



December 7, 2018

NOTICE TO ALL REPAIRCENTER USERS

Re: Mitchell Connect Rollout Update

Manitoba Public Insurance and Mitchell International began rolling out the Mitchell Connect platform to accredited repair shops in June 2018. The rollout took place over 12 waves and is now complete. The final wave of shops transitioned on December 4.

Mitchell Connect is a more efficient and user-friendly platform that allows repair shops to check the status of their assignments using a wireless device, as well as receive notifications of changes to assignments when they occur.

The move to Mitchell Connect has been successful and feedback has been positive. A minor issue was identified regarding the upload of multiple photos at once, but Mitchell has since corrected this issue.

All accredited repair shops have been provided with training and support from Mitchell and MPI to assist with the transition. If you have any questions about Mitchell Connect, or need further assistance at this time, please contact the Estimating department using the [Repair Shop Support Line](#) (select option 4 for Estimating, then option 3 for Estimating System Support).

Changes to the Repair Shop Support Line

The support line options have recently changed. Please review the [Repair Shop Support Job Aid](#) for information on the Manitoba Public Insurance support options available to you.