relation to Report Type	No	Drop List • Self • Spouse • Child • Parent Guardian • Other
Contact Location Address	No	Alphanumeric Supports Canada Provinces, US States
Contact Location City	No	Alphanumeric
Contact Location State	No	Drop list This should match all states listed in assignment entry.

Appendix,
Continued

Field Name	Required	Description/Validation
Contact Location Zip Code	No	Alphanumeric only field. Can also get an additional 4 characters after the initial 5. Support US Postal Code numeric format. 12345-6789 Support Canada Postal Code alphanumeric format. K1A OB1
VIN / Identification Number	See Details	Minimum 3, Maximum 17 characters VIN#. User can enter UNK =unknown or provide full 17 characters. The system will decode the VIN once entered. The user will enter the VIN or Year, Make and Model Manually. VIN is not required if Year/Make/Model are entered manually.
Year	See Details	The user will enter the VIN or Year, Make and Model Manually.
Make	See Details	Alphanumeric The user will enter the VIN or Year, Make and Model Manually.
Model	See Details	Alphanumeric The user will enter the VIN or Year, Make and Model Manually.

Appendix,
Continued

Field Name	Required	Description/Validation
Claim Type	Yes	Drop List • Antique • ATV • Boat • Boat Trailer • Bus • Camping Trailer • Camper Body • Construction • Home Trailer • Horse Trailer • Motorcycle • Passenger Car • Pickup • Pickup with Camper • RV • Snowmobile • Trailer • Van • Other **Note:** The system supports invitations for vehicles only.
Claimant Level Coverage	Yes	Drop List • Comprehensive (COMP) • Collision (COLL) • Property (PD) • Liability (LIAB) • Injury (INJR) • Other (OTHR) • Unknown (UNK) This field is mapped to Coverage field in FNOL data (backend).

Appendix,
Continued

Field Name	Required	Description/Validation
Primary Impact Area	No	Drop List This is also known as Point of Impact. In future we will follow standard POI to be sync same as assignment entry. • Driver Front Corner • Driver Front Side • Driver Rear Corner • Driver Rear Side • Driver Side • Passenger Front Corner • Passenger Front Side • Passenger Rear Corner – 5 • Passenger Rear Side • Passenger Side • Front • Hood • Misc Vehicle Damage • No Visible Damage • Rear • Rollover • Roof • Trunk Lid • Undercarriage • Unknown
Severity	No	Drop List • Minor • Moderate • Severe • Unknown
Airbags	No	Drop List • Yes • No • Unknown

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Appendix,
Continued

Field Name	Required	Description/Validation
Vehicle Drivable	No	Yes/ No If its blank, then downstream system will default to Yes. This is same as Vehicle Operable in FNOL Intake Use Case.
Odometer	No	Numeric
Vehicle Towed	No	Drop List • Yes or No