

# Claim Uploader Prerequisites and Download Instructions

SUN Collision

Version 1.3

October 2023

## Contents

Claim Uploader Prerequisites and Download Instructions .....	1
Copyright 2023 Snap-on Incorporated All Rights Reserved.....	3
System Prerequisites.....	4
Requirements.....	4
Installation steps:.....	4
Verify Operating System Requirements .....	5
Check Operating System .....	5
Check Available Disk Space .....	9
Configuration Choices .....	11
Single Computer.....	11
Multiple computers, independent.....	11
Multiple computers, shared data storage .....	12
Create the User Account.....	13
Goals .....	13
How to Create the User .....	13
Setup CCC ONE EMS Export .....	22
Setup Mitchell Connect EMS Export .....	26
Setup Audatex EMS Export .....	29
Sharing the Extract File .....	32
Installing the Claim Uploader Application .....	42

Copyright 2023 Snap-on Incorporated All Rights Reserved

DISCLAIMER OF WARRANTIES: Although the information contained within this volume has been obtained from sources generally believed to be reliable, no warranty (expressed or implied) can be made as to its accuracy or completeness, nor is any responsibility assumed by Snap-on Incorporated or anyone connected with it for loss or damages suffered through reliance on any information contained in this volume. SPECIFICALLY, NO WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER WARRANTY IS MADE OR TO BE IMPLIED WITH RESPECT TO THIS VOLUME AND ITS CONTENTS. In no event will Snap-on Incorporated be liable for any damages direct or indirect, consequential or compensatory, including, without limitation, lost profits, for any representations, breaches, or defaults arising out of the use of this volume. Customer agrees to indemnify Snap-on Incorporated and hold it harmless against all claims and damages, including without limitation, reasonable attorney's fees arising out of the use of this volume, unless such claims or damages result from the infringement of any copyright or other proprietary right of any third party. This document contains confidential and trade secret information of Snap-on Incorporated. Any unauthorized reproduction, photocopy, or use of the information herein, in whole or in part, without the prior written approval of Snap-on Incorporated is prohibited.

SUN is a trademark registered in the United States and other countries of Snap-on incorporated. All Rights Reserved.

Microsoft PowerPoint is a registered trademark of Microsoft Corporation. Windows is a trademark of Microsoft Corporation.

Authored by Adam Espinosa and Ross Whiteley

Published in the USA by Snap-on Incorporated

# System Prerequisites

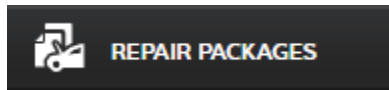
## Requirements

- Windows 10 or Windows 11, 64-bit and 500 MB of available hard disk drive space
  - [Click here for help confirming your computer meets these requirements. <Link to 02 Verify Operating System Requirements>](#)
- Administrative rights (for setup)

## Installation steps:

1. Choose a configuration option. [<Link to 03 Configuration Choices>](#)
2. Create the SunCollisionSvcUser account. [<Link to 04 Create the User Account>](#)
3. Set up data export from estimating software.
  - a. CCC One [<Link to 05.1 Setup CCC ONE EMS Export>](#)
  - b. Mitchell Connect [<Link to 05.2 Setup Mitchell Connect EMS Export>](#)
  - c. Audatex [<Link to 05.3 Setup Audatex EMS Export>](#)
4. Share the Extract File with the SunCollisionSvcUser account. [<Link to 06 Sharing the Extract File>](#)
5. Install the Claim Uploader Application. [<Link to 07 Installing the Claim Uploader Application>](#)

Once this is complete, estimates will upload to Sun Collision automatically. Click on the “Repair Packages” module on Sun Collision to create Repair Packages from the estimates.



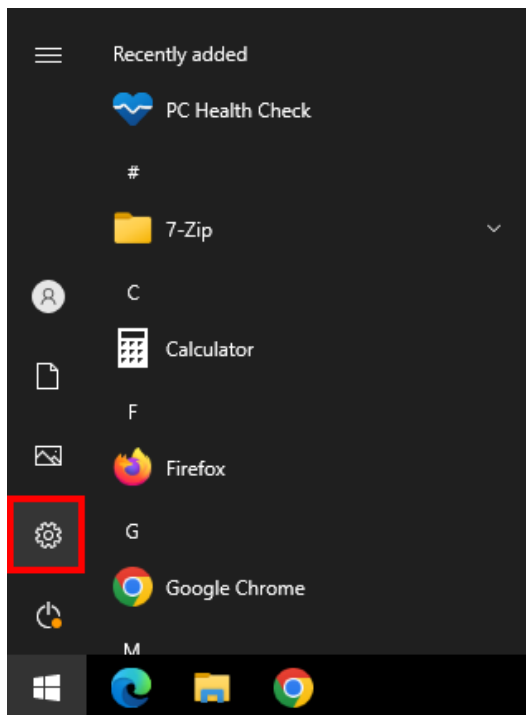
# Verify Operating System Requirements

## Check Operating System

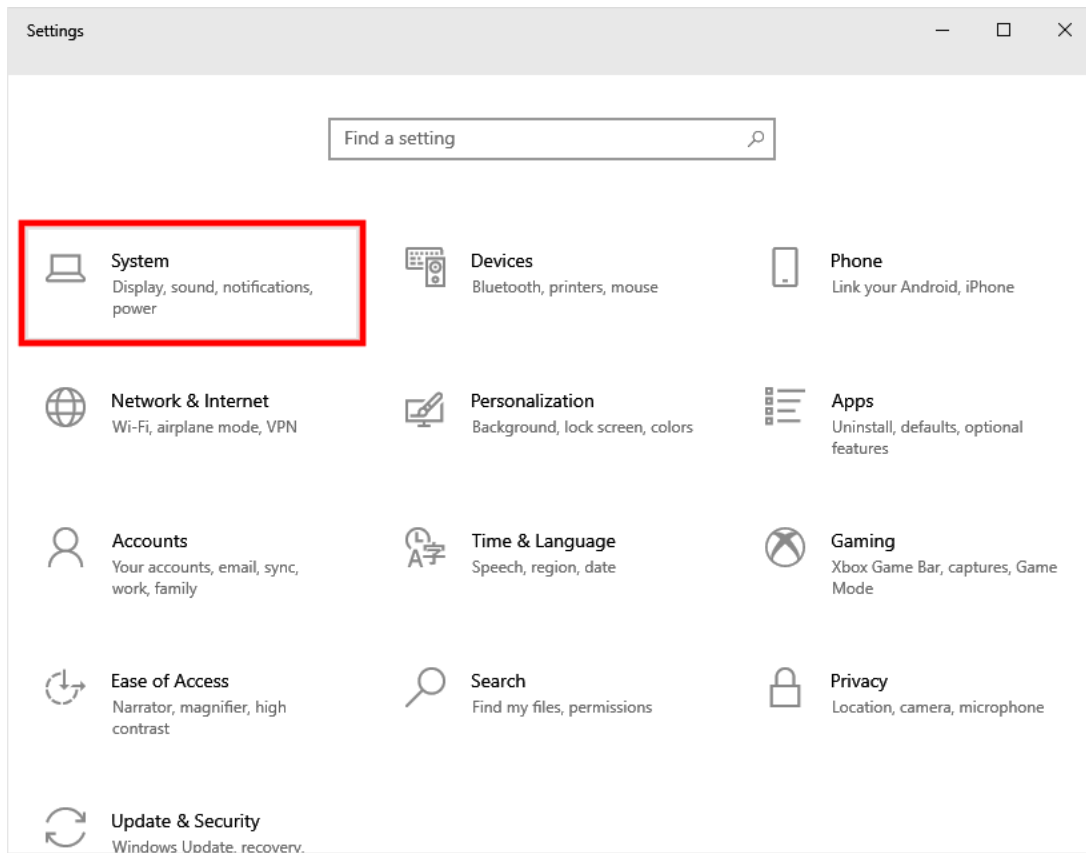
1. Click on the **Start Menu** on the bottom left of the screen.



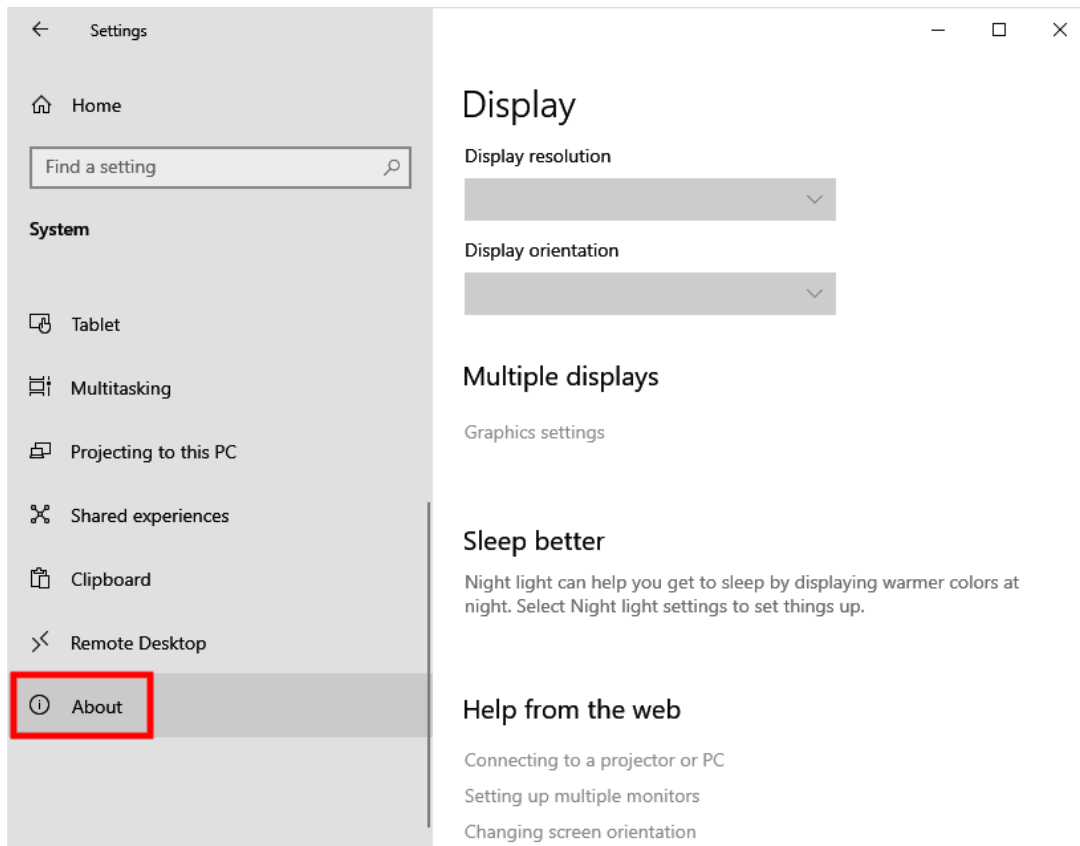
2. Click on the **Gear** icon on the left side to open the Settings app.



3. In the Windows Settings screen, click on **System**.



4. In the System menu, scroll down the menu on the left side and click **About**.



5. The About screen displays various pieces of information about your computer. On this screen verify that the Operating System is an edition of Windows 10 and that the System type is a 64-bit operating system.

Settings

Home

Find a setting

**System**

- Display
- Sound
- Notifications & actions
- Focus assist
- Power & sleep
- Storage
- Tablet
- Multitasking
- Projecting to this PC
- Shared experiences
- Clipboard

## About

Your PC is monitored and protected.

[See details in Windows Security](#)

### Device specifications

Device name	DESKTOP-D7GR0GJ
Processor	12th Gen Intel(R) Core(TM) i7-12700 2.11 GHz
Installed RAM	4.00 GB (2.08 GB usable)
Device ID	90846426-A380-4907-8534-61282A61F878
Product ID	00331-10000-00001-AA862
<b>System type</b>	<b>64-bit operating system, x64-based processor</b>
Pen and touch	No pen or touch input is available for this display

[Copy](#)

[Rename this PC](#)

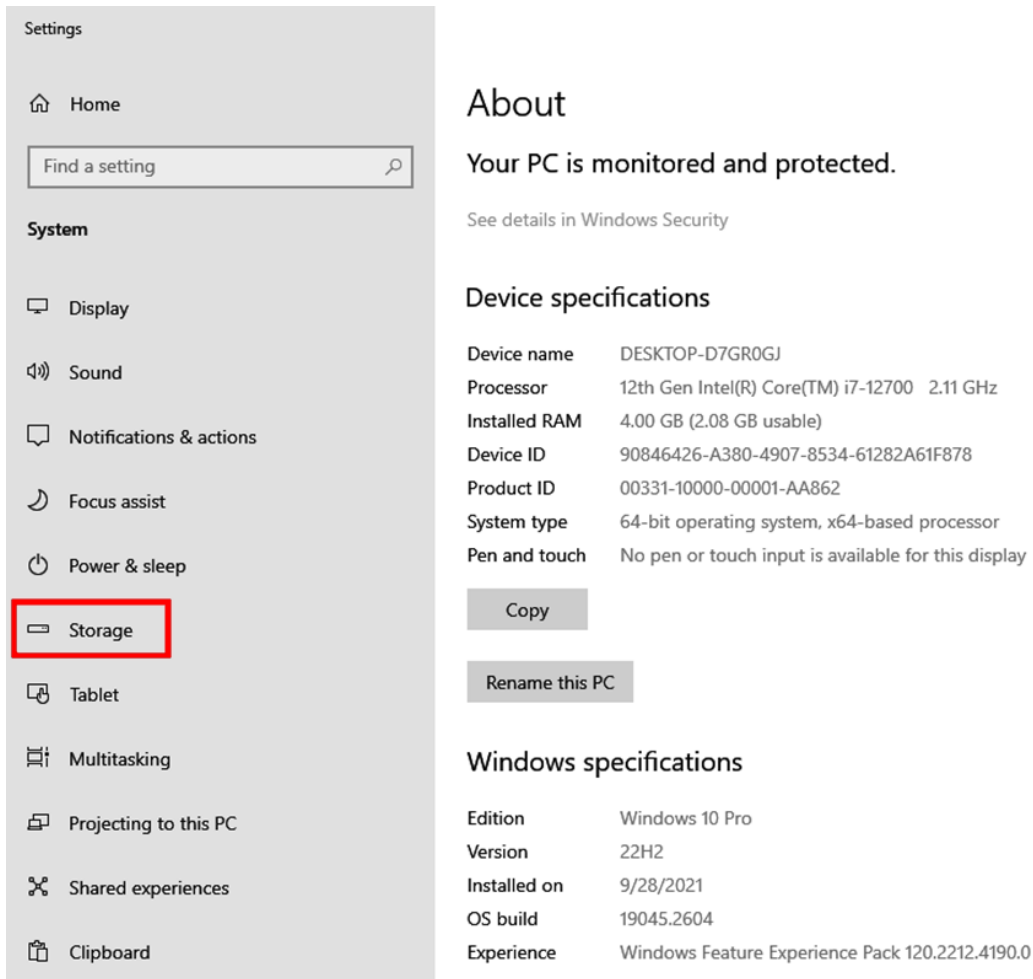
### Windows specifications

<b>Edition</b>	<b>Windows 10 Pro</b>
Version	22H2
Installed on	9/28/2021
OS build	19045.2604
Experience	Windows Feature Experience Pack 120.2212.4190.0

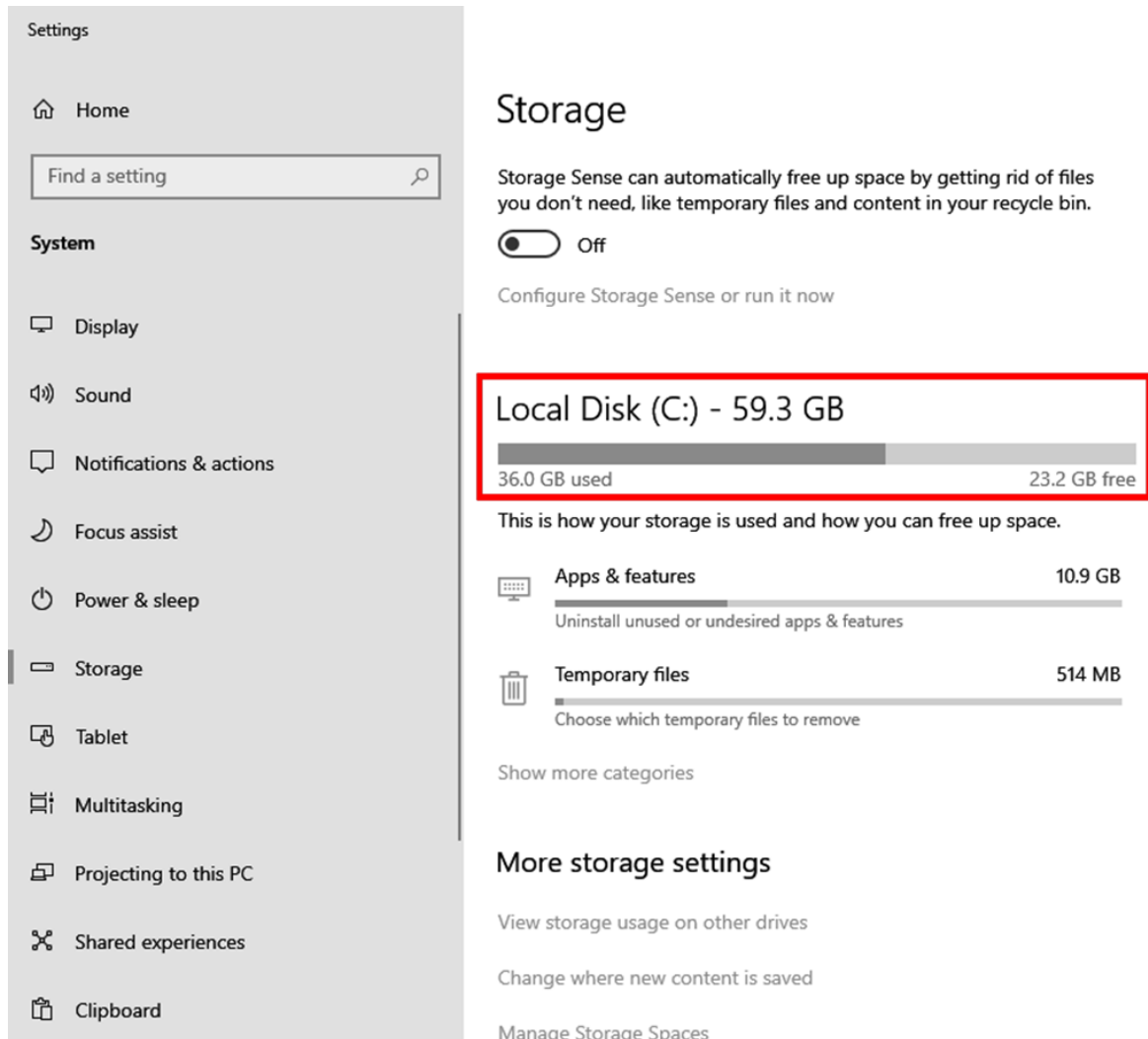


## Check Available Disk Space

6. Left click Storage on the left side of the Settings window.



7. The Storage category shows the available disk space on your primary hard drive. Space is shown in Gigabytes (GB). 1 GB is equal to 1000 Megabytes (MB). This application requires 500 MB (0.5 GB).



The screenshot shows the Windows Settings application with the 'Storage' category selected in the left sidebar. The main content area displays the 'Storage' settings for the 'Local Disk (C:)' which has a total capacity of 59.3 GB. A progress bar indicates that 36.0 GB is used and 23.2 GB is free. Below this, a section titled 'This is how your storage is used and how you can free up space.' lists two categories: 'Apps & features' (10.9 GB) and 'Temporary files' (514 MB). The 'Storage' category in the sidebar is highlighted with a red box.

**Settings**

Home

Find a setting

**System**

- Display
- Sound
- Notifications & actions
- Focus assist
- Power & sleep
- Storage**
- Tablet
- Multitasking
- Projecting to this PC
- Shared experiences
- Clipboard

## Storage

Storage Sense can automatically free up space by getting rid of files you don't need, like temporary files and content in your recycle bin.

☐ Off

Configure Storage Sense or run it now

**Local Disk (C:) - 59.3 GB**  
36.0 GB used 23.2 GB free

This is how your storage is used and how you can free up space.

<b>Apps &amp; features</b>	10.9 GB
Uninstall unused or undesired apps & features	
<b>Temporary files</b>	514 MB
Choose which temporary files to remove	

Show more categories

### More storage settings

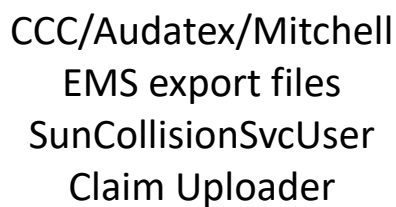
- View storage usage on other drives
- Change where new content is saved
- Manage Storage Spaces

# Configuration Choices

Setup varies depending on how you would like to configure the uploader.

## Single Computer

If only one computer is used, then the estimating application, EMS export files, SunCollisionSvcUser, and Claim Uploader will all be set up on that one computer.

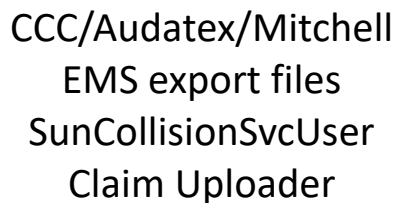


A green rectangular box containing the following text:

CCC/Audatex/Mitchell  
EMS export files  
SunCollisionSvcUser  
Claim Uploader

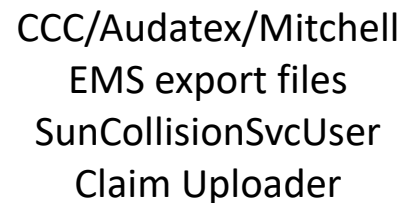
## Multiple computers, independent

Multiple computers can be set up independently. Each one will have the estimating application, EMS export files, SunCollisionSvcUser, and Claim Uploader.



A green rectangular box containing the following text:

CCC/Audatex/Mitchell  
EMS export files  
SunCollisionSvcUser  
Claim Uploader

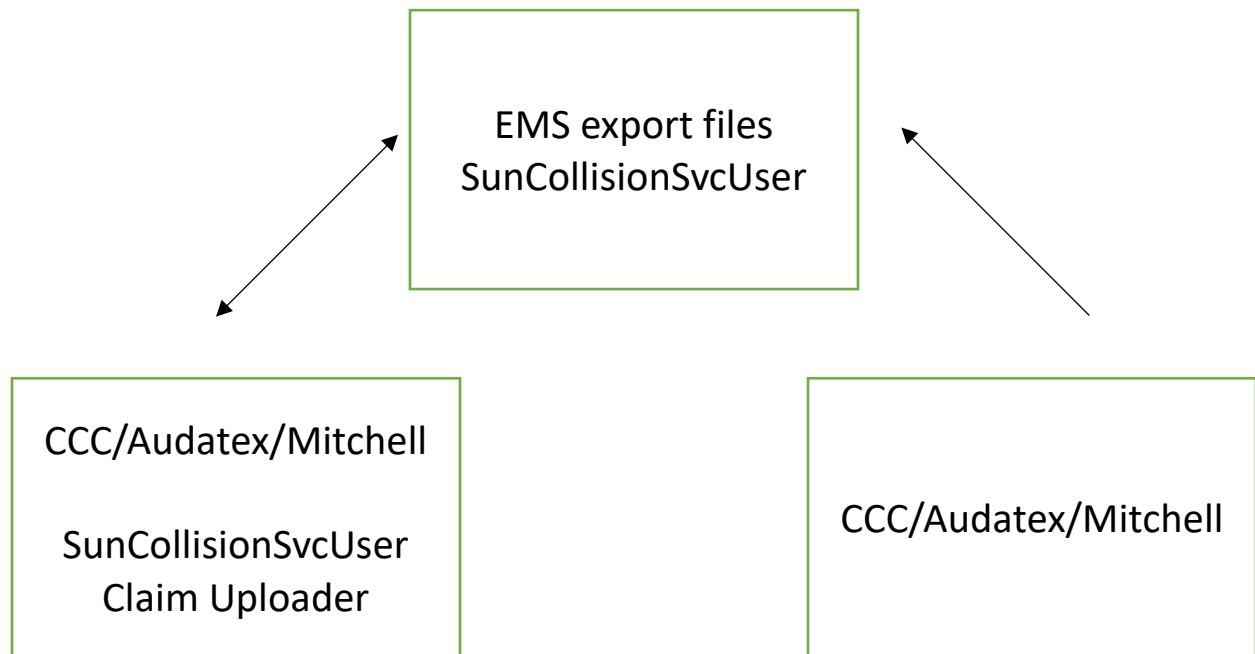


A green rectangular box containing the following text:

CCC/Audatex/Mitchell  
EMS export files  
SunCollisionSvcUser  
Claim Uploader

## Multiple computers, shared data storage

Multiple computers can be set up to share data storage and upload the claims from a single instance.



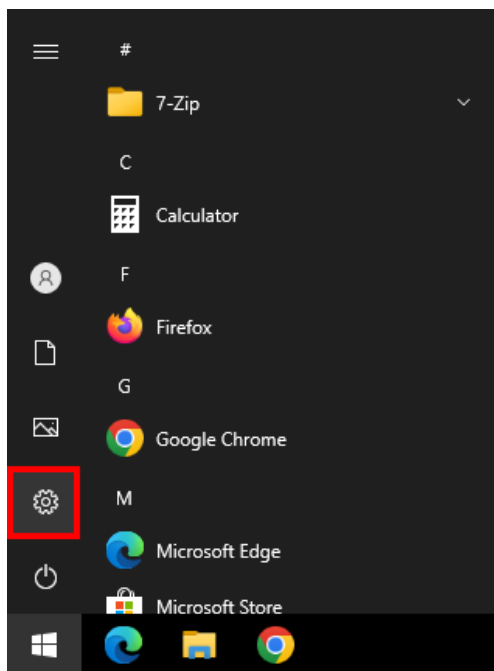
# Create the User Account

## Goals

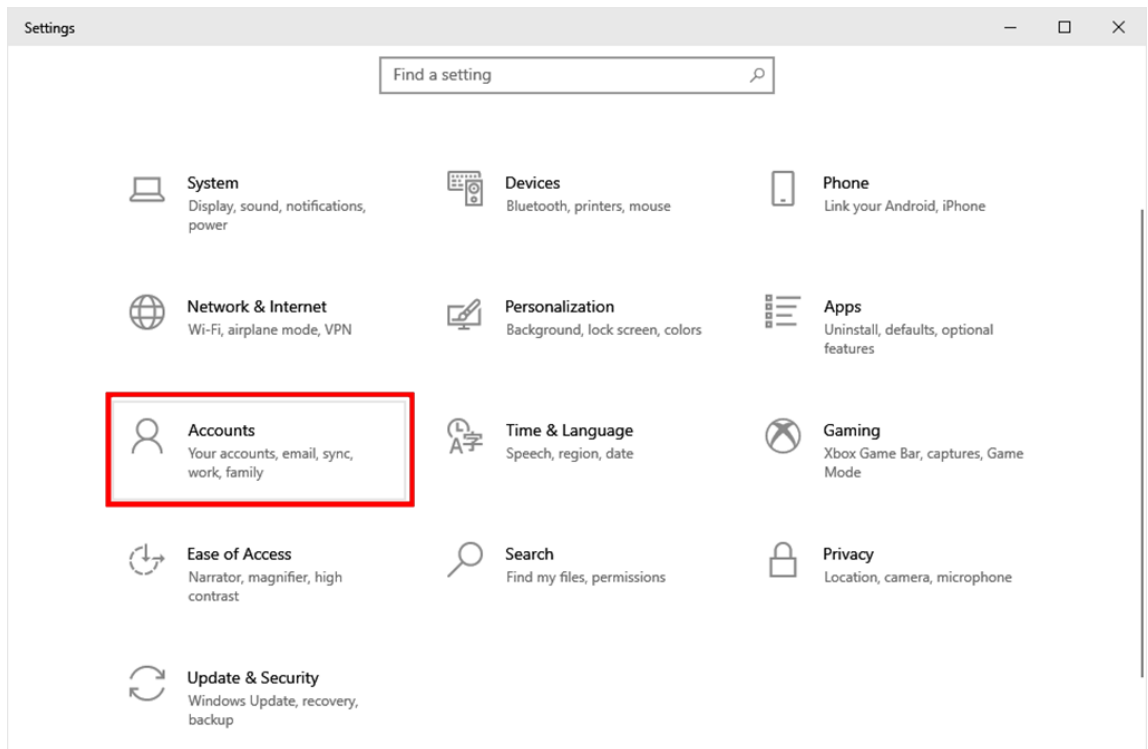
- Create a user account with the username: **SunCollisionSvcUser**
  - This username is **required**. It must be entered exactly as shown above.
  - The user must be a local administrator.
- Create a unique password for this user and document securely.

## How to Create the User

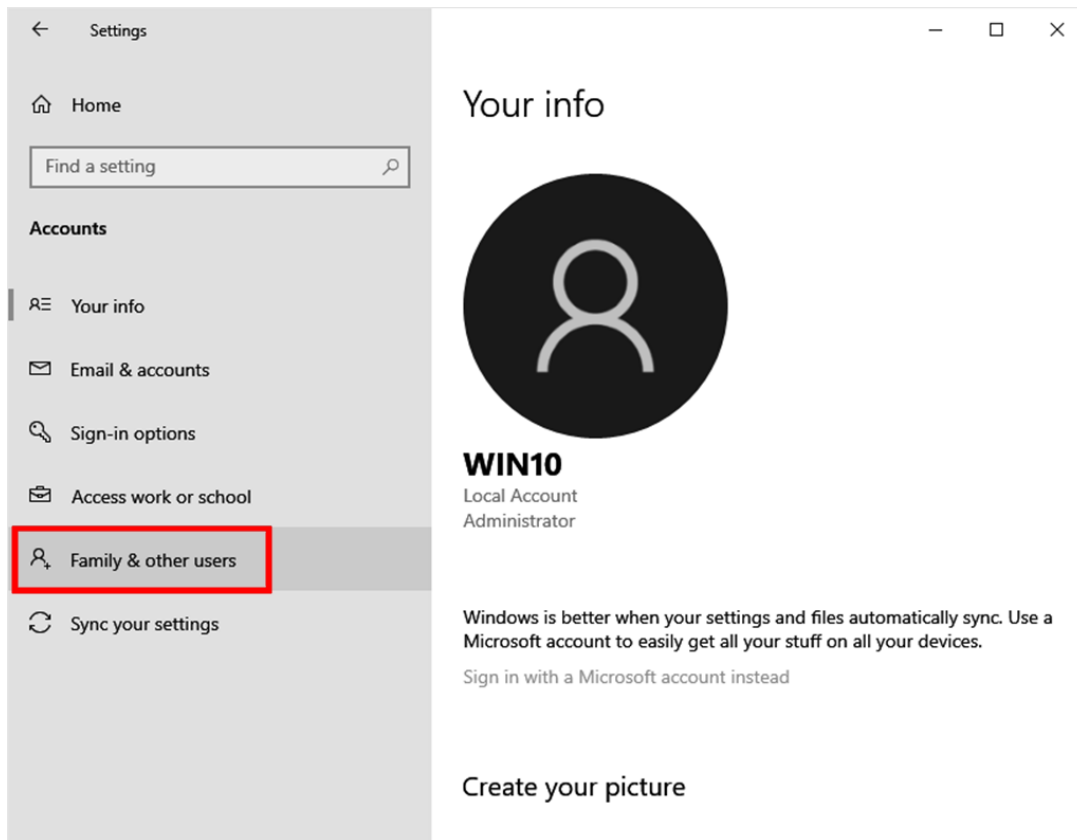
1. Left click the Start Menu on the bottom left of the screen and left click the gear icon on the left side.



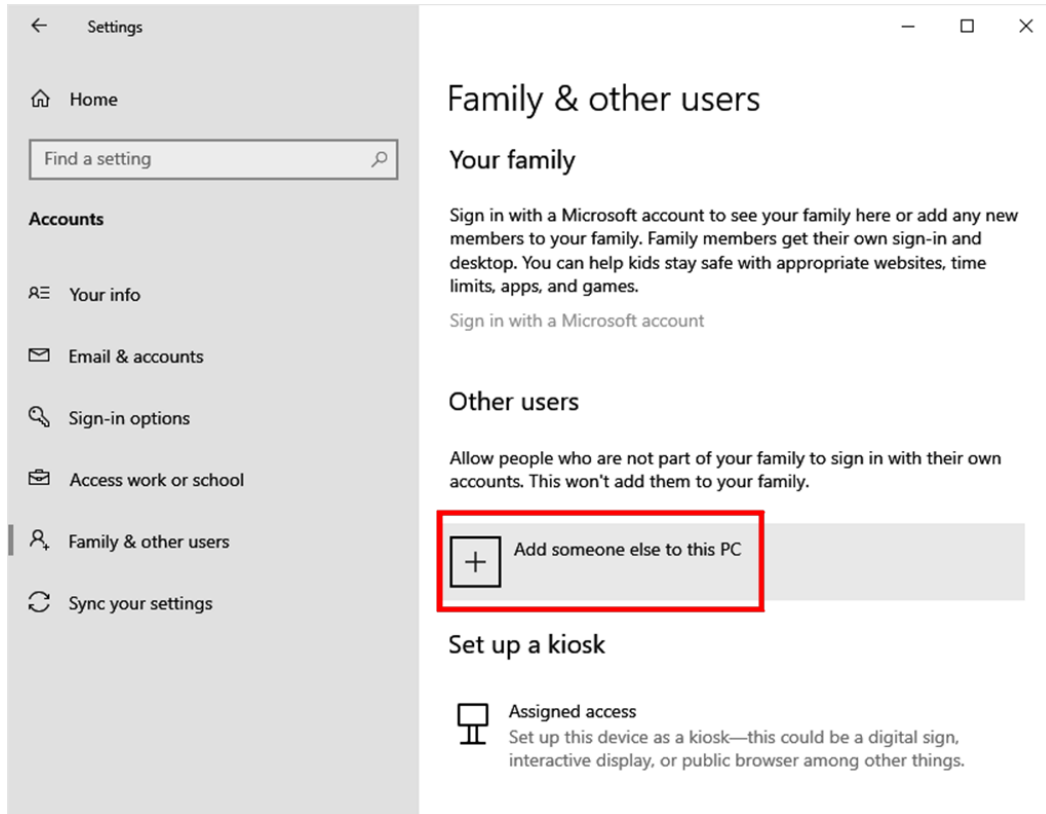
2. On the Windows Settings page, left click **Accounts**.



3. On the Accounts page, left click on **Other users** or **Family & other users** on the left side.

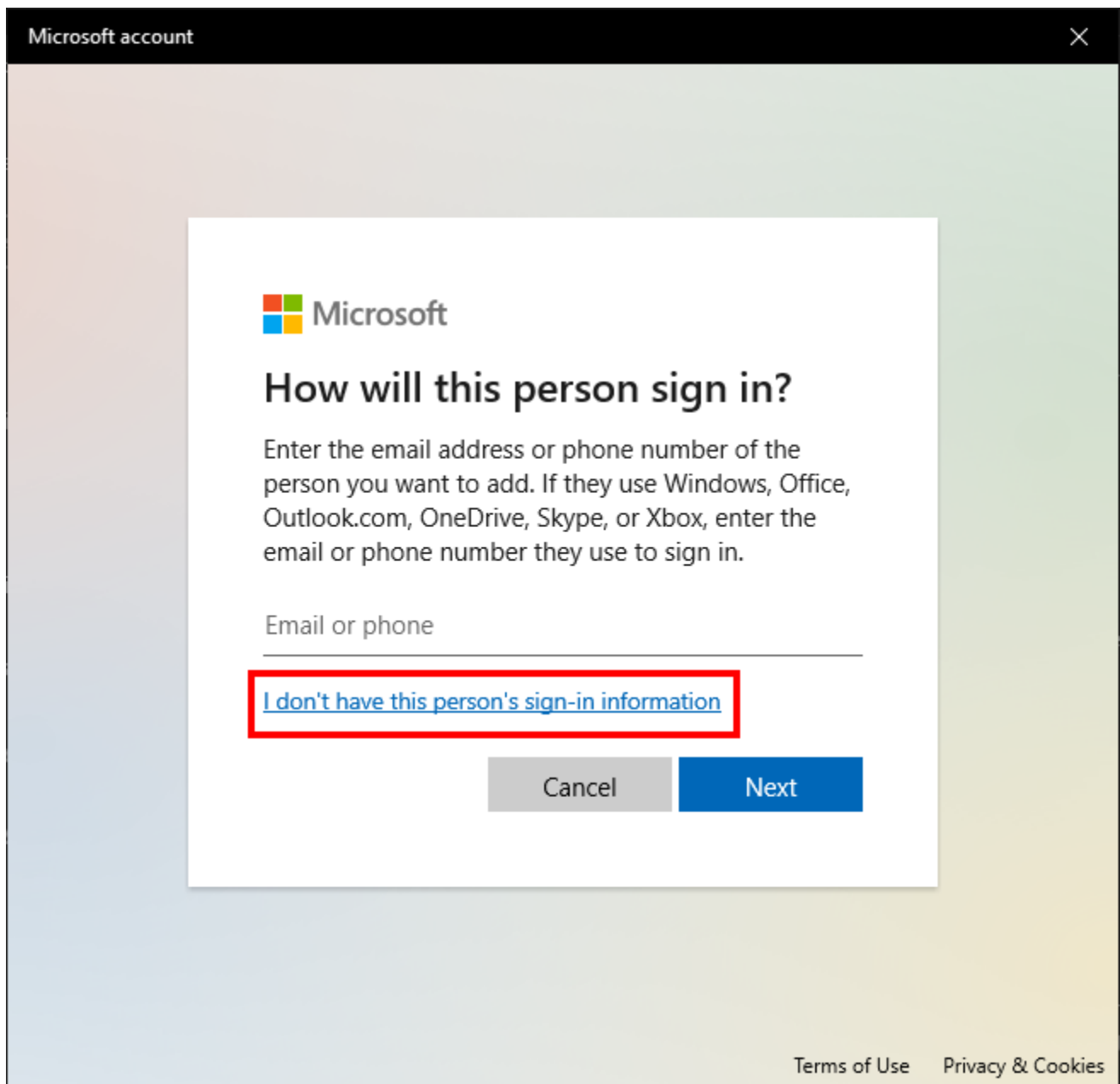


4. On the Accounts page left click **Add someone else to this PC**.





5. In the Login pop-up, left click **I don't have this person's sign-in information**.



The image shows a Microsoft account login pop-up window. The window has a black title bar with the text "Microsoft account" and a close button (X) in the top right corner. The main content area is white and contains the Microsoft logo, the heading "How will this person sign in?", and instructions to enter an email address or phone number. Below the instructions is a text input field labeled "Email or phone". A red rectangular box highlights the link "I don't have this person's sign-in information" located below the input field. At the bottom of the white area are two buttons: "Cancel" (gray) and "Next" (blue). The bottom right corner of the window contains links for "Terms of Use" and "Privacy & Cookies".

Microsoft account

Microsoft

### How will this person sign in?

Enter the email address or phone number of the person you want to add. If they use Windows, Office, Outlook.com, OneDrive, Skype, or Xbox, enter the email or phone number they use to sign in.

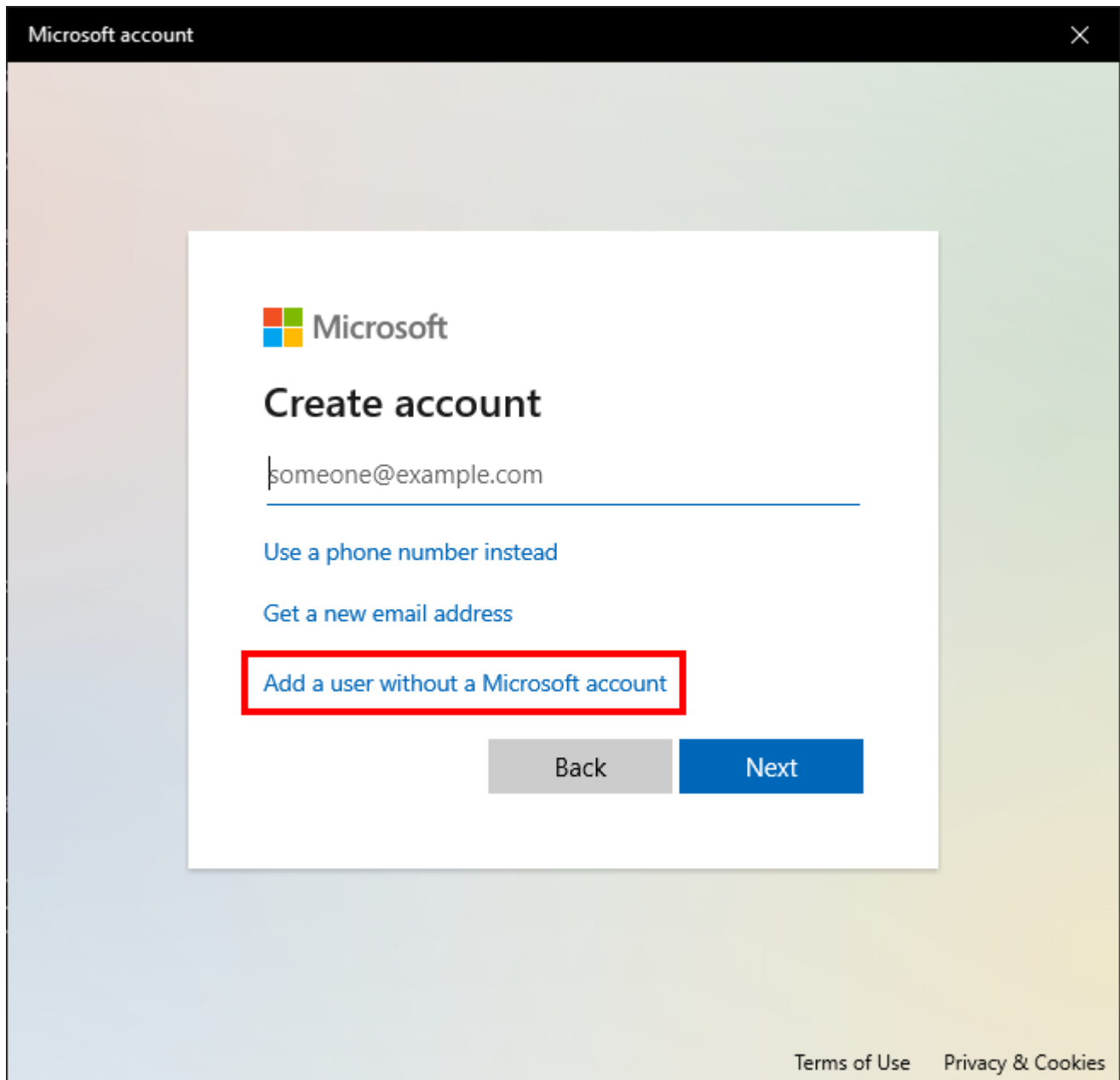
Email or phone

[I don't have this person's sign-in information](#)

Cancel Next

[Terms of Use](#) [Privacy & Cookies](#)

6. Left Click **Add a user without a Microsoft account.**



The screenshot shows a window titled "Microsoft account" with a close button (X) in the top right corner. The window has a light gray background with a subtle gradient. In the center, there is a white card with the Microsoft logo at the top. Below the logo, the text "Create account" is displayed in a large, bold, black font. Underneath, there is a text input field containing the placeholder text "someone@example.com". Below the input field, there are three links in blue text: "Use a phone number instead", "Get a new email address", and "Add a user without a Microsoft account". The third link is highlighted with a red rectangular border. At the bottom of the card, there are two buttons: a gray "Back" button and a blue "Next" button. In the bottom right corner of the window, there are links for "Terms of Use" and "Privacy & Cookies".

Microsoft account

Microsoft

## Create account

someone@example.com

[Use a phone number instead](#)

[Get a new email address](#)

[Add a user without a Microsoft account](#)

Back Next

[Terms of Use](#) [Privacy & Cookies](#)

7. Enter SunCollisionSvcUser in the username field under **Who's going to use this PC?** The username must be entered exactly as shown. Create a unique password for the account as well as a password hint or security questions. Document the password securely for future use. When all fields are filled out, click **Next**.

The screenshot shows a Windows setup window titled "Microsoft account" with a close button (X) in the top right corner. The main heading is "Create a user for this PC". Below this, a message states: "If you want to use a password, choose something that will be easy for you to remember but hard for others to guess." The section "Who's going to use this PC?" contains a text input field with the username "SunCollisionSvcUser" and a clear button (X). The "Make it secure." section contains two text input fields: "Enter password" and "Re-enter password". At the bottom right, there are two buttons: "Next" (blue) and "Back" (gray).

Microsoft account

## Create a user for this PC

If you want to use a password, choose something that will be easy for you to remember but hard for others to guess.

**Who's going to use this PC?**

SunCollisionSvcUser

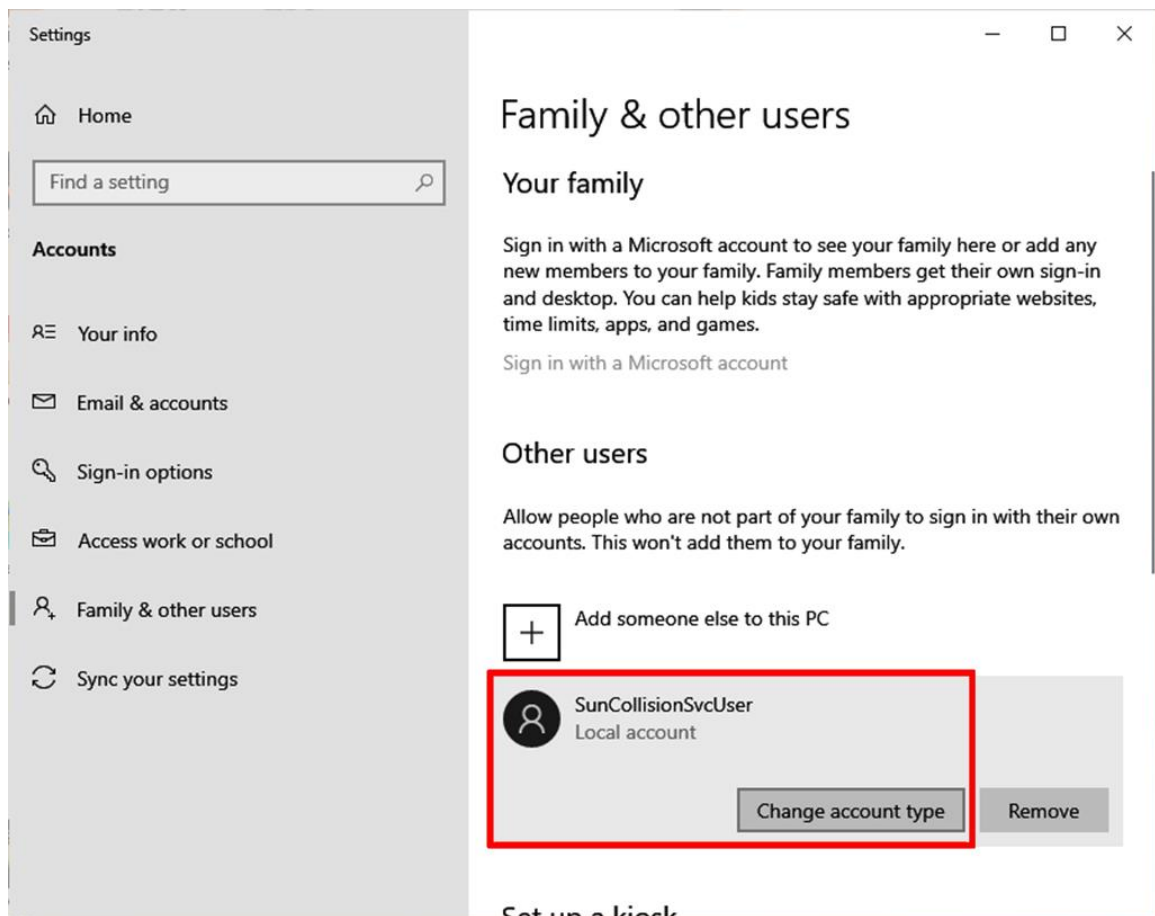
**Make it secure.**

Enter password

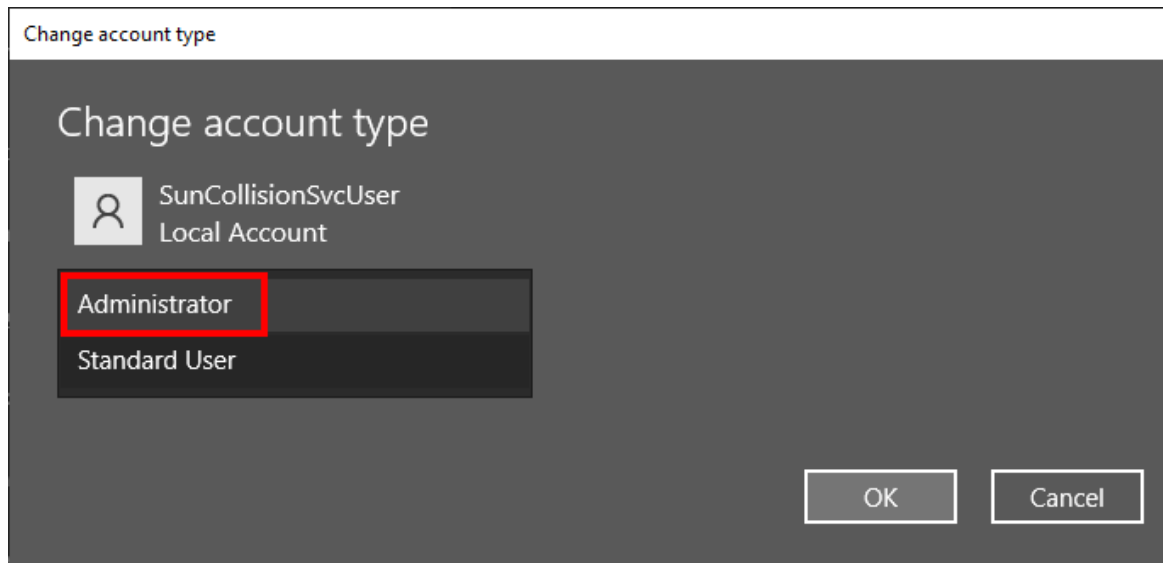
Re-enter password

Next Back

8. The popup will close. The user SunCollisionSvcUser will show under Other users. Left click on the account name and left click **Change account type**.



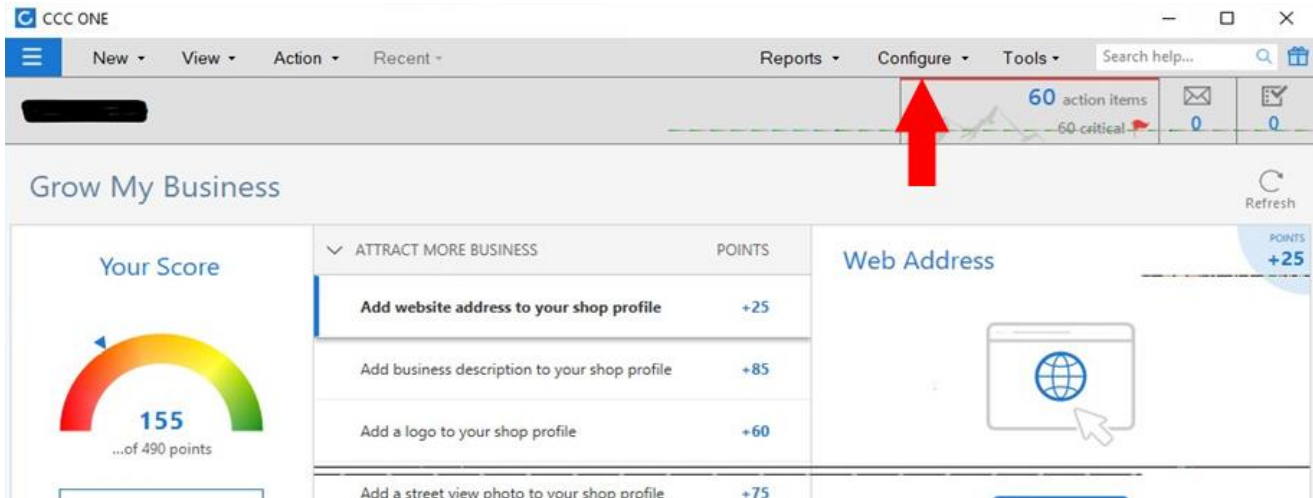
9. In the Change account type popup, choose **Administrator** in the dropdown list and click **OK**.



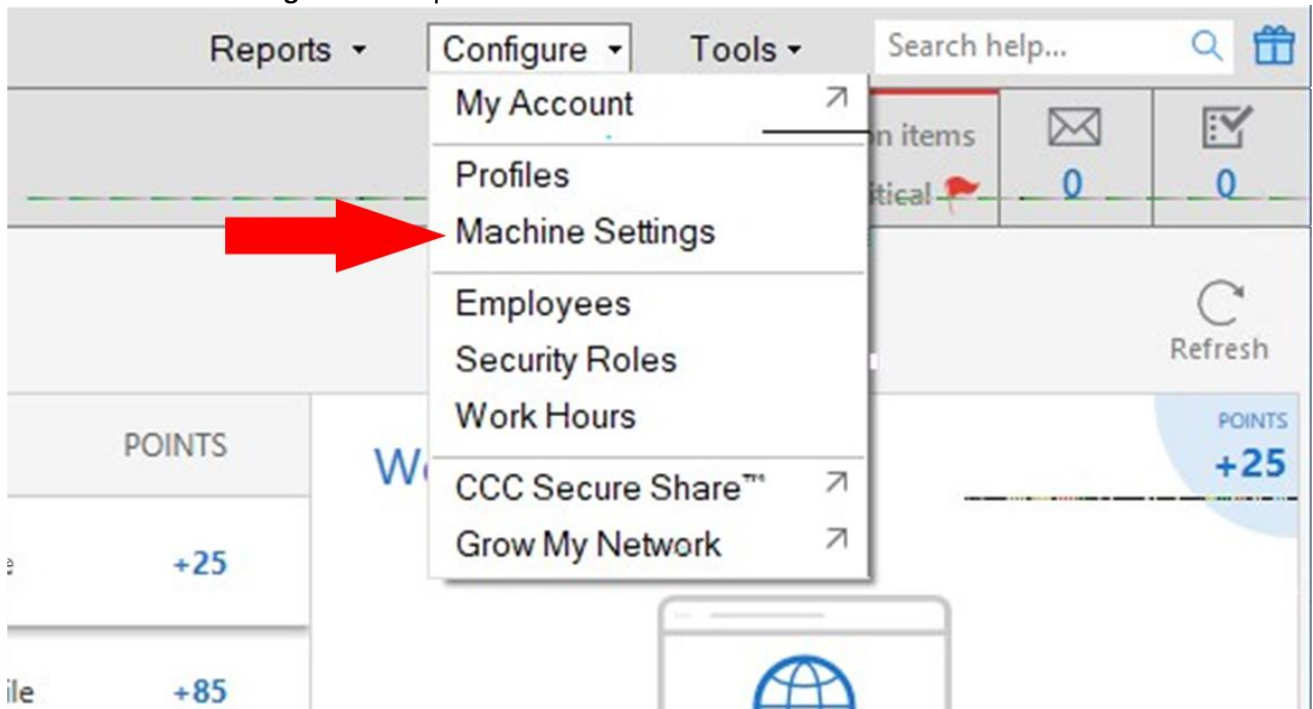
10. Verify that the account type has changed to **Administrator**.

# Setup CCC ONE EMS Export

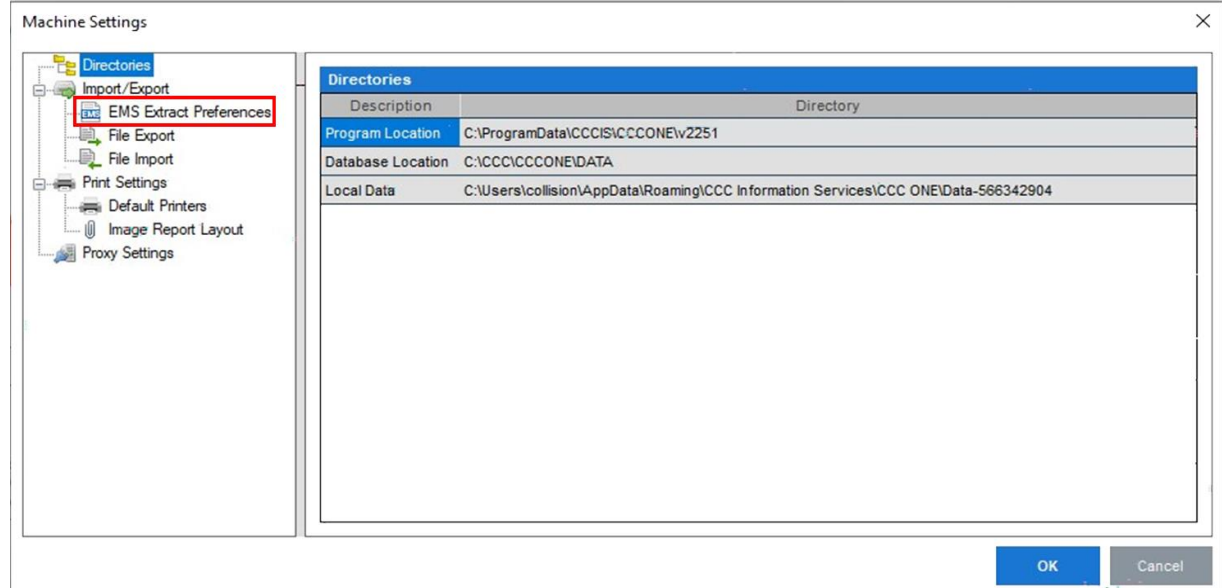
1. Open CCC One estimating program. At the Home screen locate the **Configure** tab in the upper right-hand corner. Click the down arrow to open this tab.



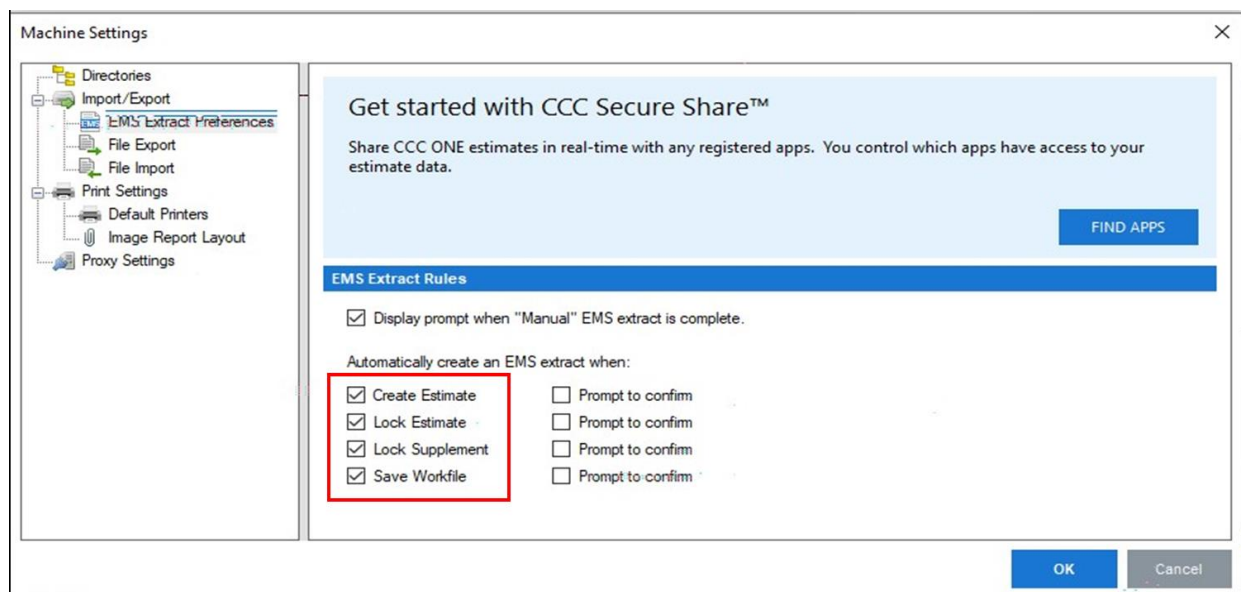
2. Choose **Machine Settings** in the dropdown.



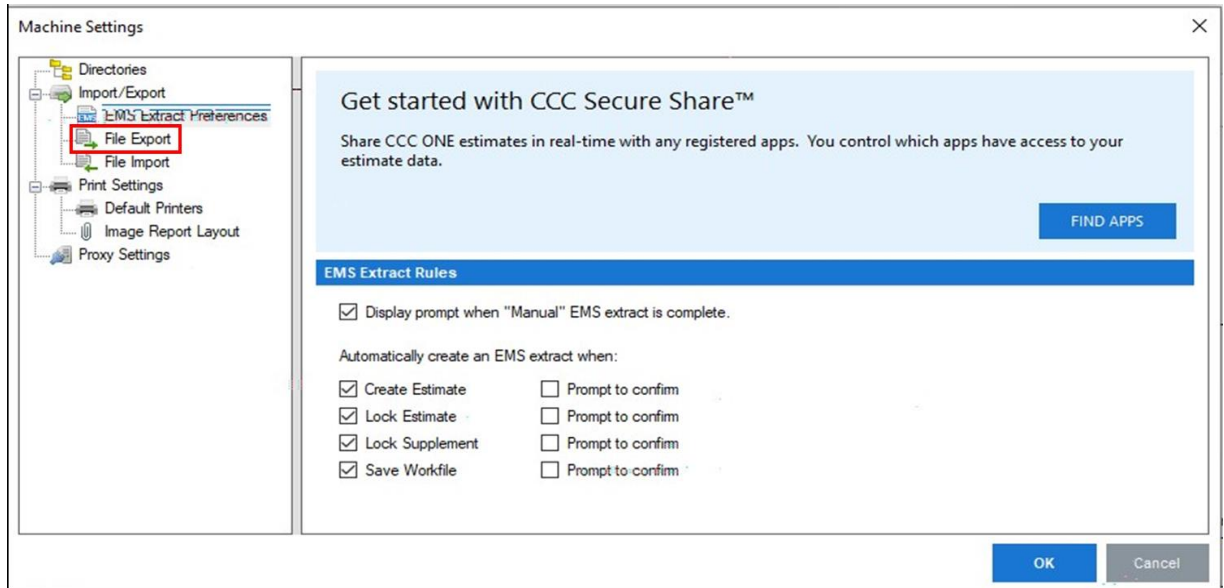
3. In the Machine Settings screen, select **EMS Extract Preferences** under the Import/Export Heading.



4. On the EMS Extract Preferences page, check the boxes to automatically create an EMS extract when:
- Create Estimate**
  - Lock Estimate**
  - Lock Supplement**
  - Save Workfile**



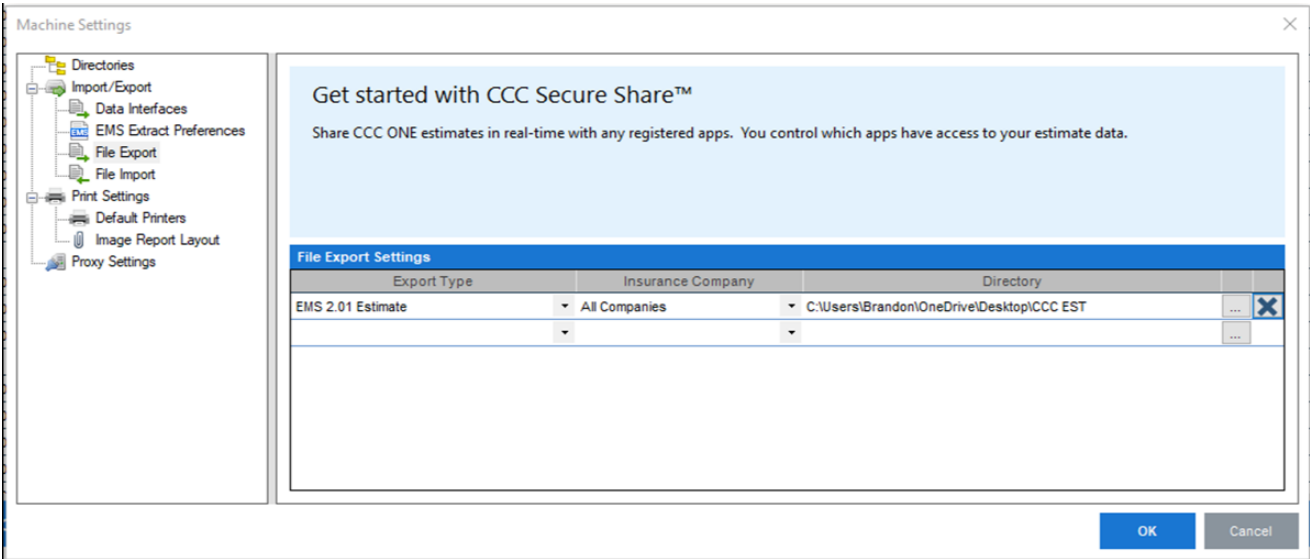
5. Next, select **File Export** from the left side menu under Import/Export.



6. On the File Export page, if the Extract location has not been previously created use the following process to create an extract location.
- Under **Export Type** click on the arrow and select **EMS 2.01 Estimate**. If you do not see it, click on the three dots on the right of the first open field.
  - In the second field **Insurance Company** select **All Companies**.
  - In the third field **Directory** click on the three dots at the right of the field and select the desired destination for your export files. If one does not exist you can create a file in a desired location of your choosing. In either event, record the Extract File location accurately for future use.
  - The set-up of the extract file on a multi-computer system should be performed in a location accessible by all computers using the system. The recommendation is to set this location on the computer that is the main host of the CCC program.



Once this machine has been located follow the set-up procedure described above to set up the extract location.



# Setup Mitchell Connect EMS Export

## 1. Open the Mitchell Connect WIP Screen.

The screenshot displays the Mitchell Connect web interface. On the left is a dark sidebar with navigation options: Jobs (All Open, Opportunities, Repair Orders, All Closed), Tasks, TechAdvisor, Diagnostics, Settings, Feedback, Help, and Sign Out. The 'Repair Orders' option is highlighted. The main content area is titled 'Repair Orders' and includes a search bar, a '+ Job' button, and sorting options ('Created in Last 60 Days', 'Sort By: Repair Order #', 'Descending'). A table lists three repair orders with details on vehicle, insurance, and status.

Repair Order#	Vehicle	Name/Insurance	Due In
1202	2020 Mercedes-Benz GLS580 4JGFF8GE4LA200706	Tonga Mc Masters USAA, 0688429200000045001	Estimated Completion
1175	2007 Mercedes-Benz E63 WDBUF77X97B019669	Oscar Cepero	Estimated Completion
1159	2022 Chevrolet 1500 Silverado 3GCPDCEKXNG684704	Kenny Soria GEICO, 8768505430000002-01	Estimated Completion

2. Open any repair order.
3. From the Job Overview screen, select **Continue Estimate**.

**Mitchell Connect**

Tonga Mc Masters | 2020 Mercedes-Benz GLS580 | Claim 0688429200000045001 | RO#: 1202 | Job Actions

**Jobs** Job Overview

**Tonga Mc Masters**  
2020 Mercedes-Benz GLS580  
USAA

**Overview** Activity

**Owner:**  
**Tonga Mc Masters**  
Contact: +1 714 397 8529, tonga942@gmail.com  
Address: 15159 Larry St., Poway, CA, US 92064

**Vehicle:**  
**2020 Mercedes-Benz GLS580**  
Submodel: 4JGFF8GE4LA200706 /CJ02T04  
Color: Drivable

**Insurance:**  
**USAA**  
Claim Number: 06884292000000...  
Policy Number: 006884292  
Adjuster: Steven UNK  
Deductible: 0.00  
2105318722 Unknown

**Original Estimate**  
**Continue Estimate**  
Current: \$23,748.20  
System: Mitchell Estimating  
Estimator: Antonio Rojas  
Status: In Progress  
OE Procedures Delete

**Attachments**  
18 Attachments

**Repair Status**  
Set Repair Status  
Due In Estimated Completion

**Diagnostics**  
5 Scans Available  
Latest Pre-Scan Latest Post-Scan  
1/06/23 1:28 PM PST

**Repair Plan**  
Repair Documents

**Parts Order**

4. From the Estimates screen, select the down arrow on the Export EMS button at the top of the screen.

**Mitchell Connect**

Tonga Mc Masters | 2020 Mercedes-Benz GLS580 | Claim 0688429200000045001 | RO#: 1202 | Job Actions

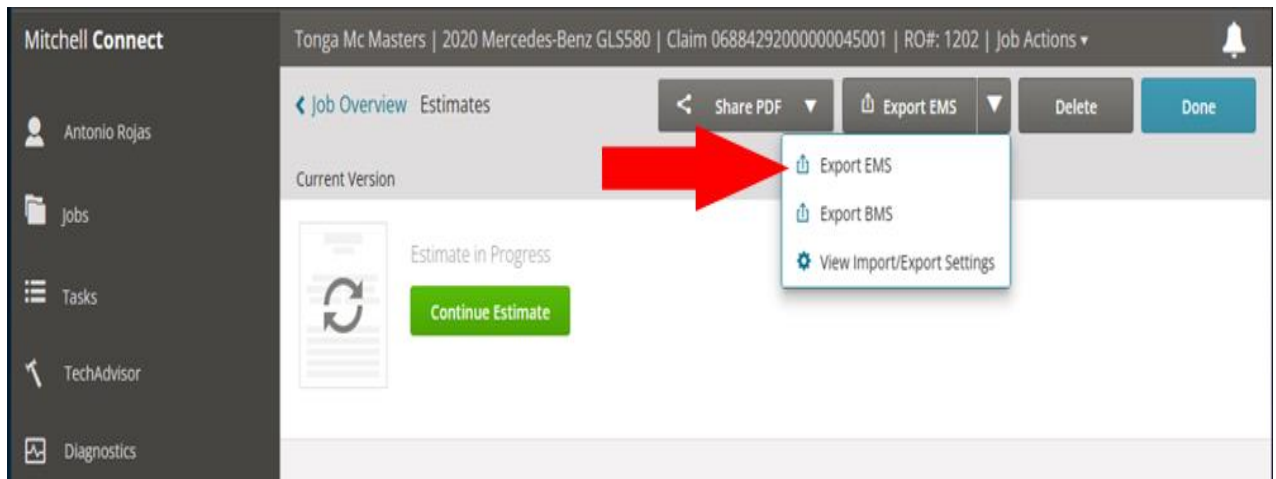
**Job Overview** Estimates

Share PDF Export EMS Delete Done

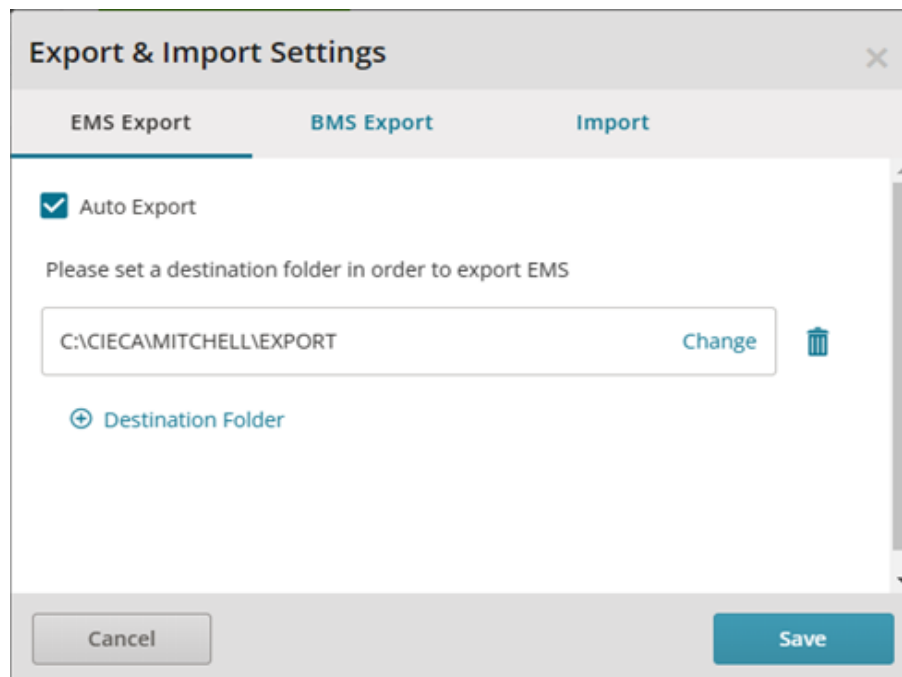
**Current Version**

Estimate in Progress  
Continue Estimate

5. In the dropdown menu, select **Export EMS**.

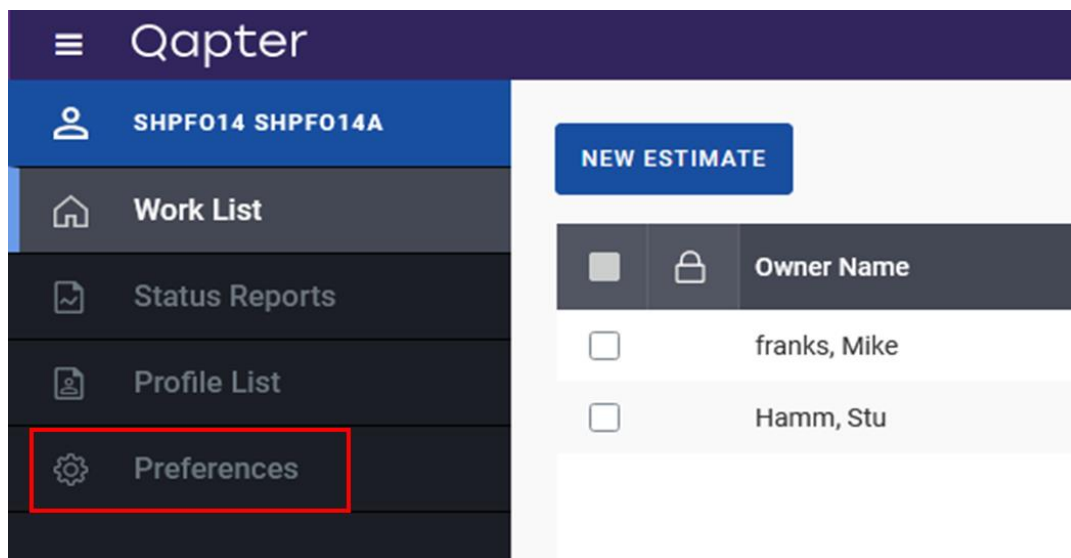


6. In the open dialog box under the EMS Export tab verify the existing EMS export location.  
Document this location for future use.
  - a. If a location does not exist, click **Browse for Location** to set one.

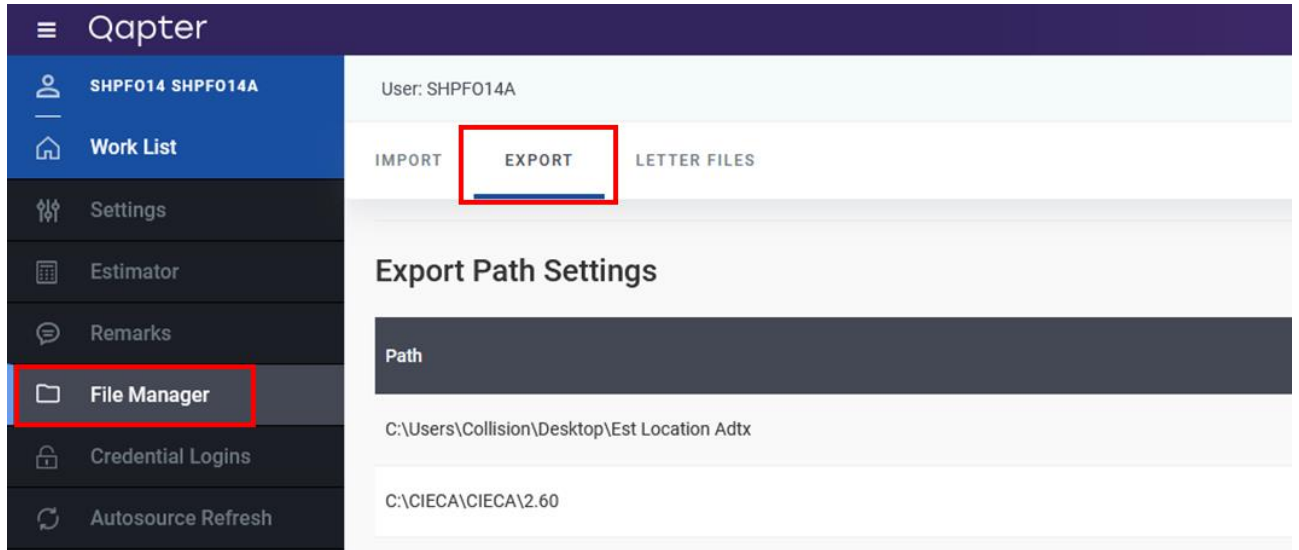


# Setup Audatex EMS Export

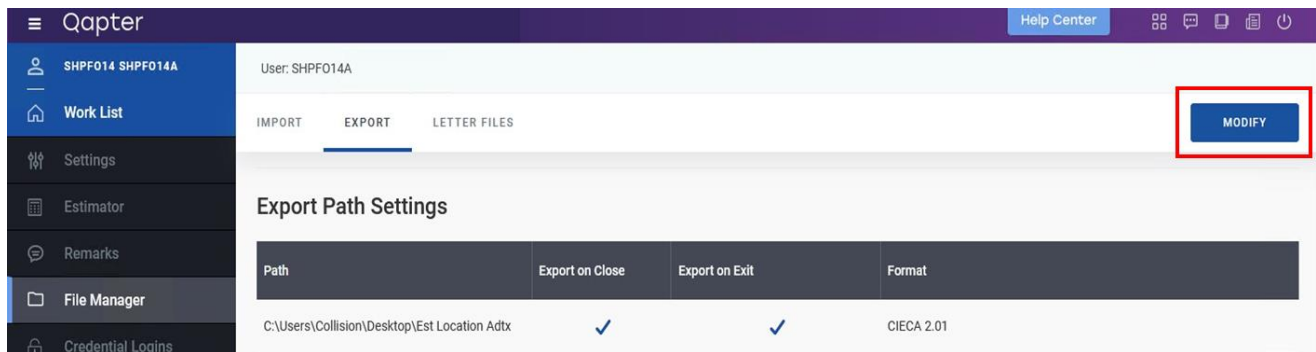
1. Open Audatex estimating software to the WIP screen.
2. In the menu on the left, select **Preferences**.



3. In the Preferences menu, select **File Manager**.
4. Select **Export** at the top of the page.



5. Click **Modify** on the top right to open the Audatex File Manager.



6. On the File Manager page select **Export Setting** to display the export path settings options. Click **Browse** to select the location of the extract file.

Audatex CIECA | 0.10.207 | ENV PROD

## File Manager

IMPORT FILES GET WORK IMPORT SETTINGS **EXPORT SETTINGS** LETTER FILES

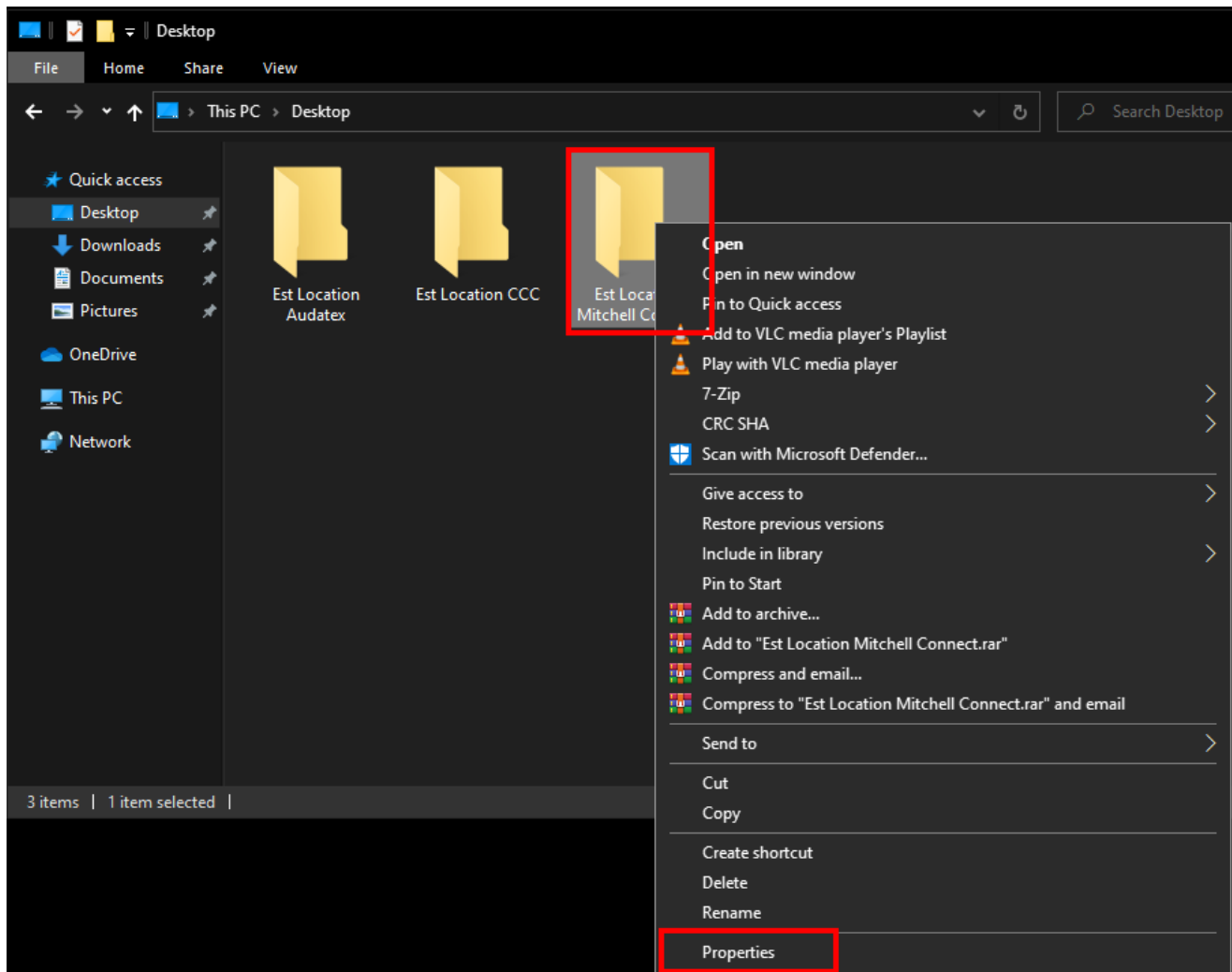
### Export Path Settings

Path	Export on Close	Export on Exit	Format	Action
C:\Users\Collision\Desktop\Est Location Adtx	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CIECA 2.01	<a href="#">BROWSE</a>
C:\CIECA\CIECA\2.60	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CIECA 2.60	<a href="#">BROWSE</a>

# Sharing the Extract File

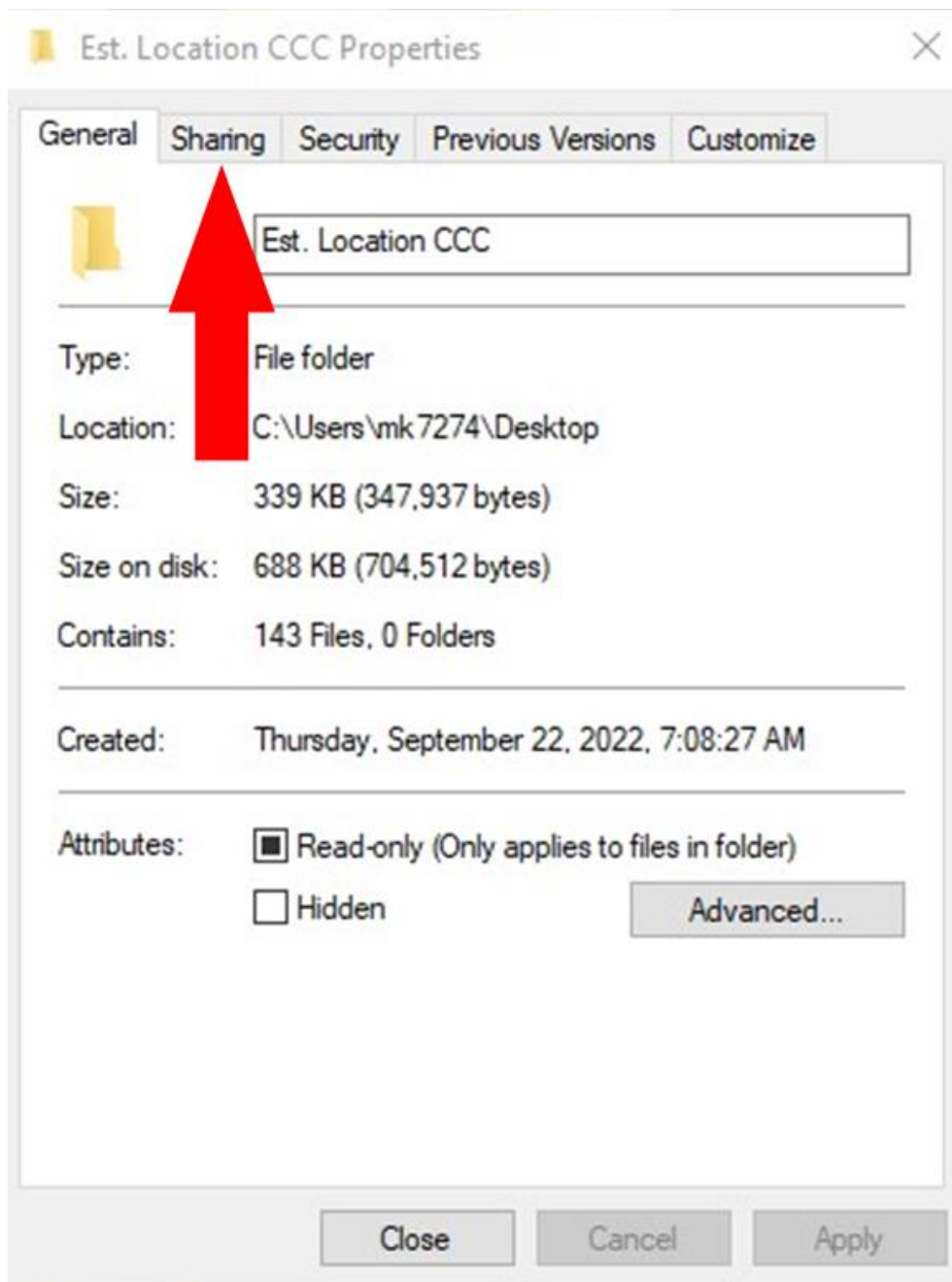
Once the Extract file has been created and identified it must be made shareable.

1. Right click on the file location where the extract data files live and select **Properties** from the dropdown.
- 2.

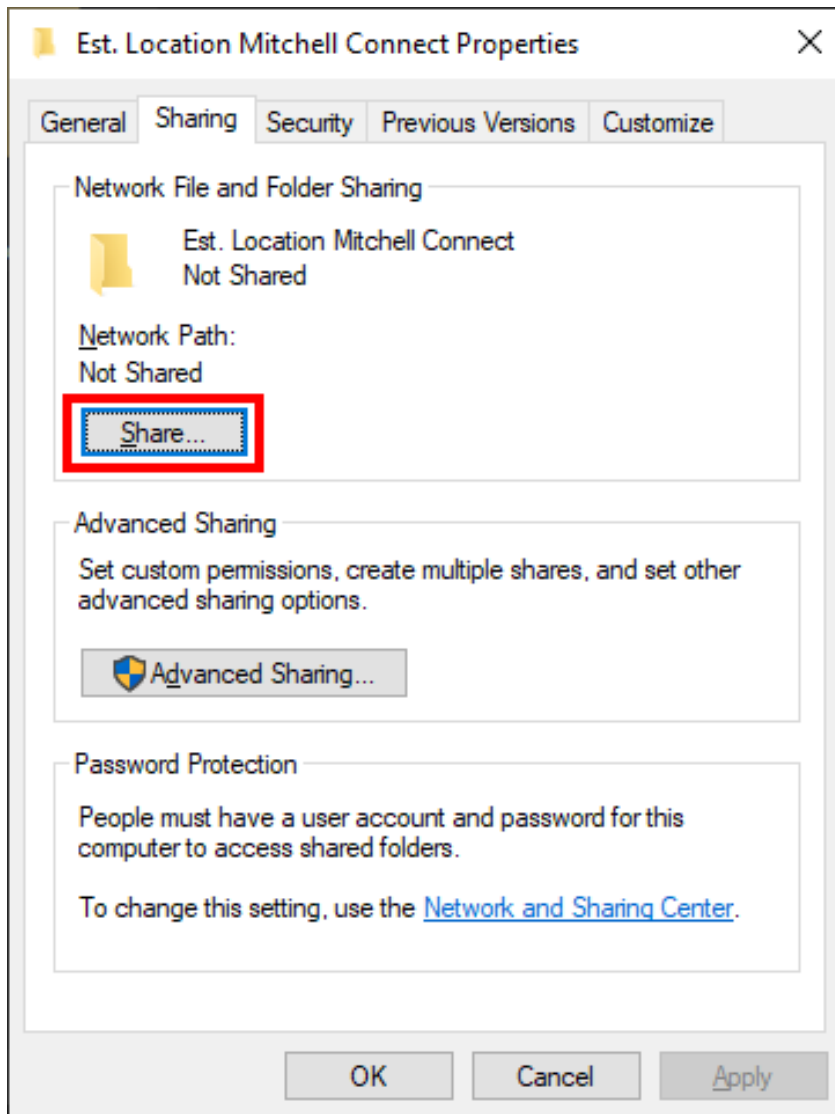





3. Click on the **Sharing** tab.





4. Under Network File and Folder Sharing, click **Share...**



5. In the Network access dialog, enter SunCollisionSvcUser, then click **Add**.



  Network access


Choose people to share with

Type a name and then click Add, or click the arrow to find someone.


SunCollisionSvcUser

▼

Add

Name	Permission Level
 Win10	Owner


[I'm having trouble sharing](#)

 Share

Cancel

6. SunCollisionSvcUser will be added to the list. Click **Share** to save.

×



←  Network access

---


### Choose people to share with

Type a name and then click Add, or click the arrow to find someone.

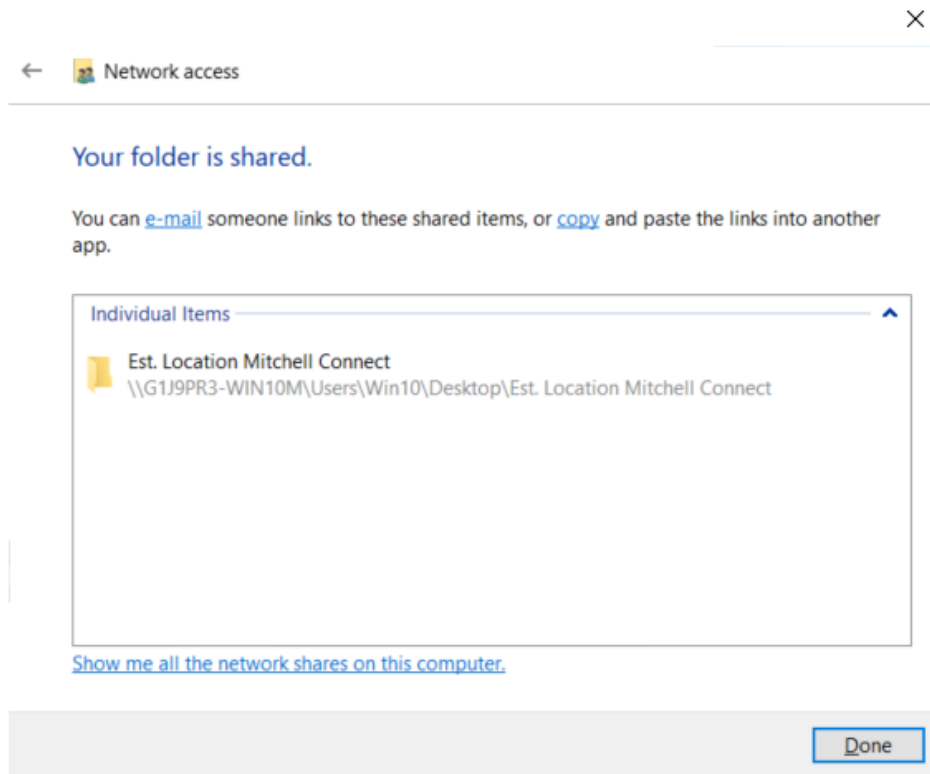
▼ Add

Name	Permission Level
 SunCollisionSvcUser	Read ▼
 Win10	Owner

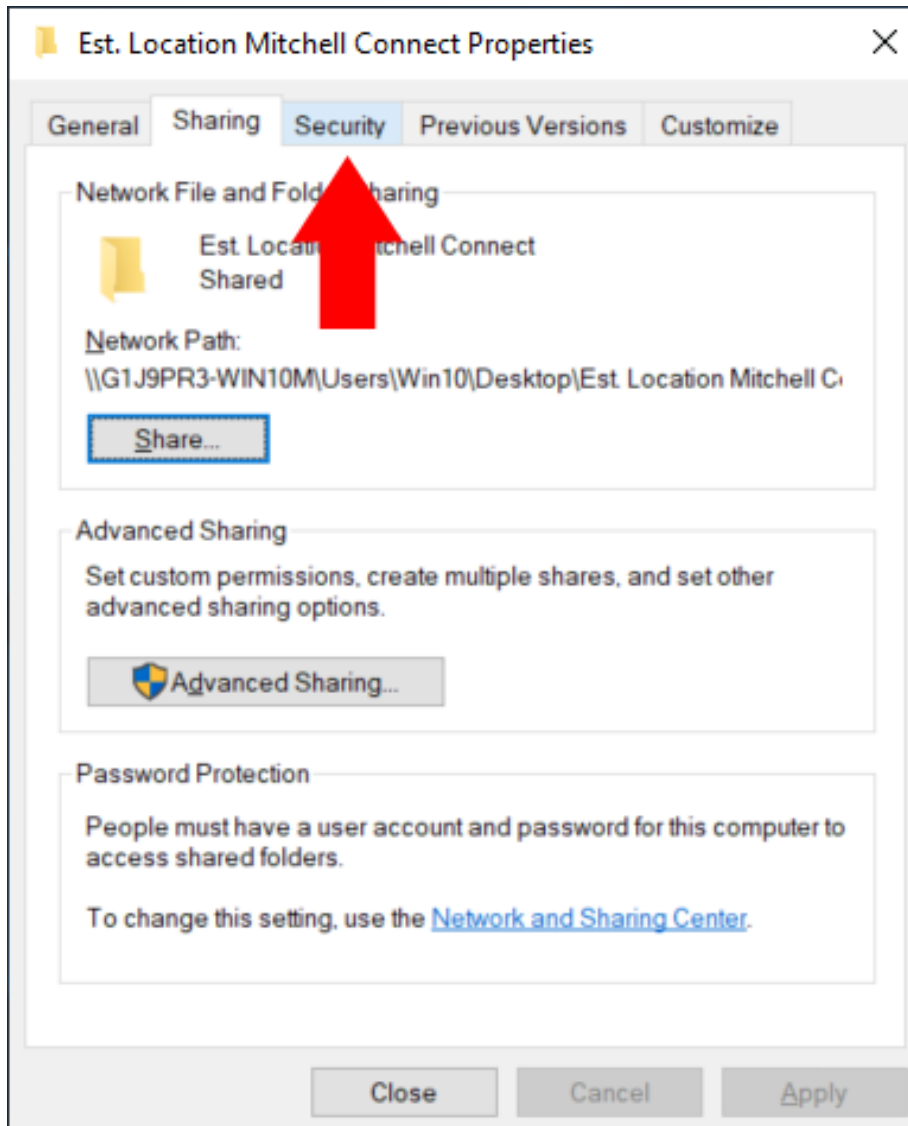
[I'm having trouble sharing](#)

 Share Cancel

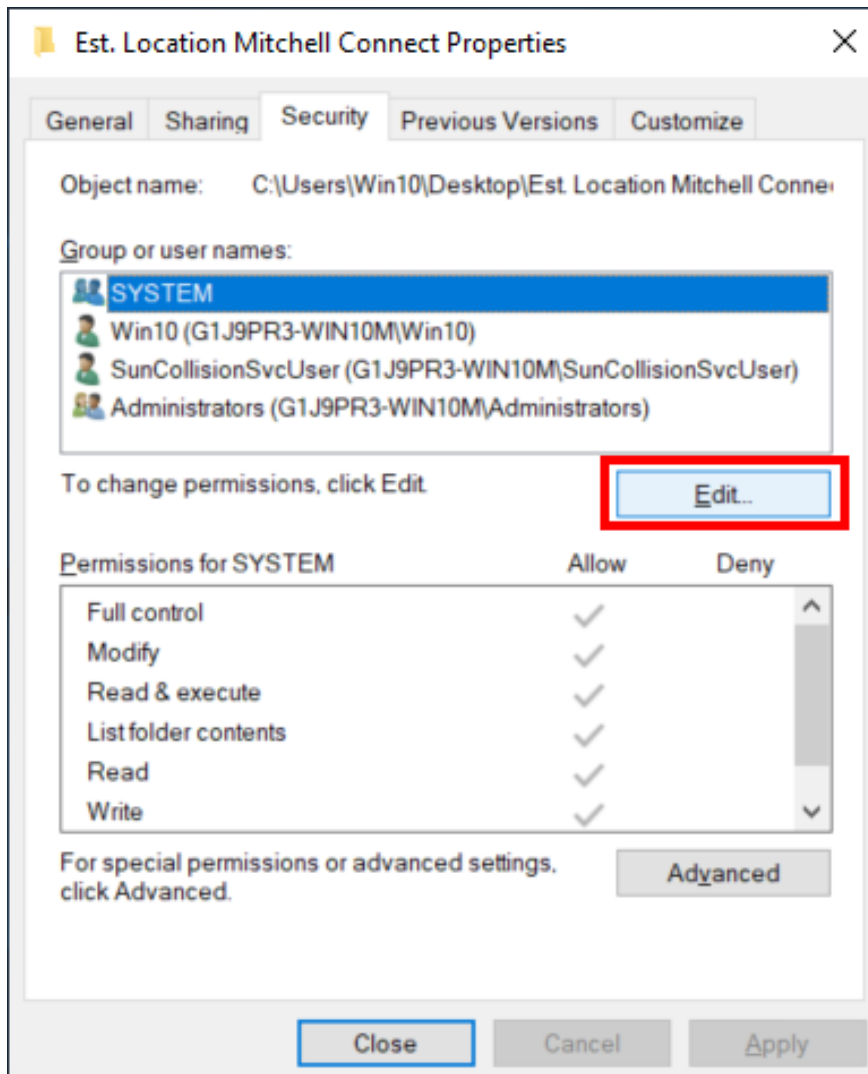
7. You should see a message verifying the shared status of the new user. Click **Done** once complete.



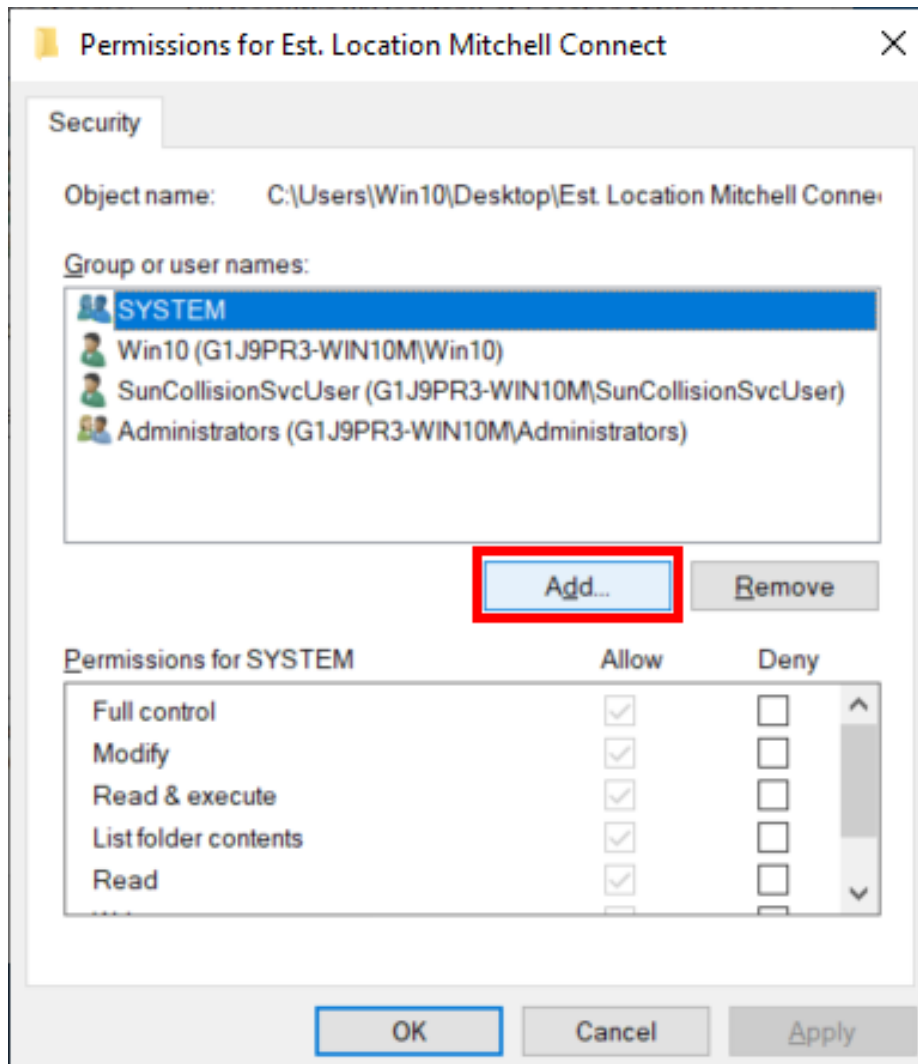
8. The Network access dialog will close and you will return to the Properties dialog. Click on the **Security** tab at the top.



9. Click **Edit** in the middle.

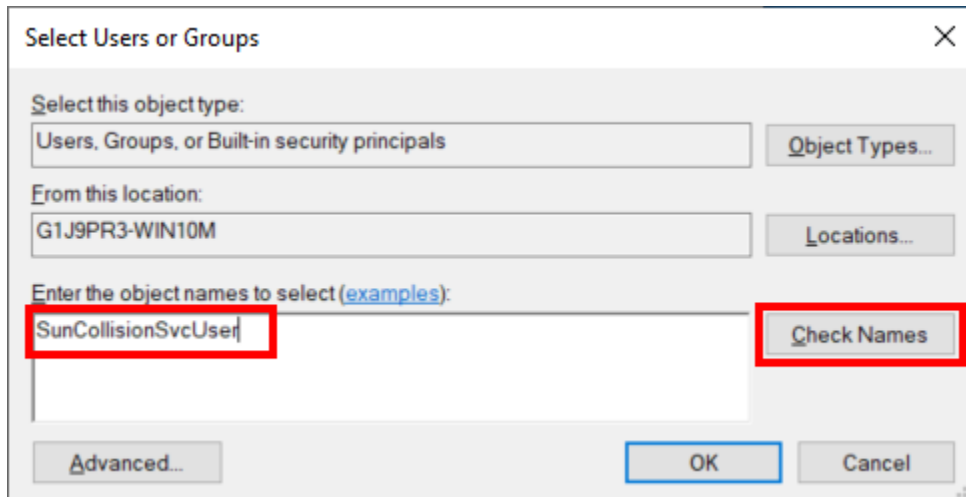


10. Click **Add...** in the middle.

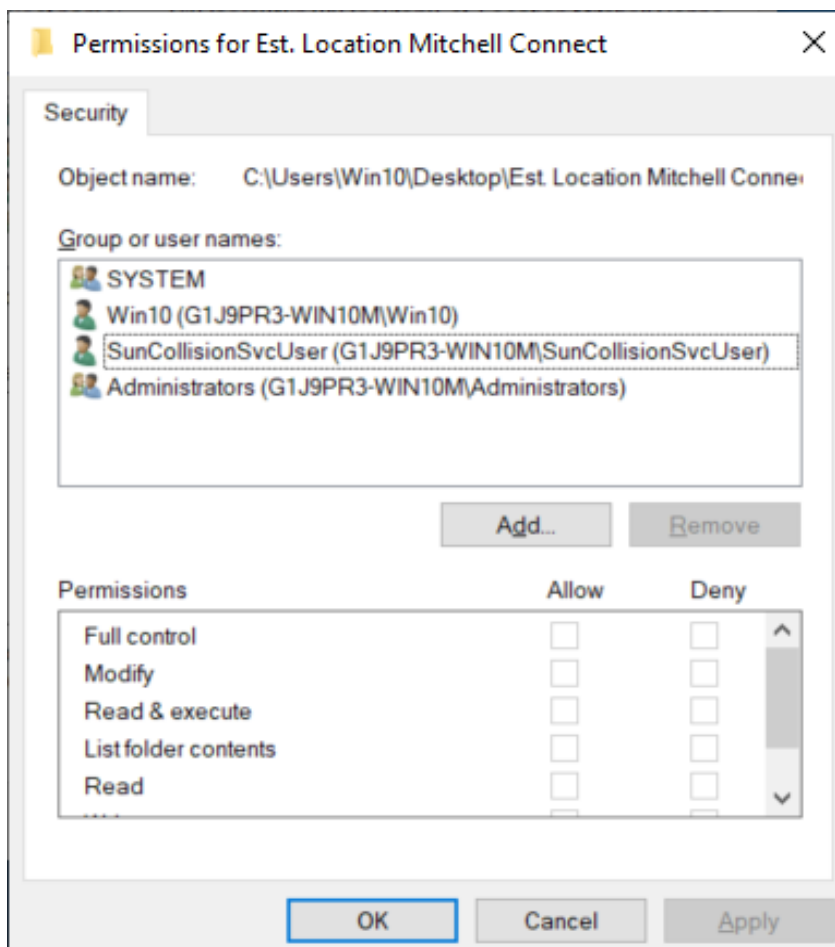




11. Enter SunCollisionSvcUser in the box and click **Check Names** on the right. Then click **OK**.

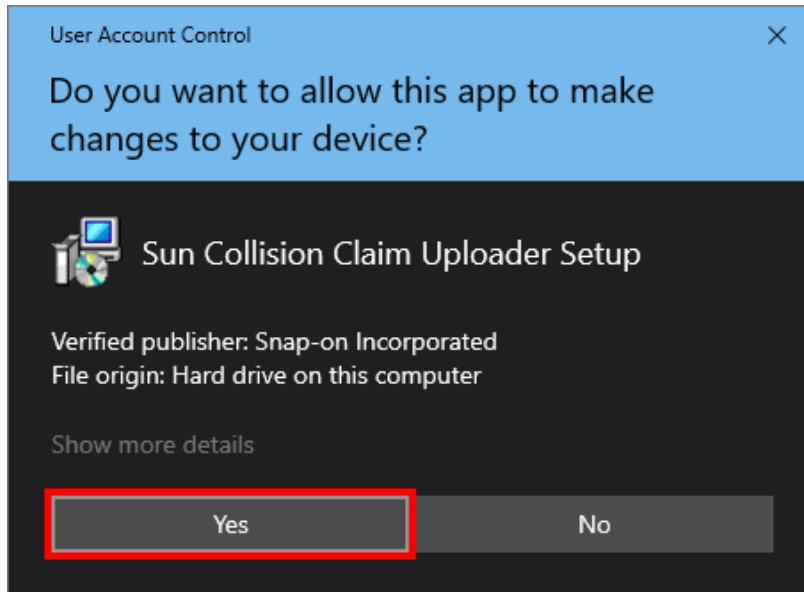


12. This is how the Sun user should show in the Security tab. Click **OK** to close the window.



# Installing the Claim Uploader Application

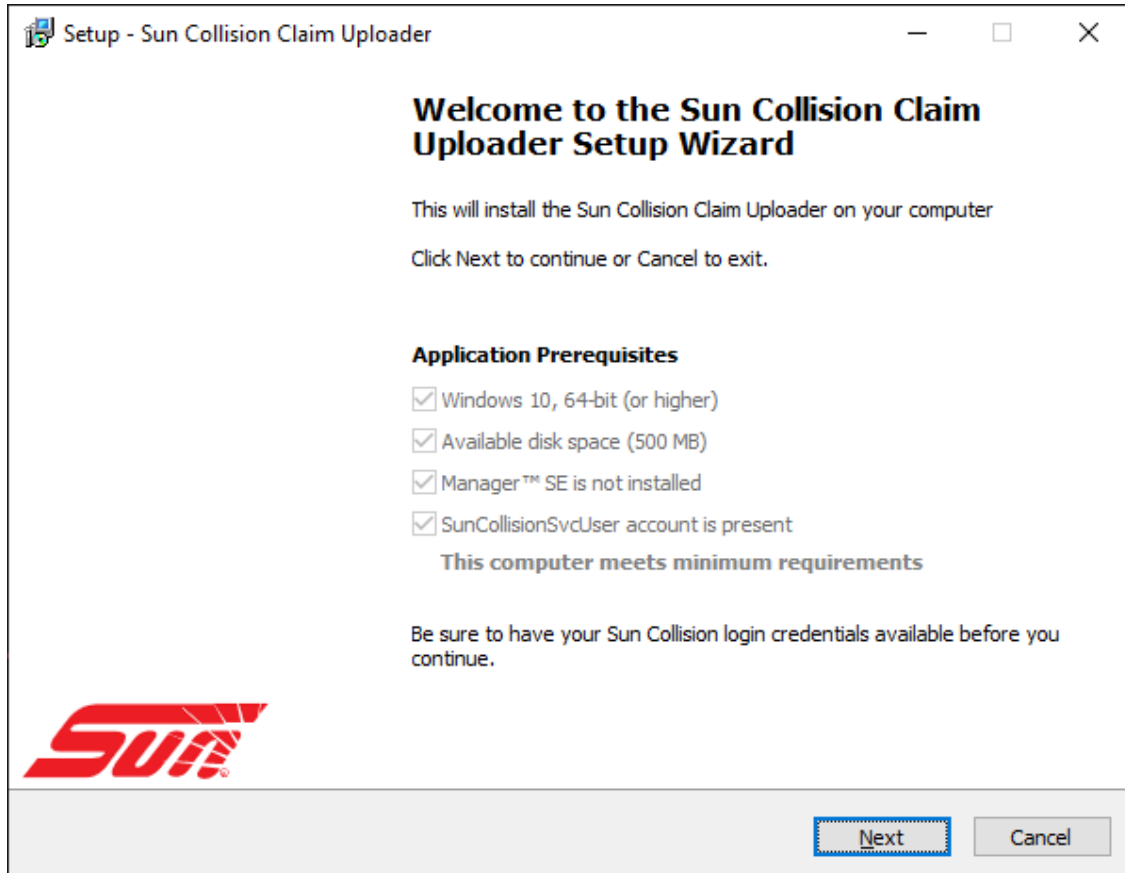
1. [Download](#) the installer file and click to launch it.
- 2.
3. The installer will ask for permission to install. Click **Yes** to begin the installation.



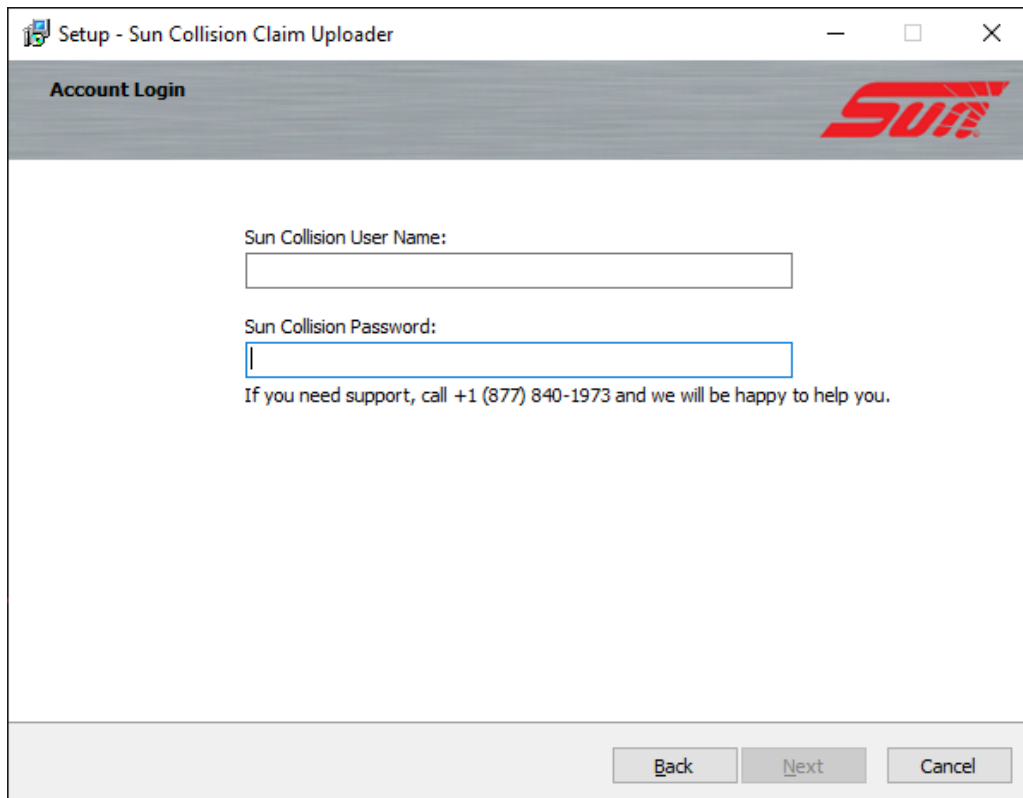
4. The Pre-Check Screen is the first window to open. There will be four prerequisites that are required for installation to proceed. **If any of the four boxes remains unchecked that issue will require resolution prior to continuing with the installation.**

[Click here for instructions on how to set up the SunCollisionSvcUser.](#)

Once all four boxes are checked click **Next** to continue.



5. Fill out the fields with the user name and password of your Sun Collision Tech Data account. Click **Next** when complete.



Setup - Sun Collision Claim Uploader

**Account Login**

Sun Collision User Name:

Sun Collision Password:

If you need support, call +1 (877) 840-1973 and we will be happy to help you.

Back Next Cancel

6. Fill in the password of the SunCollisionSvcUser that you created earlier.

The screenshot shows a Windows-style window titled "Setup - Sun Collision Claim Uploader". The window has a standard title bar with minimize, maximize, and close buttons. Below the title bar is a header area with a grey background. On the left of the header is the text "Service Credentials", and on the right is the Sun logo. The main area of the window is white and contains a label "SunCollisionSvcUser Password:" followed by a text input field. At the bottom of the window is a grey bar containing three buttons: "Back", "Next", and "Cancel".

7. In the text box fill out the open fields with the file location of the extract files. Place the corresponding estimating files in the matching field. You can use the 3 dots on the right to browse to the location.  
For any estimating software that you do not use, remove the check mark from the EMS check box to the right of the field.  
Click **Next** when complete.

**Setup - Sun Collision Claim Uploader**

**Configuration**

Choose options for uploading estimates from your computer

**Upload estimates newer than** 30 Days

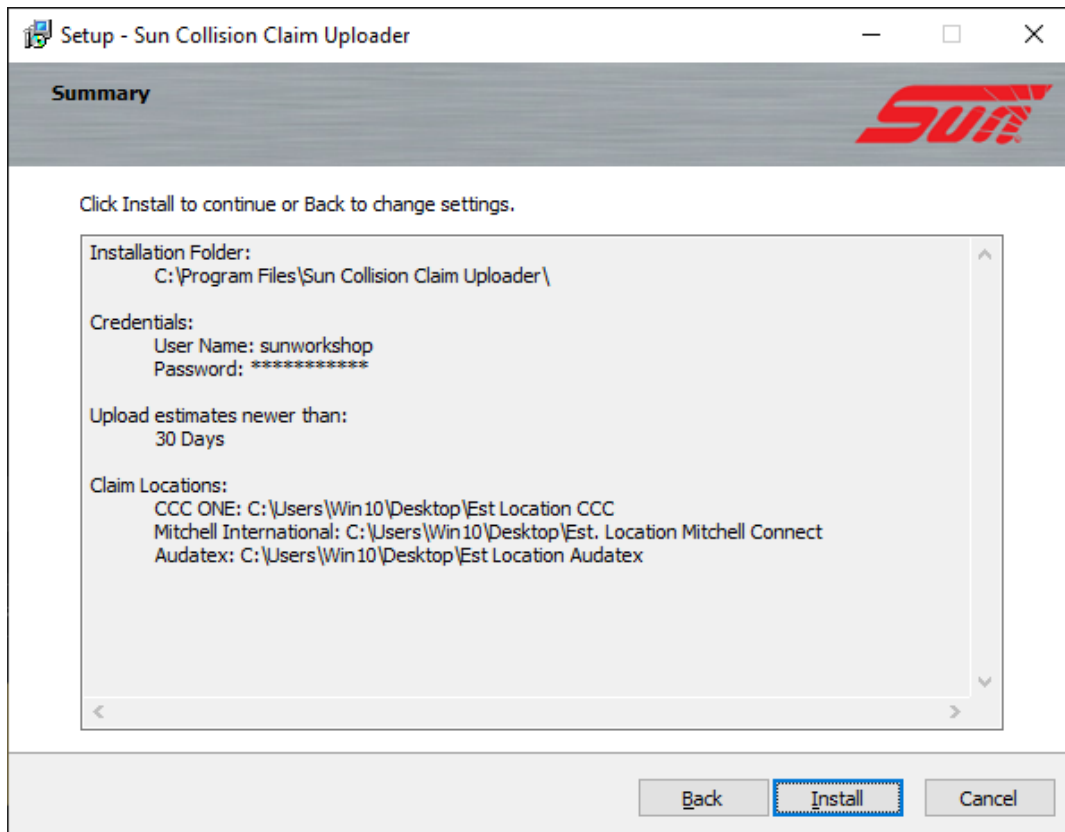
**CCC ONE** ☒ EMS  
Claim Location C:\Users\Win10\Desktop\Est Location CCC ...

**Mitchell International** ☒ EMS  
Claim Location C:\Users\Win10\Desktop\Est. Location Mitchell Connect ...

**Audatex** ☒ EMS  
Claim Location C:\Users\Win10\Desktop\Est Location Audatex ...

Back Next Cancel

8. Verify all information in the Summary then click **Install**.



9. The next open dialog box will indicate the application has been successfully installed. You may select to launch the app from this screen or close out of the program to return at a later time.

