



QClaims Launch Instructions for Windows

NOTE: We strongly suggest using the latest version of Internet Explorer (**Not Microsoft Edge**) to launch QClaims

Step 1: Uninstall Java if you already have it installed. (Control Panel>Programs and Features)

Step 2: Restart your machine (Power off, Power on)

Step 3: Download and Install Java from www.java.com . Be sure to run the Java verification process as well.

Step 4: Download QClaims - Please click on <http://spiclaims01.eicbo.info/shuttle/landing> and click on the Blue Q icon "QClaims Desktop App"

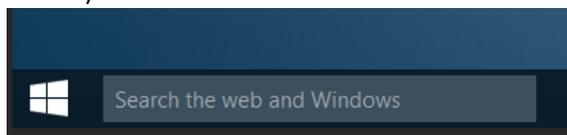
Step 5: Double Click the QClaims icon on your desktop - login with your username and password

Note: if you get any kind of certificate error ("failure to install due to certificate") please make sure your date and time settings are correct on your machine. This is a known cause of a certificate error.

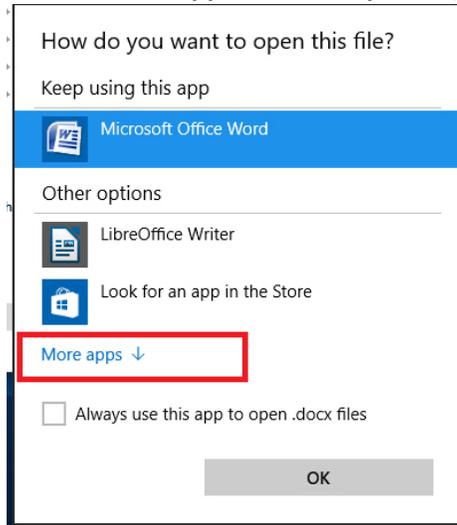
Note: If you don't see a QClaims icon or if QClaims is failing to launch you may have to manually associate the Java Run Time file with QClaims. Attempt the first set of instructions if you are unsure of the version of Windows you are using. If you are certain of the version of Windows, move to the corresponding section below.

Uncertain of Windows Version:

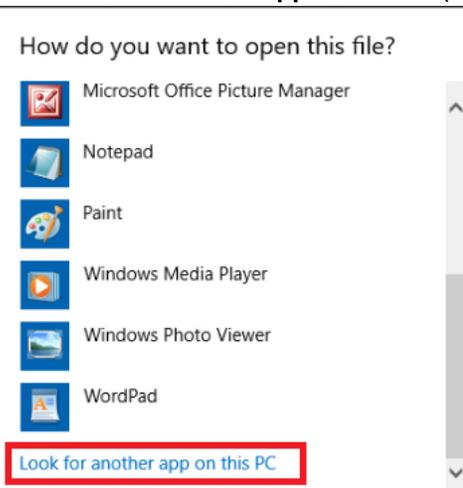
1. Search for QClaims by using the search feature (located at the bottom left of the desktop screen).



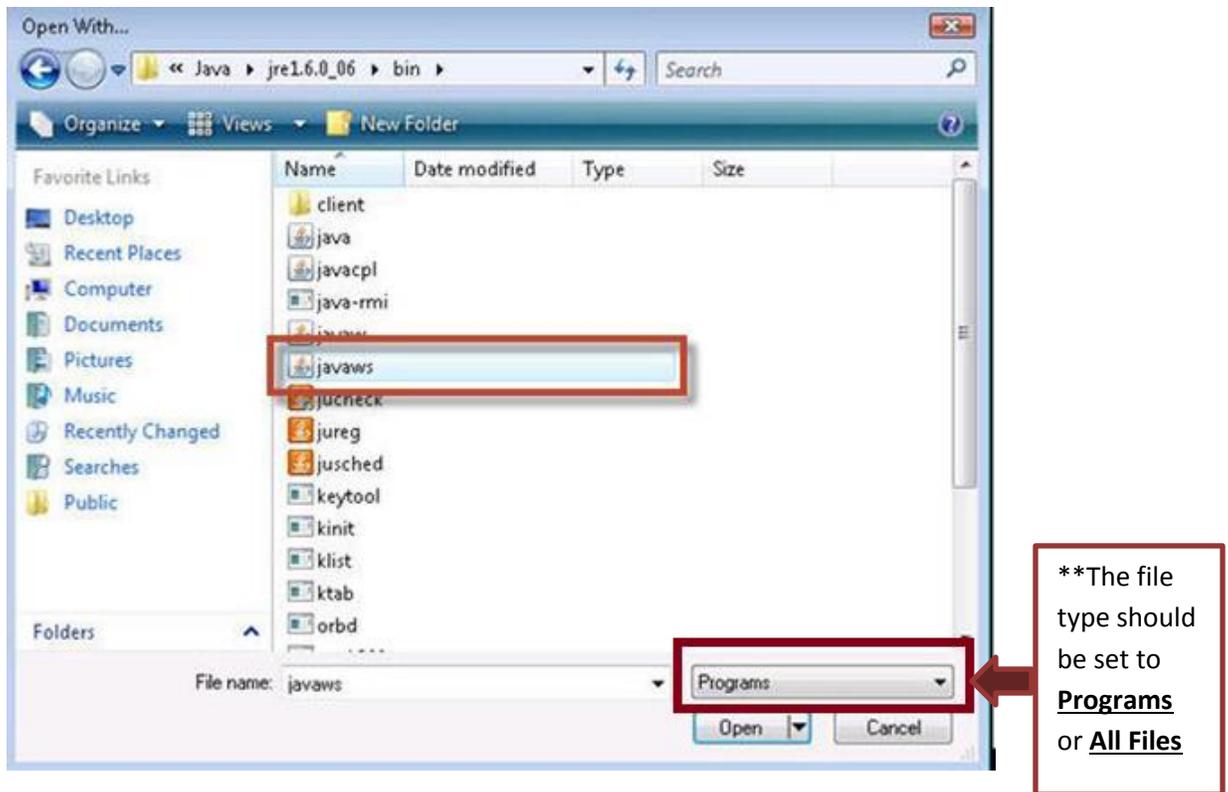
2. Click on QClaims that pulls up from the search
3. Right click on QClaims
4. Select **Open With** (If the C: Drive is an option go to step 6)
5. Choose **More Apps or More Options** (May need to scroll all the way down to see “More Apps”)



6. Click **Look for another app on this PC** (May need to scroll all the way down)



7. Double Click the **Local Disk (C:)** in the left column (located under “Computer”).
8. Double Click **Programs Files (x86)**
9. Within the Program Files (x86) folder, double click the **Java folder**
10. Double click the latest **jre folder** (example: jre6)
11. Double click the **bin folder**
12. Double click the **javaws** application (see screenshot below)

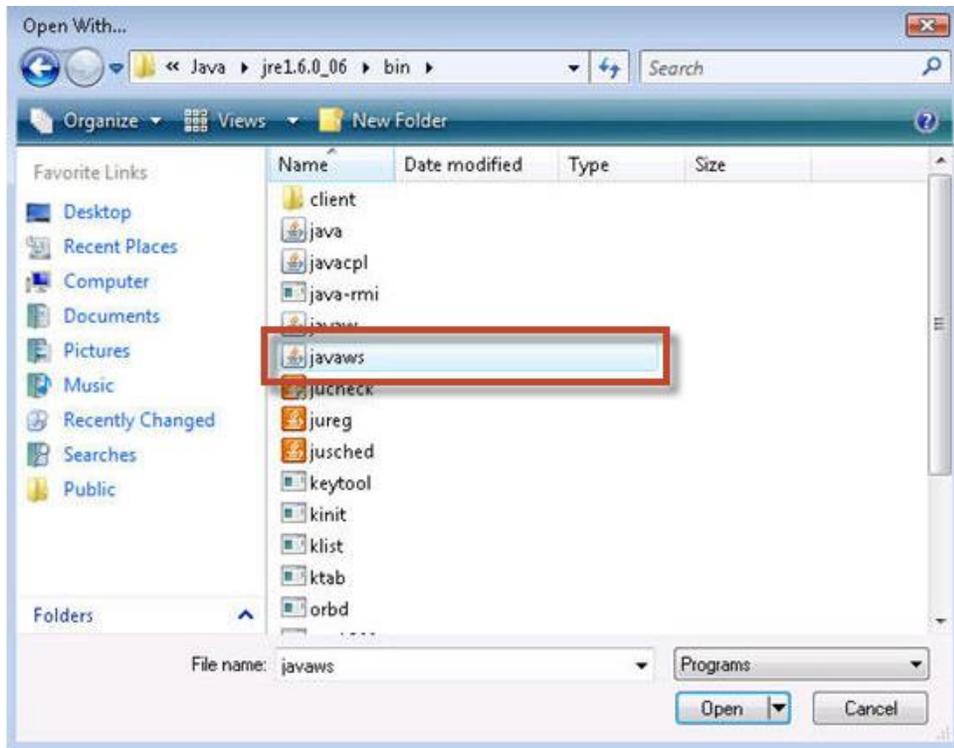


13. Click the **OK** button.
14. Click the **Close** button.

JNLP files will now open, by default, with Java Web Start. From your desktop, double click the QClaims icon to launch QClaims.

Windows Vista and 7:

1. Click on **Start** and select **Control Panel**.
2. In the top right corner of the Control Panel, select **Category** from the view by: pull down menu.
3. Click the **Programs** link.
4. Under **Default Programs**, click the **Make a file type always open in a specific program** link.
5. Under the **Name** column, locate and select **JNLP** from the list of Extensions.
6. Click the **Change program** button.
7. From the Open With window, click the **Browse...** button (...)
8. From the **Open With...** dialogue window, (This will typically open in the c:\Program Files directory)
 - A. Within the Program Files folder, double click the **Java folder**
 - B. Double click the latest **jre folder** (example: jre6)
 - C. Double click the **bin folder**
 - D. Double click the **javaws** application

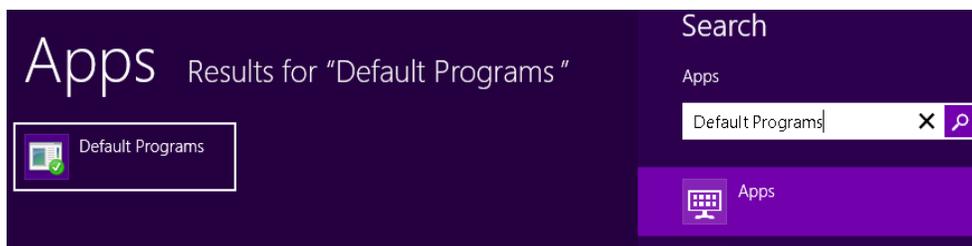


- E. Click the **OK** button.
- F. Click the **Close** button.

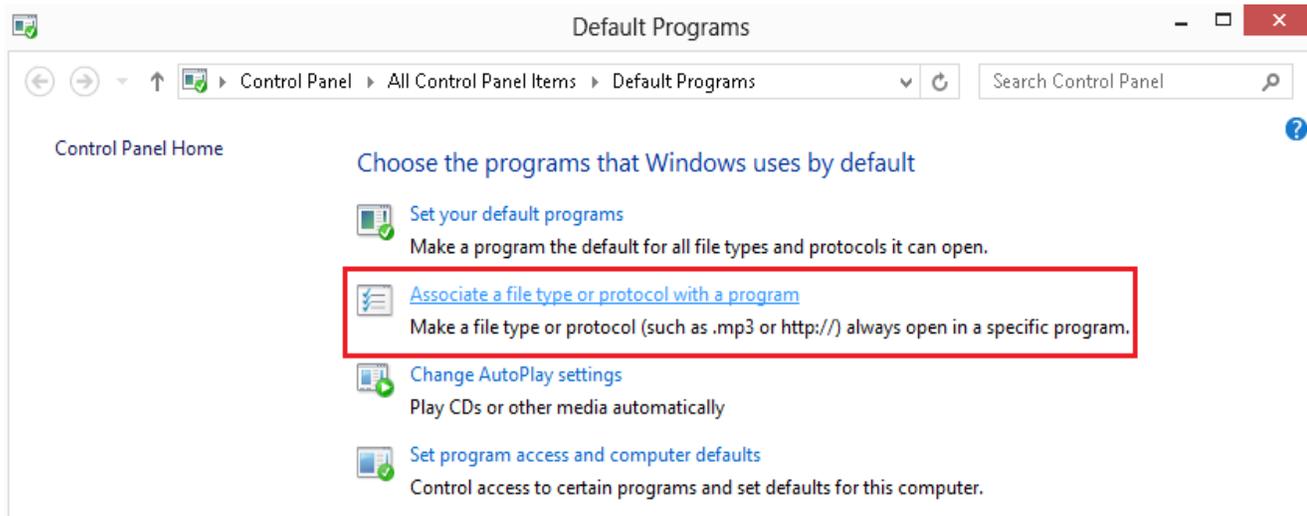
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Windows 8 and 10:

1. Open **Default Programs** by swiping in from the right edge of the screen, tapping **Search** (or if you're using a mouse, pointing to the upper-right corner of the screen, moving the mouse pointer down, and then clicking **Search**), entering **Default Programs** in the search box, tapping or clicking **Apps**, and then tapping or clicking **Default Programs**.



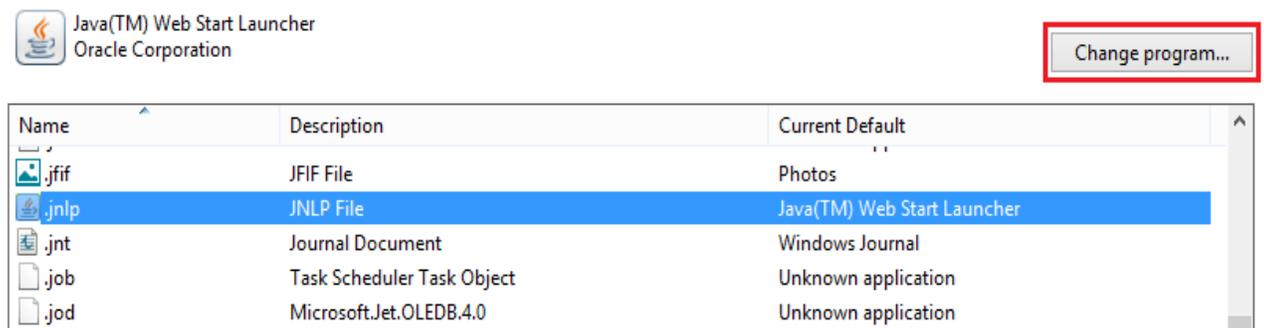
2. Click **Associate a file type or protocol with a program**.



3. Locate **.JNLP** under the list of registered file types. Highlight the JNLP file by tapping or clicking **.JNLP** under the Extensions column, then tap or click on **Change Program**.

Associate a file type or protocol with a specific program

Click on an extension to view the program that currently opens it by default. To change the default program, click Change program.



4. Tap or Click **Java™ Web Start Launcher** from the list of programs.
5. If you do not see Java Web Start Launcher listed, tap or click **More Options** then **Look for another app on this PC**.
6. Tap or double-click on **Local Disk (C:)** in the left column (located under “Computer”).
7. Tap or double-click **Program Files (x86)**. If you do not see this, select **Program Files** instead.
8. Locate and select the **Java** folder.
9. Select the latest JRE folder (JRE6 or JRE7).
10. Select **bin**.
11. Select **javaws.exe** and press **Open**.

JNLP files will now open, by default, with Java Web Start. From your desktop, double click the QClaims icon to launch QClaims.

In the event you find that you do not have a new icon on your desktop after you logged in successfully, you may do the following to force an icon onto your desktop:

1. Go to your Start icon on your computer.
2. Go to your Control Panel.
3. Find the Java icon in your Control Panel and double click on it.
4. On the first tab, click on View.
5. When the Java Cache Viewer box comes up, you should see a QClaims icon.
6. Right click on it and choose "Install Shortcut".
7. Close everything and check your desktop for a new icon. (If the "Install Shortcut" button is grayed out, it means you have an icon on your desktop and may have just overlooked it)