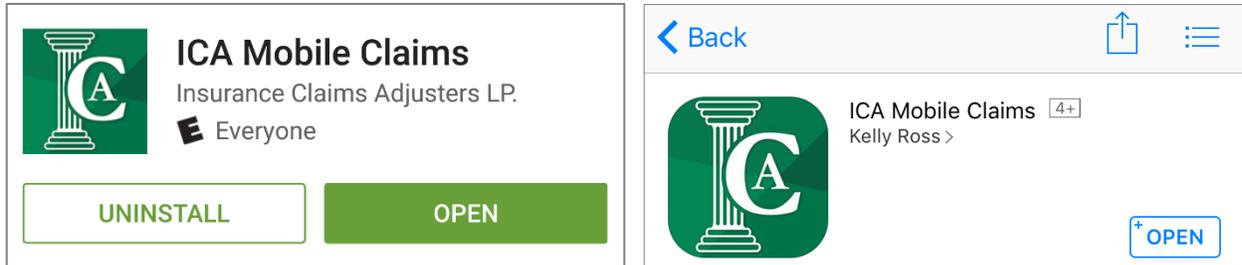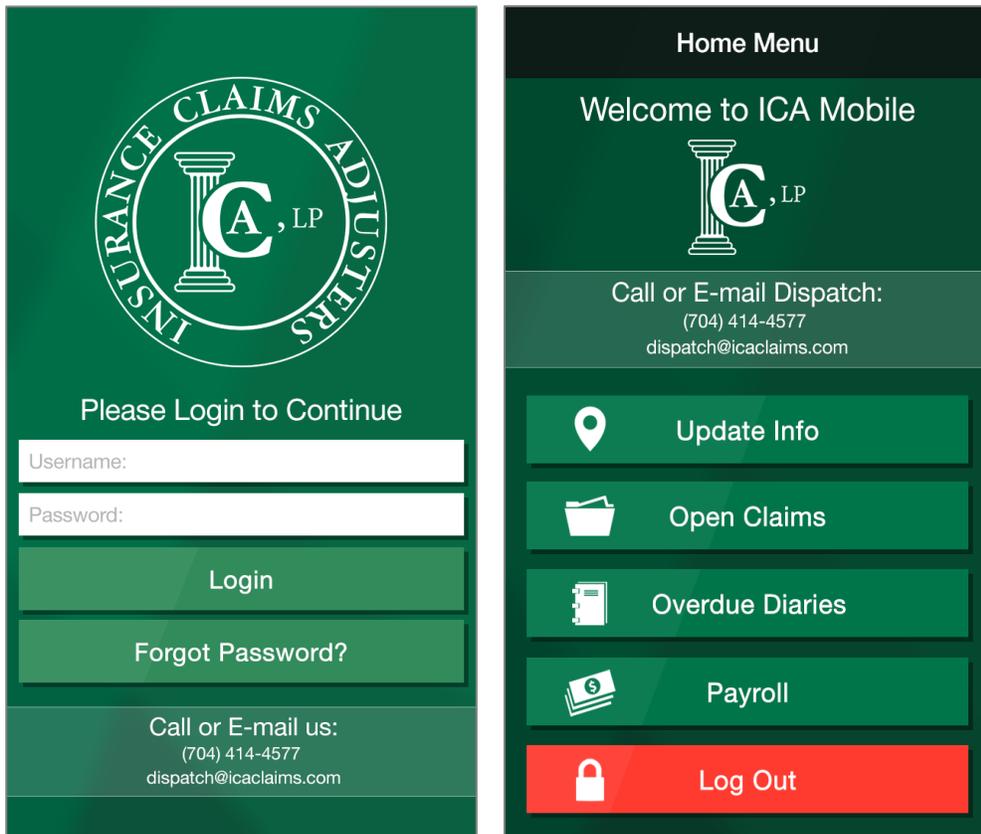# *The New* ICA Mobile Guide

We're proud to announce ICA Mobile Claims and its availability on the Apple® App Store™ and the Google Play™ store for Android phones! Download it for *free*, today!

To access the application, you must have an ICA login for CMS

If you'd like to register, call the number listed on the login screen, just below the Forgot Password button. ***(704) 414-4577*** When you're on the ICA roster, you'll get a username and password associated with your profile.

Once logged in, you'll be brought to the Home page where all the app's options are displayed; as well as, the phone number for ICA's Dispatch department, when/if you need assistance while in the field. Refer to the screenshots below:
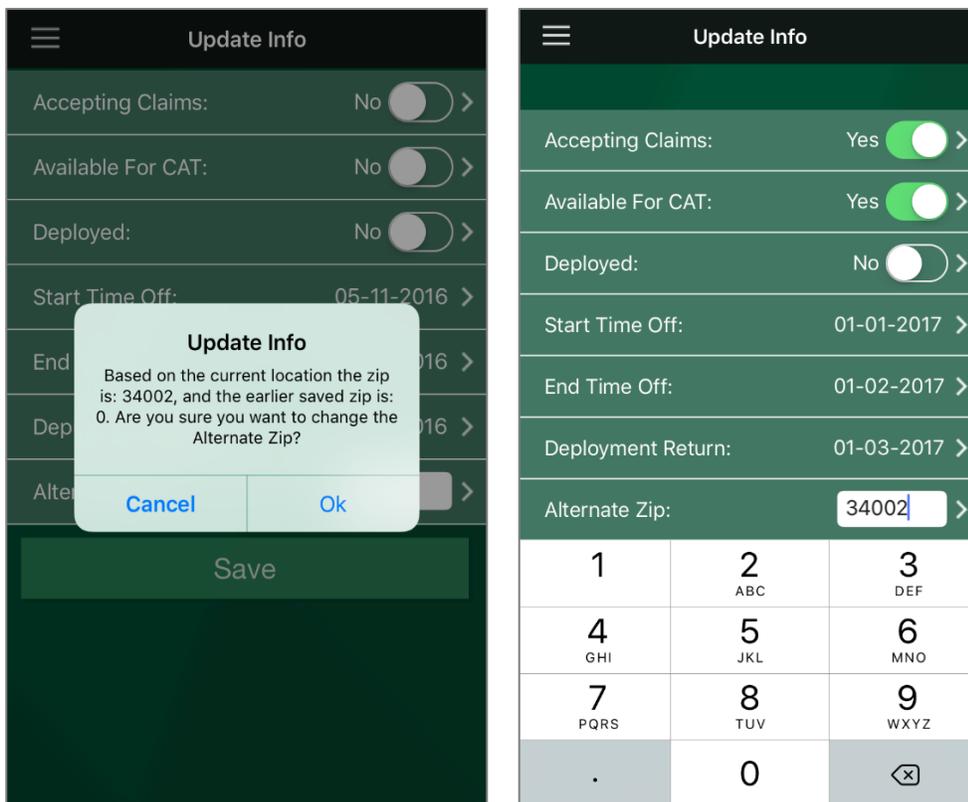
Forgotten Password

Simply follow the commands from the login screen to reset your password. If you have any issue resetting, call the number shown.

The reset password will become your new CMS password
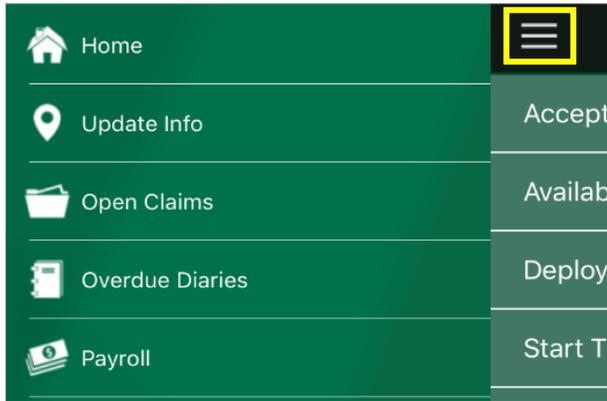
Tab 1 - Update Info:

The app will ask if you would like to use your current location. If you click "OK", this will change your zip code from the home zip code we have in our system to "Alternative" zip code. This allows Dispatch to know where you currently are and you will show up on their map when searching for adjusters within a defined radius of zip code. If you choose "Cancel" and then "Don't Allow", or have location services turned off, it will leave your home zip code as the default. You can also manually enter your current zip code.

- Accepting Claims: Y/N
- Available for CAT deployment: Y/N
- Deployed (with ICA or other Firm): Y/N
- If you are taking time off for any reason (Vacation, Sick, etc), you can enter in your "Time Off Start Date" and "Time Off Return" date. *This will take you out of rotation for claims on the start date and automatically put you back into the rotation on the return date.*

You must save after any changes made on this page.

Tip:
On every page, *except for the Home Menu*, there an icon in the top left-hand corner. Represented by three horizontal lines, this leads to a side menu with the same options from the Home Menu, as well as a button to return there.

Tabs 2 & 3 – Open Claims & Diaries:

By opening to the "Open Claim" tab, this will show a complete listing of all the claims marked as "OPEN" in your name.

- You can search open claims by the Received Start & End dates.

The "Diaries" tab, is a complete listing of your overdue diaries.

Tab 4 - Payroll:

By Clicking on this tab it will bring up the Totals for the pay period, including the most recent payroll closed. Although payroll is two weeks in arrears, you will be able to see what the next check will be once payroll has closed for the most recent pay period.

- You can Search specific date ranges as well.
- To see the detail claim information for the pay period, simply click on the white banner for the pay period you wish to view.
- The Second Screen view will appear which will provide each claim which was invoiced during the pay period.
- At the top of the screen, you can choose to have a PDF version of the detailed information sent to the email we have on record. This is similar to what you currently receive with your pay checks.

That sums up everything you need to know for ICA Mobile Claims! Thank you for all your hard work and dedication to quality! We aim to make this tool essential to every adjuster on our roster. Be on the lookout for future updates, improvements, and features!