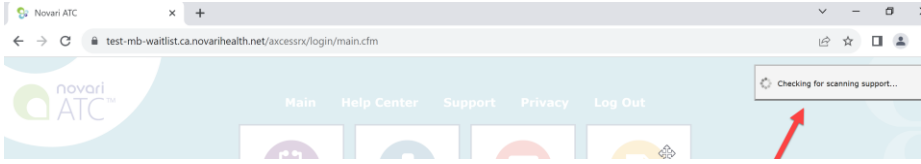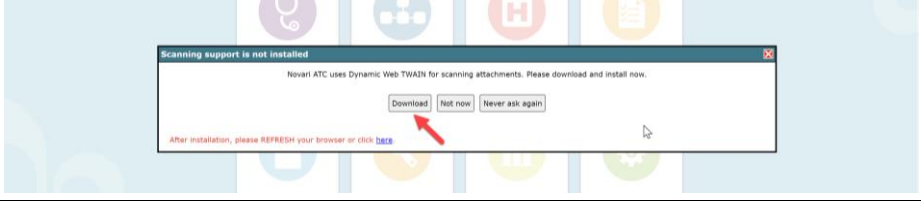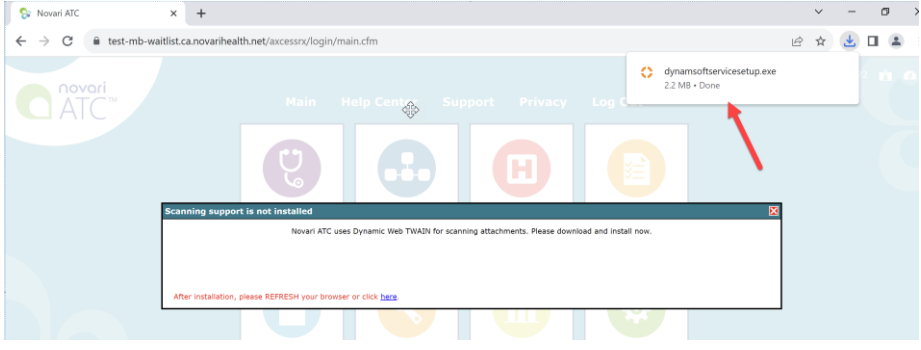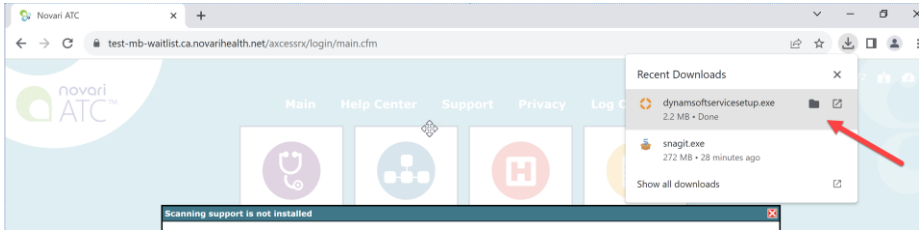# SWIM – Access to Care

TWAIN Driver Install

Quick Reference Guide

*Download and install the TWAIN driver needed for attaching and scanning documents within Novari ATC. This procedure only applies to workstations that are **not** managed by Shared Health. The driver will be installed automatically on managed Shared Health workstations.*
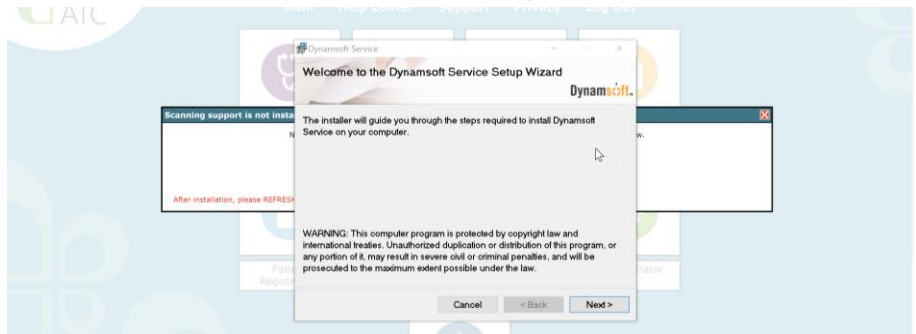
Install TWAIN Driver

1. Validate scanning support	• Log in to Novari ATC • The application will launch and will automatically check for the TWAIN Driver on the workstation
2. Download the file	If the application determines that the driver is not installed, a pop-up will appear to download the driver • Click the **Download** button
3. Monitor download progress	The download progress will be displayed in the browser; if using Chrome it will display in the top right corner
4. Start driver installation	• Once the download is complete, click the downloaded file to start the installation

SWIM – Access to Care
TWAIN Driver Install

Quick Reference Guide

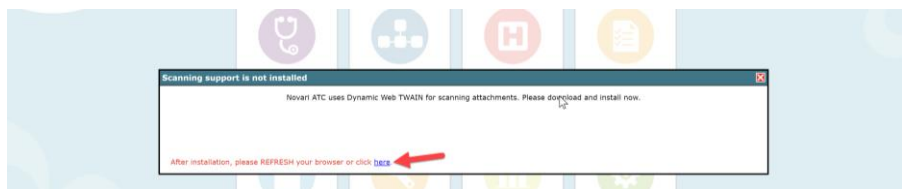### Install TWAIN Driver

5. Complete driver installation	• Click the **Next** button on the **Setup Wizard** pop-up and follow the onscreen prompts • Click **Close** when the installation is complete
6. Re-scan for TWAIN driver	• After the install window closes, refresh your browser or select the "**here**" link to re-initiate the TWAIN driver check 💡 **If the installation was successful the pop-up message will no longer appear when starting the application.** If the pop-up re-appears, repeat steps 2 – 6 or contact the Shared Health Service Desk 💡 **If you change workstations, you may be prompted to install the TWAIN driver on the new workstation.**