

# Global Claims Centre Quick Start Guide

## Introduction

Global Claims Centre is the next stage in the evolution of our claims solutions portfolio. It builds upon the success of AudaEnterprise and AudaEnterpriseGold and offers a wide range of new services to improve bodyshop performance.

Global Claims Centre includes:

- A single sign-on to all your Audatex services
- AudaEnterpriseGold – now incorporating enhanced model selection
- AudaDashboard - a new management information tool which provides visibility of the key performance indicators that drive your business
- AudaStatement - a new at-a-glance summary of your claims, image and mail transactions within Audatex
- AudaExpress – access to real-time claims status information
- Easy links to the Audatex website, support and news
- FAQs
- Training information and course booking

This Quick Start Guide enables you to log in to Global Claims Centre and access the services, information and tools that it provides.

## Global Claims Centre Login

To log in to Global Claims Centre



1. Double-click the icon  on your desktop.  
Global Claims Centre Login screen is displayed.



Global Claims Centre Login

**Audatex**  
a Solera company

Global Claims Centre

Company Code

User Name  [Remind Me](#)

Password  [Reset Password](#)

Remember Me

2. Enter your existing AudaEnterpriseGold **Company Code**, **Username** and **Password**.

These are case-sensitive. After these have been entered for the first time, if **Remember Me** is ticked, on subsequent logins the last used Company Code and User Name are automatically displayed.

**NOTE:** Your Company Code and User Name may already be entered. If you do not have an existing AudaEnterpriseGold login, you should contact the Audatex Service Desk.

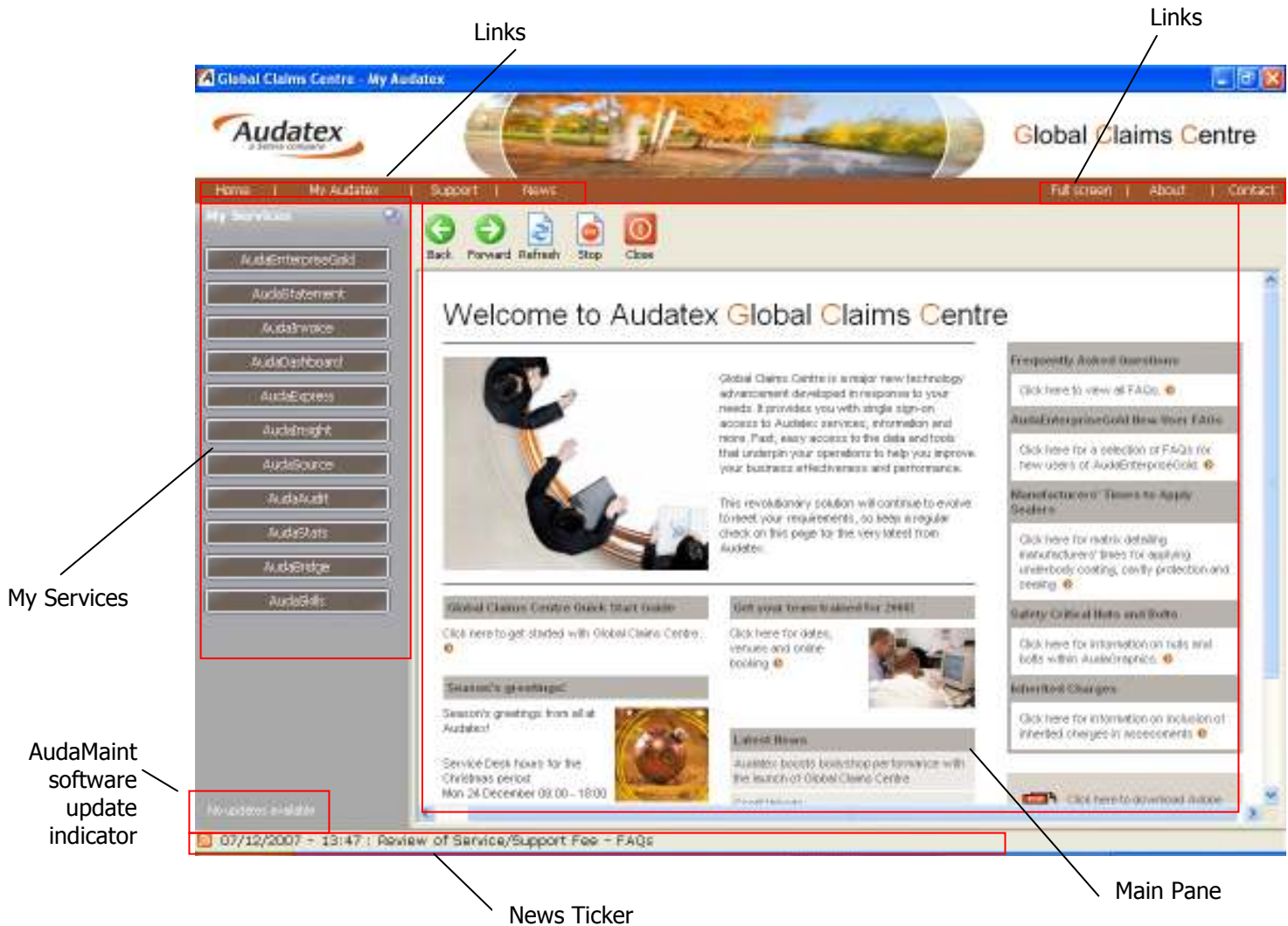
3. Click **Login Online**.

If there is an incorrect login, you can click **Reset Password** to have a new password emailed to you (provided there is an email address associated with your User Name). Otherwise, contact your company administrator or the Audatex Service Desk for assistance.

If you cannot remember your Company Code and/or User Name, you can click **Remind Me**. A message is displayed enabling you to enter an email address to which your Company Code and User Name will be sent.

## Global Claims Centre

When you log in to Global Claims Centre, you are automatically taken to 'My Audatex' page as shown in the picture below.



Global Claims Centre consists of the Main Pane, My Services, a software update indicator, Links, and a News Ticker.

### Main Pane

The Main Pane displays the content you have selected, for example, Global Claims Centre 'My Audatex' page, the Audatex website or the service you wish to use (e.g. AudaEnterpriseGold). The buttons (Back, Forward, Refresh, Stop, Close) shown in the picture above are only available when a web service (e.g. the Audatex website) is displayed.

## My Services


All the Audatex services are accessed via 'My Services' navigation on the left-hand side of the screen. Your log in to Global Claims Centre enables you to log in once and have access to all the services for which you have licences / permission. If you have a licence for a service, the wording on the button is white and when you hover over the button the wording changes to yellow. If you do not have a licence for a service, the button wording is grey.

When you select a service, it opens in the Main Pane of Global Claims Centre and the wording of the button changes to orange to show that the service is running.

It is possible to have more than one service open at a time within Global Claims Centre. Simply click on the button within My Services to switch between services. For example, this allows you to work on a claim in AudaEnterpriseGold, switch to view another previously created claim in AudaExpress, and then switch back to your claim in AudaEnterpriseGold.

If you do not have access to a particular service, when you click on the service button, you are taken to a page providing information about the service.

When you hover over a button within 'My Services' a yellow panel appears beneath the buttons; the panel contains some brief information about the service.

To hide 'My Services', click on the pin  at the top right of the panel. To restore 'My Services', move the mouse pointer to the left edge of the screen and leave it there for a few seconds.

## Software Update Indicator

At the bottom left of Global Claims Centre, within 'My Services', is an indicator of AudaMaint software updates. Global Claims Centre will periodically check for updates and if any are available they will be downloaded automatically. You can continue to work whilst the software download is in progress. When you subsequently restart Global Claims Centre, you will have the option to install the downloaded updates.

## Links

At the top of Global Claims Centre, beneath the Audatex banner, on the left-hand side are links to Home (the Audatex website), My Audatex, Support and News. The right-hand side has links to Full screen (restore), About (Audatex) and Contact (the main Audatex contacts).

When you click on Full screen, 'My Services' on the left-hand side is hidden along with the Audatex banner and the Full screen link is renamed Restore. To re-display 'My Services' and the banner, click Restore.

## News Ticker

A News Ticker is available at the bottom of Global Claims Centre. This is used to provide you with the latest information from Audatex. In the majority of cases, you can click on the items shown to access additional information.