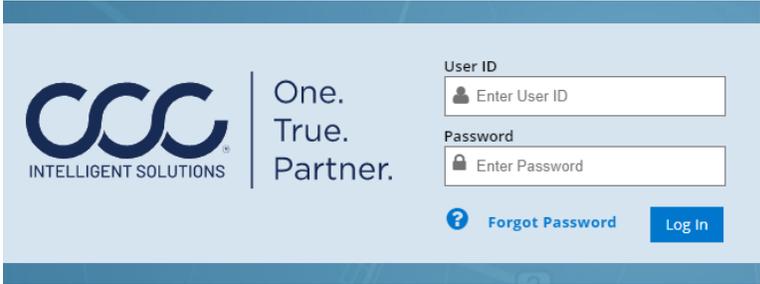
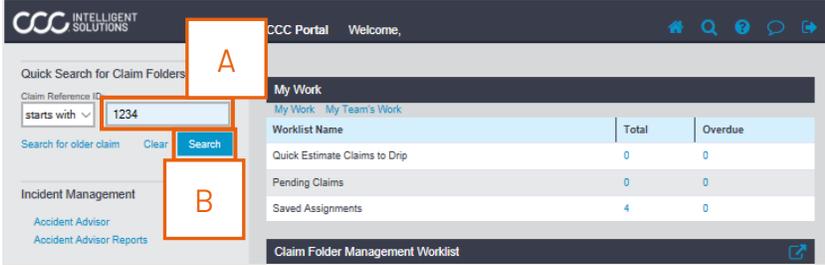
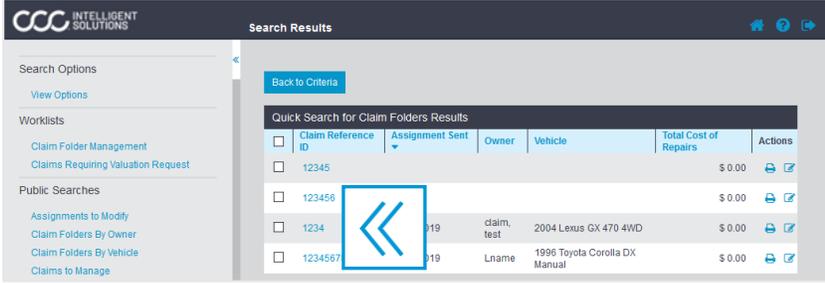


# CCC® Scheduling - Editing and Cancelling an Appointment

## Overview

Once you have created an appointment, you can edit it or delete it. This includes Drive-in appointments.

## To Edit an Appointment

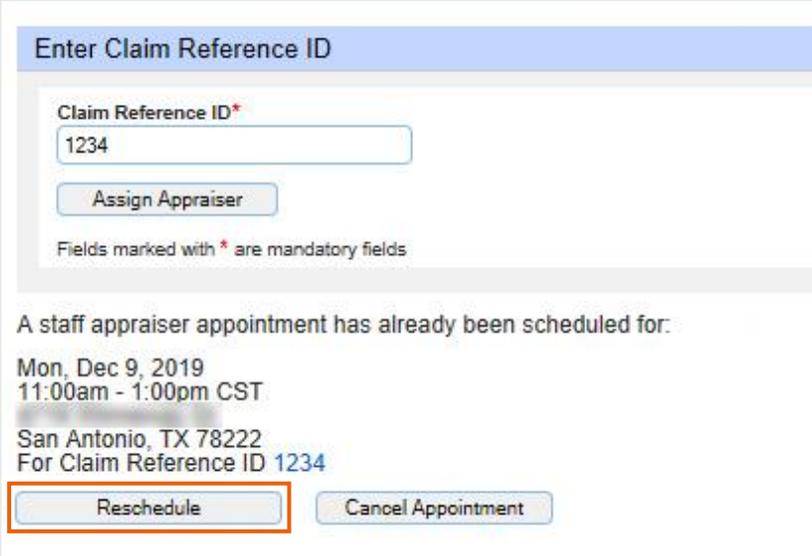
Step	Action
1	<p>Log into the CCC Portal (<a href="http://mycccportal.com">mycccportal.com</a>) by entering your <b>User ID &amp; Password</b>, then click the <b>Log In</b> button. The CCC Portal Home page opens.</p> 
2	<p>Enter at least four characters in the <b>Claim Reference ID</b> field (A) and then click on the <b>Search</b> (B) button.</p> 
3	<p>Double-click on the <b>Claim Reference ID</b> you want to open from the list of results.</p> 
4	<p>Click <b>Schedule Appraisal</b> on the left panel under Scheduling,</p> 

Continued on next page



# CCC® Scheduling - Editing and Cancelling an Appointment, Continued

**To Edit an Appointment**  
continued

Step	Action
5	<p>Click on the <b>Reschedule</b> button, the Book Appointment screen will open.</p> 
6	<p>Make the desired edits or changes. Be sure to enter information into all the required fields (indicated with *).</p> 

*Continued on next page*



# CCC® Scheduling - Editing and Cancelling an Appointment, Continued

**To Edit an Appointment**  
continued

Step	Action
7	<p>You'll have several options to change the <b>Appraisal Type</b>. You can check more than one option for your search results.</p> <div data-bbox="607 449 1377 709" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="background-color: #e6f2ff; padding: 5px;">Select Appraisal Type</p> <p>Predictive analytics has rated the method of inspection in the following order:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> (1st) Shop of Choice</li> <li><input type="checkbox"/> (2nd) Repair Facility</li> <li><input checked="" type="checkbox"/> (3rd) Staff Appraiser</li> <li><input type="checkbox"/> (4th) Independent Appraiser</li> <li><input type="checkbox"/> (5th) Drive In</li> </ul> <div style="text-align: right; margin-top: 10px;">  </div> </div>
8	<p>As you scroll down on this screen, you'll also see options to edit the Appointment Type, Vehicle Location address, and Claim Party information.</p> <p>Note that required fields are indicated with a single * A double ** indicates that least one of these fields is required.</p>

**Select Appointment Type**

Appointment Type

Supplement Appointment    Fix Appointment

Required Skills +

**Select an existing Claim Party contact (or) Enter contact information**

Select an Existing Claim Party Contact

Note: Updates to appointment contact information will not update Claim party information on Assignment

**Name**

First Name\*

Last Name\*

**Contact Info**

Mobile\*\*  
    Receive Texts?

Home\*\*

Work\*\*

Email

Notes / Instructions to Estimator

Fields marked with \* are mandatory fields

At least one of the fields marked with \*\* is required.

**Enter Vehicle Location**

Street Address\*

City\*   State/Province\*  
  

Postal Code\*  
  

Time Zone

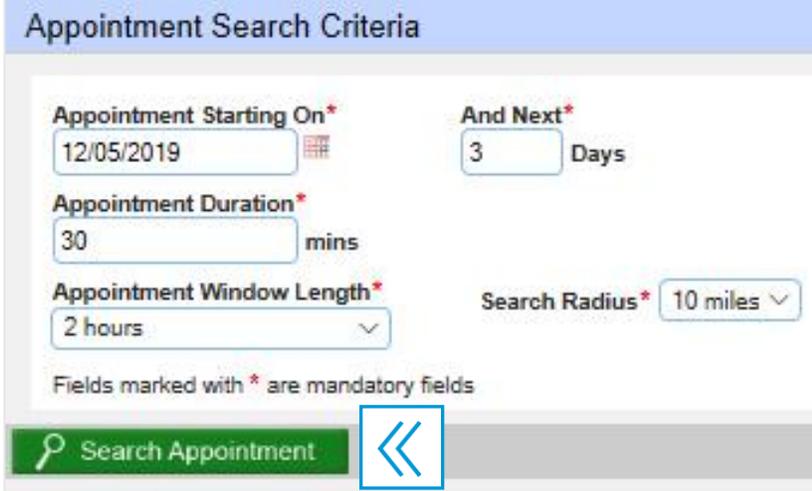
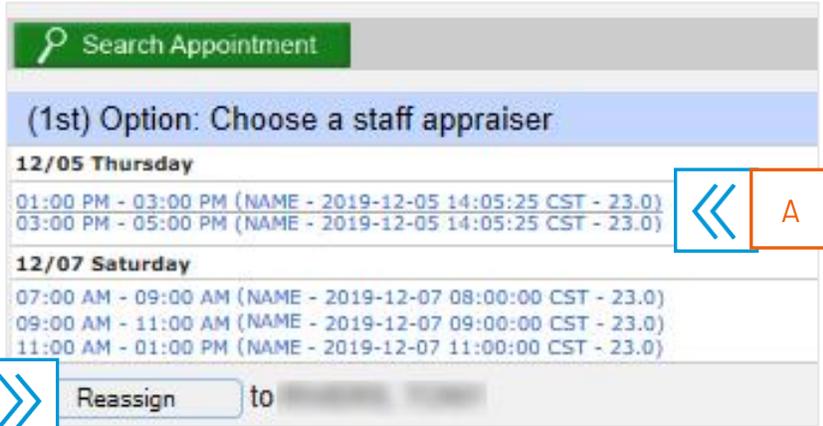
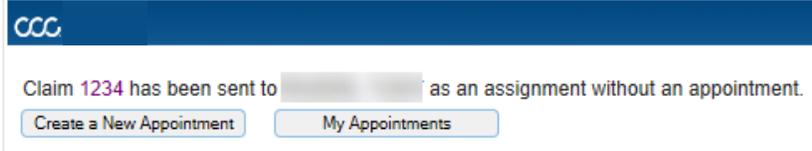
Fields marked with \* are mandatory fields

Continued on next page



# CCC® Scheduling - Editing and Cancelling an Appointment, Continued

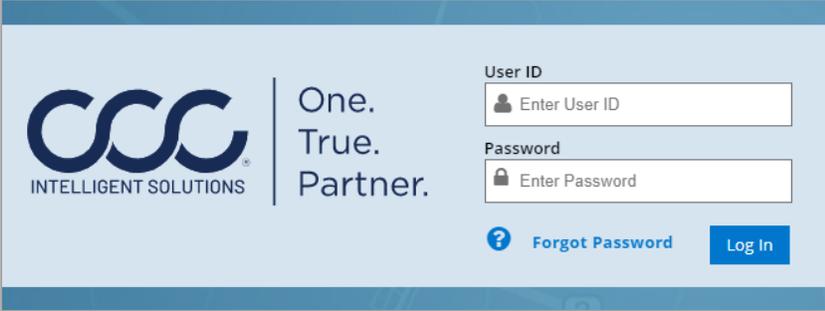
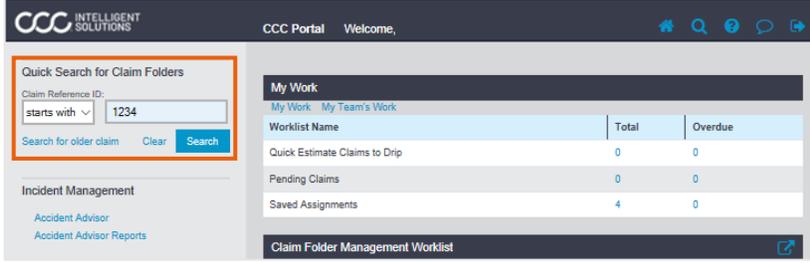
**To Edit an Appointment**  
continued

Step	Action
9	<p>Click on the <b>Search Appointment</b> 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.</p> 
10	<p>Select the appropriate <b>Appraisal Source</b> if you checked more than one, a <b>Date</b> and <b>Time (A)</b>, and click on the <b>Reassign (B)</b> button.</p> 
11	<p>A <b>Confirmation</b> screen appears.</p> 

Continued on next page

# CCC® Scheduling - Editing and Cancelling an Appointment, Continued

## To Cancel an Appointment

Step	Action
1	<p>Log into the <b>CCC Portal</b>.</p> 
2	<p><b>Search</b> for the claim and open the claim folder.</p> 
3	<p>Under the Scheduling section, click the <b>Schedule Appraisal</b> link.</p> 
4	<p>Click on the <b>Cancel Appointment (A)</b> button, then click <b>Yes (B)</b> to confirm. A message will appear indicating that the appointment has been cancelled successfully.</p> 