

# CCC® Resolve HTML5 Web Application

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## Introduction

CCC® Resolve is an HTML5 web-based mobile application that allows a consumer whose vehicle is damaged in a catastrophe (or in another event deemed appropriate by a carrier) to capture and submit to their insurance carrier photos of their vehicle. In turn, a carrier's desk appraiser can review the damage media and complete an estimate or provide a total loss valuation. The app allows users to start the claims process earlier by submitting photos 24/7.



This job aid details the CCC® Resolve HTML5 workflow for consumers.

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## Device & Browser Requirement

**Android** devices with Chrome version 53 or higher are fully compatible.

**iPhone** devices must be on iOS 11 or above to use the web app. VIN scan is supported for iOS 11.3 and above; other users must manually enter their VIN when prompted. Additionally, iOS users must use the Safari web browser.

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## Login Screen

Once the carrier determines the vehicle owner is eligible to use the web app, the vehicle owner is sent an **access link** (URL) via text message or email. Select the link and the landing page opens. The login information (i.e. Claim Number and Last Name) is **auto populated**.

Select the **checkbox** next to the Terms of Use and Privacy Policy statement and then select the **Sign In** button to begin the workflow.

A screenshot of the CCC Resolve login screen. At the top, there is a dark blue header with the CCC logo and the word 'Resolve'. Below this is a light gray area with the CCC logo and the word 'RESOLVE'. The form contains two input fields: 'Claim Number' with the value 'TEST-05-2-02' and 'Last Name' with the value 'MILLER'. Below the input fields is a checkbox that is checked, with the text 'I acknowledge that I have read and agree to CCC® Resolve Terms of Use and Privacy Policy.' The 'Sign In' button is highlighted with an orange border.

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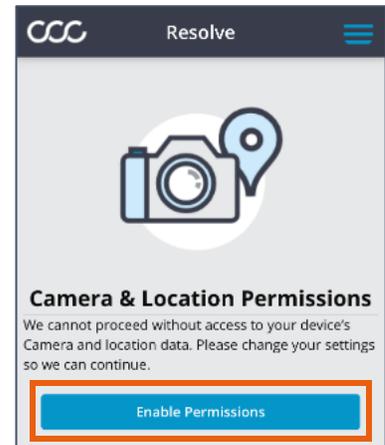
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### Device Permissions

Two device permissions need to be granted, **Camera and Current Location**. To do this, select the **Enable Permissions** button and then select **Allow** in the Camera popup and **OK** in the Current Location popup.

**Note:** The user must make sure their device's Location Services are **enabled**. Consult the mobile device manufacturer's website for specific instructions.

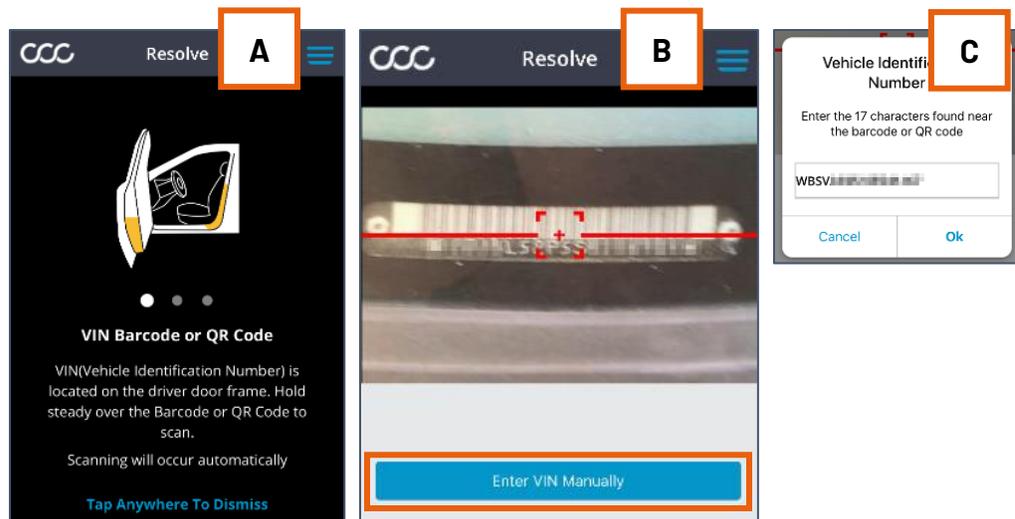


### VIN Scan or Manual Entry

**Scan** or **manually enter the vehicle's VIN**. An instructional screen provides directions (**A**); dismiss this screen by tapping anywhere. The VIN scan screen opens and then **scan** the VIN (**B**).

If the app is **unable** to scan the VIN, select the **Enter VIN Manually** button. **Manually** enters the VIN via the alphanumeric keyboard that appears and select **Ok (C)**.

**Note:** The Ok button is enabled **only** after a valid VIN is entered.



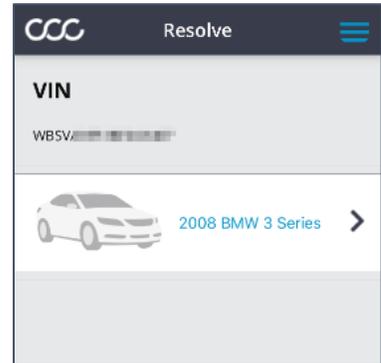
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### Confirm Vehicle

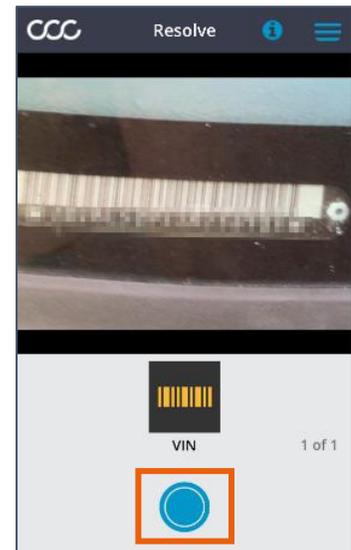
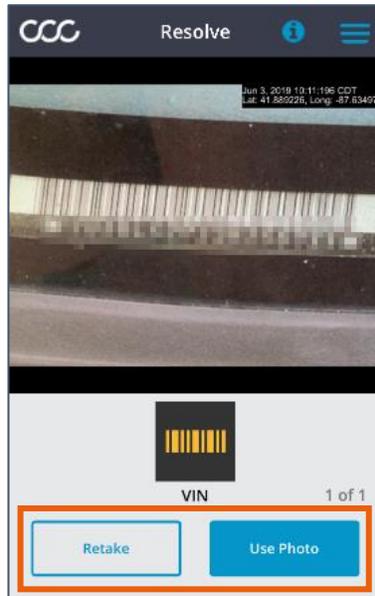
Once the **VIN** is scanned or manually entered, the **results** page opens.

If multiple results appear, the user selects the result that matches their vehicle. If only one result appears, as in the example here, the user selects that result to proceed.



### VIN Photo

Upon confirming their vehicle, capture a photo of the **VIN**. Position the VIN in the center of the frame and then select **the blue circle button** (right).



Select the **Retake** button to recapture the photo or the **Use Photo** button to keep the photo and advance (left).

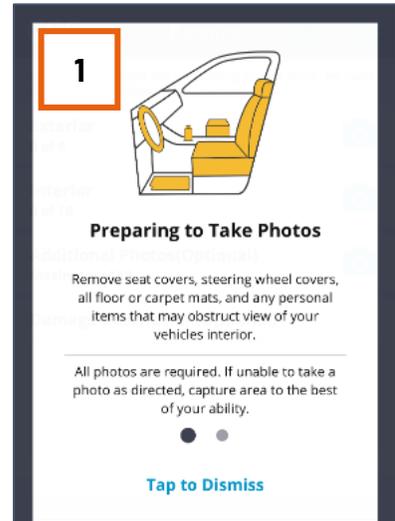
**Note:** The user can review instructions for a given photo by tapping the **"i" (information) icon** towards the top right corner of the page.

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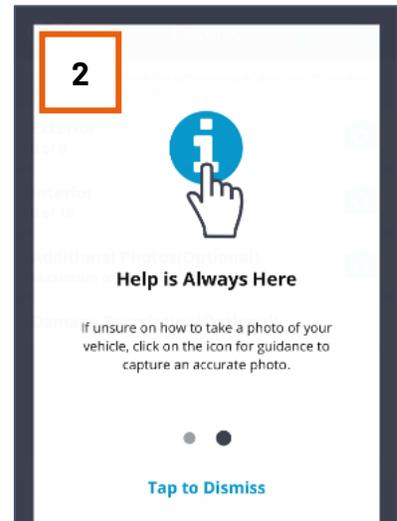
### Help Overlay Screens

Next, is the **help overlay**; it instructs the user to remove seat covers, steering wheel covers, floor mats, and any personal items **prior** to capturing their vehicle photos.



If the user swipes **left** on the first overlay screen **(1)**, a second help screen appears **(2)**. Select the **blue information icon** on the photo capture screens if there are questions during the capture process.

Select the blue **Tap to Dismiss** link at the bottom of either overlay screen to dismiss the overlay and begin the **photo capture** process.



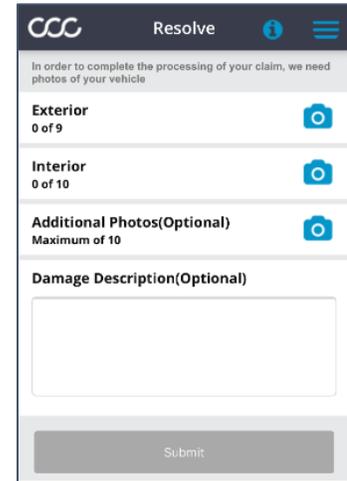
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### Photo Capture

Once the user dismisses the help overlay, the **Condition Photos** screen opens, and two pop-ups appear. In the first, the user indicates whether the vehicle was involved in a **Fresh water flood, Salt water flood, Hail, or Not Applicable**. In the second, the user indicates whether the vehicle's **engine was running** during the event (**No or Yes**).

Next, capture approximately **19 photos** (a Flood Line photo is also required if the vehicle was involved in a flood event). These photos are divided into two sections: **Exterior** and **Interior**. The user can also choose to include up to **10** additional photos by selecting the **Additional Photos** section heading and/or enter comments in the **Damage Description** field (above right).



The sections can be completed in any order, but this job aid will document the process beginning from the Exterior section.

The required photos are:

Exterior	Interior	Additional*
Driver Side Front	Passenger Side Front Seat	Max of 10
Driver Side - Front Tire	Passenger Side Front Floor	
Driver Side - Rear Tire	Driver Side Front Door Interior	
Driver Side Rear	Driver Side Front Seat	
License Plate	Driver Side Front Floor	
Passenger Side Rear	Odometer	
Passenger Side - Rear Tire	Driver Side Rear Seat	
Passenger Side - Front Tire	Driver Side Rear Floor	
Passenger Side Front	Dashboard	
	Headliner	
	Third Row Seats**	
	Third Row Floor**	

\*The Additional photos are optional.

\*\*Before capturing Interior photos, the user is asked via a popup box whether their vehicle has a third row of seats, e.g. utility vehicle or van; if they answer in the affirmative, two additional photos are required.

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### Photo Capture, cont.

Select a **section heading** to begin capturing photos.

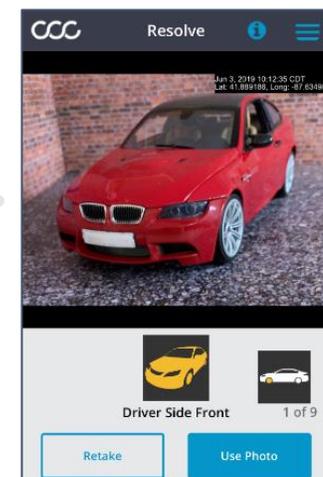
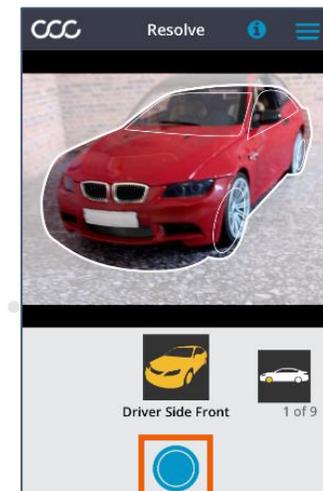
**Instructions** are provided for each photo to be captured. For example, select the Exterior section heading, the Exterior > Driver Side Front overlay (right) instructs them to “Fit your vehicle into the outline as shown in the outline above. Then capture the photo.” The area of the vehicle to be **captured** is highlighted in **yellow**.

Tap on the instructional screen to dismiss it.

Upon dismissing the instructional screen, the **Take Photos** screen opens (right). Position the phone/camera as directed and select the **blue circle button** to capture the photo.

Upon capturing a photo, the user is asked whether they'd like to **Retake** or **Use Photo** (right). Select the appropriate button to proceed. If **Retake** is selected, retake that photo. If **Use Photo** is selected, follow the instructions for the next required photo. Repeat these steps for each photo in each of the two required sections on the **Condition Photos** screen, i.e. Exterior and Interior.

**Note:** The user can access their adjuster's available **contact info** by selecting the **tribar menu icon** in the upper right corner of any screen where it appears.



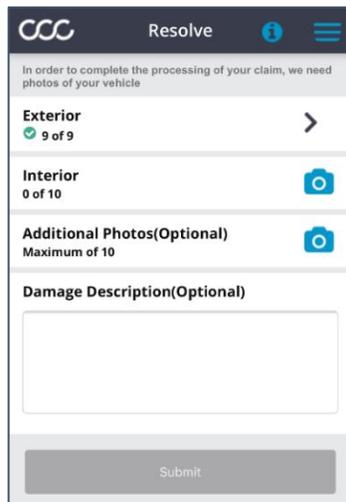
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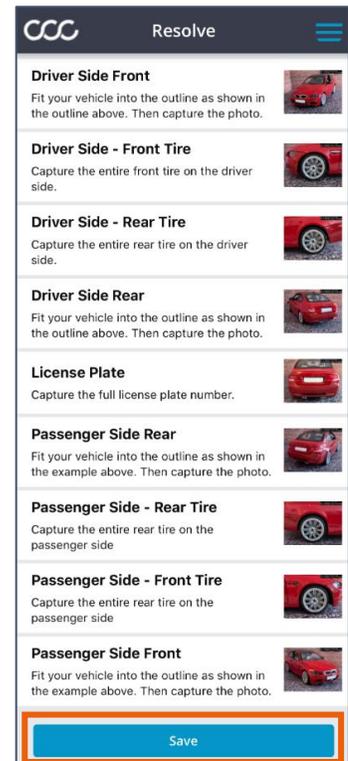
### Review Exterior Screen & Capturing Interior Photos

Upon capturing the required photos in the **Exterior** section, the **Review Exterior** screen opens (right).

If ready to advance, select the **Save** button. The **Condition Photos** screen will open.



The **green check icon** on the Exterior section heading (left) indicates this section is complete. Select the **Interior** heading to complete that section.



Upon selecting **Interior**, the user is asked whether their vehicle contains a third row of seats; if the answer in the affirmative, two additional photos are required.

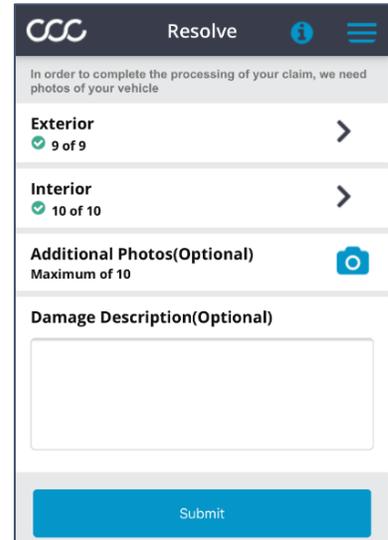
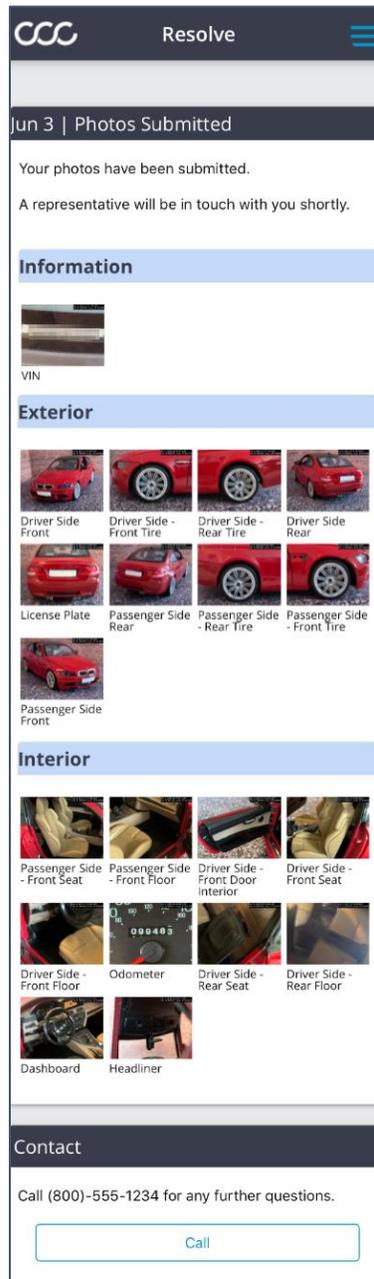
Once the user captures the **Interior** photos, they arrive to the Review Interior screen, and they tap the Save button to return to the Condition Photos screen. A green check icon now appears on the Interior section heading and the Submit button is enabled, i.e. it is blue instead of gray. The user taps the **Submit** button to advance (see next page).

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## Submit Media & Summary Screen

Upon tapping the Submit button on the Condition Photos screen (right), the user's media is sent to the carrier.



Once the upload completes, the user arrives to the Summary screen (left).

From here, the user can contact their carrier if they have questions by tapping the **Call** button at the bottom of the screen.