

Connecting for your ClinicPro setup call

A step-by-step guide to getting connected. Takes about two minutes, and you'll see everything happening on your own screen the whole time.

CLINICPRO CAPTURE • SETUP CALL GUIDE

Before we start

- This only takes a couple of minutes, on the same computer you'll use for the setup call.
- If anything's unclear, stop and email ryo@clinicpro.co.nz, and we'll reply within 24 hours, seven days a week.

Steps

- 1 Download HelpWire.** Click the personalised link in the email this guide was attached to, it'll take you straight to HelpWire's download page. Choose Windows (Mac and Linux are also supported if that's what you use).
- 2 Open it.** Once downloaded, open the file to install HelpWire, then run it. If Windows shows a blue "Windows protected your PC" screen, that's normal for smaller apps, click **More info**, then **Run anyway**.
- 3 Wait for the request.** Once HelpWire is open, Ryo will send a connection request from his end. You'll see it appear in the app.
- 4 Approve the prompts.** Click **Grant Access** when asked. You may be asked to confirm more than once, once to allow viewing your screen, and again to allow control. Both are expected, both are safe to approve, and only apply to this one session.
- 5 Stay on that screen.** Leave HelpWire open and don't close it. Ryo will let you know once he's connected, then you'll go straight into setting up the Evolution QR launcher icon together.

YOUR PRIVACY

HelpWire only connects when you click Grant Access, and only for this one session. Nothing keeps running after we're done, and you can end the connection any time by clicking Disconnect.

Any trouble at all, just reply to the email this guide came with, we read and respond within 24 hours, seven days a week. You can also [book a Wednesday setup session](#) instead, if that suits better.

Dr Ryo Eguchi

Founder, ClinicPro