

External User – Request for Access

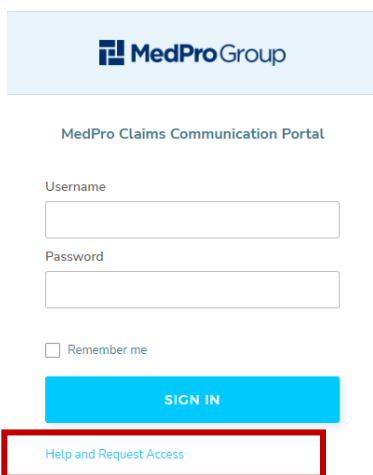
Impacted Parties	<ul style="list-style-type: none"> Defense Firms.
Impacted Roles	<ul style="list-style-type: none"> Any defense firm representative will need to request access to the Claims Communication Portal in order to be added as a new user in the Claims Communication Portal.
Overview	<ul style="list-style-type: none"> As a defense firm representative, I will need to Request Access for an Account to interact with MedPro Claims Consultants in the Claims Communication Portal.

Before You Begin: Recommended browsers are Chrome, Microsoft Edge, Safari and Firefox (IE is not compatible).

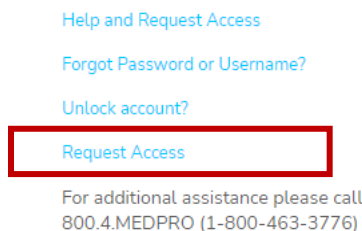
Navigate to the Claims Communication Portal

<https://claimscommunication.medpro.com/>

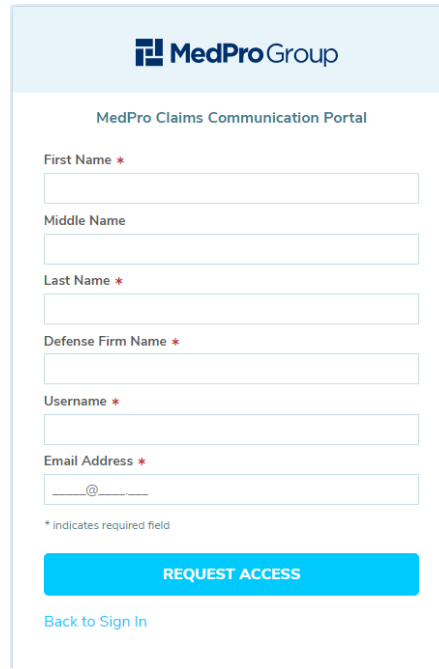
1. Click on Help and Request Access.



2. Click on “Request Access” Link.

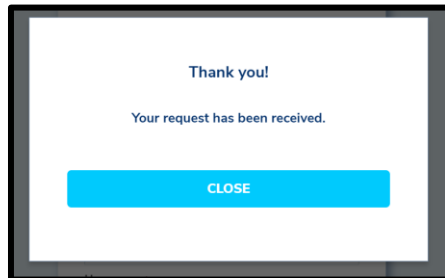


3. Enter all the details and click on “Request Access.” NOTE: While there are no restrictions for the format of Username, the best practice is to use firstname.lastname if possible.



The screenshot shows the MedPro Claims Communication Portal registration form. At the top is the MedPro Group logo. Below it is the title "MedPro Claims Communication Portal". The form contains several input fields, each with a red asterisk indicating it is required: "First Name", "Middle Name", "Last Name", "Defense Firm Name", "Username", and "Email Address". The "Email Address" field has an "@" symbol visible. Below the fields is a note: "* indicates required field". At the bottom of the form is a large blue button labeled "REQUEST ACCESS" and a link labeled "Back to Sign In".

4. You will receive a “Thank you!” message to indicate your request has been submitted for processing. Click “Close”.



5. It may take 24-48 hours to process your request. If you need to escalate or ask a question, please email MPClaimsportal@medpro.com.