CCC ONE® Lobby: Windows 10 Device Setup
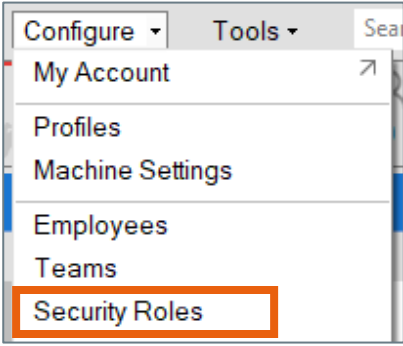
Overview

CCC ONE® Lobby streamlines the check-in process for collision repair facilities by eliminating the need to rekey valuable customer and vehicle information.

Instead of paper forms, CCC ONE® Lobby provides an interactive experience to engage customers and digitally capture information that is seamlessly synchronized with CCC ONE® Estimating.
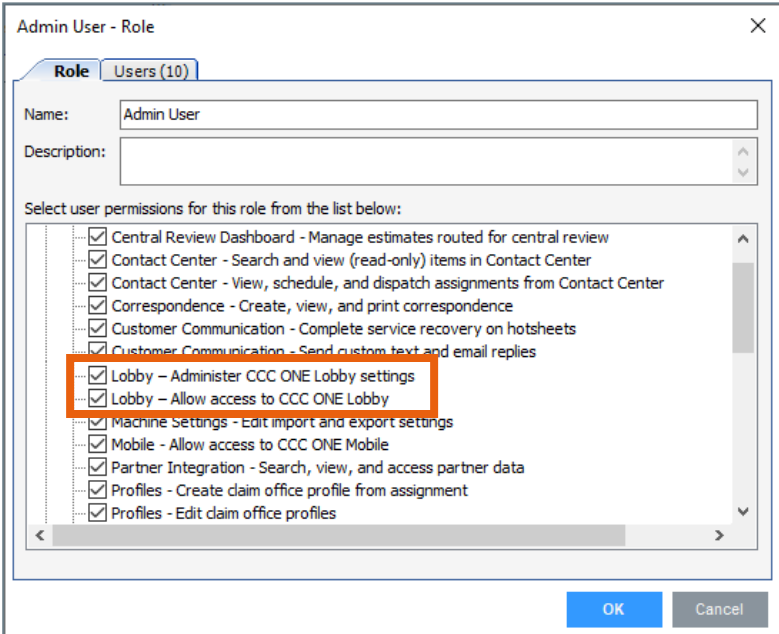
Before You Begin

CCC ONE® Lobby is part of the CCC ONE® Engage package. It includes the Carwise.com online appointment booking. You must first contact CCC to have this feature enabled before you can proceed.

Step	Action
1	Launch the CCC ONE® Estimating Desktop application and log in.
2	Select **Configure**, then click **Security Roles**. Configure ▾ Tools ▾ Sea My Account ↗ Profiles Machine Settings Employees Teams Security Roles
3	Click on your security role, then click **Edit**.

Before You Begin, continued

Step	Action
4	Select the **Lobby – Administer CCC ONE Lobby settings** and **Lobby – Allow access to CCC ONE Lobby** permissions under **Core**.

Create a Kiosk Account and Enable Tablet Mode

The following configuration tips will help you set up a Windows® 10 device to be used in a public setting such as your lobby or waiting area.

Using these configuration options, you can lock down your device and make it more secure.

Note: Not available in Windows® 10 Home Edition.

Step	Action
1	Go to **Start** > **Settings** > **Accounts** > **Family & other users**.
2	Tap **Add someone else to this PC**.
3	Tap **I don't Have this person's sign-in information**.
4	Tap **Add a user without a Microsoft account**.

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Create a Kiosk Account and Enable Tablet Mode, continued

Step	Action
5	Input the Username for the kiosk account (e.g., Lobby Kiosk).
6	Leave the password field empty and tap **Next**.
7	Next, go to **Start** > **Settings** > **System** > **Tablet mode**.
8	Turn on Make Windows more touch-friendly when using your device as a tablet.
9	Change the When I sign in drop-down list to Automatically switch to tablet mode.

First Time Setup of CCC ONE Lobby

Step	Action
1	Sign into the kiosk user account, and install CCC ONE Lobby from the Microsoft® Store.
2	Log into the CCC ONE® Lobby app using your CCC ONE login credentials. You can specify a PIN number after logging into the app for the first time.
3	When logging into the CCC ONE® Lobby app for the first time, the Recommended configuration settings page displays. Verify that you have created a kiosk user account and that you have enabled tablet mode as described in the previous sections (Create a kiosk account and Enable Tablet mode).
4	Tap **NEXT**. The Settings page displays.
5	Tap to select your location.
6	Tap to select the company brand and company home screen.
7	Tap to select English and/or Spanish languages.
8	Tap **NEXT**.
9	Check the configurable questions to include when the customer signs in. Some fields can be edited.
10	Tap **NEXT**. The first-time setup is complete.

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