QClaims Launch Instructions for Windows

(With JavaWebStart File Association Instructions)

Step 1: Download and Install Java from www.java.com .

IMPORTANT NOTE: Please follow Java's instructions regarding which version of Java you will need to download (32 bit vs. 64 bit) carefully, otherwise, you will have to manually set a file association
https://www.java.com/en/download/faq/java_win64bit.xml

Step 2: Downloading QClaims

a. Please click on this link to re-download QClaims
http://spiclaims01.eicbo.info/start/qclaims.jnlp
b. You should see the Java Splash screen pop up which means QClaims is starting to load
c. Wait about 2 minutes and your QClaims logon box should pop up after the Java splash screen
d. You should be able to log in after that. You should also have a new QClaims icon on your desktop. If you do not see a new QClaims icon on your desktop, you may have the wrong version of Java installed. You will need to associate QClaims with Java:
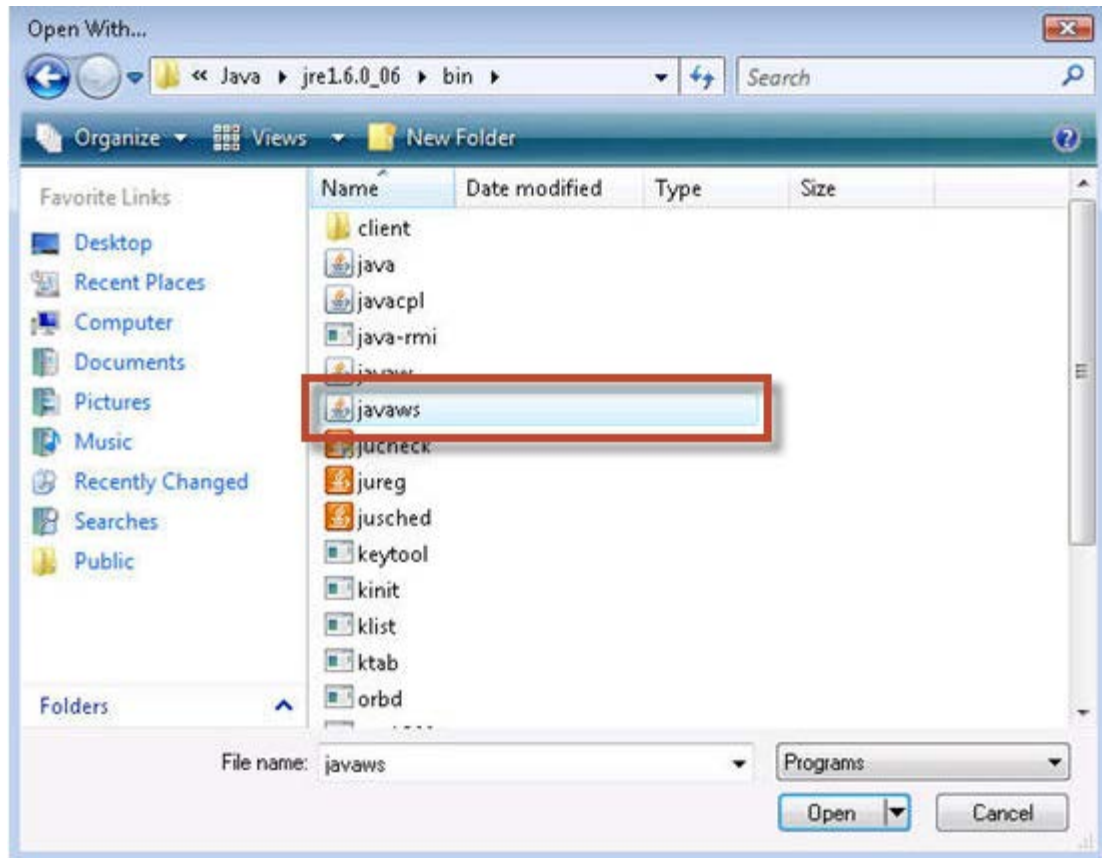
Windows XP:

- Click on **Start** and select **Control Panel** from the Settings menu (or click Start and select Control Panel).

- In the control panel, click **Folder Options**

- In the Folder Options window, click the **File Types** tab.

- Locate **JNLP** under the list of registered file types. Highlight the JNLP file by selecting JNLP file under the Extensions column.

- Click the **Change** button.

- From the **Open With** window, click the **Browse** button.

- From the **Open With** dialogue window, locate the file **javaws.exe**:

  - In the C:\Program Files folder, double click the **Java** folder

  - Double click the **jre6** folder

  - Double click the **bin** folder

- Select the **javaws.exe** application

- Click the **Open** button

- Click the **OK** button to close the Open With window.

- Click the **Apply** button to apply settings to the Folder Options window. Click the **OK** button to close the Folder Options window.

  JNLP files will now open, by default, with Java Web Start

Windows 7 and Vista:

- Click on **Start** and select **Control Panel**.

- In the top right corner of the Control Panel, select **Category** from the view by: pull down menu.

- Click the **Programs** link.

- Under **Default Programs**, click the **Make a file type always open in a specific program** link.

- Under the **Name** column, locate and select **JNLP** from the list of Extensions.

- Click the **Change program** button.

- From the Open With window, click the **Browse...** button (…)

- From the **Open With...** dialogue window, (This will typically open in the c:\Program Files directory)

  - Within the Program Files folder, **double click the Java folder**

  - Double click the latest **jre folder** (example: jre6)

  - Double click the **bin folder**
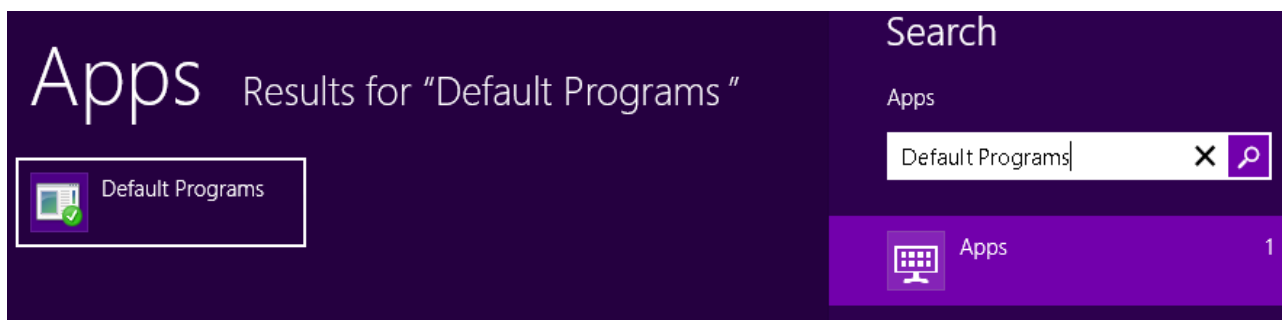
  - Double click the **javaws** application

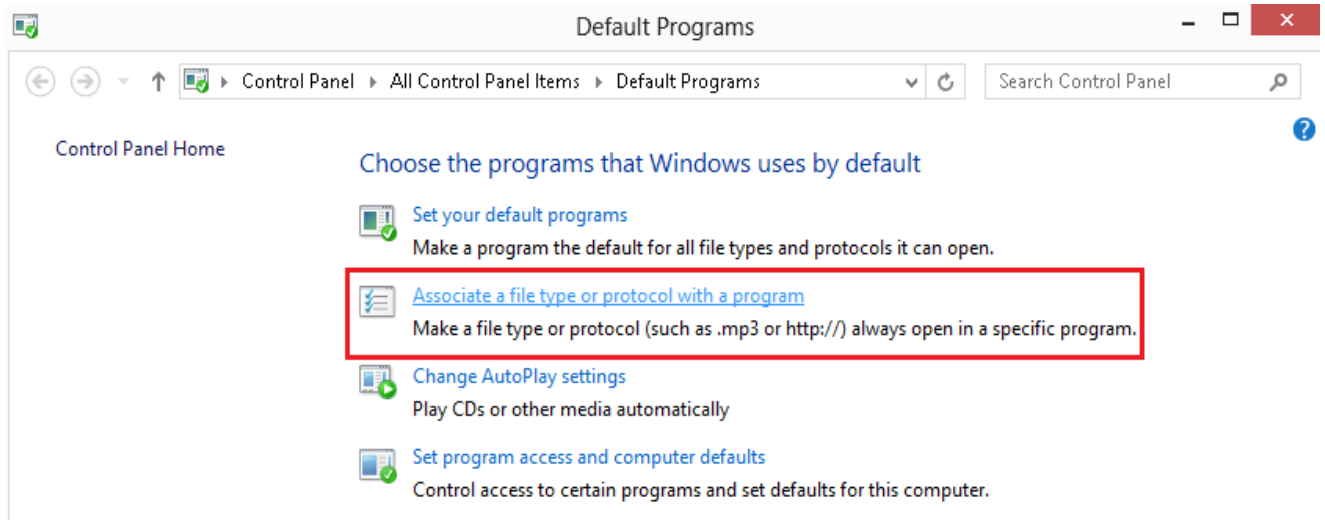- Click the **OK** button.
- Click the **Close** button.

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Windows 8:

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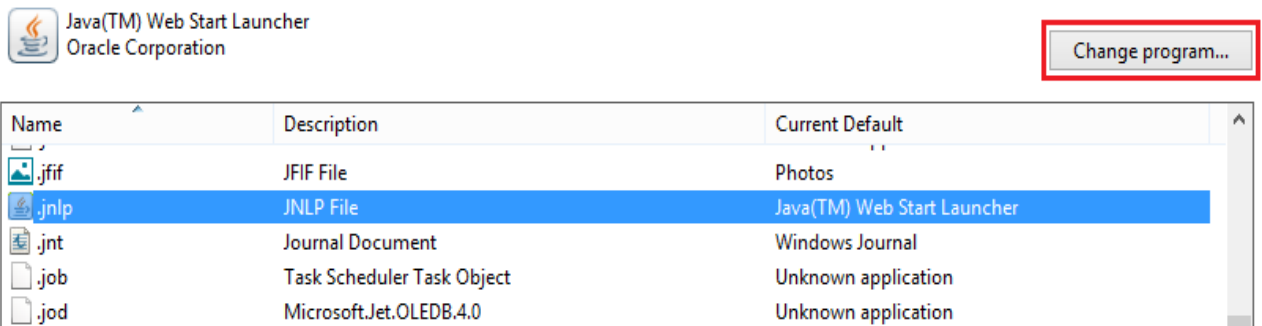
- Click **Associate a file type or protocol with a program.**

- 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**.

- Tap or Click **Java™ Web Start Launcher** from the list of programs.

- If you do not see Java Web Start Launcher listed, tap or click **More options** then **Look for another app on this PC**.

- Tap or double-click on **Local Disk (C:)** in the left column (located under "Computer").

- Tap or double-click **Program Files (x86)**. If you do not see this, select **Program Files** instead.

- Locate and select the **Java** folder.

- Select the latest JRE folder (JRE6 or JRE7).

- Select **bin**.

- Select **javaws.exe** and press **Open**.

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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)