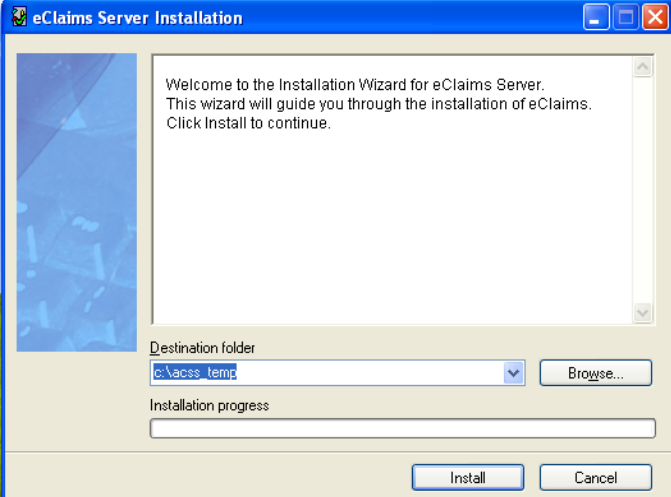
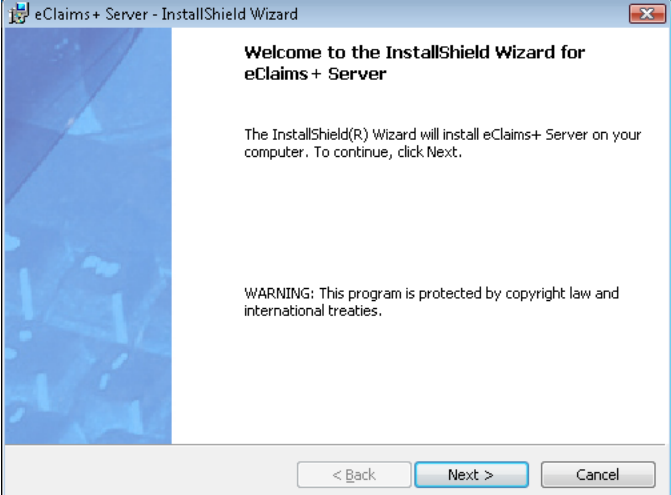


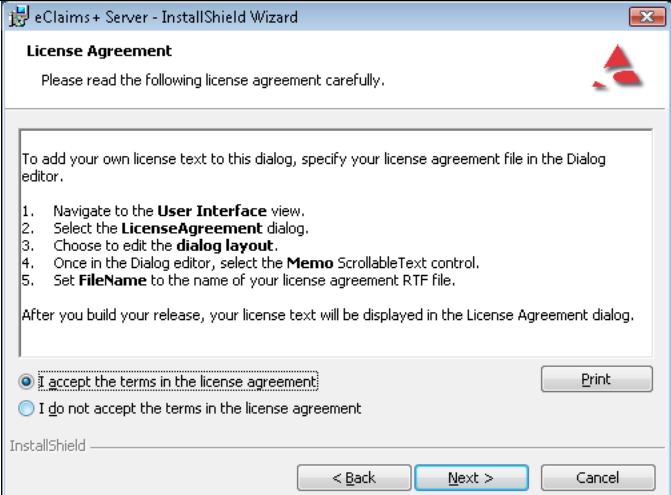
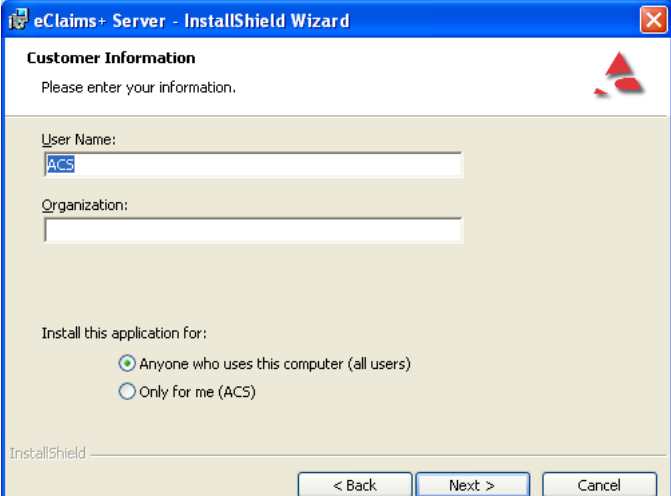
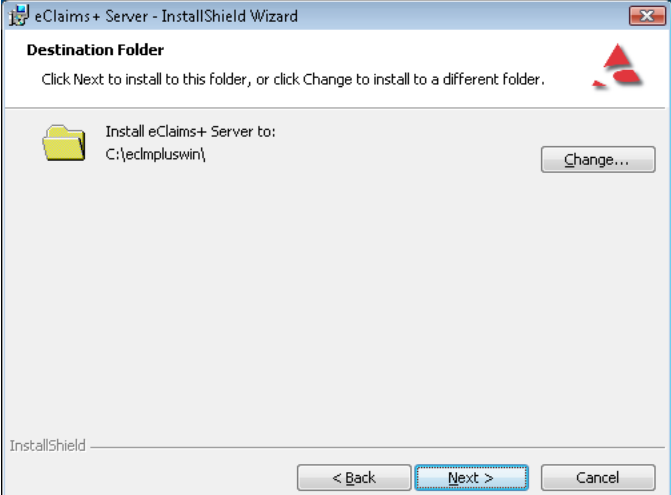
## 1. PREPARATION REQUIREMENTS

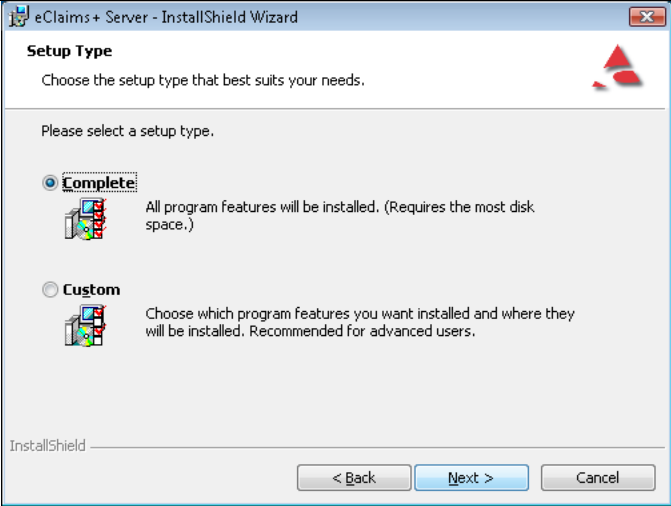
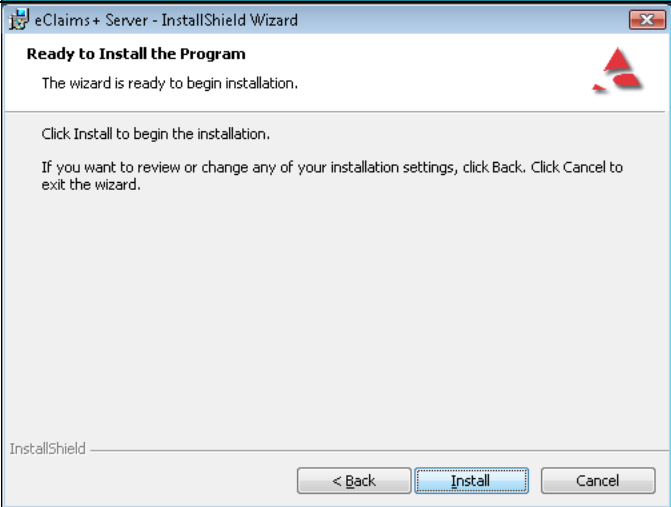
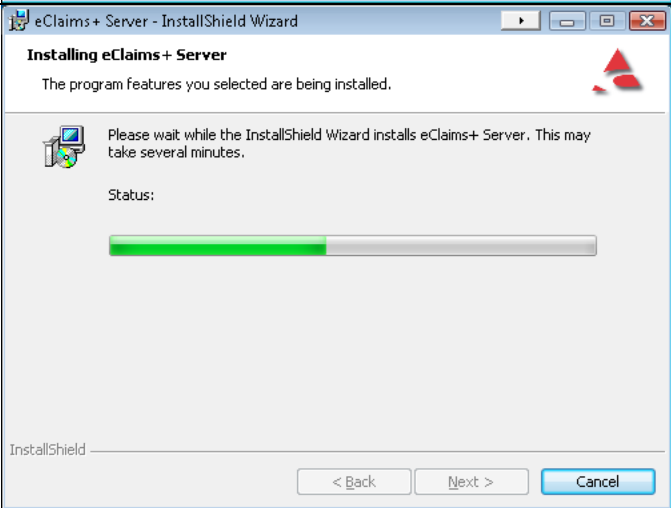
Before attempting the upgrade please ensure that you have the following:

- Ensure you are on the computer that will act as the eClaims Server.
- Ensure you are logged into the computer with Administrator permissions.

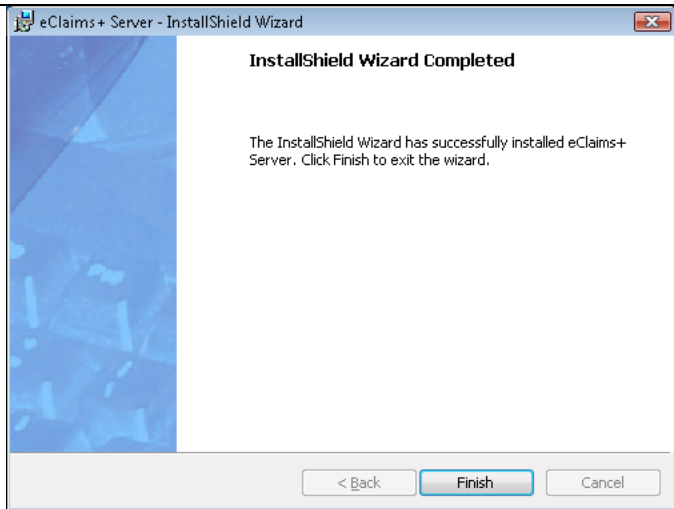
## 2. ECLAIMS SERVER INSTALLATION

|   |  |
|---|--|
| <p>Insert the installation CD provided into the computer</p>  |  |
| <p>Click 'INSTALL'</p> <p>Note: Ensure the Destination folder is set to the local drive, e.g. 'C:\'</p> |   |
| <p>Click on 'NEXT'</p>  |  |

|  |  |
|--|--|
| <p>Select 'I accept the terms in the license agreement'.</p> <p>Click on 'NEXT'</p>  |    |
| <p>Click on 'NEXT'</p> <p><b>NOTE:</b><br/>If 'Anyone who uses this computer (all users)' is greyed out or not there at all, 'CANCEL' the installation and ensure you are logged in as a user with administrator privileges.</p> |   |
| <p>Make sure the path is set to "C:\ECLMPLUSWIN"</p> <p>Note: To change the path, click on 'CHANGE' enter the path and click 'OK'</p> <p>Click on 'NEXT'</p>   |  |

|   |  |
|---|--|
| <p>Click on 'NEXT'</p>                      |    |
| <p>Click on 'INSTALL'</p>                   |   |
| <p>eClaims Server will now be installed</p> |  |

Click on 'FINISH'

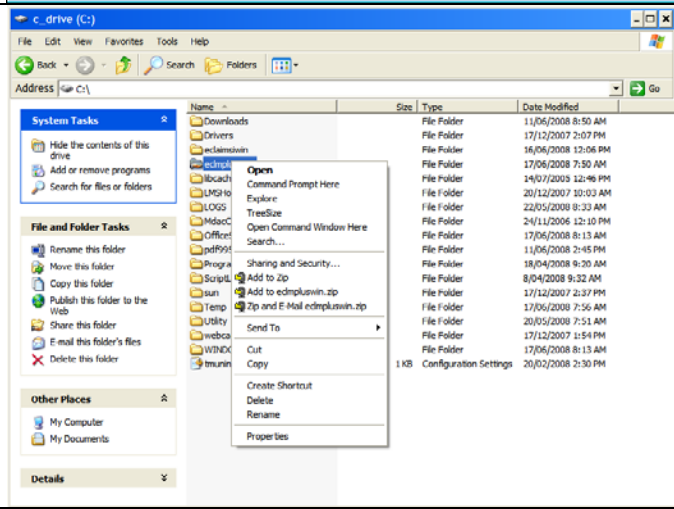


**NOTE :**  
Only perform this step if installing eClaims on more than one computer.

Open 'MY COMPUTER'

Open the 'C:' Drive

Right click on the folder 'ECLMPLUSWIN' and select 'SHARING AND SECURITY'

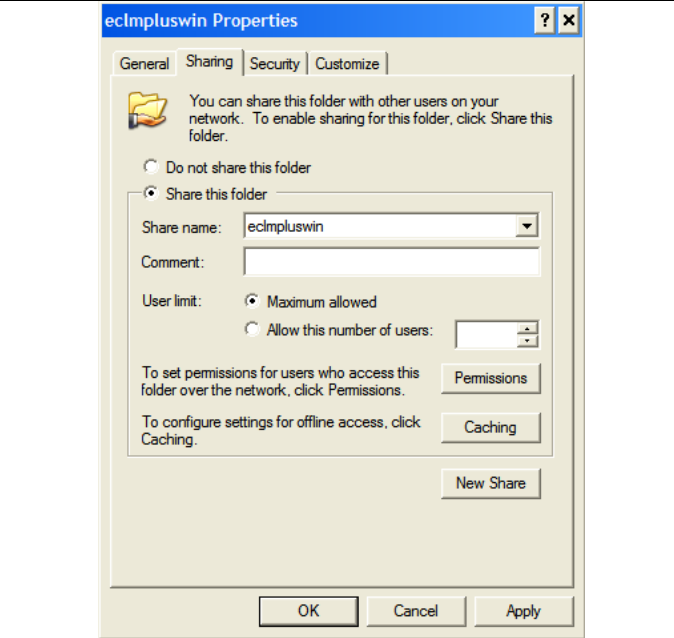


**NOTE :**  
Only perform this step if installing eClaims on more than one computer.

Go to the 'SHARING' tab

Select the 'SHARE THIS FOLDER' option

Click on 'PERMISSIONS'



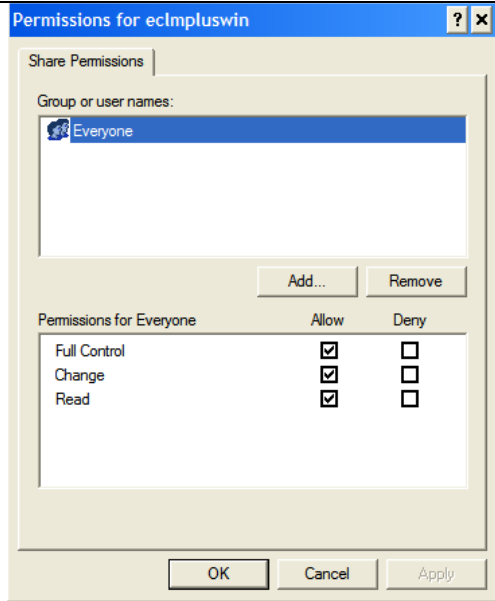
**NOTE :**  
 Only perform this step if installing eClaims on more than one computer.

---

Click on 'EVERYONE'

Tick the 'FULL CONTROL' option in the Allow column.

Click on 'OK'

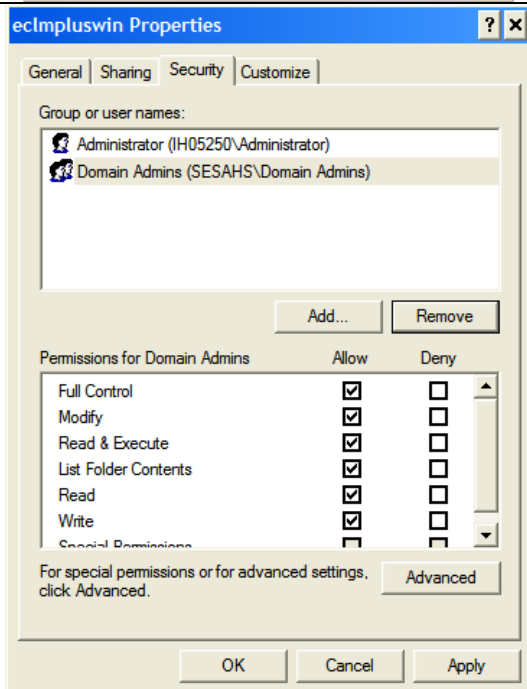


**NOTE :**  
 Only perform this step if installing eClaims on more than one computer.

---

Click on the 'SECURITY' tab

Click on 'ADD'



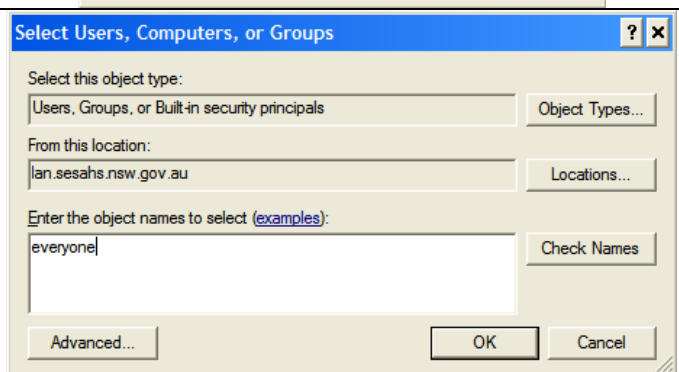
**NOTE :**  
 Only perform this step if installing eClaims on more than one computer.

---

Type 'EVERYONE' in the 'Enter the object names to select' field.

Click 'Check Names' and the word 'EVERYONE' will be underlined.

Click on 'OK'



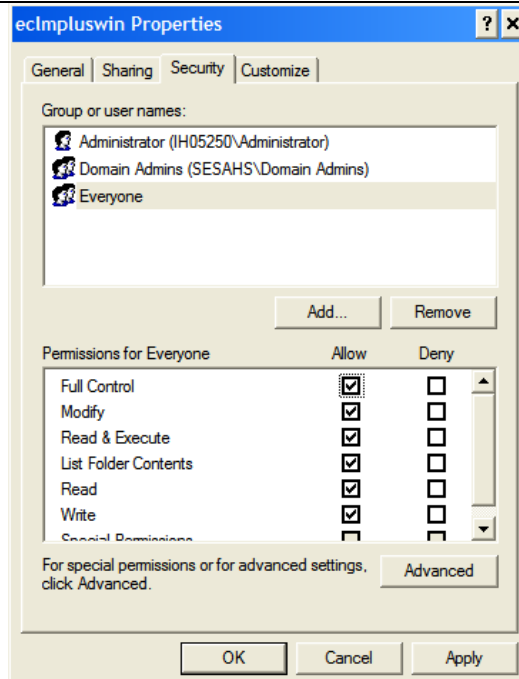
**NOTE :**

Only perform this step if installing eClaims on more than one computer.

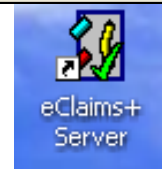
Click on 'EVERYONE'

Tick the 'FULL CONTROL' option in the Allow column.

Click on 'OK'

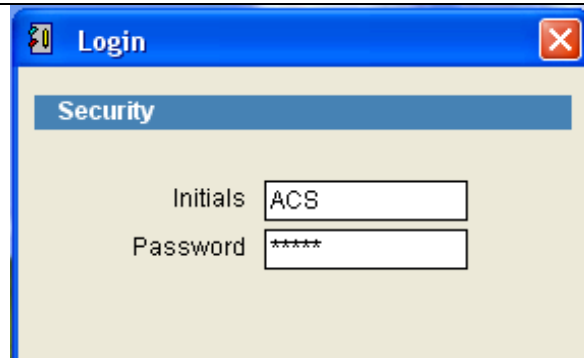


Double click the 'eClaims+ Server' icon on your desktop.



The initial login details are:

Initials: ACS  
Password: ADMIN

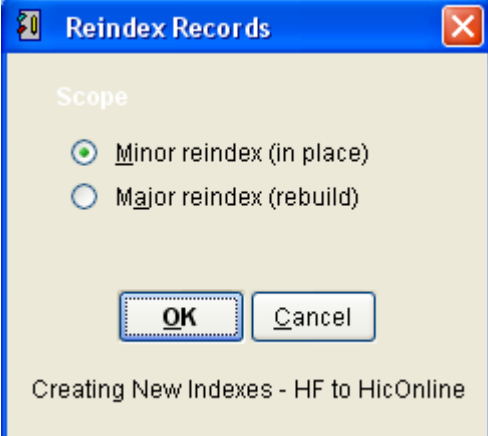
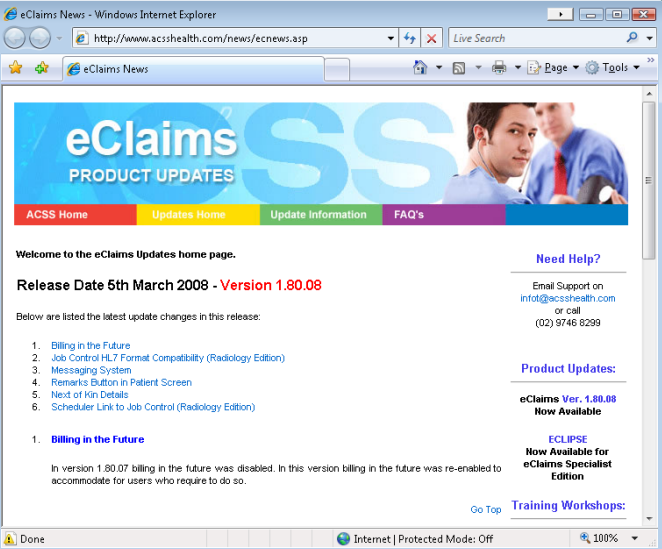
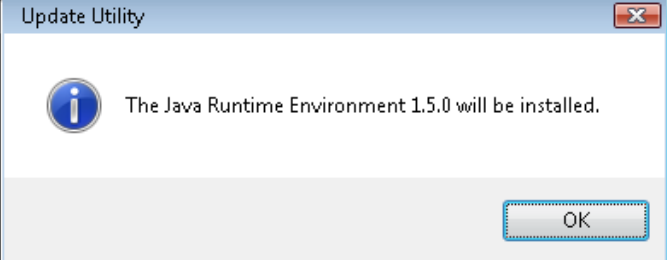


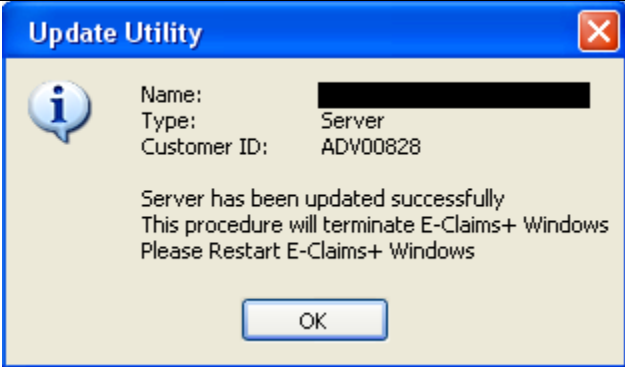
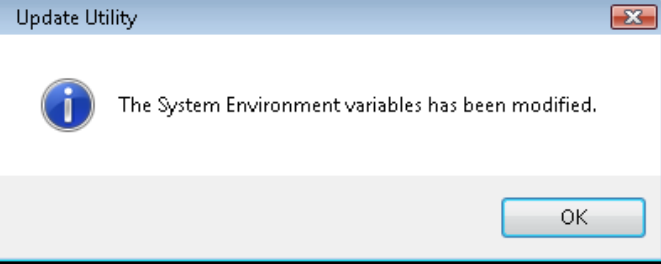

You are now in the demo copy of eClaims with demo data (eClaims + Family Practice).

Exit out of eClaims.

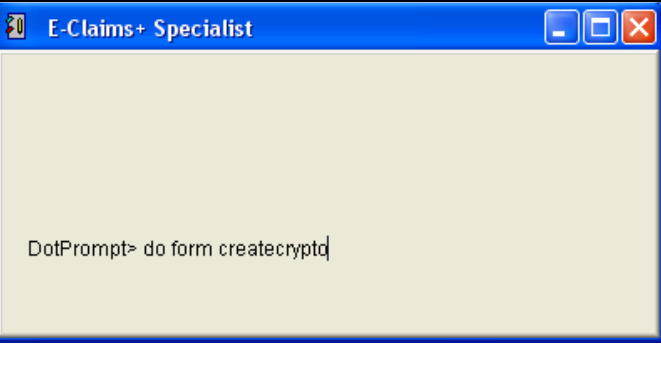



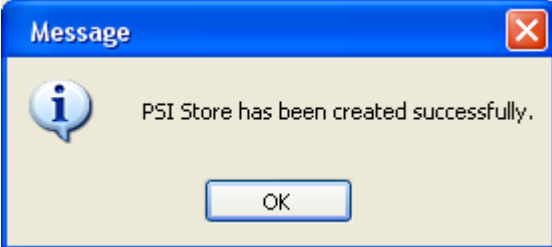
### 3. ACTIVATING YOUR COPY OF ECLAIMS

|   |  |
|---|--|
| <p>Copy the 'custom.lic' file located on your eClaims CD and paste it into the 'c:\eclmpluswin' folder.</p> <p>Log back into eClaims and it will run an update.</p> |  |
| <p>The application will automatically run through this process.</p>   |    |
| <p>Close the eClaims Product Updates webpage.</p>   |  |
| <p>eClaims will automatically run through this process of updating the Java application.</p> <p>Click on 'OK'</p>   |  |


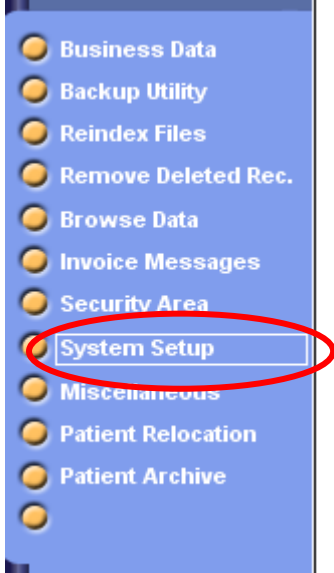
|   |   |
|---|---|
| <p>Click on 'OK'</p>  |   |
| <p>The application will automatically run through this process.</p> <p>Click on 'OK'</p>  |   |
| <p>eClaims will automatically close.</p> <p>Re-login to eClaims.</p> <p>You will notice that the name at the bottom of eClaims will be of your practice. If not the activation part did not work.</p> |  |

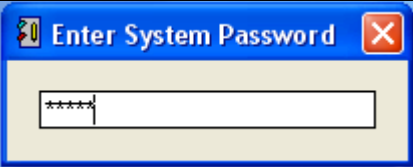
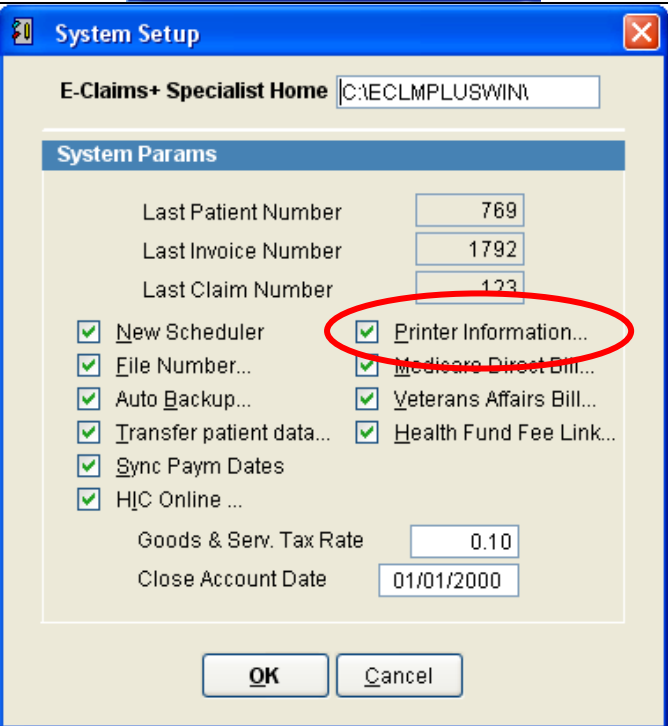
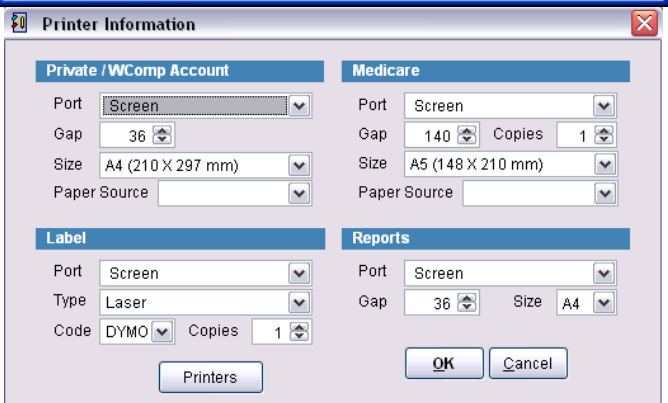
#### 4. SETTING UP MEDICARE ONLINE

|   |  |
|---|--|
| <p>Log into eClaims.</p> <p>Press 'Ctrl' + 'F1' at the same time on the keyboard.</p>   |  |
| <p>A grey screen will appear, with 'DotPrompt&gt;' written at the bottom.</p> <p>Type the following:</p> <p style="padding-left: 40px;">do form createcrypto</p> <p>Hit 'Enter' on the keyboard</p> |  |

|   |  |
|---|--|
| <p>The following screen will appear called 'Create CryptoStore'</p> <p>Type the password you have received from <b>HESA</b> in the Passphrase field, eg xYU#78g</p> <p>Click on 'OK'</p> <hr/> <p><b>NOTE :</b><br/>The password is case sensitive</p>  |  |
| <p>If the password was successful, you will get a message saying 'PSI created successfully'.</p> <p>If you don't get this message call ACSS for further assistance.</p> <p>Click on 'OK'</p> <p>Press 'ESC' on your keyboard to go back to eClaims.</p> |  |

## 5. SETTING UP PRINTERS

|  |  |
|--|--|
| <p>Click on the 'MAINTENANCE' menu</p> |  |
| <p>Click on 'SYSTEM SETUP'</p>         |  |

|   |  |
|---|--|
| <p>eClaims will ask you for a password, The password is 'ADMIN'</p>   |    |
| <p>Click on 'PRINTER INFORMATION'</p>   |   |
| <p>There are four sections as shown on the right.</p> <p>Select from 'PORT' the printer where you want your Private/WComp and Medicare invoices, Reports and Labels to print to.</p> <p>Click on 'OK'</p> |  |

## 6. TROUBLESHOOTING

If you are experiencing a looping effect of the update, DEP is mostly the problem, to check DEP settings :

- Right click on 'MY COMPUTER'
- Click 'PROPERTIES'
- Click on 'ADVANCED'
- In 'PERFORMANCE' click on 'SETTINGS'
- Click on 'Data Execution Prevention'
  - If DEP is turned on for "essential Windows programs and services only", then eClaims should not experience any difficulties when installing.
  - If DEP is turned on for "all programs and services except those I select", then the following eClaims files must be added to the list:
    - **eclaims.exe**
    - **eclmpluswin.exe**
    - **elive.exe** (All files will be found in the folder C:\eclmpluswin )
- A System Restart may be required.