CCC[®] Scheduling - Editing and Cancelling an Appointment

Overview	Once you includes l	have created an appointment, you can edit it or delete it. This Drive-in appointments.			
To Edit an Appointment	Step 1	ActionLog into the CCC Portal (mycccportal.com) by entering your UserID & Password, then click the Log In button. The CCC PortalHome page opens.			
		COCCCCC One. INTELLIGENT SOLUTIONS One. True. Partner. Partner. Constant of the second o			
	2	Enter at least four characters in the Claim Reference ID field (A) and then click on the Search (B) button. Image: Control of Claim Folders Image: Control of Claim Folders Image: Claim Folder Claim Folder Claim Folder Claim State Image: Claim Folder Claim Folder Claim Folder Image: Claim Folder Claim Folder Claim Folder Claim Folder Claim State Image: Claim Folder Claim Folder Claim Folder Claim Folder Claim State Image: Claim Folder Claim Folder Claim Folder Claim Folder Claim Folder Claim State Image: Claim Folder Claim Folder Claim Folder Claim Folder Claim Folder Claim State Image: Claim Folder Claim Folder Claim Folder Management Worklist Image: Claim Folder Management Worklist			
	3	Double-click on the Claim Reference ID you want to open from the list of results.			
	4	Click Schedule Appraisal on the left panel under Scheduling, Schedule Appraisal			

To Edit an	Step	Action	
Appointment continued	5	Click on the Reschedule button, the Book Appointment screen will open.	
		Enter Claim Reference ID	
		Claim Reference ID* 1234	
		Assign Appraiser	
		Fields marked with * are mandatory fields	
		A staff appraiser appointment has already been scheduled for:	
		11:00am - 1:00pm CST	
		For Claim Reference ID 1234	
		Cancer Appointment	
	6	Make the desired edits or changes. Be sure to enter information into all the required fields (indicated with 🗼	
		Book Appointment	
		Appraisal information for Claim Reference ID: 1234	
		Appraiser	
		Reassign to this Appraiser without choosing an appointment time	
		Select Appraisal Type	
		Predictive analytics has rated the method of inspection in the following order:	



To Edit an	Step	Action		
Appointment continued	7	You'll have several option	ns to change the Appraisal Type . You	
		can check more than on	e option for your search results.	
		Select Appraisal Type		
		Predictive analytics has rate □ (1st) Shop of Choice □ (2nd) Repair Facility ☑ (3rd) Staff Appraiser □ (4th) Independent Appraise □ (5th) Drive In	ed the method of inspection in the following order:	
	8	As you scroll down on t edit the Appointment T Claim Party information Note that required fields A double	his screen, you'll also see options to ype, Vehicle Location address, and n. s are indicated with a single * that least one of these fields is	
	Soloct Appo	intmont Typo		
	Select Appo	пшент туре	Select an existing Claim Party contact (or) Enter contact information	
	Appointment Type Minor collision		Select an Existing Claim Party ContactSELECT V	
	Suppleme	ent Appointment	Note: Updates to appointment contact information will not update Claim party information on Assignment Name	
	Required SI	tills ⁿ	First Name*	
	Enter Vehicle	e Location	Last Name* Doe	
	Street Addres	ss*	Contact Info	
			(312)555-5555 CReceive Texts?	
	City* San Antonio	State/Province*	Home**	
	Postal Code* 78222 0000		Work**	
	Time Zone Central Time		Notes / Instructions to Estimator	
	Fields marked v	with * are mandatory fields	Fields marked with * are mandatory fields At least one of the fields marked with ** is required.	
	<u> </u>			



To Edit an	Step	Action
Appointment continued	9	Click on the Search Appointment button to find available appointment dates and times, after making your edits. A list of possible appraisal sources will appear based on what selections you made in the Appraisal Type section.
		Appointment Search Criteria
		Appointment Starting On* And Next* 12/05/2019 3 Days Appointment Duration* 30 mins Appointment Window Length* Search Radius* 10 miles >
		2 hours ~ Fields marked with * are mandatory fields P Search Appointment
	10	Select the appropriate Appraisal Source if you checked more than one, a Date and Time (A), and click on the Reassign (B) button. Search Appointment (1st) Option: Choose a staff appraiser 12/05 Thursday 01:00 PM - 03:00 PM (NAME - 2019-12-05 14:05:25 CST - 23.0) 03:00 PM - 05:00 PM (NAME - 2019-12-05 14:05:25 CST - 23.0) 12/07 Saturday 07:00 AM - 09:00 AM (NAME - 2019-12-07 08:00:00 CST - 23.0) 07:00 AM - 09:00 AM (NAME - 2019-12-07 11:00:00 CST - 23.0) 11:00 AM - 01:00 PM (NAME - 2019-12-07 11:00:00 CST - 23.0)
	A	Reassign to
	11	A Confirmation screen appears.
		Claim 1234 has been sent to as an assignment without an appointment. Create a New Appointment My Appointments



To Cancel an Appointment	Step	Action		
	1	Log into the CCC Portal .		
		User ID		
		One. Letter User ID		
		Irue. Password		
		3 Forgot Password Log In		
	2	Search for the claim and open the claim folder.		
		CCC Portal Welcome, # Q @ O D		
		Cluick Search for Claim Folders My Work My Work		
		starts with v 1234 My Work My Team's Work Search for older claim Clear Search Total Overdue		
		Quick Estimate Claims to Drip 0 0 Incrident Management Pending Claims 0 0		
		Accident Advisor 4 0 Accident Advisor 4		
		Claim Folder Management Worklist		
	3	Under the Scheduling section, click the Schedule Appraisal link.		
		Scheduling		
		Schodulo Approical		
		Schedule Appraisan		
	4	Click on the Cancel Appointment (A) button, then click Yes (B) to		
		confirm. A message will appear indicating that the appointment		
		has been cancelled successfully.		
		Enter Claim Reference ID		
		Claim Reference ID* 1234		
		Assign Appraiser		
		Fields marked with * are mandatory fields		
		A staff appraiser appointment has already been scheduled for: Mon, Dec 9, 2019		
		11:00am - 1:00pm CST San Antonio, TX 78222		
		For Claim Reference ID 1234 Reschedule Cancel Appointment		
		Are you sure?		
		D Yes No		



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