

**CCC Autoverse™  
Repair Management Claim Folder  
Version 2.1  
Setup Guide**



**CCC AUTOVERSE**

Repair Management

# CCC Autoverse™ Repair Management Claim Folder Setup Guide

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## Software Programs and Settings

Make sure your computer is set up with the following required software programs and settings.

- 1 Ensure MS Internet Explorer version 5.5 or higher is installed on computer

### To verify your version of MS Internet Explorer

- a. Click Start > Programs > Internet Explorer
- b. Click Help > About Internet Explorer
- c. From the About Internet Explorer screen, note the program version (e.g., 5.5 4134 0600IC).

**Note:** The minimum browser requirement is Internet Explorer version 5.01. You can upgrade your browser at [www.microsoft.com](http://www.microsoft.com) or you can install the newest version of Internet Explorer by clicking on the MS Internet Explorer download link on the CCC Autoverse Portal Page.

- 2 Ensure that an Internet connection is established.
- 3 Verify the CCC Autoverse Web site is accessible and that there are no firewall or connection issues.

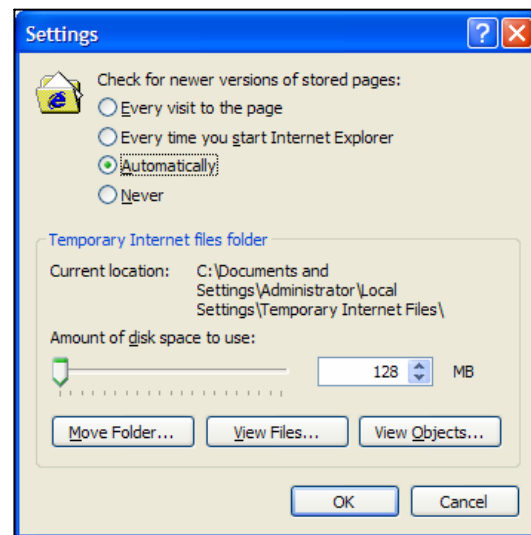
### Performing a Firewall Test

- a. Go to the web site below from the system(s) in question  
The Production URL: **<https://www.mycccportal.com>**
- b. Use customer's username and password to log in.
- c. If you are able to log in and see the Web site, there are no firewall issues.

- 4 Check that the Browser's cache is set properly.

### Checking the Browser

- a. Open Internet Explorer
- b. Click Tools > Internet Options > General Tab
- c. Click the Settings button that is located within the Temporary Internet Settings section.
- d. Ensure the IE automatically checks for newer versions of stored pages.
- e. The amount of disk space used for Temporary Internet files should be 20 megabytes or more.



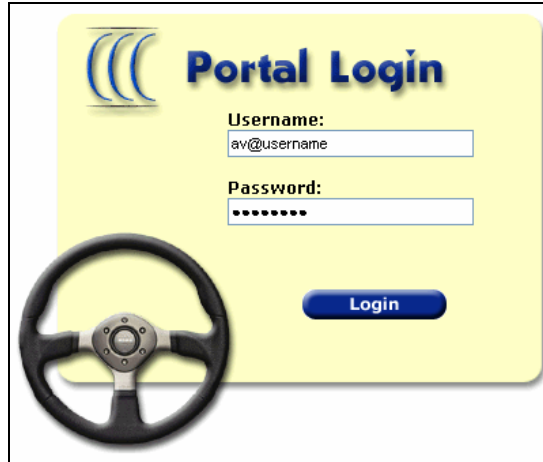
- 5 Ensure **Adobe Acrobat Reader** is installed on the computer. If you do not have Adobe Acrobat Reader installed, you can download it at: [www.adobe.com](http://www.adobe.com).

**Note:** CCC maintains a separate document, updated quarterly, that lists the compatible browsers, operating systems, and required hardware. This document, *CCC Technical Requirements*, is available on [www.cccis.com](http://www.cccis.com) under Product Support.

## Accessing CCC Autoverse

### Logging Into Appraiser

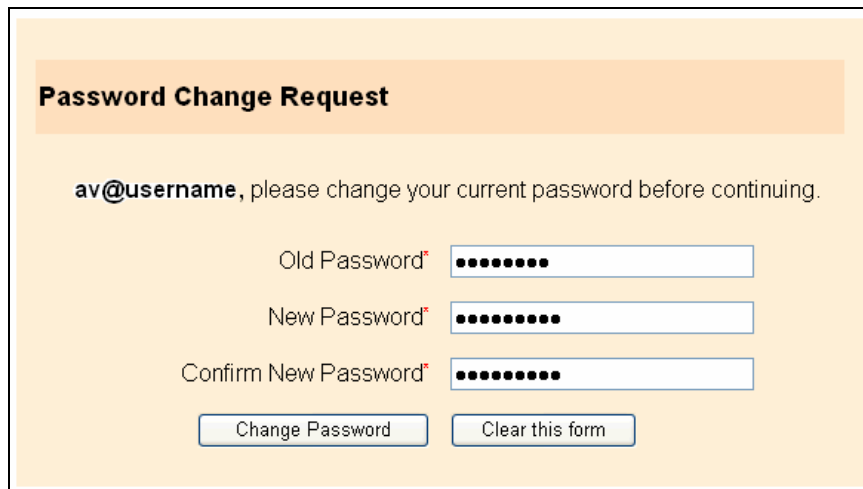
- 1 Launch Internet Explorer. To do this click Start > Programs > Internet Explorer.
- 2 Click once in the address field. Type **https://www.mycccportal.com** and click Enter.

A screenshot of the 'Portal Login' web form. It has a yellow background with a blue steering wheel icon on the left. The title 'Portal Login' is in blue. There are two input fields: 'Username:' with the placeholder 'av@username' and 'Password:' with masked characters. A blue 'Login' button is at the bottom right.

- 3 Enter your username in the Username field. Enter your password in the Password field.
- 4 Click on the Login button.

### First Time you Login

When you login the first time to CCC Autoverse, the Web site will prompt you to change your password.

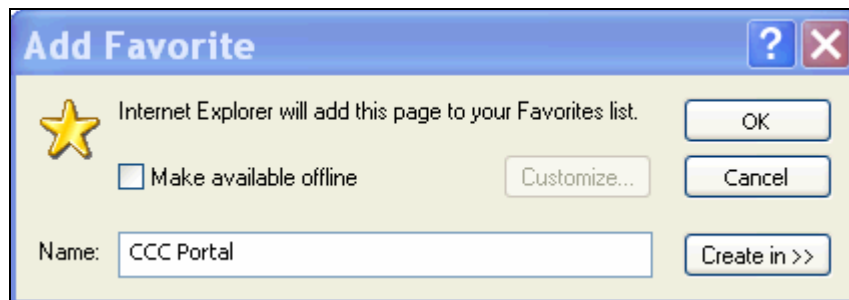
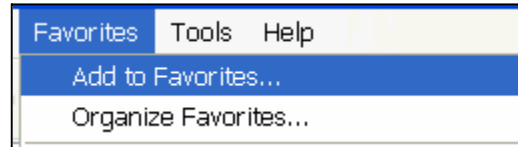
A screenshot of the 'Password Change Request' web form. It has an orange header with the title 'Password Change Request'. Below the header, it says 'av@username, please change your current password before continuing.' There are three input fields: 'Old Password\*', 'New Password\*', and 'Confirm New Password\*', all with masked characters. At the bottom, there are two buttons: 'Change Password' and 'Clear this form'.

- 1 Enter the original password CCC provided you in the Old Password field.
- 2 Enter the new password you would prefer in the New Password field
- 3 Re-type your new password and click the Change Password button.

## Saving the CCC Autoverse URL to your Favorites Folder

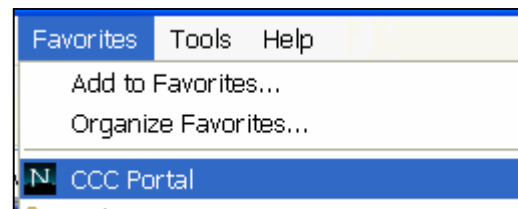
It is a good idea to save the CCC Autoverse URL to your Favorites Folder. Saving the URL in the Favorites Folder makes it easier to open the page as well as unnecessary to enter the URL each time the page is accessed.

- 1 Login to CCC Autoverse
- 2 Click on Favorites in the menu bar.
- 3 Click Add to Favorites.
- 4 You may need to choose which folder to save the URL.
- 5 Click OK.



## Using the Favorites Folder to Open Autoverse

- 1 Go to Favorites on the menu bar.
- 2 Click on the CCC Portal link in the list of Web sites, it will either be in a folder that you defined or at the end of the list.
- 3 The CCC Autoverse login screen will open.



**Note:** Don't Use Browser Back/Forward Navigation Buttons! Using the Back and Forward navigation buttons located on your browser toolbar will result in lost data. Instead, use the tabs and links within the Data Pane and Utilities Pane.

## CCC Autoverse Setup

Before you begin to use CCC Autoverse, the following tasks need to be completed.

- Download Insurance File
- Download and install Print Driver
- Verify EMS directories
- Set up your estimating system for EMS import and export

### Download Insurance File

Before you begin using CCC Autoverse Repair Management, you must download files for the specific insurance company with whom you will be communicating.

- 1 From the CCC Autoverse Portal Page, click on the "Download Insurance Company File" link.

**CCC Autoverse**

- [Search for Claim Folders](#)
- [Search for Assignments](#)
- [Create Claim Folder](#)
- [Delete Claim Folder](#)
- [Match and Send](#)

**Utilities**

- [Download Adobe Acrobat®](#)
- [Download Insurance Company File](#)
- [Autoverse Print Driver for Windows 95/98 or Windows NT/2000 or Windows XP](#)
- [View Legend](#)

**New Assignments**

Select	Claim Reference ID	Insurance Company	Date of Loss	Owner	Vehicle	Actions
<input type="checkbox"/>	<a href="#">emhtest01162003a</a>	CCC INSURANCE COMPANY		hayden, erika		[Download]
<input type="checkbox"/>	<a href="#">LNEVISION1</a>	CCC INSURANCE COMPANY	01/13/2003	Rush, Geoffrey	1998 Ford TAURUS SE	[Download] [Print] [Delete]
<input type="checkbox"/>	<a href="#">RMEISTER1</a>	CCC INSURANCE COMPANY	01/13/2003	Hoffman, Dustin	1997 Toyota CAMRY CE	[Download] [Print] [Delete]
<input type="checkbox"/>	<a href="#">DL51003</a>	CCC INSURANCE COMPANY	01/01/2003	Barlett, Bill	1999 Mercury SABLE LS	[Download] [Print] [Delete]
<input type="checkbox"/>	<a href="#">DL51004</a>	CCC INSURANCE COMPANY	01/01/2003	Valentine, Rudy	2000 BMW M	[Download] [Print] [Delete]
<input type="checkbox"/>	<a href="#">emhtest01162003b</a>	CCC INSURANCE COMPANY	04/15/2002	HAYDEN, ERIKA	1995 LANDCRUISER	[Download] [Print] [Delete]

Select All [Download]

**Claim Folders**

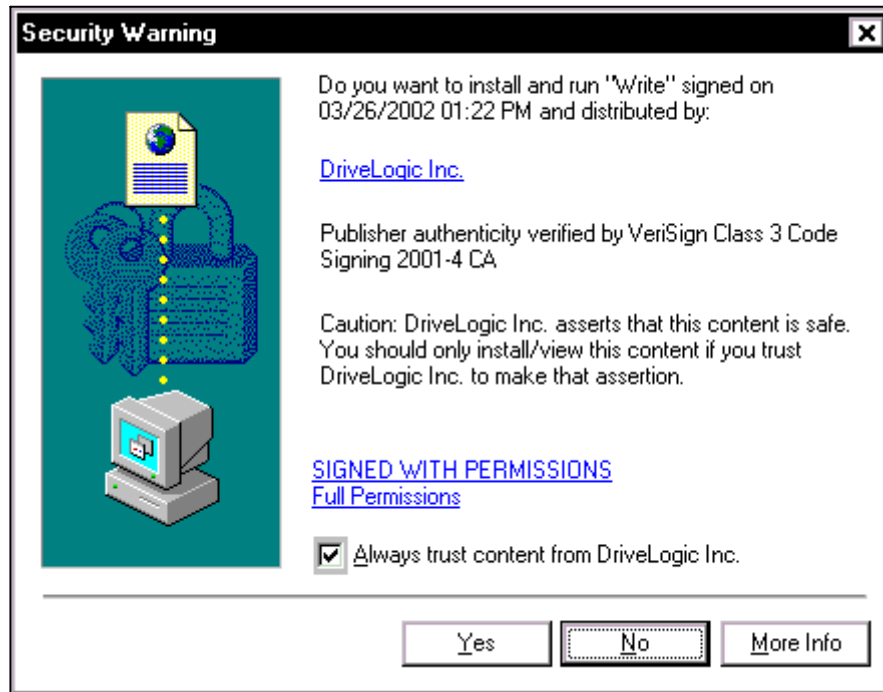
Reference ID	Insurance Company	Date of Loss	Owner	Vehicle	Actions
<a href="#">01162003a</a>	CCC INSURANCE COMPANY		hayden, erika		[Download] [Print] [Delete]
<a href="#">01162003b</a>	CCC INSURANCE COMPANY	01/16/2003	Smith, John	1999 SATU SL1	[Download] [Print] [Delete]
<a href="#">LQ1</a>	CCC INSURANCE COMPANY	01/13/2003	Rush, Geoffrey	1998 FORD TAURUS SE	[Download] [Print] [Delete]
<a href="#">ER1</a>	CCC INSURANCE COMPANY	01/13/2003	Hoffman, Dustin	1997 TOYO CAMRY CE	[Download] [Print] [Delete]
<a href="#">2</a>	CCC INSURANCE COMPANY	01/01/2003	Brunoli, Carla	1994 CHEV CAPRICE CLASSIC LS	[Download] [Print] [Delete]
<a href="#">3</a>	CCC INSURANCE COMPANY	01/01/2003	Barlett, Bill	1999 MERC SABLE LS	[Download] [Print] [Delete]
<a href="#">4</a>	CCC INSURANCE COMPANY	01/01/2003	Valentine, Rudy	2000 BMW M	[Download] [Print] [Delete]
<a href="#">01162003b</a>	CCC INSURANCE COMPANY	04/15/2002	HAYDEN, ERIKA	1995 45 LANDCRUISER	[Download] [Print] [Delete]

**Messages**

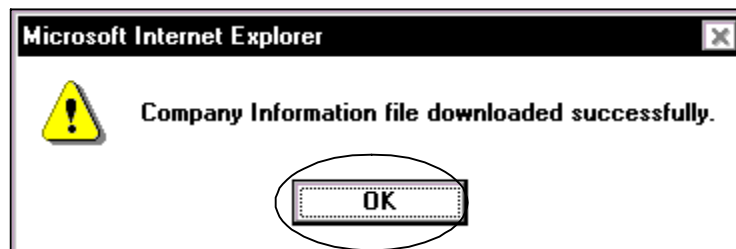
Select	Priority	Date	From	Claim Reference ID	Message
There are no messages.					

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- 2 A security warning dialog box may appear:



- 3 Place a checkmark next to Always trust content from Autoverse, Inc.
- 4 Click on the yes button.
- 5 When the download is complete, a dialog box will appear telling you that the download was successful, click OK.



- 6 Once finished, you will return to the Portal Page.

**Note:** If you are added to any additional DRP's who utilize CCC Autoverse, you must update the insurance company file by repeating the above process.

## Download Print Driver

The screenshot shows the CCC Autoverse Portal interface. On the left, the 'Utilities' section is expanded, showing a list of links. The link 'Autoverse Print Driver for Windows 95/98 or Windows NT/2000 or Windows XP' is circled in red. The main content area displays 'New Assignments' and 'e Claim Folders' tables. The 'New Assignments' table has columns: Select, Claim Reference ID, Insurance Company, Date of Loss, Owner, Vehicle, and Actions. The 'e Claim Folders' table has columns: Reference ID, Insurance Company, Date of Loss, Owner, Vehicle, and Actions. The footer contains the copyright notice: 'Copyright © 2002, CCC Information Services, Inc. All Rights Reserved'.

**CCC Autoverse**

- Search for Claim Folders
- Search for Assignments
- Create Claim Folder
- Delete Claim Folder
- Match and Send

**New Assignments** [maximize...]

Select	Claim Reference ID	Insurance Company	Date of Loss	Owner	Vehicle	Actions
<input type="checkbox"/>	emhtest01162003a	CCC INSURANCE COMPANY		hayden, erika		[Download] [Print]
<input type="checkbox"/>	LNEVISION1	CCC INSURANCE COMPANY	01/13/2003	Rush, Geoffrey	1998 Ford TAURUS SE	[Download] [Print]
<input type="checkbox"/>	RMEISTER1	CCC INSURANCE COMPANY	01/13/2003	Hoffman, Dustin	1997 Toyota CAMRY CE	[Download] [Print]
<input type="checkbox"/>	DLS1003	CCC INSURANCE COMPANY	01/01/2003	Barlett, Bill	1999 Mercury SABLE LS	[Download] [Print]
<input type="checkbox"/>	DLS1004	CCC INSURANCE COMPANY	01/01/2003	Valentine, Rudy	2000 BMW M	[Download] [Print]
<input type="checkbox"/>	emhtest01162003b	CCC INSURANCE COMPANY	04/15/2002	HAYDEN, ERIKA	1995 LANDCRUISER	[Download] [Print]

Select All [Download]

**e Claim Folders** [maximize...]

Reference ID	Insurance Company	Date of Loss	Owner	Vehicle	Actions
01162003a	CCC INSURANCE COMPANY		hayden, erika		[Download] [Print] [Delete] [Refresh]
01162003b	CCC INSURANCE COMPANY	01/16/2003	Smith, John	1999 SATU SL1	[Download] [Print] [Delete] [Refresh]
01162003c	CCC INSURANCE COMPANY	01/13/2003	Rush, Geoffrey	1998 FORD TAURUS SE	[Download] [Print] [Delete] [Refresh]
01162003d	CCC INSURANCE COMPANY	01/13/2003	Hoffman, Dustin	1997 TOYO CAMRY CE	[Download] [Print] [Delete] [Refresh]
01162003e	CCC INSURANCE COMPANY	01/01/2003	Brunoli, Carla	1994 CHEV CAPRICE CLASSIC LS	[Download] [Print] [Delete] [Refresh]
01162003f	CCC INSURANCE COMPANY	01/01/2003	Barlett, Bill	1999 MERC SABLE LS	[Download] [Print] [Delete] [Refresh]
01162003g	CCC INSURANCE COMPANY	01/01/2003	Valentine, Rudy	2000 BMW M	[Download] [Print] [Delete] [Refresh]
01162003h	CCC INSURANCE COMPANY	04/15/2002	HAYDEN, ERIKA	1995 45 LANDCRUISER	[Download] [Print] [Delete] [Refresh]

**Messages** [maximize...]

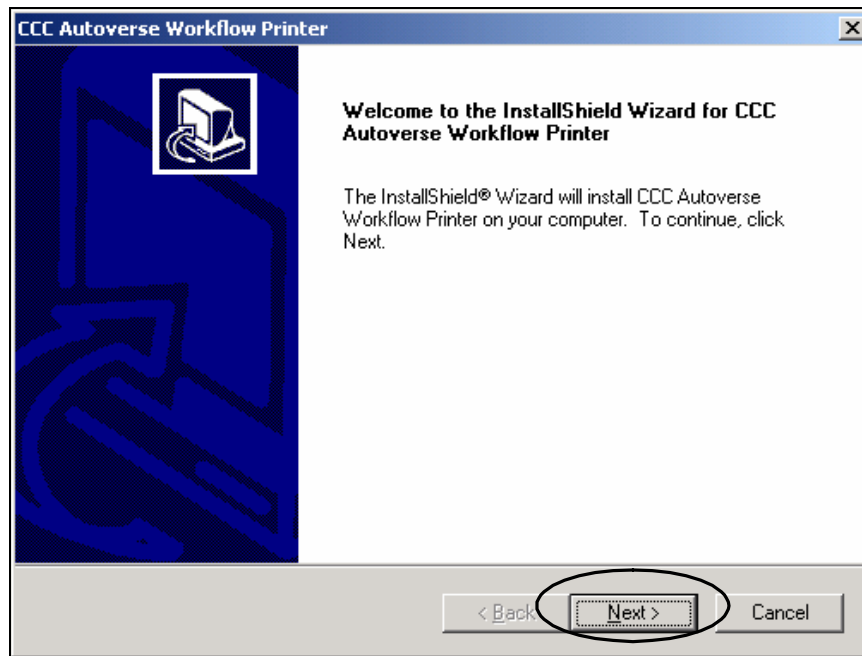
Select	Priority	Date	From	Claim Reference ID	Message
There are no messages.					

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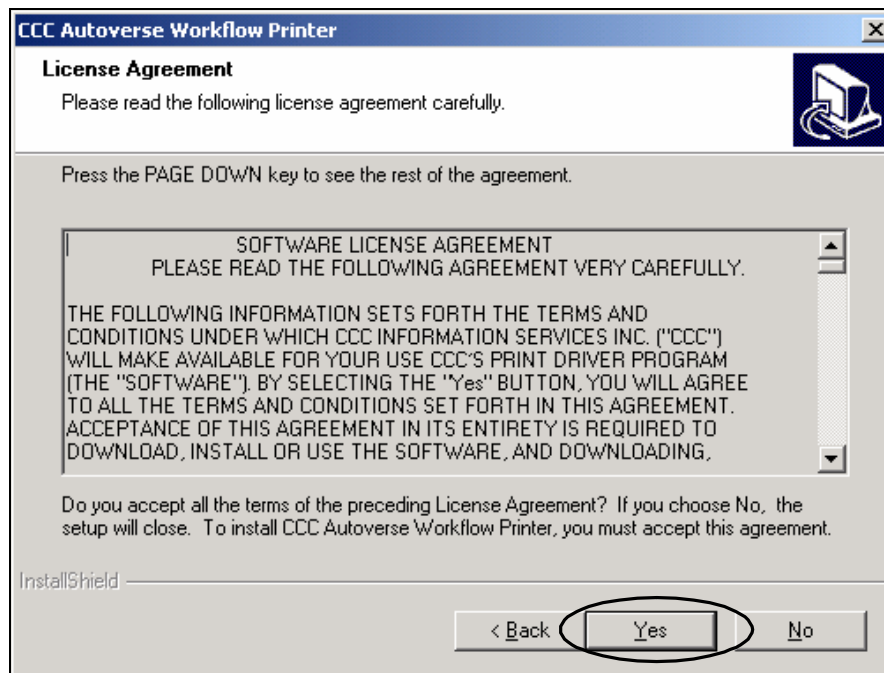
- 1 Choose the appropriate file for your operating system and click the link.
- 2 After you click the link, a file download window will appear.
- 3 Select the Open button or choose the option: Run program from current location.
- 4 The program downloads to a temp directory on your hard drive and the self-extracting utility launches. The installation wizard starts automatically.



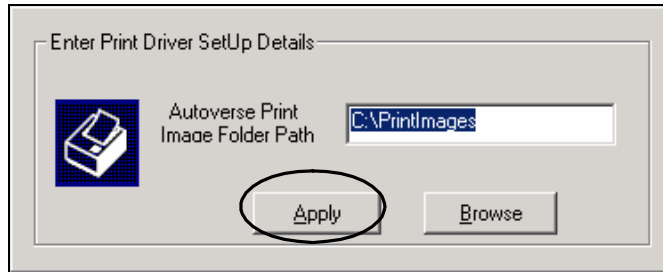
- 5 The CCC Autoverse Workflow Print Driver Welcome screen appears. Click Next.



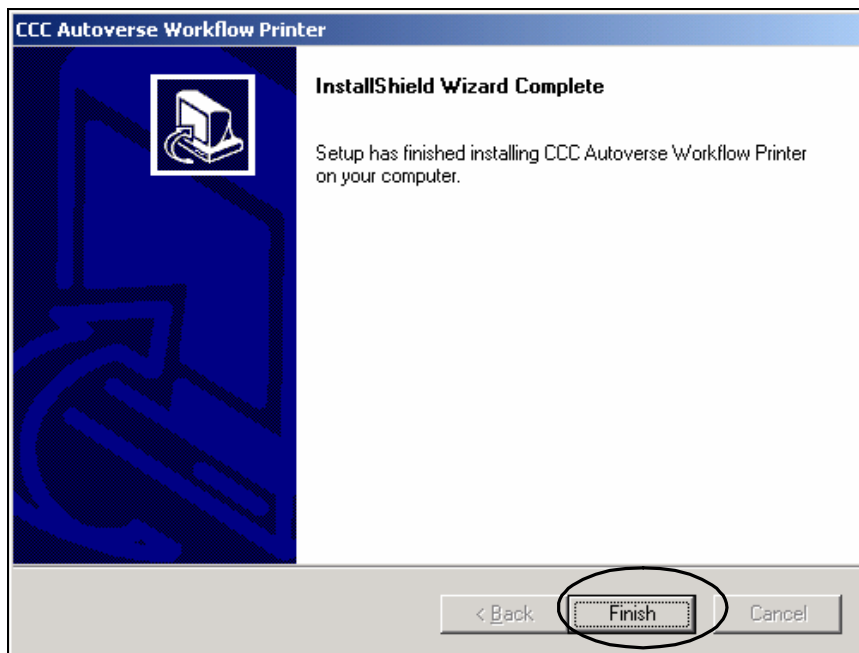
- 6 The license agreement appears. Read it, and then click Yes.



- 7 The Enter Print Driver Setup Details dialog box appears. This screen specifies the folder path where the estimate print images are saved. Accept the default path by clicking the Apply button.



- 8 Once the setup is complete, click the Finish button.



## EMS Directories

Before you begin to use CCC Autoverse Repair Management, you must set up two directories on your computer. These directories are what allow your Estimating System to receive and send data to CCC Autoverse. If you received the CCC Autoverse Download Utilities CD, you can have the CD create these directories for you. If you need assistance creating these directories, please call CCC Technical Support at 1-800-637-8511.

### Setting up ADP ShopLink™ 6.2 and PenPro™ EMS Directories

The following directories need to exist on your computer's hard drive. If they are not present, please create them.

- C:\ADP\EMSIN
- C:\ADP\EMSOUT

### Setting up Mitchell UltraMate™ 4.7 EMS Directories

The following directories need to exist on your computer's hard drive. If they are not present, please create them.

- C:\CIECA\MITCHELL\IMPORT\ASSIGN
- C:\CIECA\MITCHELL\EXPORT

**Note:** If you need assistance creating these directories, please call CCC Technical Support at 1-800-637-8511.

## Setting Up Your Estimating System

You will need to set up your estimating system's EMS import and export options to work with Autoverse.

### ADP®

ShopLink™ is a product of Automatic Data Processing, Inc.

#### Setting up ADP ShopLink™ 6.2 EMS

ADP® uses both UDS and CIECA (EMS) to extract estimate information. CCC Autoverse only accepts the CIECA (EMS) standard. In order to use ADP with CCC Autoverse, CIECA must be selected as the format to extract estimate information.

- 1 Open ShopLink. (if the facility is multi-user you will need a login and password with administrative rights).
- 2 Click Goto on the menu bar and then click Profiles.
- 3 Expand the Options section by clicking on the plus sign to the left of Options.
- 4 Click BSMS Import/Export.
- 5 Click on CIECA.
- 6 Set the Current CIECA Export Directory to C:\ADP\EMSOUT.
- 7 Under the CIECA Import section, set the Current CIECA Import Directory to: C:\ADP\EMSIN

#### Setting up ADP PenPro™ EMS

In order to use PenPro with Autoverse, EMS must be enabled. You may need to call ADP and ask to have this option enabled on your profile.

- 1 Open PenPro
- 2 At the Claims screen, click the Send button. A new window will open.
- 3 If you are able to select CIECA from the Where field, you have CIECA/EMS enabled.
- 4 If you do not have this option, please call ADP and have them enable CIECA/EMS on your profile.

## **Mitchell®**

UltraMate™ is a product of Mitchell International, Inc.

### **Setting up Mitchell UltraMate™ 4.7 EMS**

It is important that CIECA (EMS) is enabled. CCC Autoverse only accepts the CIECA (EMS) standard.

- 1 To set up UltraMate 4.7 for EMS import and export, log in as administrator. The administrator login is Mitchell/Mitchell.
- 2 Select from the toolbar, System Info > Configuration > Configure System Information.
- 3 Select the Value Added Options tab and place a check in the EMS box.
- 4 Click the OK button.
- 5 Select from the toolbar System Info > Preferences
- 6 Select the EMS Import and Export tab.
- 7 Place a check in the Enable EMS Import box.
- 8 Verify the import path reads: C:\CIECA\MITCHELL\IMPORT

**Note:** Do not include ASSIGN in the directory. It must read:  
C:\CIECA\MITCHELL\IMPORT

- 9 Place a check in the Enable EMS Export box.
- 10 Verify the export path reads: C:\CIECA\MITCHELL\EXPORT
- 11 Click on the Auto Import/Export radio button.
- 12 Verify the Import path reads: C:\CIECA\MITCHELL\IMPORT
- 13 Verify the Export path reads: C:\CIECA\MITCHELL\EXPORT
- 14 Click the OK button.

## Is Setup Complete?

If the following items have been completed, you are now ready to learn how to use CCC Autoverse Repair Management.

- ☐ MS Internet Explorer version 5.5 or higher is installed on computer.
- ☐ Connection to the Internet is established.
- ☐ Firewall or connection issues are resolved.
- ☐ Browser's cache is set properly.
- ☐ Adobe Acrobat Reader is installed on the computer.
- ☐ Username and password are known.
- ☐ CCC Autoverse Portal Web site is bookmarked.
- ☐ Insurance file is downloaded.
- ☐ Print Driver downloaded and installed.
- ☐ EMS directories are set up on hard drive.
- ☐ Estimating system is set up for EMS import and export.

