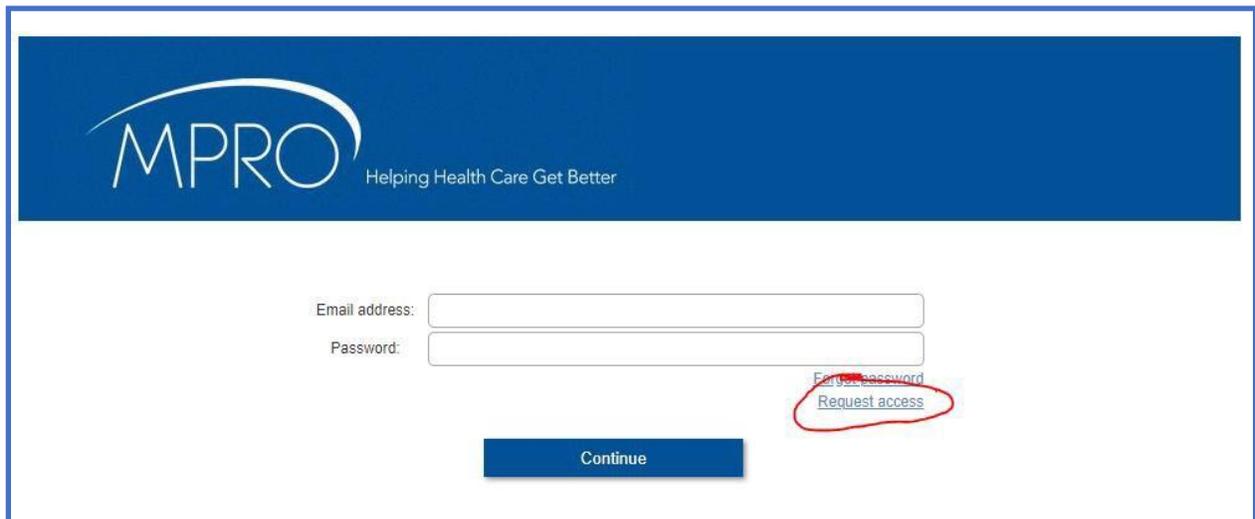


## Instructions for iMPROve Health's Secure File Exchange

<http://www.sendthisfile.com/mpro>

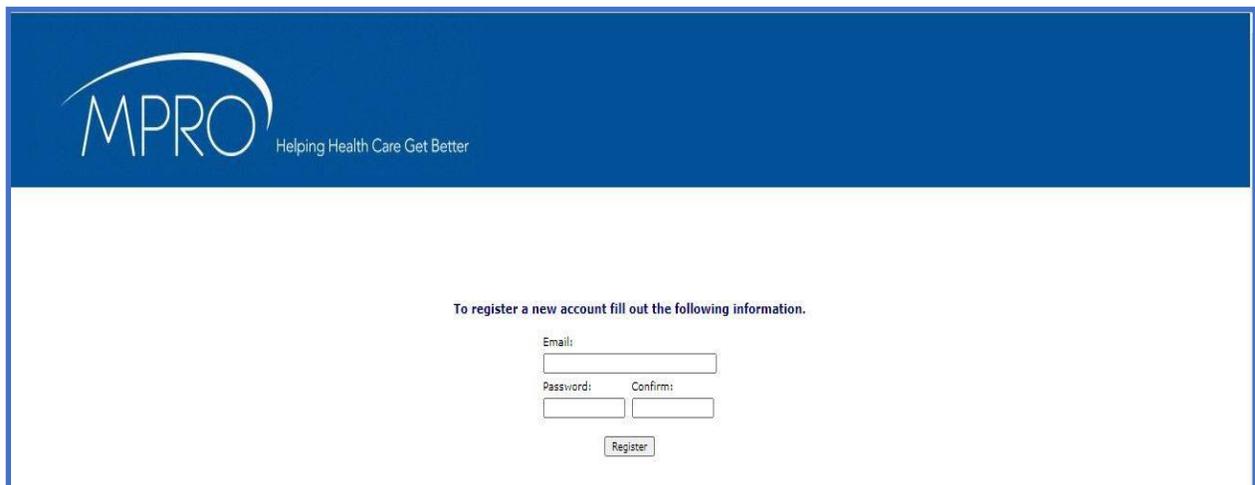
### **FIRST-TIME USERS:**

1. After clicking the link above, you will get this screen. Click Request access and follow just a few simple steps to get registered.



The screenshot shows the MPRO registration page. At the top, the MPRO logo is displayed with the tagline "Helping Health Care Get Better". Below the logo, there are two input fields: "Email address:" and "Password:". To the right of the "Password:" field, there is a link labeled "Forgot password" and a link labeled "Request access" which is circled in red. Below the input fields is a blue "Continue" button.

You will now get this screen:



The screenshot shows the MPRO registration confirmation page. At the top, the MPRO logo is displayed with the tagline "Helping Health Care Get Better". Below the logo, the text "To register a new account fill out the following information." is displayed. There are three input fields: "Email:", "Password:", and "Confirm:". Below the "Password:" and "Confirm:" fields is a "Register" button.

2. Type in your preferred email address, choose and type your password, retype it under **Confirm:** and then click **Register**. Please don't share your password with anyone.

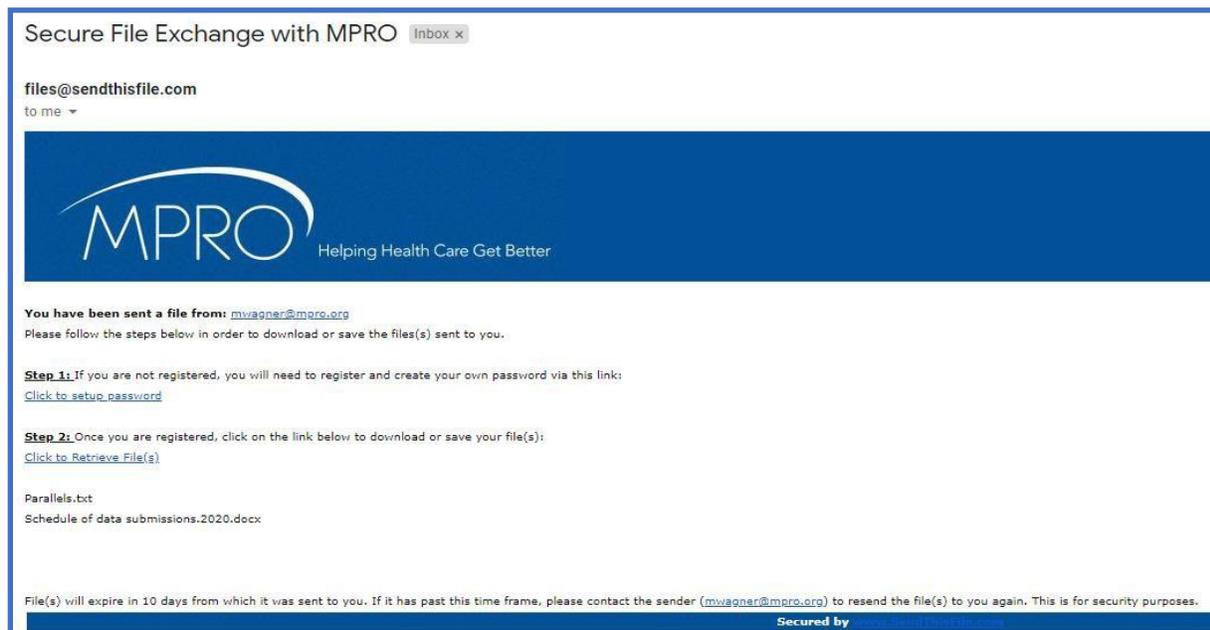


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PMB 47995  
Grand Rapids, MI 49546-2395  
248-465-7300 | www.mpro.org

3. An email verification link will be sent to the email address you used to register. Follow the link in the email to verify registration.
4. Once verified, you are now set up to receive and send files.

### **RECEIVING FILES FROM iMPROve Health**

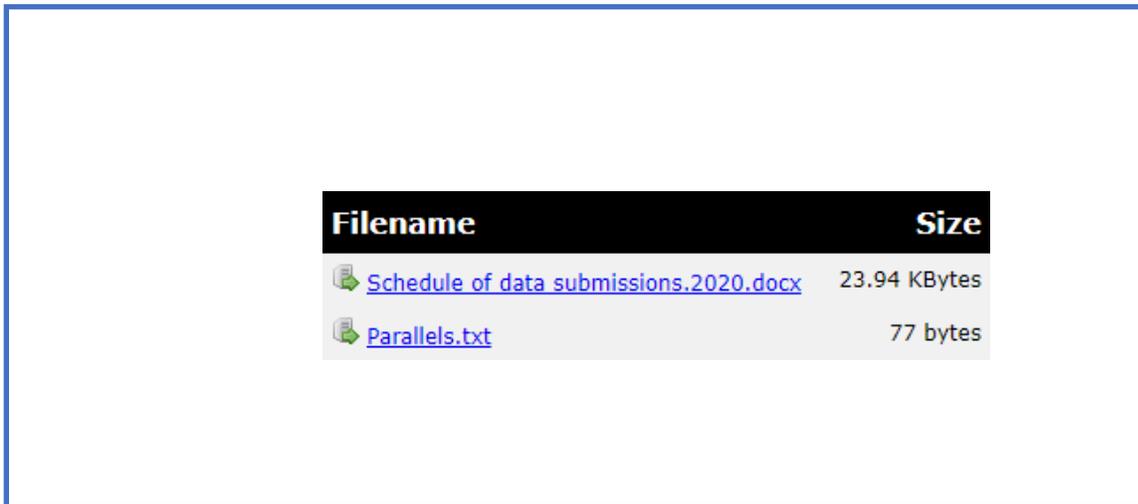
1. You will receive an email message that looks like this:



2. If you've already registered, skip to Step 2. If not, go back to the above instructions and register.
3. At Step 2, click on the blue hyperlink that says "Click to Retrieve Files," and you will see this screen:



4. Type in your password (make sure it is the one corresponding to the email address you used to register for SFE) and click submit. You should now see a screen that looks like this:

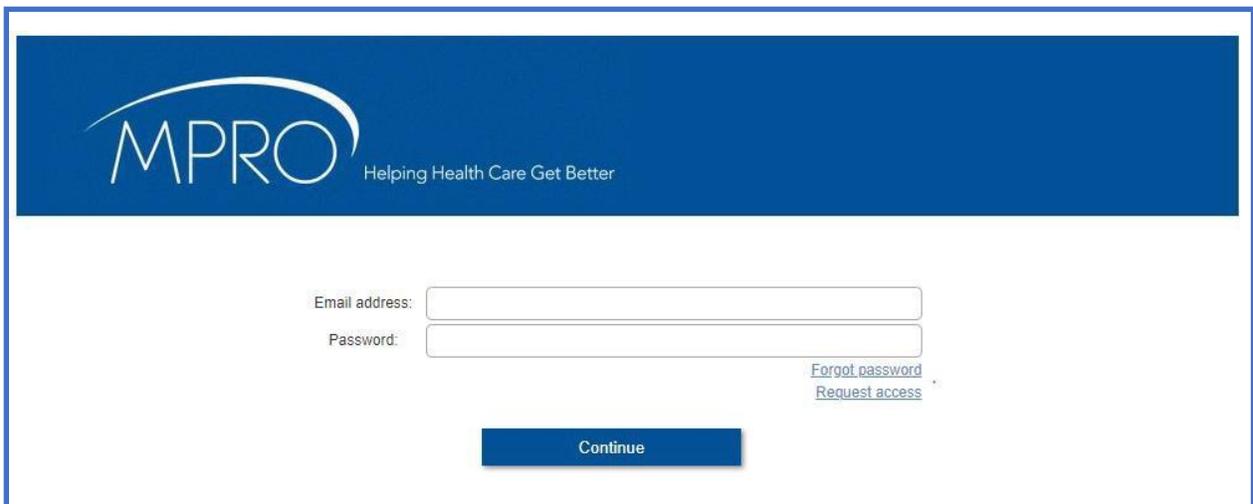


Filename	Size
<a href="#">Schedule of data submissions.2020.docx</a>	23.94 KBytes
<a href="#">Parallels.txt</a>	77 bytes

5. All files you need to review will be listed under Filename. Click on each file individually and save it to a secure place on your computer.

### **SENDING FILES TO iMPROve Health**

1. Go to the website <https://www.sendthisfile.com/mpro> to get this screen:



**MPRO** Helping Health Care Get Better

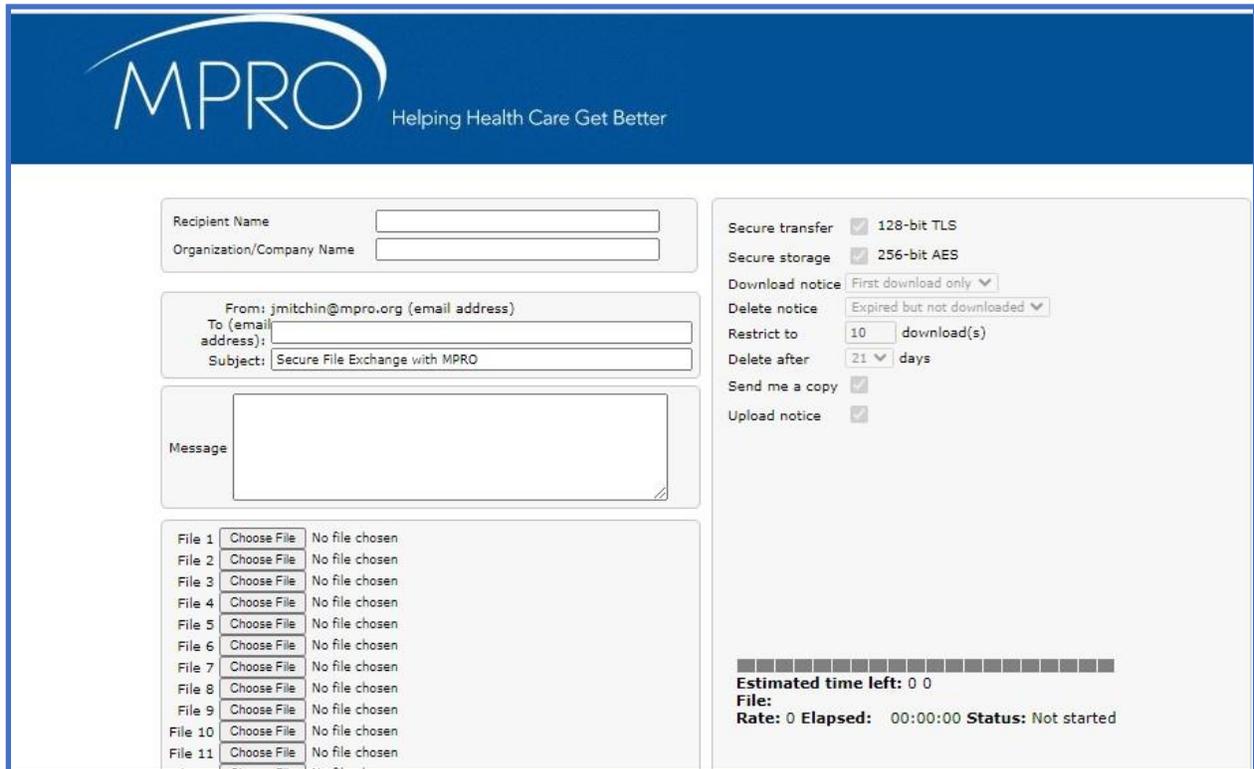
Email address:

Password:

[Forgot password](#)  
[Request access](#)

2. Login with your email address and the corresponding password you used to download the files and click Continue.

You should now see this screen:

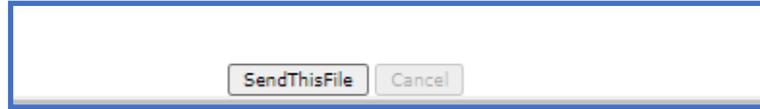


Please fill in the fields above as follows:

- Recipient name: This should be the specific department the files are being sent to: **IRO, PACER, LTSS, or VA**
- If you are sending it to a specific individual, use their name as the Recipient
- Organization/Company Name: **iMPROve Health** (optional)
- From: your email address should populate automatically
- To (email address):
- **IRO= [IRO@improve.health](mailto:IRO@improve.health)**
- **PACER= [PACER@improve.health](mailto:PACER@improve.health)**
- **LTSS= [LOCD@improve.health](mailto:LOCD@improve.health)**
- **VA= [VA@improve.health](mailto:VA@improve.health)**
- Subject: Optional-NO PHI
- Message: Optional-NO PHI
- Click the first “**Choose File**” on the list (below the Message box). This should take you to a directory of files on your computer. Select and click on the appropriate file to upload it into Secure File Exchange. Repeat this process for each file you want to send.
- You can upload up to 20 files at a time.
- You can also upload your timesheet and Conflict of Interest Attestation as files, when applicable.
- When done uploading all files, click **SendThisFile** at the bottom of the screen.



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- You will get an email confirmation informing you that the files have been uploaded.

**SECURITY ALERT: PLEASE DO NOT PUT PROTECTED HEALTH INFORMATION (PHI) IN THE SUBJECT LINE OR MESSAGE AREA. EMAILS ARE GENERATED TO THE SENDER AND THE RECIPIENT WHENEVER YOU USE SECURE FILE EXCHANGE, AND EMAILS ARE NOT CONSIDERED A SECURE METHOD OF TRANSMITTING PHI.**

### QUESTIONS?

Contact:

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THANK YOU!!