



Welcome - FastFinder installation guide

This document will help you to **install FastFinder**.

FastFinder is a software developed by UgenTec. It supports you in automating the analysis and interpretation of real-time PCR. We work with molecular diagnostic providers to automate their tests, but also with laboratories to support automation of their lab-developed/inhouse tests.

If you have any questions during the installation process, feel free to send an email to support@ugentec.com. We will follow up your request for help as soon as possible.

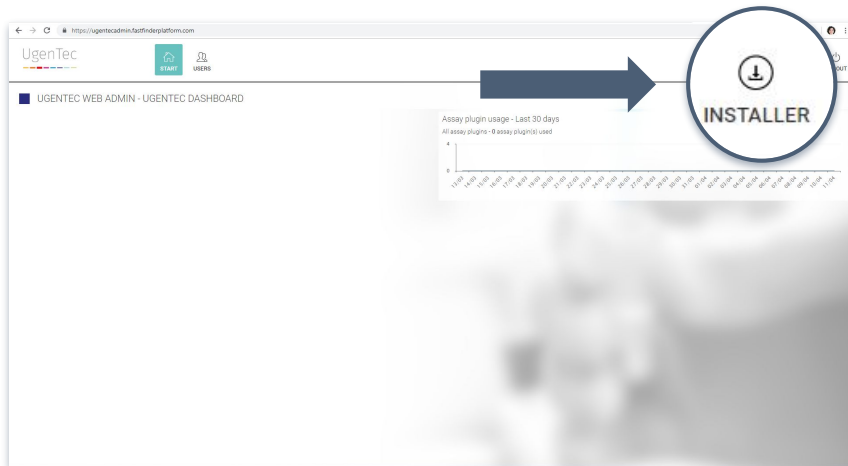
Let's get started.

If the software is already installed, you can immediately go to the second last page for additional interesting links.

Download

To install FastFinder on your computer, you need to download the installer.

You can find the **link to the installer** if you login to the admin portal here: <https://ugentecadmin.fastfinderplatform.com/>



If this didn't work go to the last page. Else, go to the next page.

Download



Double click on the installer

If you didn't find the installer - go to the next page

Finding the installer.

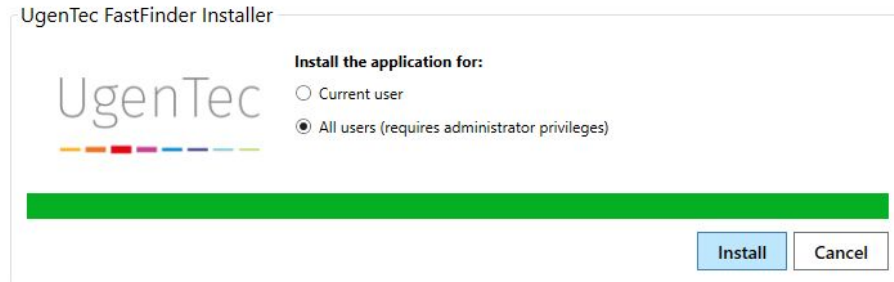
It might be that the installer, “UgenTec.FastFinder.Installer.exe”, is on your device, but you’re not seeing it in your internet browser. If that’s the case, try the following:

- look for the file in your “downloads” folder
- look for the file on your desktop
- look for the file using the Windows search functionality

Didn't find it? Go to the last page. If you did, move on to the next page.

Executing the installer

If you've double clicked the .exe file, the application should be installing itself, after some time you'll see this image:



Once you see this installer window, **first try to install as “everybody on this computer** (requires administrator rights)“.

If that **doesn't work, continue using “Current user”**.

If neither options worked, go to the last page. Else, move on to the next page.



Congratulations!

You've successfully installed FastFinder on your computer. Nothing but timesaving and standardisation awaits you.

Although it's now empty, you're free to fill your FastFinder with potential:

- Get started with our **quick reference cards** here:
<https://support.ugentec.com/hc/en-us/articles/360019916473-FastFinder-Quick-Reference-Card>
- Check our support desk and **Frequently Asked Questions**.
<https://support.ugentec.com>
- Book a free 30 minute **training** with our training experts.
<https://app.hubspot.com/meetings/an-broekmans>

Mmhm, that shouldn't have happened.

Luckily, we're here to help.

Send an email to support@ugentec.com with the follow information:

- Full name
- Laboratory phone number
- Lab IT email
- Brief message of the step that did not go as expected
- Relevant screenshot

We'll get back to you promptly and get you going either way.



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