# MICA

**Mitigation Industry Control Application**

# Mitigation Suite
# Web Management
# Quick Start Guide

# Preface

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:



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.

# 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



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.
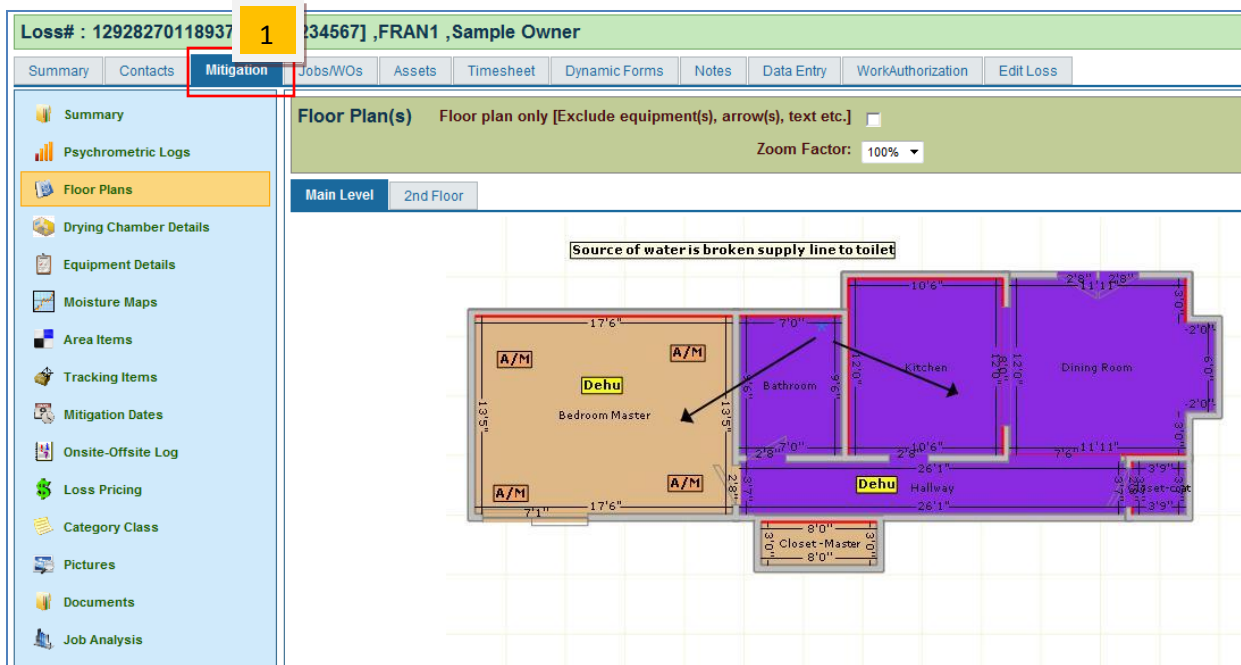
# Creating Mitigation Report

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.
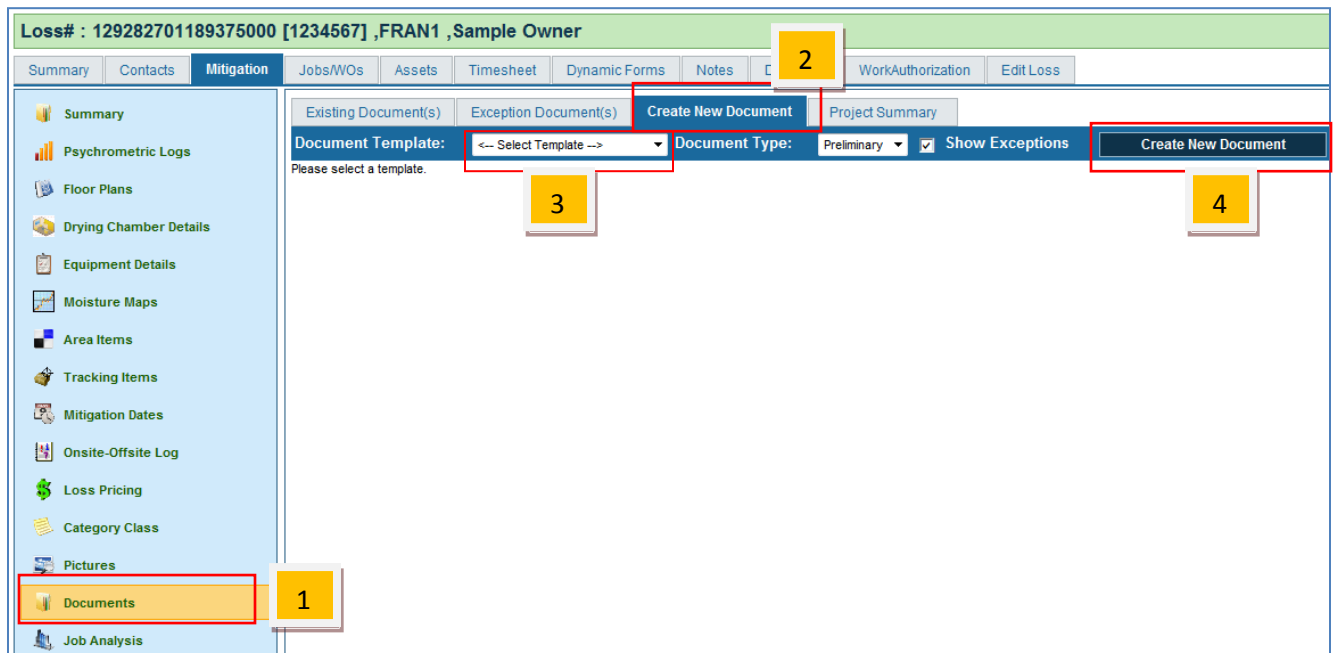


4. Click on **Create New Document** (4) button on right.
5. This will create a PDF file and the link will be provided under **Existing Document(s)** (1) tab as shown in the picture below.

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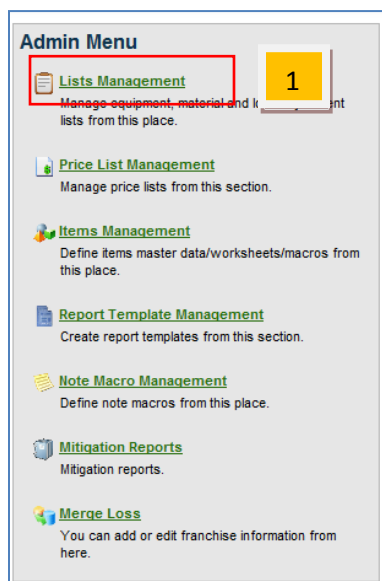
2. From the **Admin Menu** on the right select **List Management** (1).
3. You will find different tabs.
4. You can add dehumidifier from the **Dehumidifier Types** tab.
5. You can add air scrubbers from the **Air Scrubber Types** tab.
6. You can add any other type of equipment from the **Other Equipment**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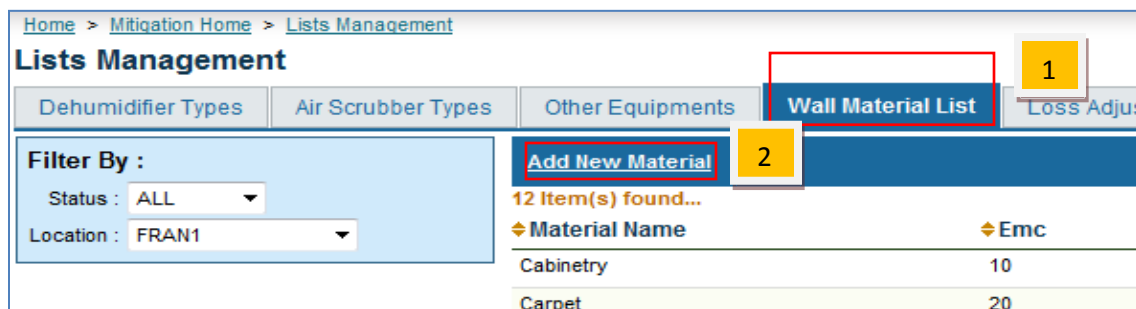
3. Click on **Add New Material** (2) link to add new type of material.

# 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 franchise ~~~ from here.


**1**

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 |

**2**

702 loss(es) found    << <    Page 1 ▼ Of 71    > >>    Records per page : 10 ▼

**3**

| ⬍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 ]**    ✕

**4**

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

4 loss(es) found    << <    Page 1 ▼ Of 1    > >>    Records per page : 10 ▼

**5**

| 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 | 1297659253513388627 | 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 | 1293262462232031250 | 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.
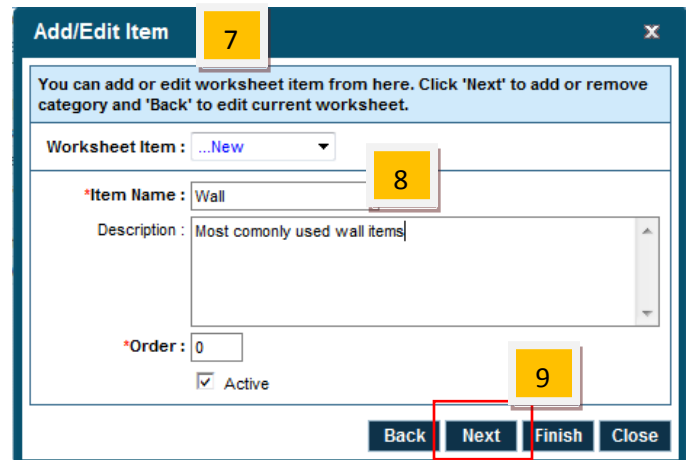
1. From the **Home** page, go to **Mitigation Management.**
2. From the **Admin Menu** on the right, click on **Items Management** (1).

3. The screen below appears (2).
4. Select the **Worksheets** tab (3).
5. Click on the Add New Worksheet (4).
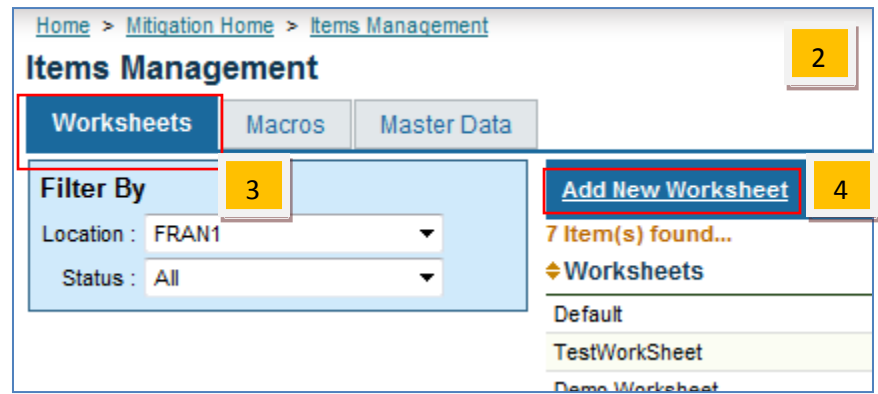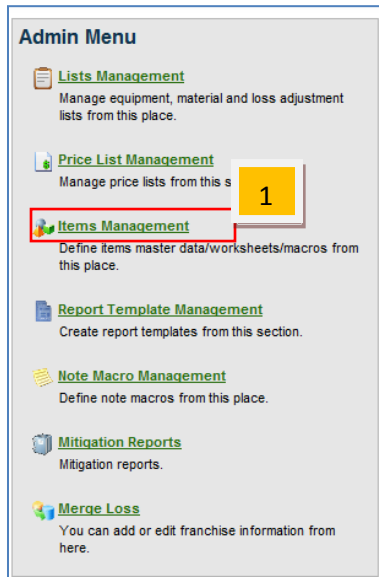
6. The screen below appears (5).
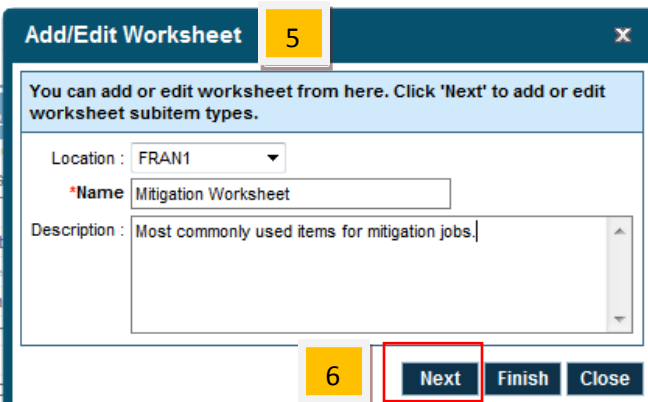
7. Give a name for the worksheet
8. Give optional description for the worksheet.
9. Click **Next** (6).

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).

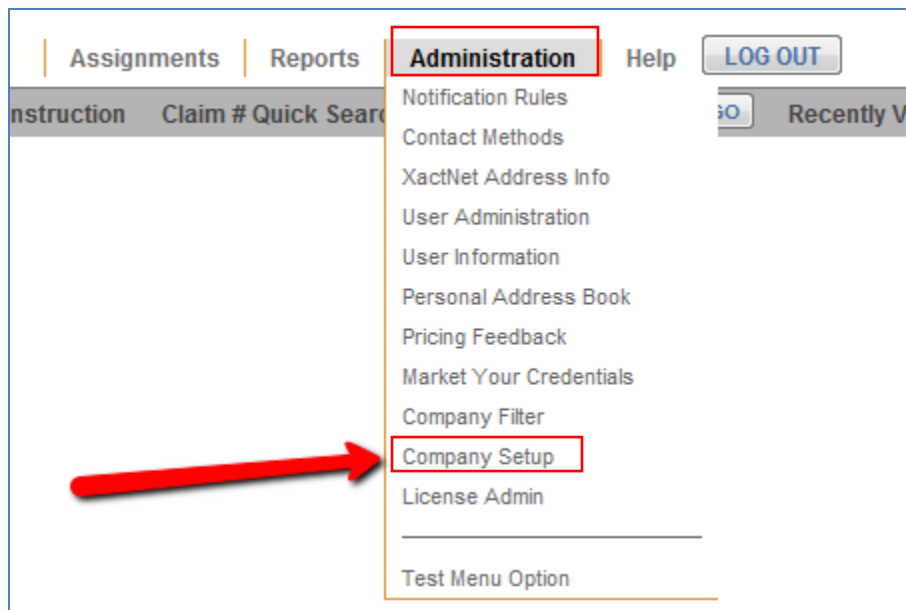20. Click on **Close** (16) button once you are done.



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**