OVERVIEW

ClaimCapture™ is a state of the art First Notice of Loss intake system. The application is used by call centers and can be extended for use over the Internet for the purpose of creating claims transactions.

While we have undertaken extensive testing of this application, given the variety of software and hardware configurations and infrastructure variations available to users today it is impossible to test every configuration under which ClaimCapture may be used. If you are using plug-in software related to Internet Explorer, alternate key mappings or other third-party tools, this application may not work as outlined in this guide. If you encounter issues while using this application, please contact our Help Desk at 888-290-0895 M-F 8-6 EST or help@firstnotice.com.

MINIMUM SYSTEM REQUIREMENTS

Installing ClaimCapture™ requires minimal end-user desktop configuration. The environment is certified for use with Microsoft's Internet Explorer 6.0, 7.0, 8.0 and 9.0 browsers on Windows operating systems 98 and above. (Please note however, for Windows 7 Internet Explorer must be 32 bit version to install Active X Controls correctly).

The application is designed to be efficient with as little as 64 MB of memory, on a PII 100/233Mhz system. This is also dependant on other applications you have running on your desktop. The application is most effective with dial-up speeds of 56 Kbps and above, depending on the operating system used.

ActiveX controls

ClaimCapture uses commercial ActiveX controls for different functions. On start up of the application, IE (Internet Explorer) will check your desktop to determine if these controls are already installed and if not, with user-permission it will install them.   Use of these ActiveX components, reduces development time, improves the capability and quality of our software, and enhances the end-user experience. The ActiveX components are digitally signed to enable users to verify the control's publisher and ensure that the controls have not been tampered with since being published.

Note: It is possible to pre-install these controls when the desktops are set up.

The ActiveX controls used are:

- **Shockwave Flash Object** by Macromedia. This control enables the ticking clock graphic in the upper right corner of ClaimCapture window.
- **Edt32X30.ocx** by FarPoint Technologies, Inc. This is a formatted edit control designed to quickly validate the type of data entered by end-users for consistency with ClaimCapture.
- **FLP32X20.ocx** by FarPoint Technologies, Inc. This provides list box functionality in ClaimCapture.

Display settings should be:
- Display settings - Settings tab - Resolution recommended to be set at 1024x768 pixels
- Display settings – Appearance tab - Windows Font Size – Normal
- Display settings – Settings tab – "Advanced button" – "DPI settings = "normal size".