# Atrezzo Connect FAQs

| 1 | Q: | When will the Atrezzo system go live? |
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| | A: | *October 31, 2011. iEXCHANGE will taken down at 5pm on October 28, so any requests that need to be sent to KePRO between 5pm on the 28$^{th}$ – 6am on the 31$^{st}$ will need to be faxed.* |
| 2 | Q: | If you do not finish submitting a request, how long will it stay in the system? |
| | A: | *Indefinitely.* |
| 3 | Q: | Can you enter multiple diagnosis codes in a request? |
| | A: | *Yes, and there is no limit.* |
| 4 | Q: | Can you attach multiple documents to a request? |
| | A: | *Yes.* |
| 5 | Q: | What do I do if my clinical notes exceed 4,000 characters? |
| | A: | *You can add or continue lengthy clinical notes in the Clinical Notes field located at the bottom of the Request Overview if you need more space.* |
| 6 | Q: | Where will the link to the new system be located? |
| | A: | *On the KePRO-DMAS website (http://dmas.kepro.com).* |
| 7 | Q: | How should I submit a request in the event the Atrezzo system is down? |
| | A: | *Send requests via fax until the system is back up.* |
| 8 | Q: | Can I copy and paste into the Clinical Notes field? |
| | A: | *Yes.* |
| 9 | Q: | Can the Request Overview be printed? |
| | A: | *Yes. While on the Request Overview page, right-click and select Print. KePRO will be adding a "Print Friendly" Link* |
| 10 | Q: | How can I get to the system user manual? |
| | A: | *The Atrezzo Connect End User Guide and FAQ's are located on the DMAS.KePRO website under Training>General. http://dmas.kepro.com/content/training.aspx* |
| 11 | Q: | If I am a current iEXCHANGE user, but have been inactive for a long time and do not remember my ID and password, what do I do to access Atrezzo Connect? |
| | A: | *Contact Customer Service and they will help retrieve your iEXCHANGE admin number.* |
| 12. | Q: | Will the system timeout? |
| | A: | *Yes there is a system Timeout. However there will be a warning message to alert you. Similar to what you might see when doing on-line banking* |
| 13 | Q: | Will my password expire? |
| | A: | *No, there is no time limit on passwords* |
| 14 | Q: | How can I get into system if I forgot my password? |
| | A: | *At system registration or migration, all users will be required to setup a Password recovery question, such as Mother's maiden name, etc* |
| 15 | Q: | Do passwords need to contain any special setup, such as upper/ lower case letters or have numbers in them? |
| | A: | *No, passwords need to be 8 characters in length and can be alpha or numeric characters.* |
| | Q | *How do I migrate my current iEXCHANGE account?* |
| | | *You will use the iEXCHANGE ID >then "–">then iEXCHANGE user ID. This will be placed in the Atrezzo User Name field. The initial password will be the iEXCHANGE ID. e.g. user name = 12345-jdoe Password = 12345.* |

| | | **_ATREZZO CONNECT FAQ (Cont'd)_** |
|---|---|---|
| 16 | _Q:_ | _Do you have step by step on migrating an account to Atrezzo Connect?_ |
| | _A:_ | 1. If you're already an iEXCHANGE user:<br>    a. Go to dmas.kepro.com and click 'KePRO Atrezzo First Time Registration/Migration.'<br>    b. Enter your special, migrated username and password directly on the next screen. Do _not_ click 'Register here' on that screen.<br>    c. The migrated username is equal to the 5-digit iEXCHANGE group ID, a hyphen, and the iEXCHANGE username, something like: 12345-username. The migrated password is equal to the 5-digit iEXCHANGE group ID. Note that your old iEXCHANGE password will not work.<br>    d. You'll then be given a one-time opportunity to change your username and password to something different than the special migrated ones.<br>2. If you're not an iEXCHANGE user:<br>    a. Go to dmas.kepro.com and click 'KePRO Atrezzo First Time Registration/Migration.'<br>    b. Click 'Register here if you don't have an account.'<br>    c. You'll need NPI#, 1099 YTD (amount from most recent remittance advice to proceed), or the Last Remit date.<br><br>**_Example: user name = 12345-jdoe then Password = 12345_** |
| 17 | _Q:_ | Will KePRO only accept Service Authorization via Atrezzo Connect |
| | _A:_ | No, KePRO will accept all current methods of submission, such as Faxing |