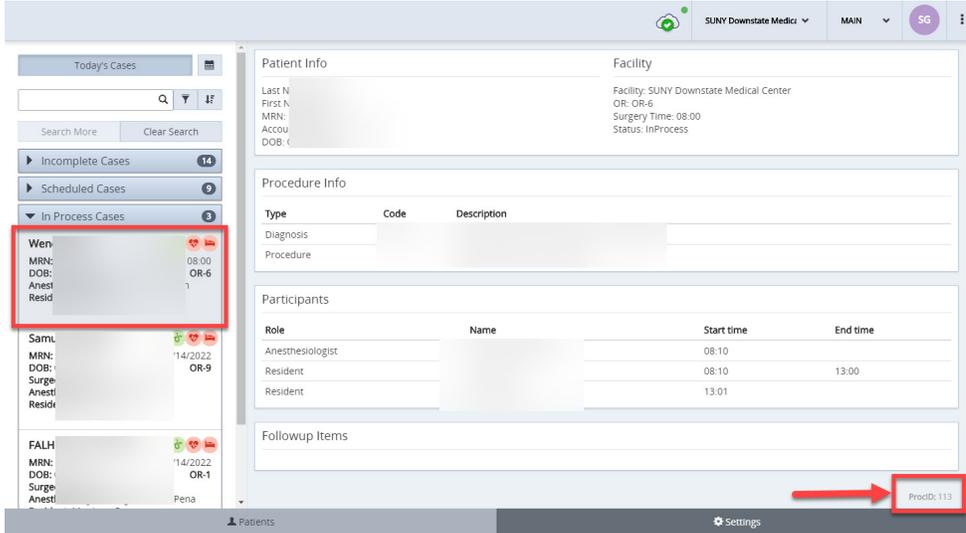
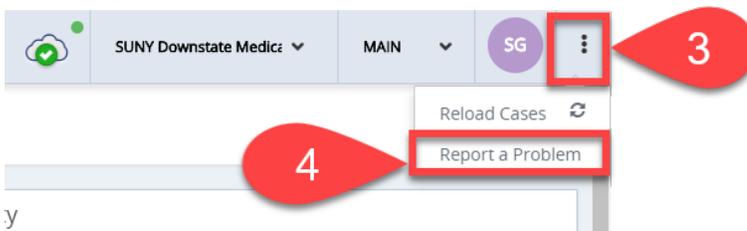


Contacting iPro Support

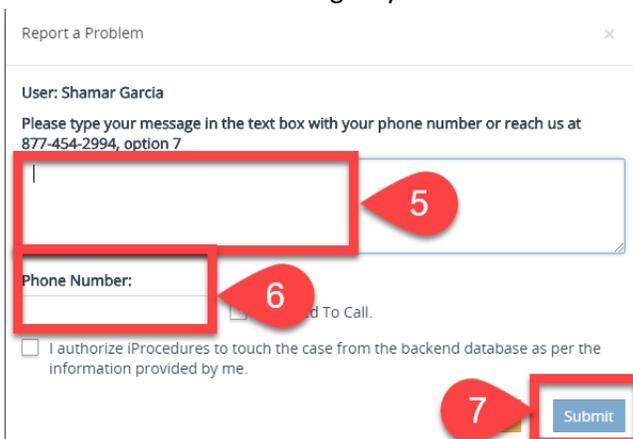
1. Log into **iPro**, using your windows credential.
(If you are not able to login, please call iPro at **1-877-454-2994 Option 7**)
2. Select the case you are having issues with and get the **ProdID** located on the bottom right



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



The screenshot shows the 'Report a Problem' form. It includes the user name 'Shamar Garcia' and a message prompt: 'Please type your message in the text box with your phone number or reach us at 877-454-2994, option 7'. There is a large text input field for the description, a 'Phone Number' field, and a 'Submit' button. A red box highlights the description field, another red box highlights the 'Phone Number' field, and a third red box highlights the 'Submit' button.