



Acentra Health’s Scheduling Portal – Kepro SAM

<https://pasis.kepro.com/>

Reassigning Individual Records

Work can be reassigned from one SC to another. Reassignments can be completed by SC Supervisors or Agency Contacts.

Reassignments can be completed by clicking the “Reassign” button on the left side of the home screen.



In the “Assign From Agency” dropdown, select the SCO that the user is assigned to. Next select the user from the “Reassign From User” dropdown. All open pending records associated with that user will then appear.

ASSIGN FROM AGENCY	REASSIGN FROM USER
Select One	Select One
MCI #	Name

If there is more than one record for that user, locate the record you wish to move.

In the “Reassign To Agency” dropdown, select the SCO that you wish to move the record to. In most instances, this will be the same SCO. Next select the user from the “Assign To User” dropdown that you wish to move the record to and the click “Save.”

The image shows a web form titled "Reassign To". It contains two dropdown menus. The first is labeled "ASSIGN TO AGENCY" and the second is labeled "ASSIGN TO USER". Both dropdown menus currently display "Select One". Below the dropdowns is a blue button labeled "SAVE".

Once reassigned, the record will move off the original user's queue to the newly assigned user.

This process must be completed for each record that needs to be reassigned. Records cannot be moved in bulk.

Work can be reassigned from one SC to another or to an SC Supervisor. Each record can move independently of the other, so work from one SC can be split between multiple users.