

There is a problem when downloading reports from the clearinghouse on systems using Microsoft Windows XP Home and Pro operating system. These instructions are intended to be used as a work around and not a fix.

From the eclaims main screen you must determine if your eclaims is running in FULL SCREEN mode or WINDOW mode. To do this, if the eclaims program is filling your monitor screen from side to side and top to bottom and all you see is eclaims, then you are in FULL SCREEN mode. If eclaims only takes up ½ of your monitor screen and you can see some of the desktop above or below the eclaims screen, then you are running eclaims in a window. **We need eclaims to be running in a window.**

You can toggle from FULL SCREEN mode to WINDOW mode and back by holding down the ALT key and at the same time press the ENTER key.

To get your receipts with eclaims:

1. Toggle to window mode.
2. Go to claimcom and select get receipt.
3. As claimcom is starting to get your receipt, take your mouse and click outside the eclaims window anywhere on the desktop and this will take the focus away from the claimcom window but you will still be able to see the progress of the download.
4. When the download has finished click on the upper bar of the eclaims window to bring the focus back to the claimcom window and you can now proceed as normal.