

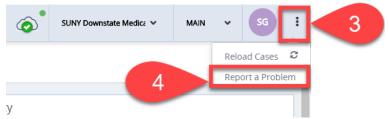
## **Contacting iPro Support**

- Log into iPro, using your windows credential. (If you are not able to login, please call iPro at 1-877-454-2994 Option 7)
- 2. Select the case you are having issues with and get the ProdID located on the bottom right

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Today's Cases	=	Patient Info			Facility				
Search More C	Q T IF	Last N First N MRN: Accou DOB: (	First N MRN: Accou			Facility: SUNY Downstate Medical Center OR: 0R-6 Surgery Time: 08:00 Status: InProcess			
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▼ In Process Cases	0	Туре	Code	Description					
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MRN:	14/2022	Anesthesiologist				08:10			
DOB: Surge	OR-9	Resident				08:10	13:00		
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MRN:	'14/2022								
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		Patients				Settings			

3. Click the three dotted ellipsis icon located on the top right

## 4. Select Report a Problem



- 5. Enter the **Description** of the issue you are having along with the:
  - A. ProdID
  - B. Patient MRN
- 6. Provide a Phone number
- 7. Then click **Submit**. iPro will give you a call back

