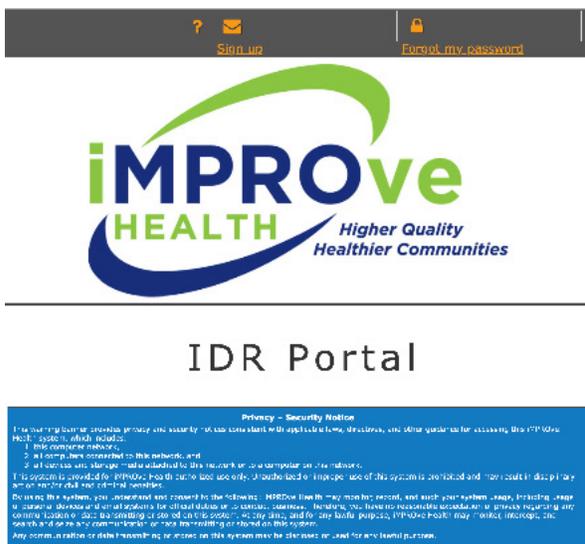# iMPROve Health Federal IDR Portal
# Initiating and Non-Initiating Parties Instructions
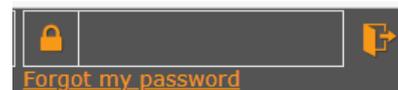
## Section 1: Getting Started

| Key | |
|---|---|
| ❌ | Cancel |
| ✔️ | Save |
| ➖ | Remove |
| ➕ | Add |
| 📤 | Upload |
| 🔍 | Search |
| 🗎 | Clear |
| 🏠 | Home |



To reset your password, click on Forgot my Password, and enter your email address.



### 1.1 Signing Up

(Skip this section if you already have a **username and password** and go to Section 2.1)

In order to use the SFFlexSuite ® Web iMPROve Health IDR Portal, you need to create an account. To do so, click on the **sign up link** in the upper right corner of the portal page.



You will see a form to enter your required information:
- Enter your email address, this will be your login name.
- Create a password, it must be at least six characters long and contain one capital letter, one lowercase letter, and one number.

In order to complete the sign up, you must view and agree to the terms of the disclaimer. It can be viewed by clicking on the link. Click **Submit**. On the next pop up click **OK**.

## 1.2 Requesting Access to Party Group

To use the portal, you need to be in a user group. As a user, you will be joining the appropriate **iMPROve Health Federal NSA group**. To request access to this group, click the **Add** button in the iMPROve Health Federal NSA group row. Once access is requested, you can submit your file(s) for up to 72 hours until permanent access is granted.

**HELPFUL HINT!**

You'll be given temporary access for 72 hours.

You are able to submit your dispute while waiting for permanent access.



Click **OK** at the pop-up screen.

## 1.3 Party Pop-up Windows

To search for your dispute in our system, you will need to enter your **Dispute Number (DISP-XXX) and select your Party Type (Initiating or Non-Initiating).** Party name (Complainant name or Respondent name) should auto populate. Click **Save**.
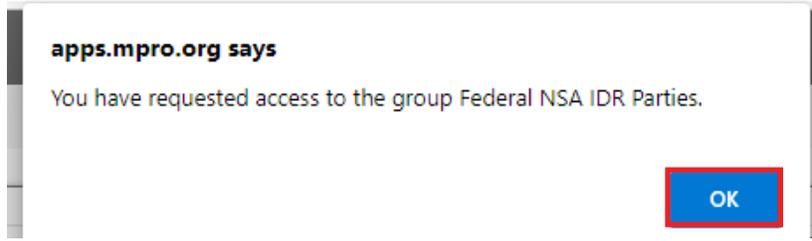
- Enter your Dispute Number.
- Re-enter your Dispute Number into the field.
- Pick Initiating or Non-Initiating from the drop-down menu.
- Party name (Complainant name or Respondent name) should auto-populate.
- Click **Save**.
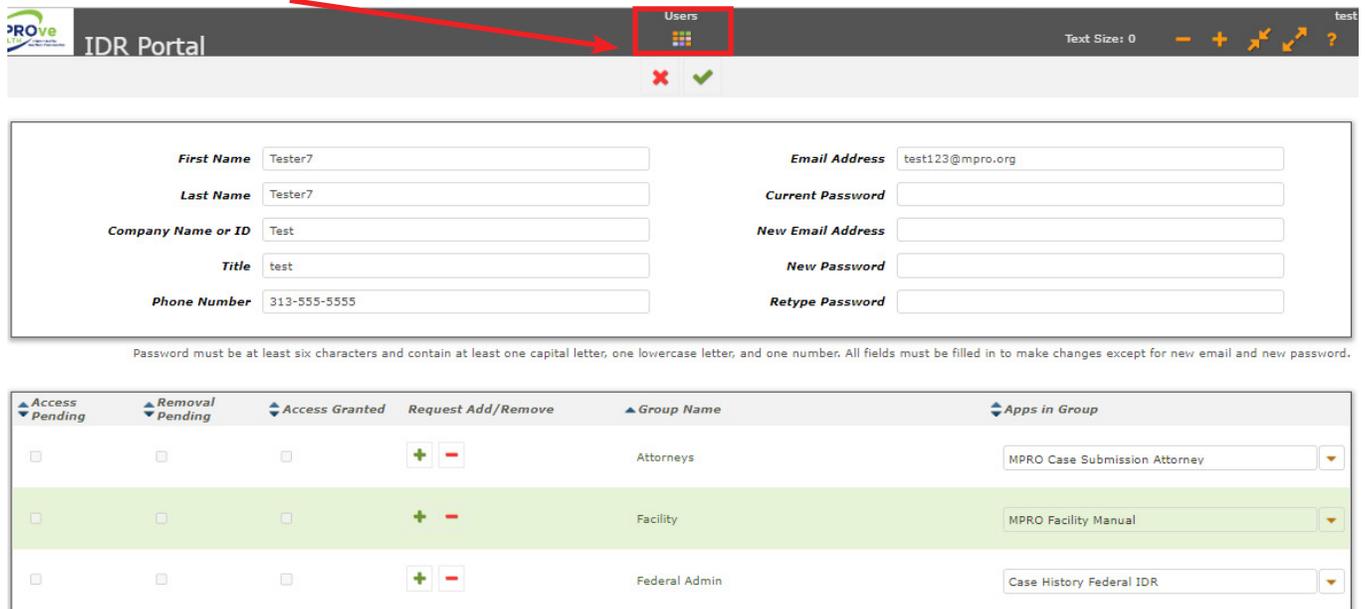
**NOTE:** Saving may take a while. Don't close out of the window until your information has been saved.



Click **OK** in the next two pop-up windows.

apps.mpro.org says

You have requested access to the group Federal NSA IDR Parties.

OK

Next, click the **Home** button at the top of screen.
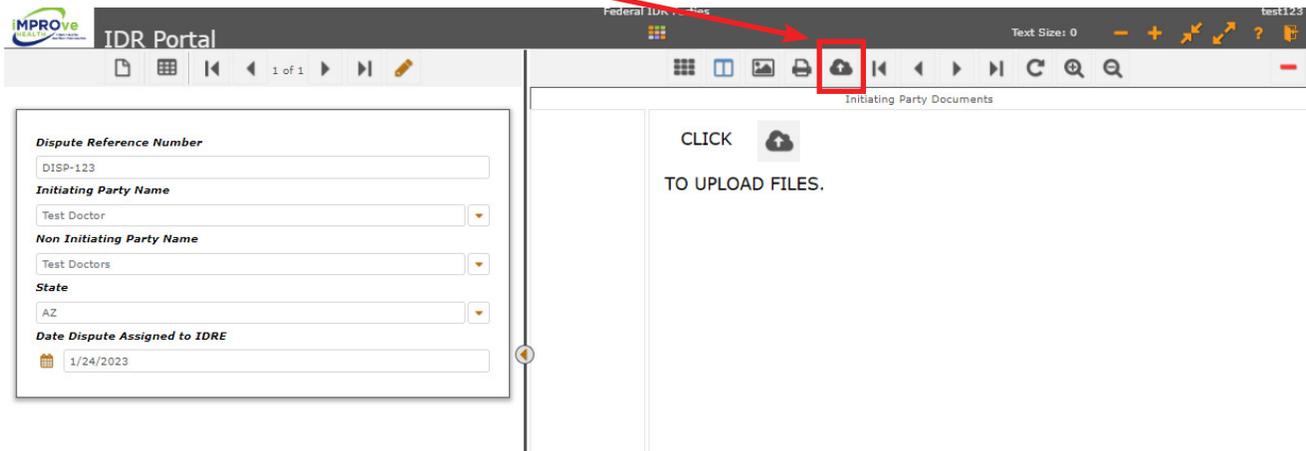


Click the **Federal IDR Parties** folder.



Enter the **Dispute Number (DISP-XXX)** and click the **Search** icon.

## Section 2: Uploading File(s) to a Dispute

To add documents, click the **Upload** button on the right side of the screen.



A window will appear allowing you to select your file(s). Either drag the files into the space at the top of the window, or browse for file(s) to upload. Once you have selected your documents to upload, click **Upload File** to upload them.

You can upload up to 10 documents at one time. Please do not upload zipped files.
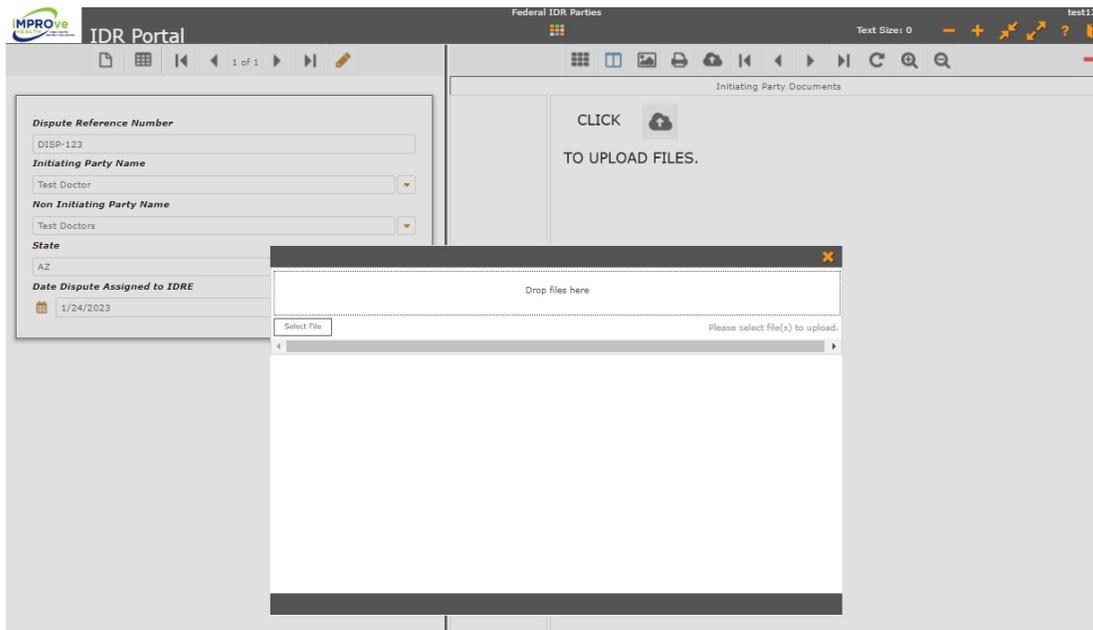
Once you have submitted the file(s) to iMPROve Health, you will see the documents populated. An iMPROve Health staff member will receive a confirmation email that your file(s) have been successfully submitted and the number of files uploaded.
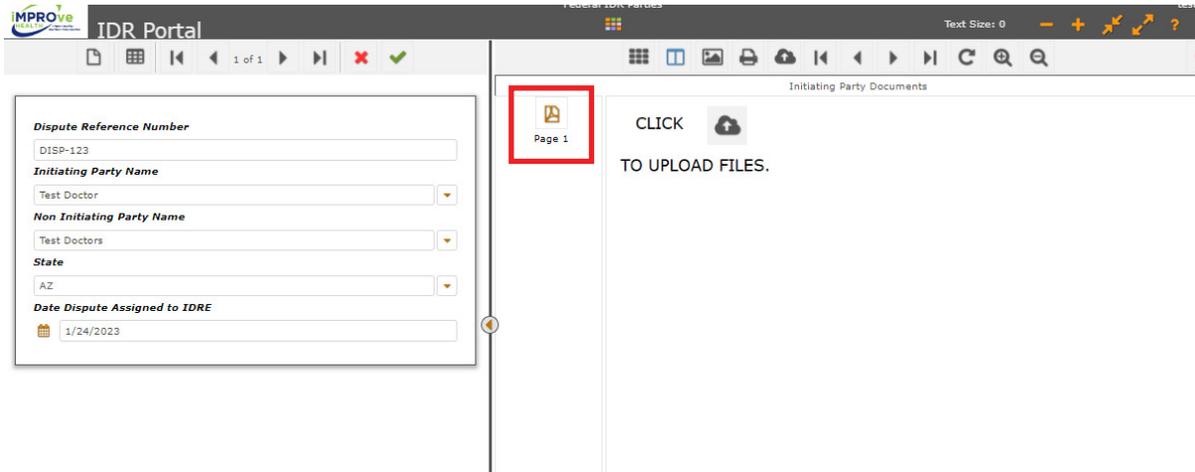


Once the file(s) have been uploaded, click the **Exit** button to log out of the portal.
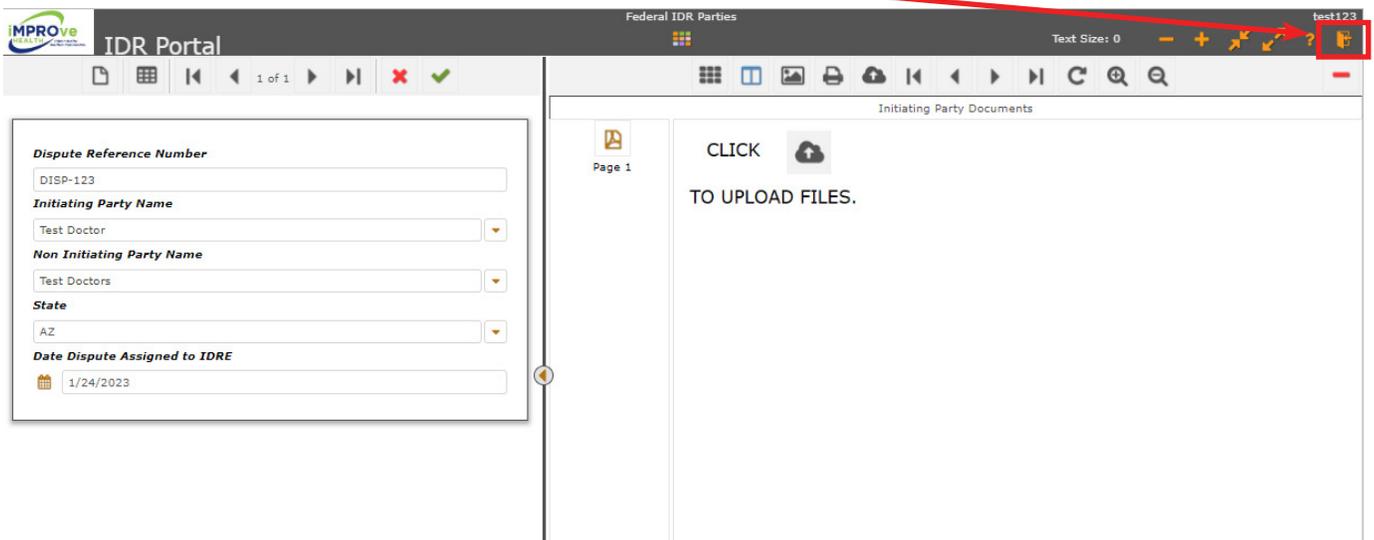
## 2.1 Adding to a Dispute When You Already Have a Username and Password

If you already have a username and password, you can sign into the iMPROve Health portal. You will see a screen to search for the dispute.

Enter the **Dispute Number (DISP-XXX)** and click the **Search** icon.



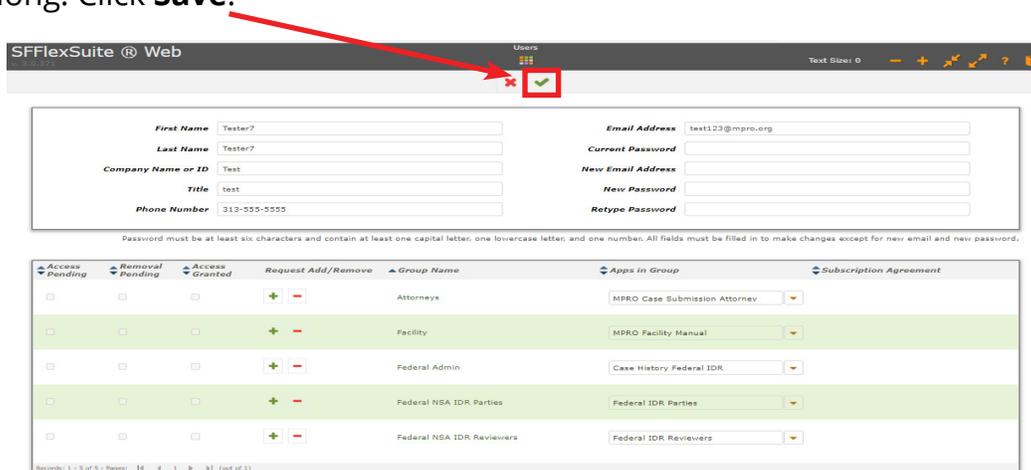If the search is successful, you should see the file open on the screen.

You are now ready to add to this dispute. Go back to **Section 2** for instructions on uploading documents to a dispute.

## Section 3: User Profile

Your **User Profile**, located on the **Settings** tab, is where you will make changes to your basic contact information. You can also change your email address and password here.
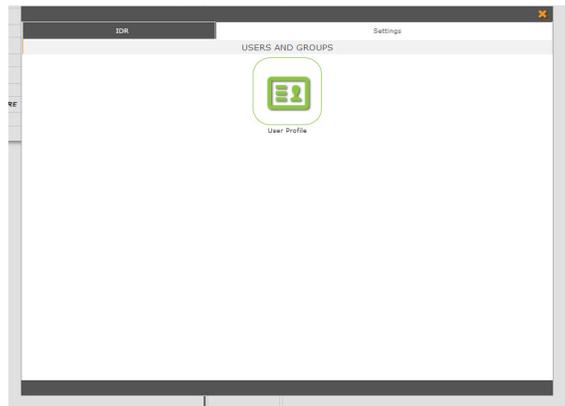


In order to make any changes, you must fill in your current password before saving. To change your password, fill in the new password box and retype it in the field below. A password must contain at least one capital letter, one lowercase letter, one number, and be at least six characters long. Click **Save**.



If you wish to change your email address, fill in the new email address box. Click **Save**. You will need to log out and log back in once you do this to continue using the portal.

**NOTE:** To navigate between tabs (IDR, settings, and applications), click the **Home** button at the top center of the screen to display the Home screen.

If you have any questions, contact iMPROve Health IDR staff at FederalIDRE@improve.health.