

# CCC® Inspection Scheduling – HTML5 Web App

## Introduction

In the case of a catastrophe (CAT) in which many vehicles are damaged, an insurance company might find it desirable to allow their customers to schedule their own vehicle inspection appointments via a web-based scheduling application.

This job aid details how a consumer uses the Inspection Scheduling web app to search for drive-in facilities and schedule an inspection appointment.

**Note:** To send a consumer an email or text message invitation to use the app, the carrier must create a “dummy” appraiser (set up as a staff appraiser) that is dedicated solely to CAT scheduling assignments; assigning the “dummy” appraiser to the assignment triggers the email/text invitation.

## Sign In

The consumer receives an invitation via email or text message; the invitation includes a hyperlink, which the consumer taps to launch the web-based application.

The web app opens in the mobile device’s browser.

**Note: Android** users must be on Chrome version 53 or above. **iPhone** users must be on iOS 11 or above and must use the Safari browser.

The **Claim Reference ID** and **Last Name** fields are auto-populated. (If the vehicle’s year, make, and model were entered on the assignment, they will also display here.)

The user must select the box next to the **Terms of Use** and **Privacy Policy** statement.

The user then selects the **SIGN IN** button to begin.

CCC Inspection Scheduling

CCC Inspection Scheduling

**We are here to help.**  
This site provides Members with an easy way to schedule your vehicle inspection appointment. After your vehicle inspection, you have the right to choose any shop you would like to perform repair work on your vehicle.

Claim Reference Id  
01234

Last Name  
[REDACTED]

Year / Make / Model  
2019 Acura TLX FWD

I acknowledge that I have read and agree to CCC Mobile Solutions - Vehicle Inspection Scheduling: [Terms of Use](#) and [Privacy Policy](#)

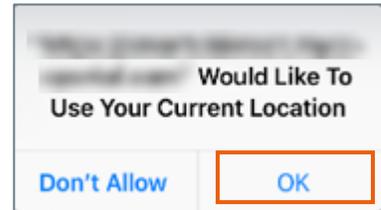
**SIGN IN**

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## CCC® Inspection Scheduling – HTML5 Web App, Continued

### Sign In, continued

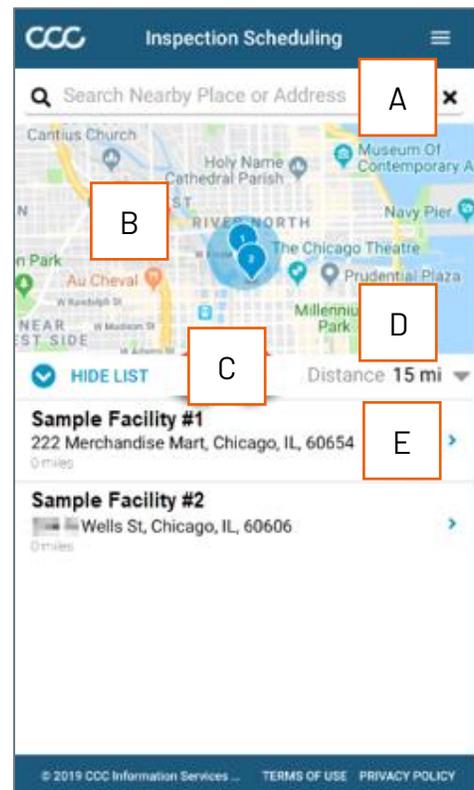
A location permission popup appears after the user selects the Sign In button. The user must select **OK** to advance and search for drive-in facilities.



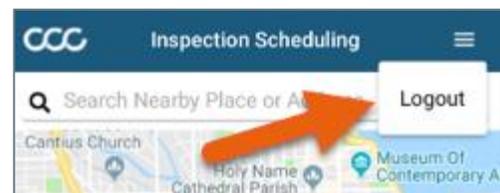
### Search & Selection

The search page opens. The web app uses the user's current location to identify nearby drive-in facilities. These are listed towards the bottom of the screen and appear as blue pins on the map.

- A)** Manually search for a city or address
- B)** Tap, hold, and slide to explore the map; pinch to zoom.
- C)** Hide the list of facilities and extend the map.
- D)** Select a new search radius: 5, 10, 15, 25, or 50 miles.
- E)** Select a drive-in facility in the list to select it and proceed.



**Note:** The user can logout of the app at any time by selecting **Logout** from the tribar menu in the upper right corner.



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## CCC® Inspection Scheduling – HTML5 Web App, Continued

### Schedule Appointment

Upon selecting a drive-in facility (see **item E** on the previous page), the facility details page displays.

The user can select the facility's phone number to initiate a **call** or select the address to view its location on the **map**.

To book an appointment, the user selects the **BOOK APPOINTMENT** button.

Hours	
Monday	8:00am - 5:00pm
Tuesday	8:00am - 5:00pm
Wednesday	6:00am - 7:00pm
Thursday	8:00am - 6:00pm
Friday	8:00am - 6:00pm
Saturday	Closed
Sunday	Closed

The **Preferred Appointment** page will display. This page lists all the **available** appointment times (up to two weeks) at the selected facility; **unavailable** appointment times do **not** appear.

The user selects **the desired time** to proceed.

Monday, April 22

- 01:00 PM - 01:30 PM
- 02:00 PM - 02:30 PM
- 03:00 PM - 03:30 PM
- 04:00 PM - 04:30 PM

Tuesday, April 23

- 08:00 AM - 08:30 AM
- 09:00 AM - 09:30 AM
- 10:00 AM - 10:30 AM

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# CCC® Inspection Scheduling – HTML5 Web App, Continued

## Schedule Appointment, continued

Once the user selects a time, the **Contact Information** page appears.

Information that was entered on the assignment **auto-populates**, though the user **can edit or add** contact information as needed.

The user selects the **TEXT** or **EMAIL** button under the **Contact Preference** heading to select a method of contact.

Confirmations and updates are sent to the user via the selected method. The user **must** also **check the box** next to the communication disclaimer in this section.

Once the user is ready to proceed, they select the **SCHEDULE APPOINTMENT** button, which is enabled **after** the user completes all fields, at the bottom of the page.

The screenshot shows the 'Inspection Scheduling' web app interface. At the top, there's a blue header with the CCC logo and a menu icon. Below the header, the 'Preferred Appointment' section displays 'Tuesday, Apr 23, 08:00 - 08:30 am' with a calendar icon. The 'Contact Information' section contains input fields for 'First Name', 'Last Name', 'Phone' (with '847-' pre-filled), and 'Email' (with '@cccis.com' pre-filled). The 'Contact Preference' section has two buttons: 'TEXT' and 'EMAIL', with 'TEXT' selected. Below these buttons is a checked checkbox and a disclaimer: 'I agree to receive communications regarding this appointment via the contact method indicated above. Text and data rates may apply.' The 'Vehicle Information' section shows 'Year / Make / Model' as '2019 Acura TLX FWD'. At the bottom, a blue 'SCHEDULE APPOINTMENT' button is highlighted with an orange border.

The user selects **Confirm** in the popup that appears to advance; a confirmation message is then delivered to the user.

The screenshot shows a 'Confirm Appointment' popup. It contains the text: 'Please confirm you will be taking the vehicle to Sample Facility #1 on Tuesday, April 23 at 08:00 am'. At the bottom, there are two buttons: 'Cancel' and 'Confirm', with 'Confirm' highlighted by an orange border.

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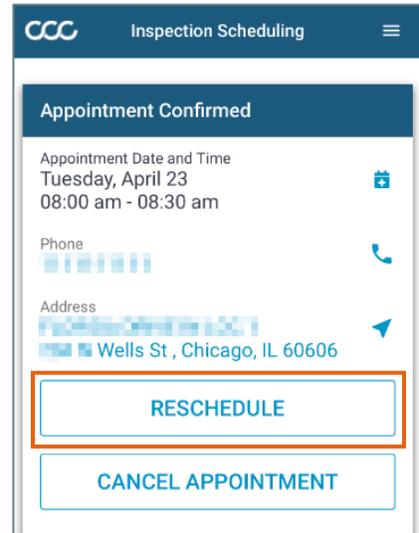
## CCC® Inspection Scheduling – HTML5 Web App, Continued

### Reschedule Appointment

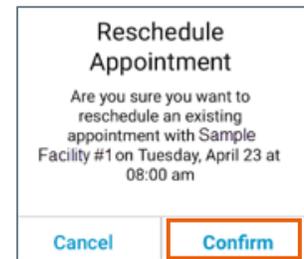
The **Appointment Confirmed** screen will open.

To reschedule their appointment, the user selects the **RESCHEDULE** button and then selects **Confirm** in the Reschedule Appointment popup that appears (below right).

Upon selecting **Confirm**, the user returns to the **Preferred Appointment** screen (see Page 3) and chooses a new time.



**Note:** If the user would like to schedule an appointment at a **different** facility, they should select the **CANCEL APPOINTMENT** option. See the next page for details.

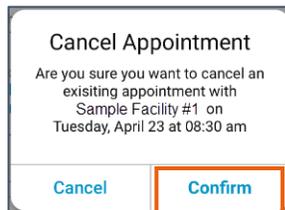


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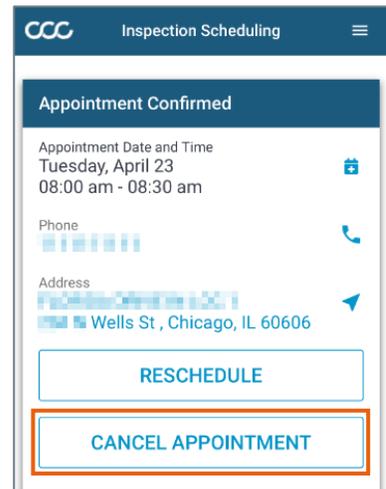
# CCC® Inspection Scheduling – HTML5 Web App, Continued

## Cancel Appointment

To cancel their appointment, the user selects the **CANCEL APPOINTMENT** button and then selects **Confirm** in the Cancel Appointment popup that appears (left).



The user receives **confirmation** of the cancellation via email or text.



The **Appointment Cancelled** screen opens. The user can select the **RESCHEDULE** button to search for a **new** drive-in facility and schedule another appointment.

