



that ...

- **Your KEPRO SAM password expires every ninety (90) days?**
 - You are able to reset your password by clicking the *Forgot Password?* link at the bottom of the Login Page but be sure to have your Registration Code handy! The registration code was provided to you in your KEPRO SAM access information email. Have no fear, if you are unable to locate that code, your Supervisor has the functionality to retrieve and provide that code to you. Of course, KEPRO would also be happy to reset/unlock your account. An email requesting that your password be reset or to unlock your account should be sent to KEPRO paodpassessments@kepro.com.

- **5-Year Reassessments only stay on your Work Queue for ten (10) business days?**
 - To ensure timeliness with scheduling 5-Year Reassessments, the system was configured to keep the individuals whose 5-Year Reassessments are due on your Work Queue only for 10 business days. What happens after the 10 days have elapsed, you ask? Once the 10 business days have elapsed the system will automatically remove the assignments that you did not work (i.e. did not provide scheduling information and meeting preference for) over to KEPRO Schedulers/Assessors for them to reach out to you to collect the required information. To avoid delays and the phone calls, work your queue within 10 business days of the notification alert that an assessment was assigned to your Work Queue 😊.

- **You have the functionality to correct and resubmit a denied Expedited Request without needing to start from the beginning?**
 - Yes you do. KEPRO SAM was enhanced to provide the functionality to correct and resubmit a denied Expedited Request when the denial was issued with identified corrections.
 - To correct and resubmit a denied Expedited Request search for the request by clicking the search icon → enter search criteria → click Submit → the Search Results portion of the screen will populate with the individual → under the Action column click the paper icon (see Figure 1 below) → a copy of the form you submitted will populate → make the necessary correction → click submit. The corrected request will be automatically routed to the AE for review.

- **You have the functionality to cancel an Expedited Request?**
 - As SC, you now have the functionality to cancel an Expedited Request prior to the AE's review and decision. What this means is that as SC you are able to cancel an Expedited Request only while it is in the *AE Pending* status.

- To cancel an Expedited Request search for the request → the Search Results portion of the screen will populate with the individual → under the Action column click the cancel icon (see Figure 2 below) → the Confirm Cancellation screen will appear → Click Yes to cancel the request.

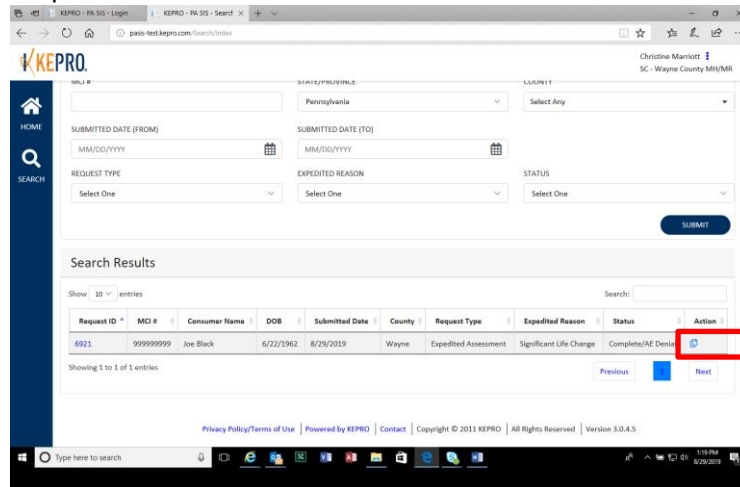


Figure 1: Correction of Submitted Expedited Request

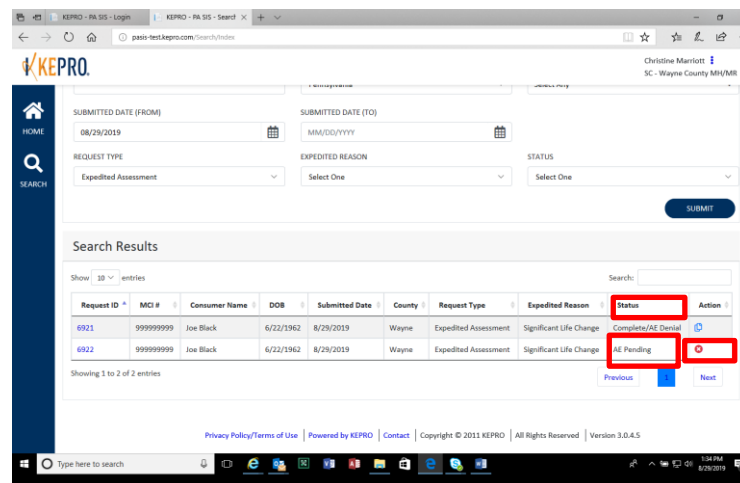


Figure 2: Cancelling an Expedited Request

- **You can check the status of the requests you submitted?**
 - KEPRO SAM tracks and presents the current status of all requests submitted through KEPRO SAM.
 - To check the status of a request → search for the request → the Search Results portion of the screen will populate with the individual(s) → the status of each request is displayed in the Status column. Please see Figure 2 above.
- **You can learn more about how KEPRO SAM works?**
 - The revised KEPRO SAM training guide is available at <http://mysupport.kepro.com> under the Resources and Training Materials tab or MYODP.