

ClaimsConnect Installation Guide

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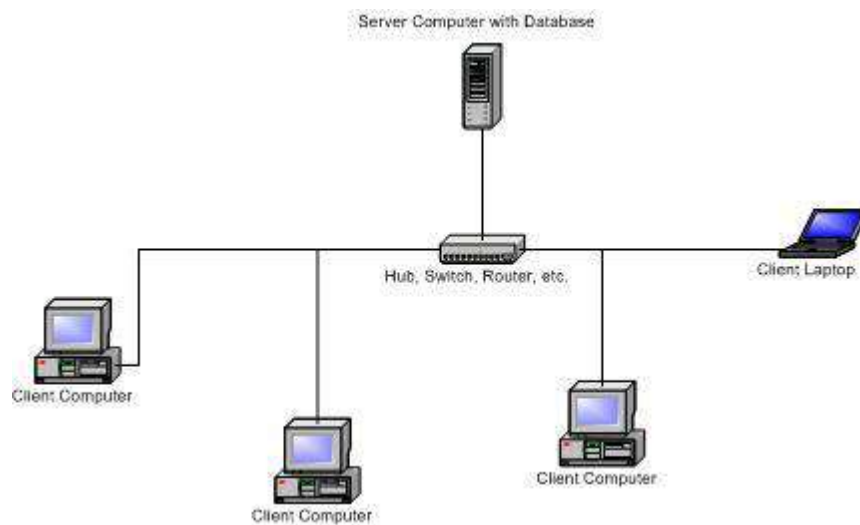
Introduction

ClaimsConnect can be installed and run on a single computer (Standard Installation) or on a server with several workstations using the software (Networked Installation).

Standard Installation:



Networked Installation:



Depending on whether you are performing a standard installation (software installed onto one computer) or a networked installation (software installed on a server and multiple client computers) refer to the appropriate section below.

Performing a Standard Installation

Important Note: Please disable any virus protection software running on your computer prior to installing the software.

1. Before you install ClaimsConnect, close all other applications.
2. Click on the link below
http://support.helper.com/down/upgrade/action.jsp?file_name=SCCUP
3. Enter your account information and click submit information.
4. Select **ClaimsConnect Client 6.4**
5. The download will begin immediately
6. Run ClaimsConnect64.exe and follow installation prompts

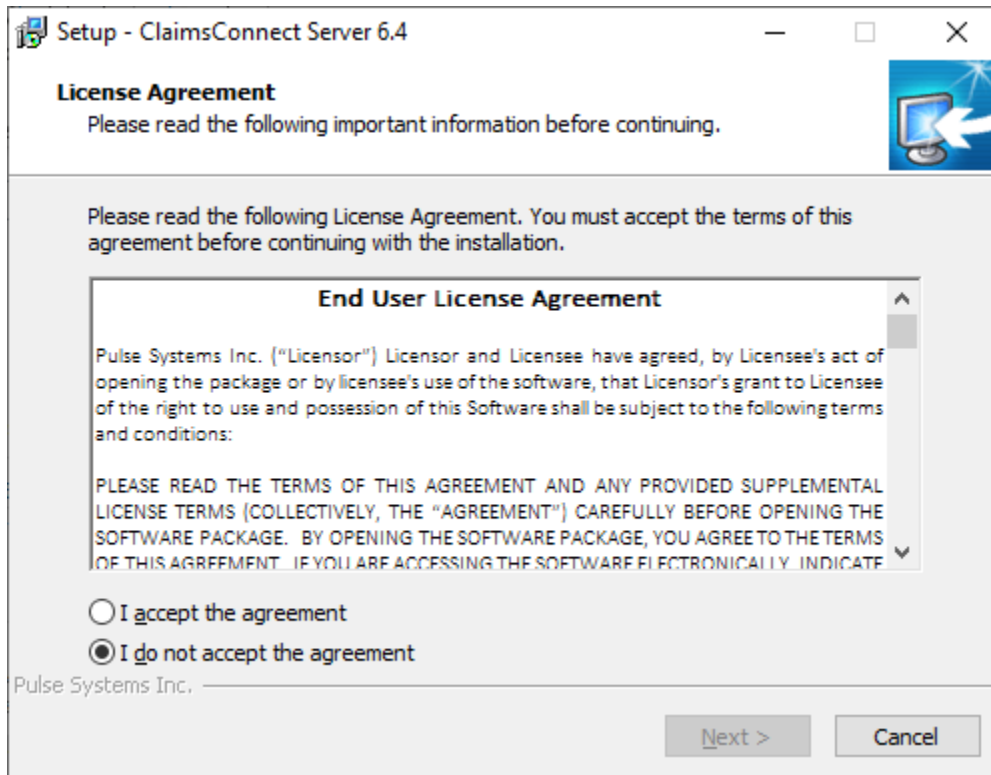
Performing a Networked Installation

Follow the instructions below to complete a Network Installation of ClaimsConnect. A networked installation involves steps:

- First follow the Standard Installation Procedure.
- Install the server administration software on the server.
- Configure the server administration software.
- Install the client software on the server as well as all workstations connecting to the server.

To install the Server Administration Software

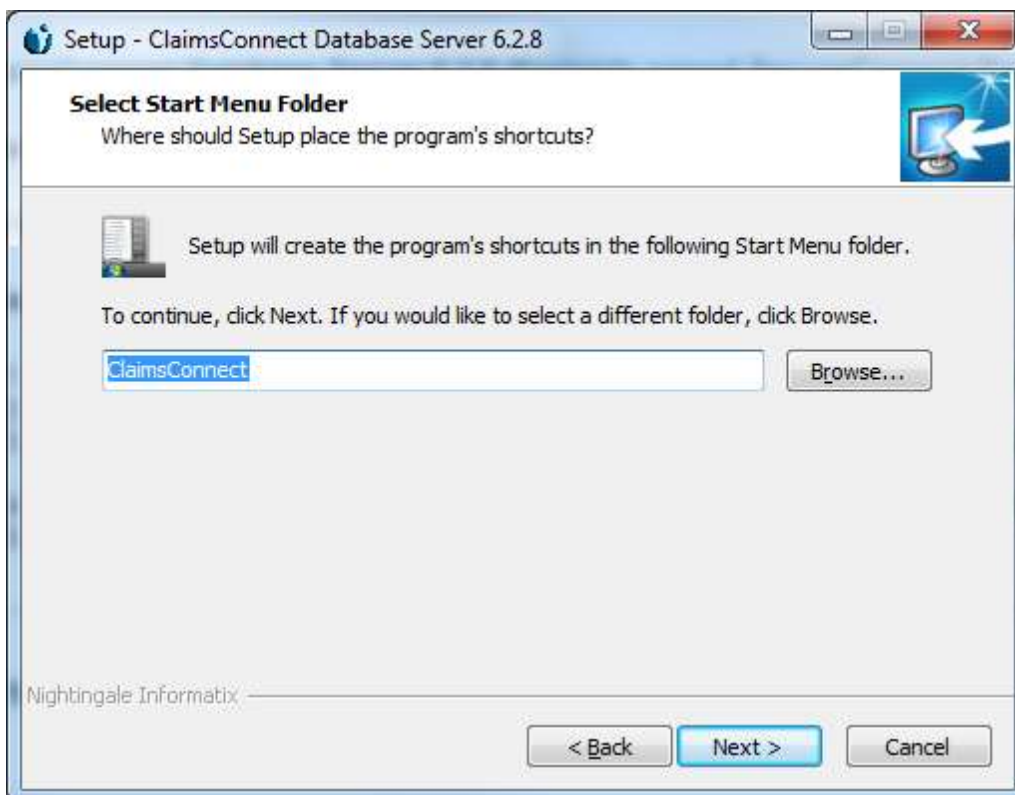
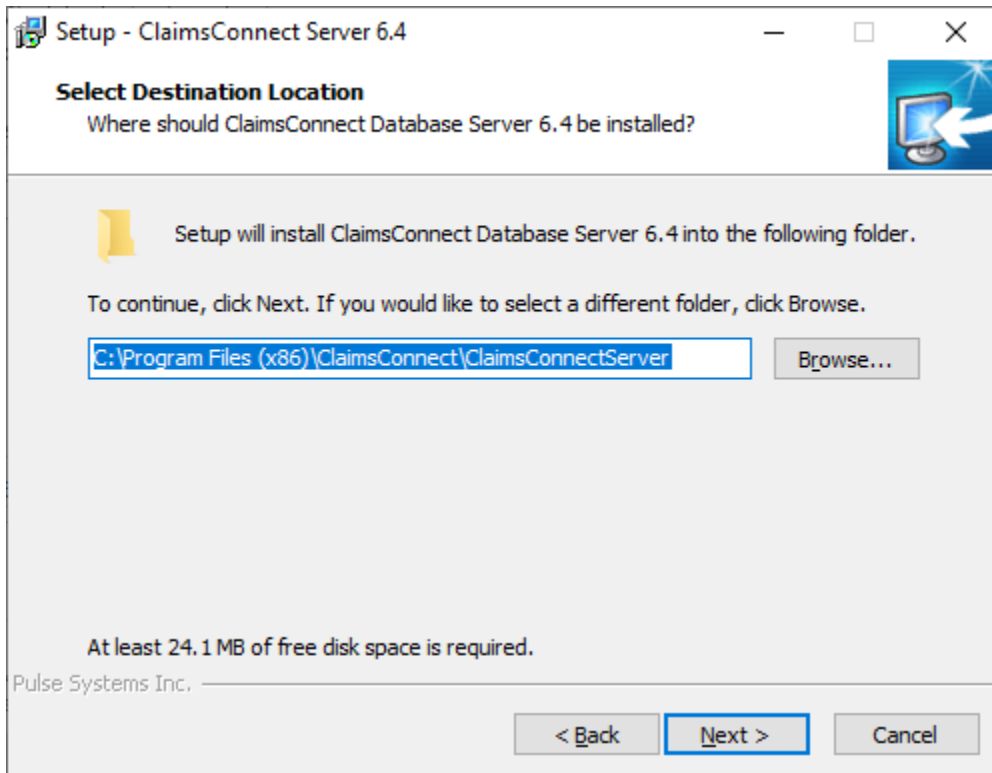
1. Click on the link below
http://support.helper.com/down/upgrade/action.jsp?file_name=SCDBUP
2. Enter your account information and click Submit Information
3. Click on the link **ClaimsConnect Database Server 6.4**
4. The download will begin immediately
5. Run ClaimsConnectServer64.exe and follow installation prompts



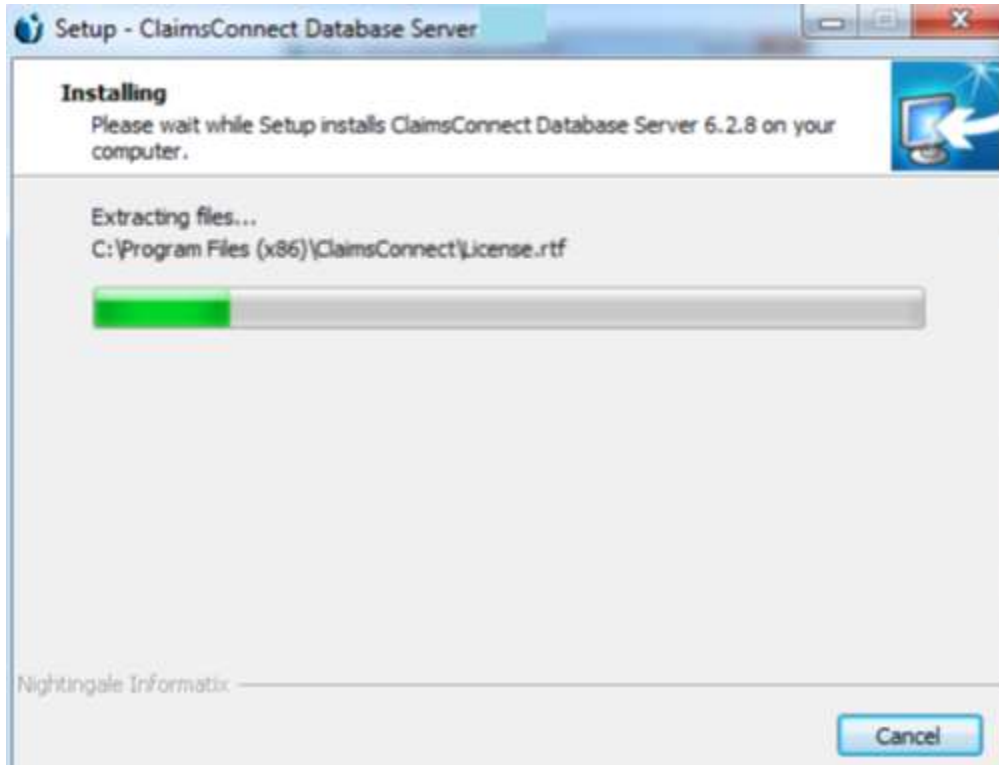
6. Read the Agreement and click **Accept** if you accept its terms. Clicking **Cancel** exits the installation procedure. You cannot install ClaimsConnect Server without agreeing to the End User License Agreement.

The Destination Location window displays:

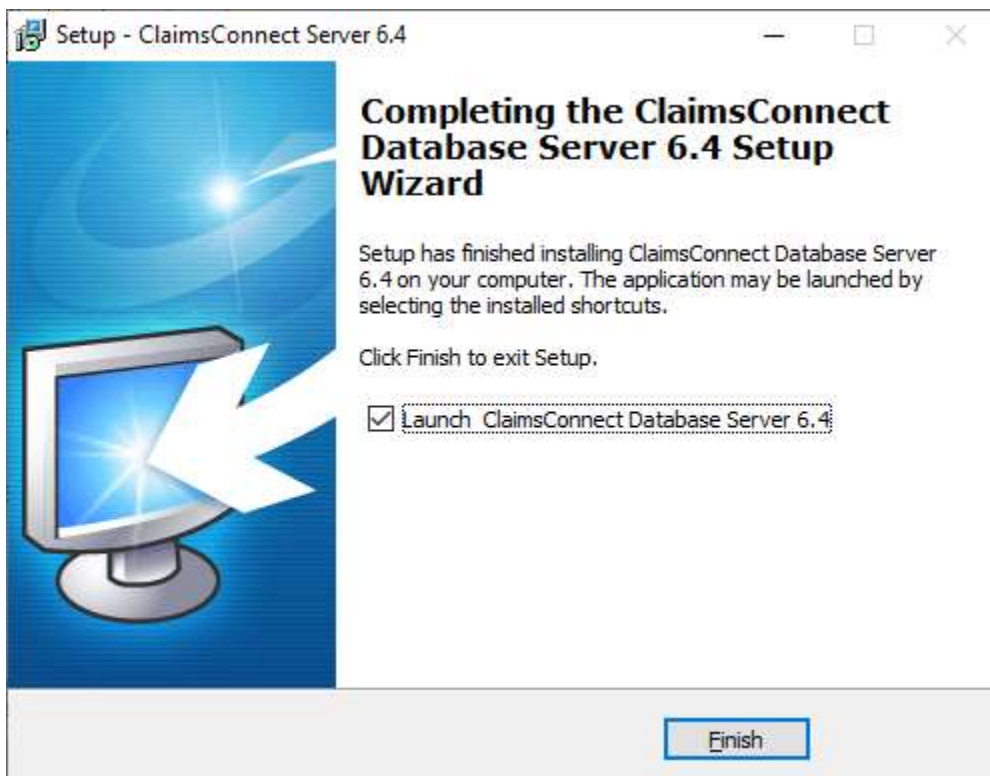
7. A default Destination Folder is entered, though you can change it by navigating to a new location with the Browse button (not recommended).
Click Next to continue. The Installation Type window displays.
8. The Select Start Menu Folder will be next. We recommend you use the default folder displayed.



9. Click **Next** once more. The Installing window displays:

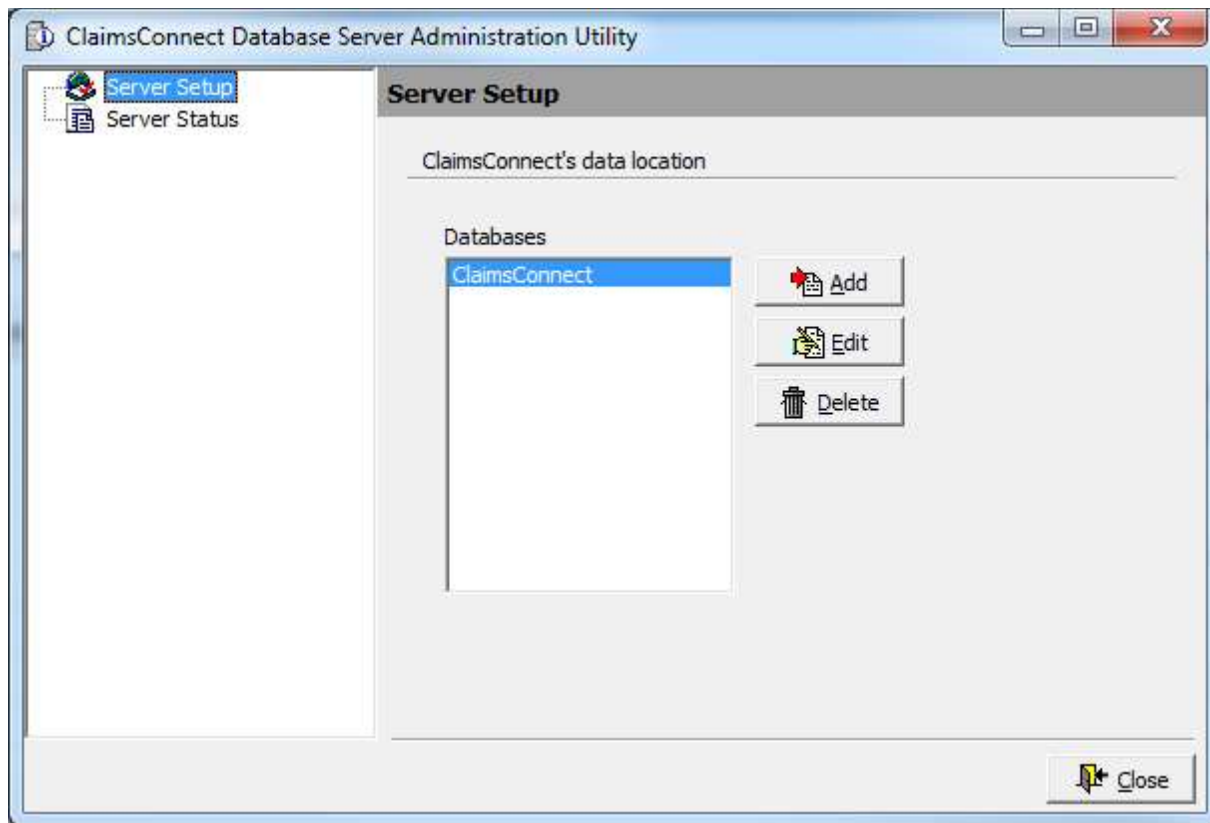


After a few moments, the installation confirmation window displays:

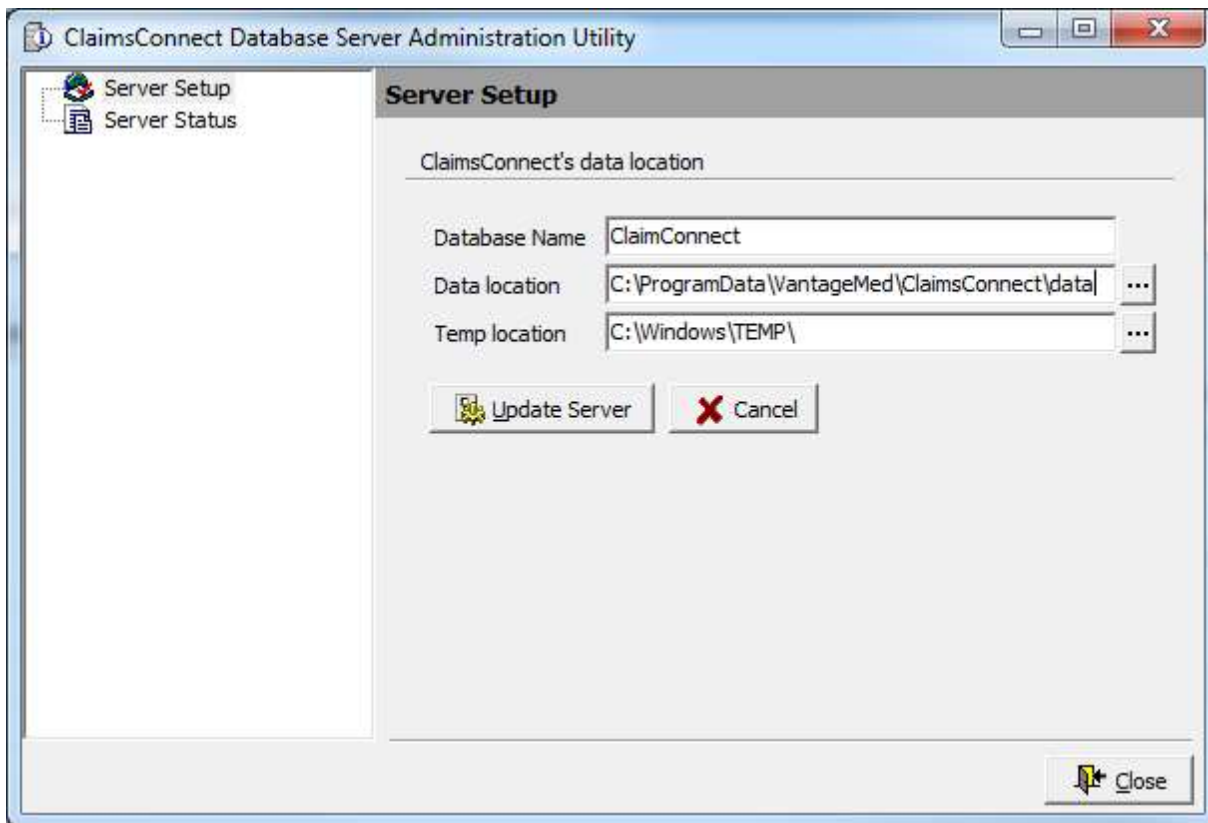


10. Click Finish

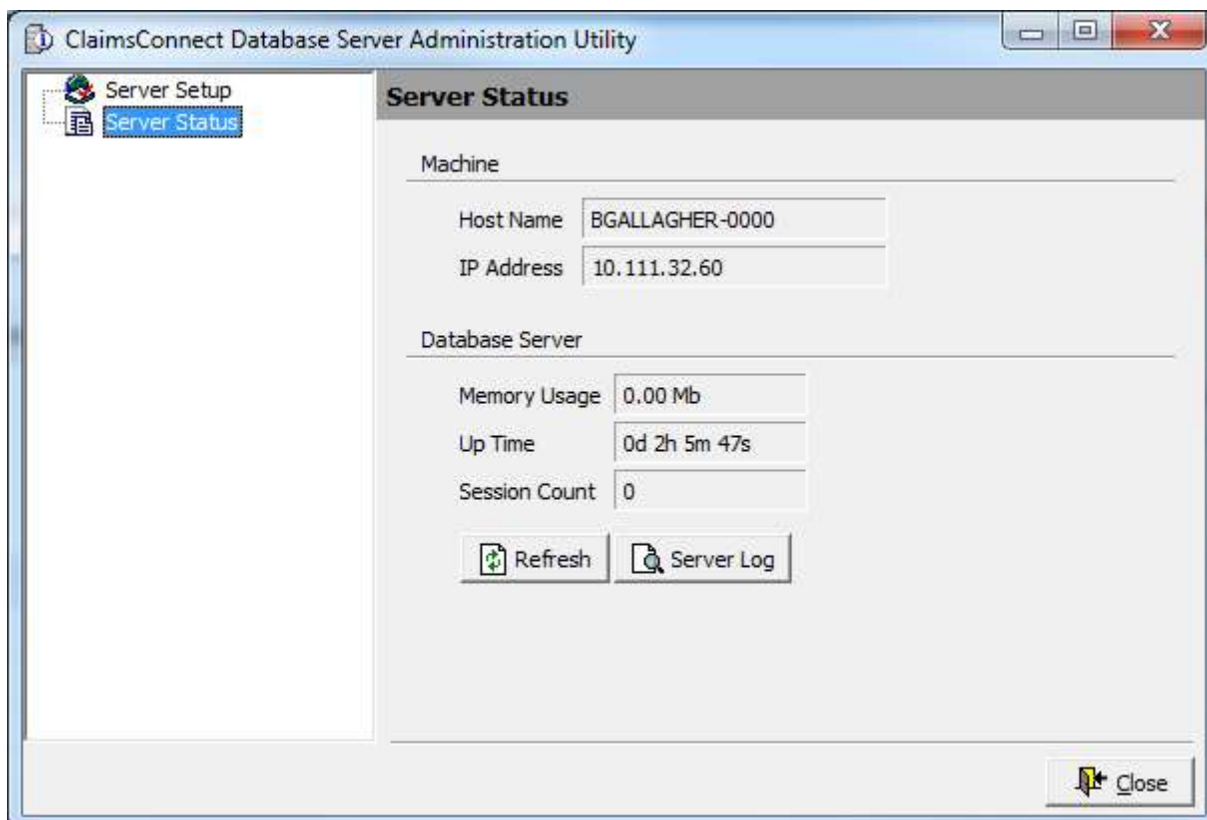
Configure the Server Administration Software



1. Click the EDIT button and verify the settings. We recommend using the defaults as listed.



2. After verifying the settings click Update Server. Now click Server Status on the left of the screen.

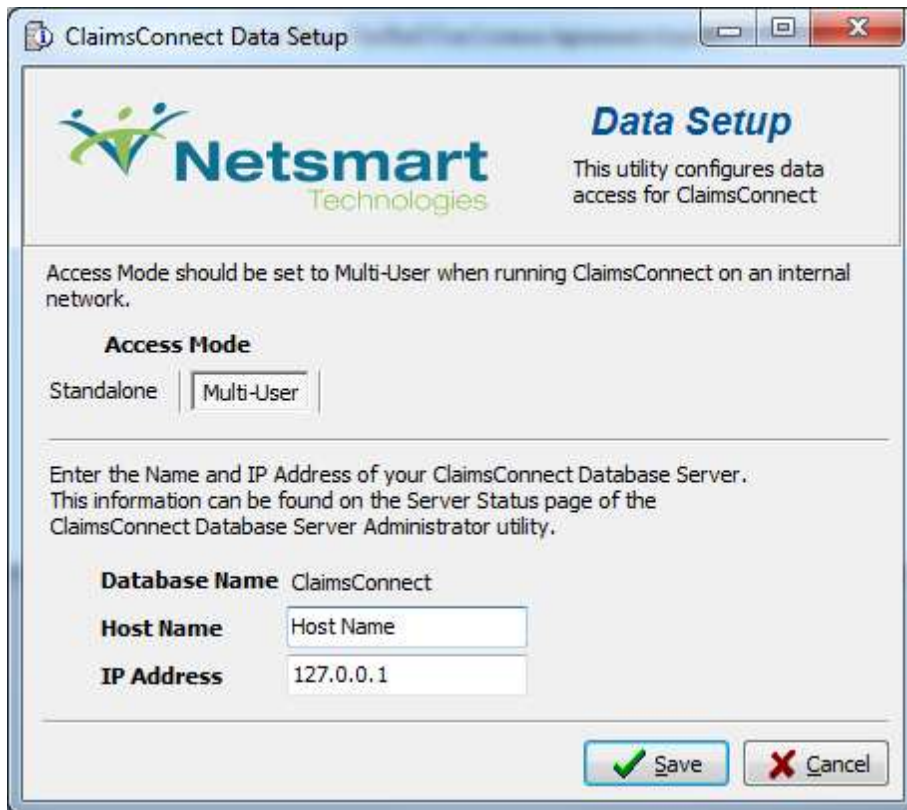


Write down the Host Name and IP address displayed and click close. That finishes the Server Administration setup.

Next you need to change the data set up program.

Change the ClaimsConnect Data Setup

1. Start | Programs | ClaimsConnect | ClaimsConnect Data Setup



The screenshot shows a window titled "ClaimsConnect Data Setup" with the Netsmart Technologies logo. The window contains the following text and controls:

- Data Setup**: This utility configures data access for ClaimsConnect.
- Access Mode should be set to Multi-User when running ClaimsConnect on an internal network.
- Access Mode**: Radio buttons for "Standalone" and "Multi-User". "Multi-User" is selected.
- Enter the Name and IP Address of your ClaimsConnect Database Server. This information can be found on the Server Status page of the ClaimsConnect Database Server Administrator utility.
- Database Name**: ClaimsConnect
- Host Name**: Host Name
- IP Address**: 127.0.0.1
- Buttons: Save (with a green checkmark icon) and Cancel (with a red X icon).

2. Under Access Mode click Multi-User.
3. Enter the Host Name of your server. You may also enter the IP Address, though Host Name will suffice in most cases.
4. Click Save. The Server Administration is now complete. setup is now complete.