

Date: April 2, 2021

Subject: Communication of Change – ePro Login Process

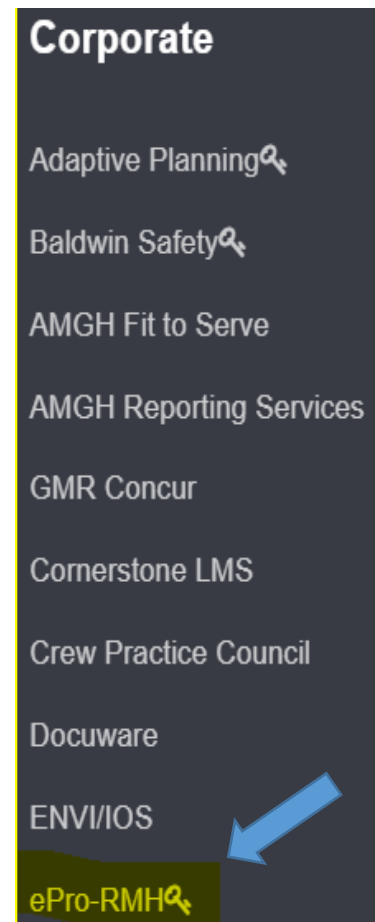
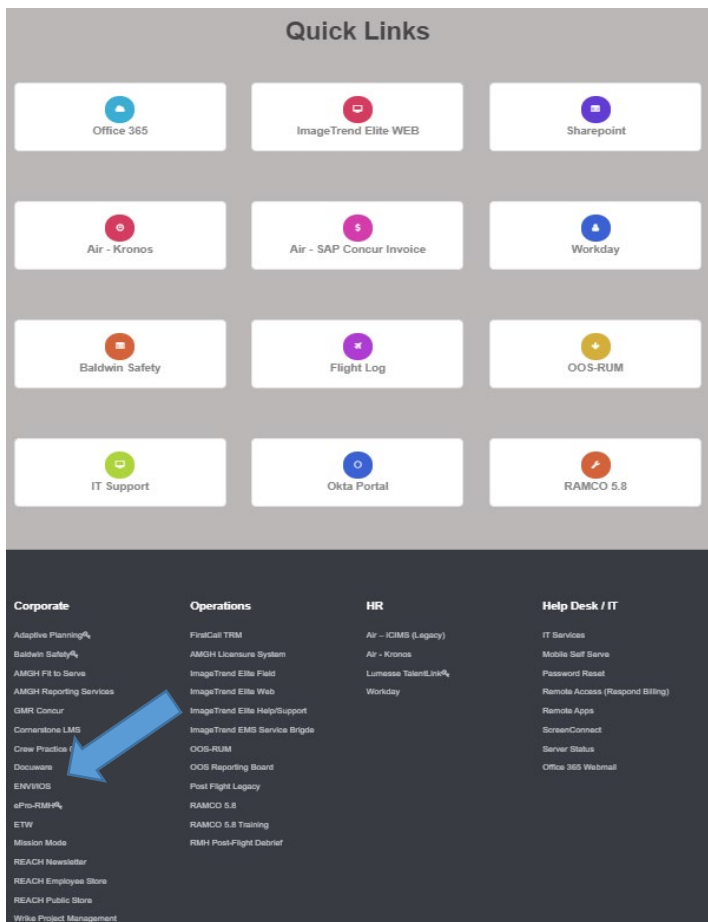
All Staff

Over the past few weeks our ePro Scheduling System has had numerous issues as it relates to login credentials. Kim Duggins, our internal IT team and the ePro system engineers have been working diligently to resolve these issues.

Unfortunately, ePro is not an OKTA based air application, which does not enable us to add ePro to our OKTA site for ease of use.

EPRO ACCESS:

The ePro system will continue to require direct access either through the link at the bottom of the REACH links page (Image to Left) or by Book Marking the following link - [ePro Login Link](#) .



When you get to the “Log into your Scheduling Account” Page:

Log into your Scheduling account

Username

Password

Organization

[Forgot your password?](#)

Remember my username? No

In the “**Username Field**” enter, your OKTA User Name **(Without @emsc.root01.org)**.

In the “**Password**” field enter, your OKTA Password.

If the “**Organization**” field is required enter, rmh

Your OKTA credentials will now be your ePro credentials as well. If you change them for OKTA they will also change for ePro.

In addition the “Forgot your password?” link will not work as ePro is linked directly to your OKTA credentials. If you reset your OKTA password that will automatically reset your ePro password.

Should you encounter issues with logging in, please email Kimberly.Duggins@gmr.net. I will work with you on addressing your issue but will require you to be in front of a computer where we can set up a Microsoft teams call if necessary.

Thanks for your patience with this issue.

Regards,

Kim Duggins