

VM Instructions

If you do not have access to a VM, please read the [Introduction](#) to determine the next steps.

If you have access to a VM as part of your course, you would have received an email from CloudShare which contains a link and instructions to start your VM.

Starting the ClaimCenter application

After you have started the VM, follow these steps to start the ClaimCenter application:

1. Locate the ClaimCenter Shortcuts folder on the Desktop
2. Open the **ClaimCenter Shortcuts** folder
3. From the file list double-click **Start ClaimCenter**
4. This will open a command prompt window. Several messages related to ClaimCenter's startup appear in the window. When the steps are finished, you will see the following message in the command prompt window.

```
*****ClaimCenter ready*****
```

Leave the command window open (minimize if needed).

It is easy to miss the "ready" message since ClaimCenter continues to process activities after displaying the notice. If you have waited three minutes or more without seeing the message, go to step 4 and open Chrome. The percentage will remain at 0%, it may be disregarded.

5. Open **Chrome** from the bottom bar of the VM
6. In the browser, connect to the following URL:

`http://localhost:8080/cc/ClaimCenter.do`

7. When you are **finished working** on training for the day, you must **manually stop the application server**.

To stop the ClaimCenter server, click on the Stop ClaimCenter shortcut in the folder ClaimCenter Shortcuts. This will open a command prompt window to shutdown ClaimCenter.

Starting the ContactManager application

After you have started the VM, follow these steps to start the ContactManager application:

1. Locate the **ClaimCenter Shortcuts folder** on the **Desktop**.
2. From the file list double-click **Start ContactManager**.
3. This will open a command prompt window. Several messages related to ContactManager's startup appear in the window. When the steps are finished, you will see the following message in the command prompt window.

```
*****ContactManager ready*****
```

Leave the command window open (minimize if needed).

It is easy to miss the “ready” message since ContactManager continues to process activities after displaying the notice. If you have waited three minutes or more without seeing the message, go to step 4 and open Chrome. The percentage will remain at 0%, it may be disregarded.

- 4. Open Chrome from the bottom bar of the VM**
- 5. In the browser, connect to the following URL:**

`http://localhost:8280/ab/ContactManager.do`

- 6. When you are finished working on training for the day, you must manually stop the application server.**

To stop the ContactManager server **only**, click on the Stop ContactManager shortcut in the folder ClaimCenter Shortcuts. This will open a command prompt window to shutdown ContactManager.

Login Credentials



Important!

How do you log in?

Instructor-led courses

Please ensure you have read and followed the [VM Instructions](#) before attempting to log in.

To keep each student's work separate in the single instance of the running application, use your assigned username **studentXX** (WHERE XX IS REPLACED BY THE NUMBER ASSIGNED TO YOU BY THE INSTRUCTOR) and password **gw**. Ask your instructor for more information, if needed.

Wherever “XX” occurs in an instruction, replace XX with your student login number or use 01 for your own instance of ClaimCenter.

Self-study

Please ensure you have read and followed the [VM Instructions](#) before attempting to log in.

Since you are working in your own VM, use the credentials **student01** and **gw** to log in to ClaimCenter.

Wherever “XX” occurs in an instruction, replace XX with your student login number or use 01 for your own instance of ClaimCenter.

Open navigation pane



Tip

Open navigation pane in a PDF file

If you do not see the left navigation pane, you can turn it on. In a PDF file, click the bookmark icon on the left. Or click the Adobe Acrobat menu item View → Show/Hide → Navigation Panes → Bookmarks.

Lesson 1 Claims Process

There are no exercises for this lesson.