

CCC ONE® Mobile Appraiser

Introduction

CCC ONE® Mobile Appraiser is now available for download from Apple App and Google Play Stores. To use this app, you must have:

- CCC ONE® Estimating version 1.6+
- CCC ONE® Estimating Username and Password
- Digital Imaging feature
- Mobile App feature

This job aid explains how to use the Mobile Appraiser app and how it wirelessly syncs with CCC ONE® Estimating. It also describes how to attach photos from your mobile device using Attach from Cloud.

Login

Once downloaded to your mobile device, launch the **Mobile Appraiser** app. Enter your CCC ONE Estimating **Username** and **Password**.



Once logged in, you will be prompted to create a 4-digit **PIN Code** to use going forward.

Note: The app may give an **invalid VIN error** for an expired CCC password.

When changing the CCC password on the computer, **log out** of the app and **sign back in** with the new credentials to avoid these errors.

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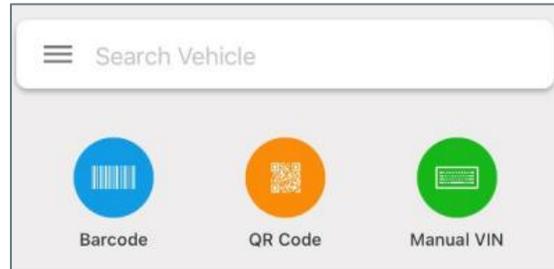


CCC ONE® Mobile Appraiser, Continued

Identify Vehicle

You begin by identifying the **VIN** number for the vehicle. You can do this by:

- Scan Barcode
- Enter VIN manually
- Scan QR Code

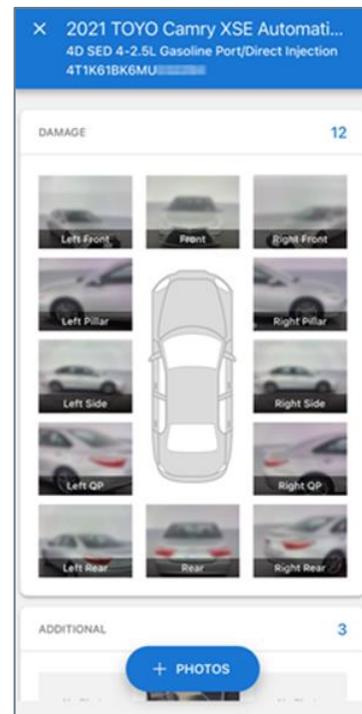


Take Photos

When scanned, the **VIN** is added as the photo labeled **"VIN"**.

The next step is to tap the image placeholder or the **" + Photos "** button to take photos of the vehicle. Once you snap the picture, a preview will display.

You can either use it or retake it. Photos are automatically uploaded to the **"cloud"**.



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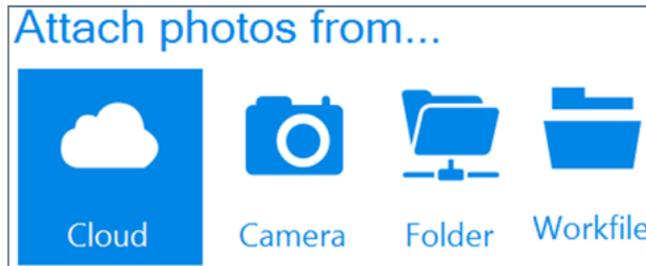
Attach Photos

Log into **CCC ONE**. Photos are attached to CCC ONE based on the **VIN number** you scanned. Open the Workfile for that VIN.

Go to the **Attachments** Tab and click **Attach**.



The "**Attach photos from...**" screen displays with all the various ways you can attach a file. Choose "Cloud".



When you attach from **Cloud**, it will check for photos that you've uploaded with a matching VIN.

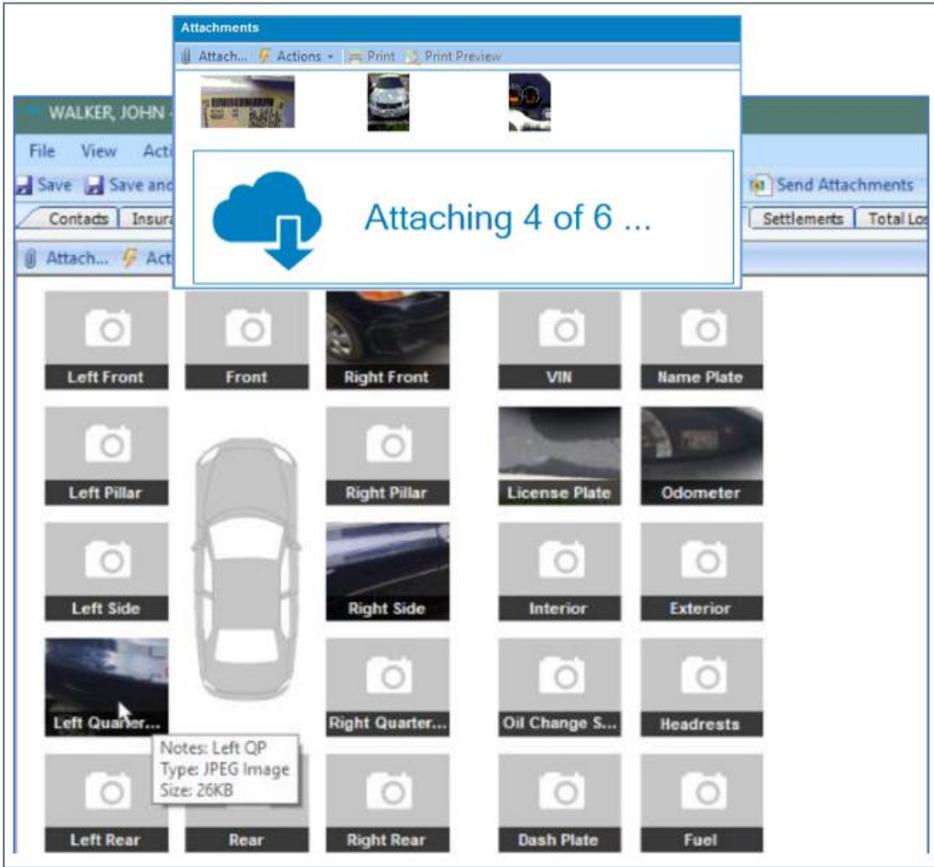
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Attach Photos, continued

Based on what the System finds, you will receive one of the following responses:

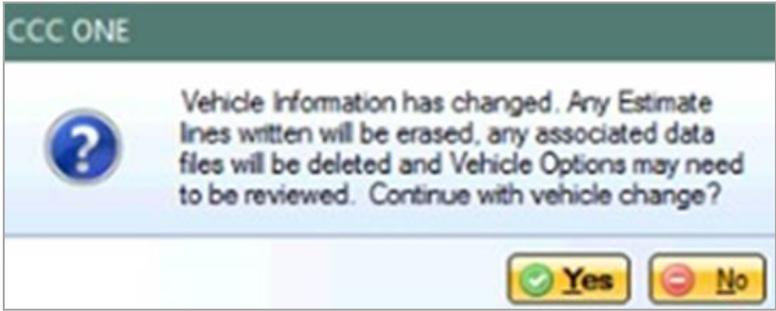
If ...	Then ...
<p>A VIN matching the one on the Workfile is found.</p>	<p>Photos linked to that matching VIN will download and attach to the Workfile. As they are downloaded, you will see a progression message. They will automatically populate into the Attachment tab.</p>  <p>The screenshot shows the 'Attachments' window in the mobile app. A central message box displays a cloud icon with a downward arrow and the text 'Attaching 4 of 6 ...'. Below this, a grid of camera icons is arranged around a central car silhouette. The icons are labeled with various vehicle views: Left Front, Front, Right Front, VIN, Name Plate, Left Pillar, Right Pillar, License Plate, Odometer, Left Side, Right Side, Interior, Exterior, Left Quarter..., Right Quarter..., Oil Change S..., Headrests, Left Rear, Rear, Right Rear, Dash Plate, and Fuel. A tooltip is visible over the 'Left Quarter...' icon, showing 'Notes: Left QP', 'Type: JPEG Image', and 'Size: 26KB'. The background shows a blurred view of the app's main interface with a menu bar and various buttons.</p>

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Attach Photos, continued

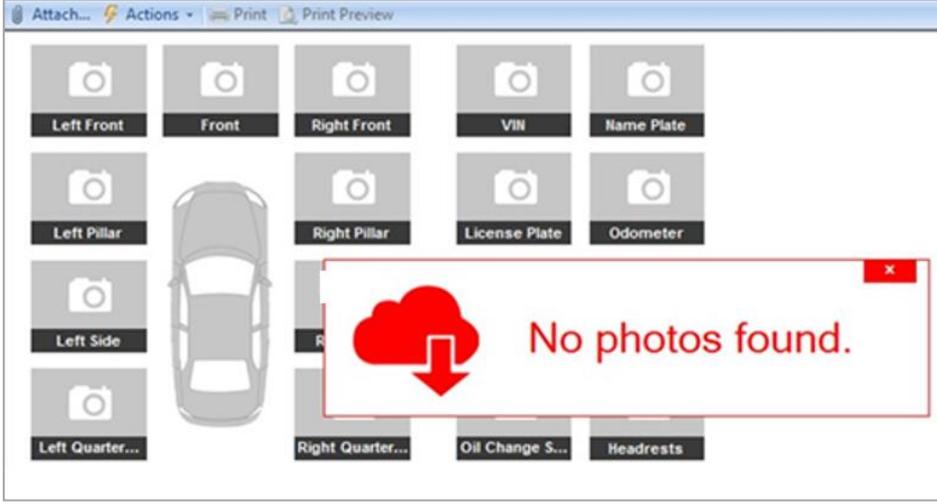
If ...	Then ...
<p>No matching VIN is found, but other VIN photos are found:</p>	<p>The system displays available VINs with images to select. Select the correct option, then select OK. The images will populate the Attachments tab.</p>  <p>Warning! If you select a VIN that is different from the one that is on the Workfile, you will receive this warning about overwriting the VIN and any existing estimate lines.</p> 

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Attach Photos, continued

If ...	Then ...
No Photos founds	<p>The System tells you that no photos were found. Select the Close button to continue.</p> 

Key Points

When using Mobile Appraiser to capture **photos** and then attach them to your Workfile using the **Cloud**, remember the following:

- Photos are **removed** from the Cloud and no longer available for download after **5** calendar days.
- If you select a **new** VIN, you will be reminded that selecting it will cause you to **overwrite** the VIN on the Vehicle tab and erase any existing estimate lines if any. This functionality has **NOT** changed.

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Version History

Version Number	Revision Date	Description
1.0	09/29/2017	Document Created
2.0	10/18/2021	Mobile UI screenshots updated
3.0	05/13/2022	Screen shots and layout updated

