



Mitigation Suite Web Management Quick Start Guide

Preface

TECHNOLOGY THAT MAKES IICRC S500 DOCUMENTATION EASY

MICA Mitigation Suite is an application that lets you capture mitigation related job data on-site and wirelessly deliver it to a central repository. MICA Mitigation Suite produces moisture mapping documentation of a water damage claim based on the industry standard IICRC S-500.

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For further information or to reach a representative visit <http://www.micaexchange.com>

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Logging In

You can use IE7+ or Firefox browsers for MICA web portal.

1. Go to <http://www.micaexchange.com/micaweb>.
2. Log in using your user ID and password.
3. Once you log in, the **Home** page appears.

Home Page

1. The picture below shows the **Home** screen:

Loss#	Franchise	Date	User	Owner
129865611517822266	FRAN1	07/12/2012 07:25 AM	DemoFranchise Admin	gg1
129519586379074855	FRAN1	07/11/2012 11:48 AM	DemoFranchise Admin	Quick start Guide Sample Loss

2. When a loss is uploaded, you should find it under **Recent Mitigations** (1).
3. Click on the loss link to open **Loss Explorer** (2).

Loss Search

1. Click on the **Loss Search** menu.



2. Enter search criteria, i.e. loss number, claim number, owner name, phone number, zip etc.
3. Click on the **Search** button.
4. There are different search options to search by.

Home > Search Loss

Search Loss(es) [Sysc Xactimate Data](#)

Location: Select options Claim No.: ClaimType: Select options Category: Select options

Loss#: Insurance Company: Assignment Type: Select options Class: Select options

From Date: Owner Name: Assigned To: Select options Records per page: 10

To Date: Phone No.: Status: Select options

Loss Explorer

Opening Loss Explorer

1. Click on a loss link and you will open the loss explorer.
2. The **Summary** (1) tab gives a quick overview of the loss

Loss# 1 701189375000 [1234567] ,FRAN1 ,Sample Owner

Summary Contacts Mitigation Jobs/WOs Assets Timesheet Dynamic Forms Notes Data Entry WorkAuthorization Edit Loss

General Info [Edit Loss](#)

Franchise : FRAN1
Home Owner : Sample Owner
Claim Number : 1234567
Policy Number :
Claim Type :
Assignment Type :

[View Contacts](#)

Loss Status

Current Status : MITIGATION
User : DemoFranchise Admin
Timestamp : 07/27/2011 10:38 AM
Note : ---
[View Status Log](#) | [Change Status](#)

Financial Details [Edit](#)

Estimated Amount : \$0.00
Invoiced Amount : \$0.00
Payment Amount : \$0.00

Mitigation Summary [SLA Analysis](#) [Rule\(s\)](#)

	Daily Readings	Dehu Usage	AM Usage	Equipment Moved	Dry-out Confirmed	Category/Class
Overall Job	✓	DrizAir 2400 : 1,Evolution : 1,Phoenix R-175 : 1	27	✗	✗	Category 1 [Class 2,4]

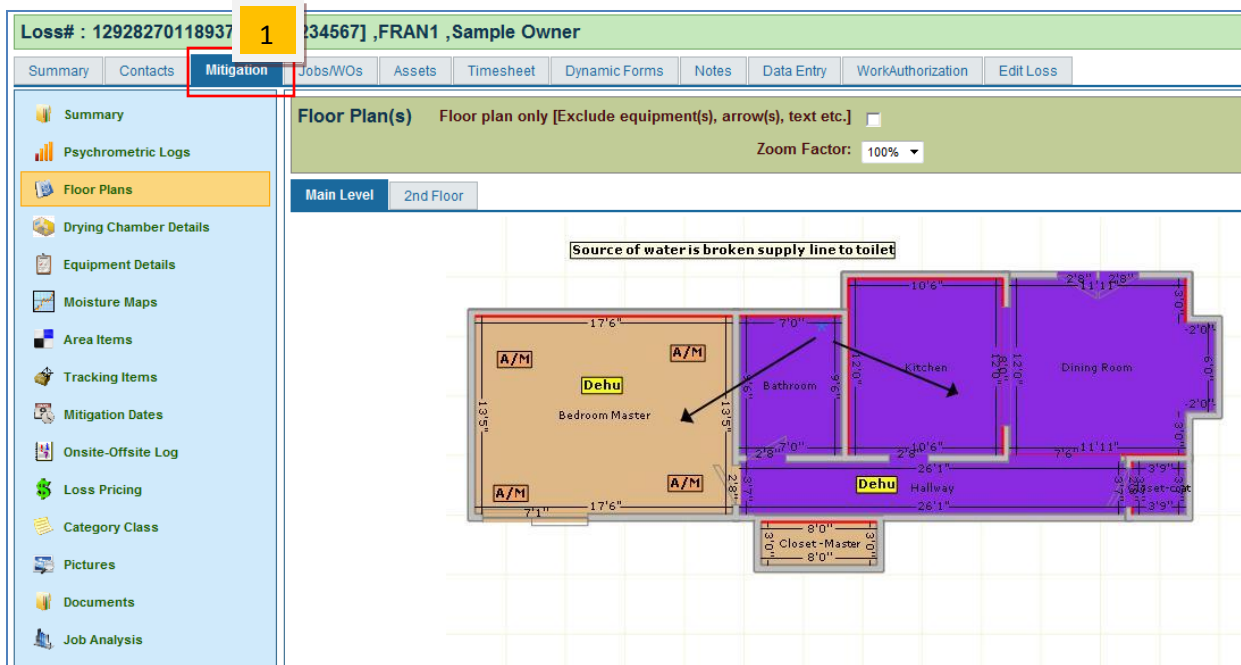
Drying Chamber	Psychrometric Reading	Dehu Usage	Exception
DC3	✓	DrizAir 2400 : 1	---
Drying Chamber1	✓	Phoenix R-175 : 1	---
Drying Chamber2	✓	Evolution : 1	Affected area GD under 5. Affected area temp not within the range

Room	Room (Ln Ft)	Room (Sq Ft)	Room (Cb Ft)	Moisture Reading	AM Usage	MC Reducing	MC Goal Attained
Bathroom [Main Level]	33'0"	66'6"	532'0"	✓	4	✓	Carpet 22%, Hardwood Flooring 33%
Bedroom Master [Main Level]	61'10"	234'9"	1878'4"	✓	3	✓	Framing 67%, Hardwood Flooring 20%
Closet -Master [Main Level]	22'0"	24'0"	192'0"	✓	2	✓	Ceramics 22%, Dry Wall 60%

3. **Mitigation Summary** (2) is a quick review snapshot for mitigation related information.
4. Any alert will be displayed in **red** (3).
5. You can also click on the exception link and see the actual exception and notes provided by tech.

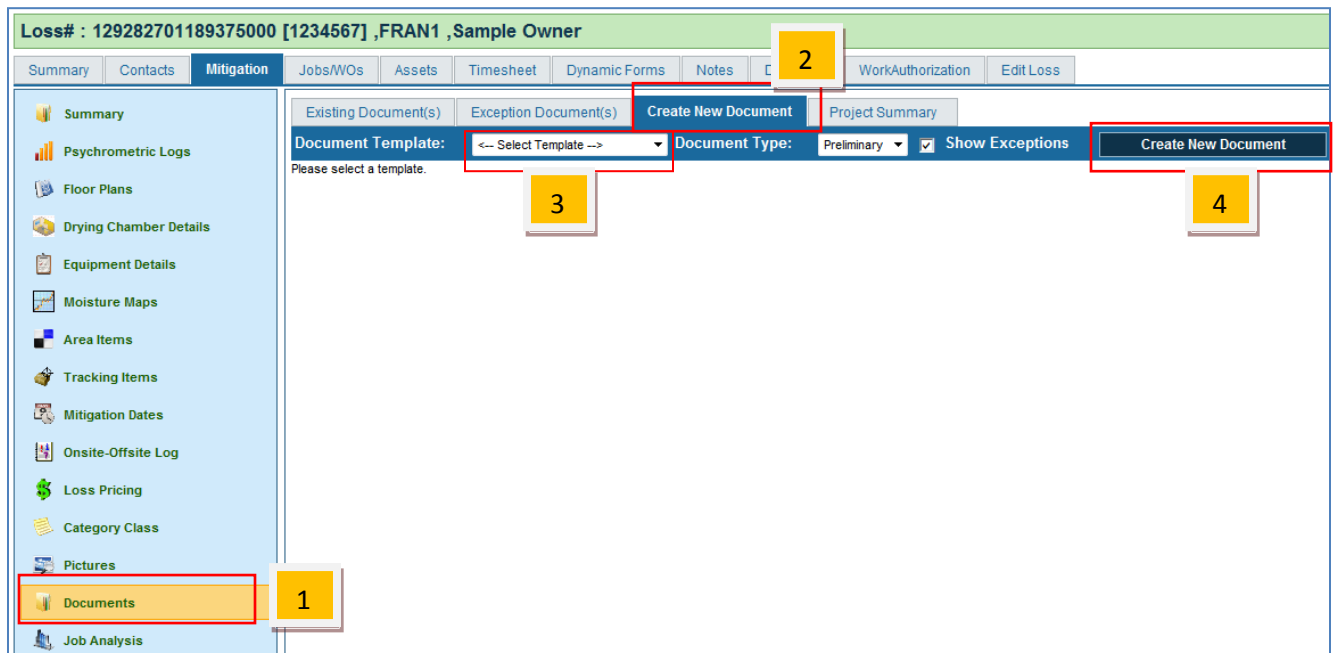
Mitigation Tab

1. Click on the **Mitigation** (1) tab on the loss explorer.
2. The screen below appears.
3. From the left side menu, you can explore mitigation data.
4. The picture below shows the floor plan picture.



Creating Mitigation Report

1. Click on the **Documents** (1) link on the left side.
2. Select **Create New Document** (2) tab.
3. Select a template from the **Document Template** (3) dropdown.



4. Click on **Create New Document** (4) button on right.
5. This will create a PDF file and the link will be provided under **Existing Document(s)** (1) tab as shown in the picture below.

Existing Document(s) 1		tion Document(s)	Create New Document	Project Summary
Mitigation Documents				
Document	Sample Owner Prelim Docs #1234567.pdf 2	Created By	DemoFranchise Admin On 05/05/2011 09:44 AM	
Template used	Preliminary Document Template [SYSTEM]	Email Document 3		
Document	Sample Owner Prelim Docs #1234567.pdf	Created By	DemoFranchise Admin On 04/29/2011 04:25 AM	
Template used	24 Hour Monitoring Report [FRAN1]	Email Document		
Document	Sample Owner Prelim Docs #1234567.pdf	Created By	DemoFranchise Admin On 04/29/2011 04:23 AM	
Template used	24 Hour Monitoring Report [FRAN1]	Email Document		

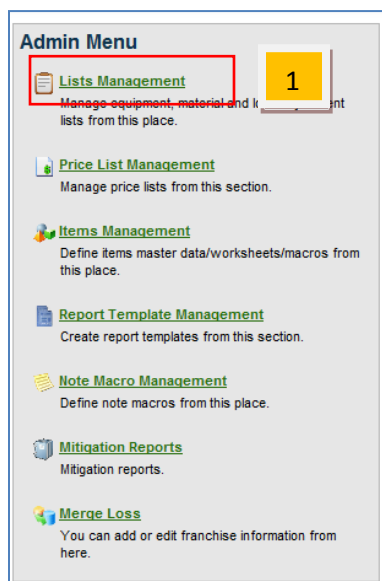
6. You can click on the PDF link (2) and download the PDF.
7. You can email a saved copy or use the **Email Document** (3) link to email from MICA web.

Miscellaneous Items

Equipment Setup

You can set up different equipment types on MICA web. You will be able to use this equipment type in your mitigation job created on a device. For a more robust solution that integrates with inventory, keeps track of equipment, you need to use **MICA Asset Management**.

1. From the **Home** page, go to **Mitigation Management**.

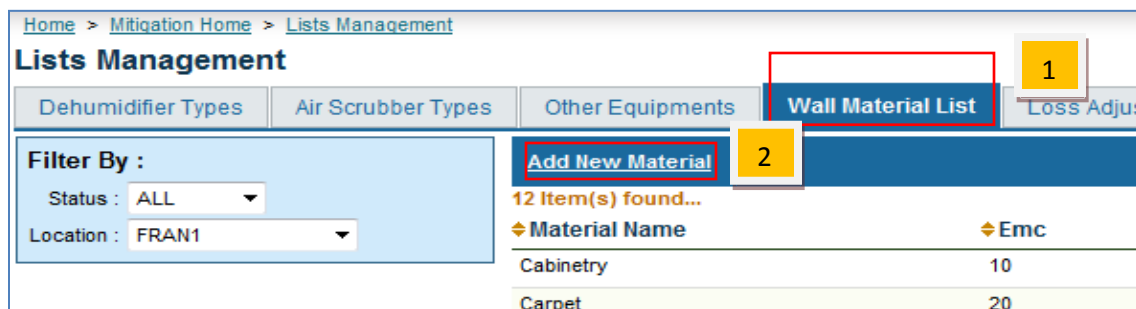


2. From the **Admin Menu** on the right select **List Management** (1).
3. You will find different tabs.
4. You can add dehumidifier from the **Dehumidifier Types** tab.
5. You can add air scrubbers from the **Air Scrubber Types** tab.
6. You can add any other type of equipment from the **Other Equipment** tab.
7. Click on **Add New** link to add new type of equipment.



Wall/Floor Material setup

1. MICA comes with a predefined set of wall and floor materials.
2. In case, MICA system doesn't have the material you are looking for, go to **Wall Material List** (1) as shown below



3. Click on **Add New Material** (2) link to add new type of material.

Merging a Loss to Another

Admin Menu

- Lists Management**
Manage equipment, material and loss adjustment lists from this place.
- Price List Management**
Manage price lists from this section.
- Items Management**
Define items master data/worksheets/macros from this place.
- Report Template Management**
Create report templates from this section.
- Note Macro Management**
Define note macros from this place.
- Mitigation Reports**
Mitigation reports.
- Merge Loss**
You can add or edit franchises here.

A lot of times, you will need to merge a temporary loss to another loss that might have come through an assignment system at a later time.

1. From the **Home** page, go to **Mitigation Management**.
2. From the **Admin Menu** on the right, click on **Merge Loss** (1).
3. Search for the temporary losses that you want to merge by using the **Filter By** (2) search criteria.
4. The found losses will be displayed on right. These are the temporary losses that you want to merge to assigned losses.
5. Click on the **Merge** (3) link.
6. Use the search function in the popup to find the loss you want to merge to (4).
7. From the search result the loss you want to merge to and click on the **Merge** (5) link.

Home > Mitigation Home > Merge Loss

Merge Loss

Filter By

Franchise: FRAN1
 Loss:
 Claim No.:
 Status: <--Select-->
 Owner Name:
 Insurance Company:
 Date From: Clear
 Date To: Clear
 Search

702 loss(es) found

Loss#	Franchise	Claim No.	Loss Status	Loss Date	Owner Name	
3508	FRAN1	---	ESTIMATED	02/24/12 09:48 AM	Jeffrey Longacre	Merge
129191877897968750	FRAN1	12345	MITIGATION	05/24/10 09:52 AM	ABC Testing	Merge
129237631914375000	FRAN1	---	MITIGATION	07/16/10 10:21 AM	test loss	Merge
129213426563414040	FRAN1	xxx00123	MITIGATION	08/04/10 09:34 PM	Brown	Merge
129216872672500742	FRAN1	---	MITIGATION	08/04/10 09:37 PM	test perry goldman	Merge
129234182525781250	FRAN1	1111	MITIGATION	10/22/10 07:50 AM	James Ryle	Merge
129234278791875000	FRAN1	23456	MITIGATION	10/24/10 03:59 PM	John Barker	Merge
129257818986999474	FRAN1	11111	MITIGATION	10/26/10 06:22 PM	John Roberts	Merge
129192078725781250	FRAN1	12345	MITIGATION	11/02/10 12:53 PM	Joe Smith	Merge
129254158957640073	FRAN1	---	MITIGATION	10/24/11 05:17 AM	Class Perry Goldman	Merge

Merge Loss [Loss# 3508]

Loss: Franchise: FRAN1 Status: <--Select--> Owner Name: hom Search

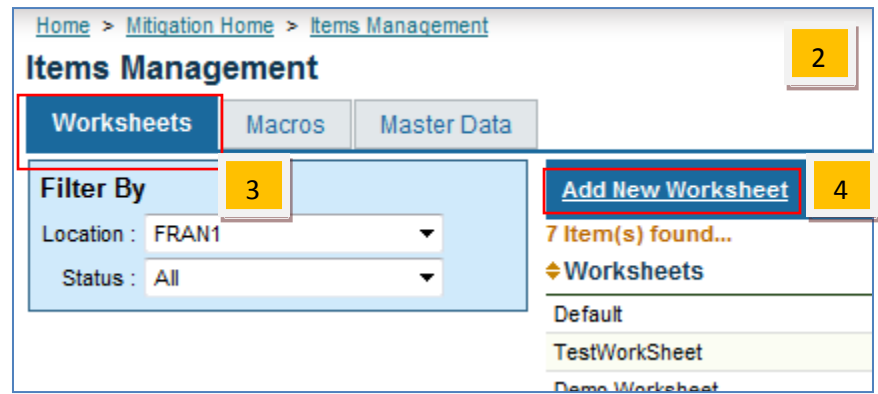
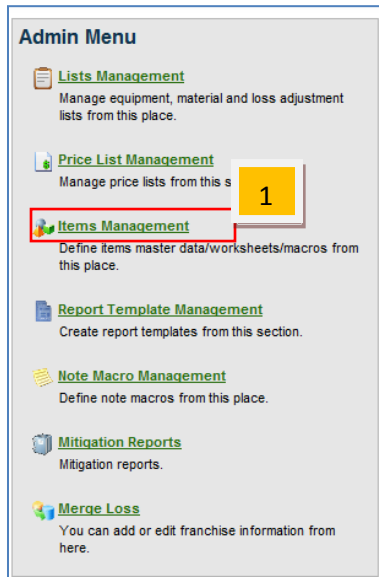
4 loss(es) found

Franchise	Loss#	Claim No.	Loss Status	Owner	Loss Date	Loss Cause	
FRAN1	1310377347996	---	OPEN	andrew thomas	07/11/11 06:15 AM	Water	Merge
FRAN1	129765925351338627	Demo abc123-01	MITIGATION	Joe Homeowner	03/20/12 10:11 AM	Water	Merge
FRAN1	129404743028583196	2346378898	MITIGATION	home owner	04/27/12 04:50 AM	Flood	Merge
FRAN1	129326246232031250	LM123456	MITIGATION	Sample HomeOwner	04/27/12 06:22 AM	Water	Merge

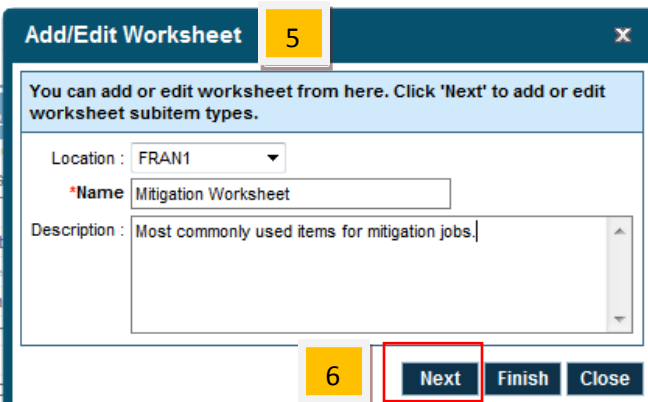
Creating Scope Worksheet

You can create scope worksheet to easily access most often used items instead of searching through a large amount of records.

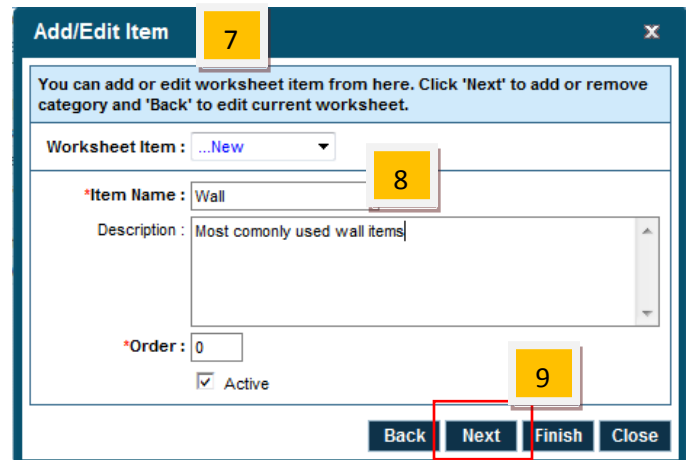
1. From the **Home** page, go to **Mitigation Management**.
2. From the **Admin Menu** on the right, click on **Items Management** (1).
3. The screen below appears (2).
4. Select the **Worksheets** tab (3).
5. Click on the Add New Worksheet (4).



6. The screen below appears (5).



7. Give a name for the worksheet
8. Give optional description for the worksheet.
9. Click **Next** (6).



10. The screen on the right (7) appears where you can create a group of items within a worksheet.
11. The name of the group is named *Wall* (8) in this example.
12. You can also set the display order of the group.
13. Click **Next** (9).
14. The screen below appears (10).
15. To add item(s) in our sample *Water Mitigation* worksheet and under *Wall* category, select a category from the **Select Category** (11) dropdown.
16. Then select items from the right window (12).
17. Click on **Add Items** (13)
18. The left window (14) displays the added items.
19. To remove added items, select items from the left window and then click on **Remove Item(s)** (15).

20. Click on **Close** (16) button once you are done.

Add/Remove Category 10

Worksheet Item : Wall

Select Category : [Code - MTG] Water mitigation category 11

<input type="checkbox"/>	Category	Item	Description	14
<input type="checkbox"/>	MTG	CARPLFT	CARPET Lifted[SQFT]	
<input type="checkbox"/>	MTG	CARREM	CARPET Removed [SQFT]	

15 **Remove Item(s)** 13 **Add Item(s)**

Back **Close** 16

2 items(s) added.

<input type="checkbox"/>	Category	Item	Description	12
<input type="checkbox"/>	MTG	ANTI-MICR	Apply ANTI-MICR [SQFT]	
<input type="checkbox"/>	MTG	CRPT-CLN	CARPET Cleaned [SQFT]	
<input type="checkbox"/>	MTG	CRPT-REINST	CARPET Reinstall [SQFT]	
<input type="checkbox"/>	MTG	DRYWALL-RMV	DRYWALL Removed [SQFT]	
<input type="checkbox"/>	MTG	FURN-BLK	FURN BLOCK[LMH]	
<input type="checkbox"/>	MTG	FURN-MAN	FURN MANIP[MINUTES]	
<input type="checkbox"/>	MTG	INSUL-RMV	INSULATION Removed [SQFT]	
<input type="checkbox"/>	MTG	PADREM	PAD Removed [SQFT]	
<input type="checkbox"/>	MTG	PAD-RPL	PAD REPLACE [SQFT]	
<input type="checkbox"/>	MTG	QTR RD	Base QTR RD	
<input type="checkbox"/>	MTG	WAND	Extract WAND	

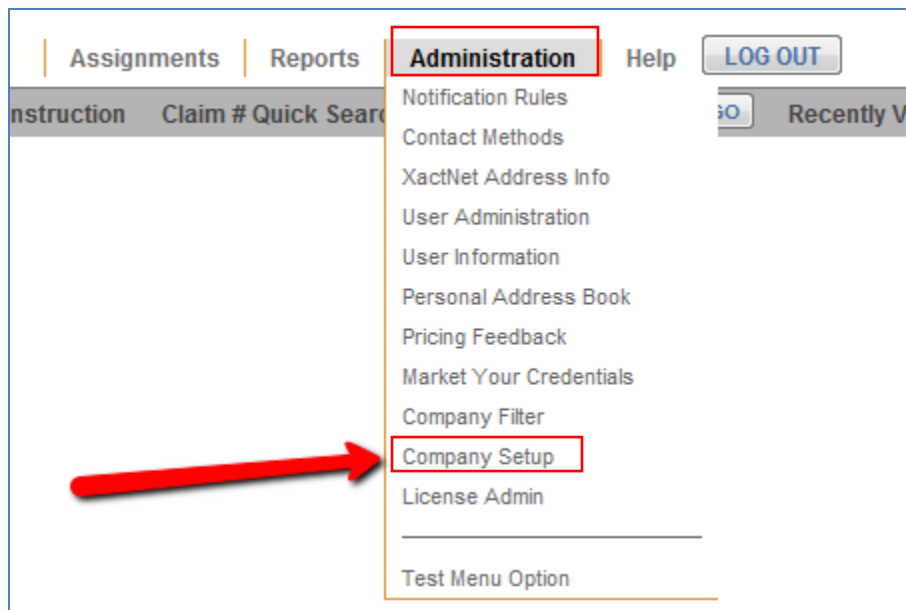
21. You have created your custom worksheet to collect scope data on the device.

XactAnalysis Integration

Setting up MICA in XactAnalysis

You can set up XactAnalysis for sending FNOL to MICA.

1. Select **Company Setup** from the **Administration** tab.



2. Then select the checkbox and click **Save**

