PAROS Frequently Asked Questions (ePAROS)

1. What if I forgot my username or password?

You can retrieve your account password by clicking on "Did you forget your password?" link on the login page.
You must enter your username to request for a retrieval email. The email will be sent to the address that has been registered upon account creation.

2. How to change password?
You can change your password at the Account Information page. Once login, select setup followed by change password.

3. How do I create a new record?
Place your mouse cursor over the "ePAROS" link at the top navigation bar and click on "Add New".

Complete the initial Patient Enrolment form and click on the save button.
Once the initial patient enrolment form is saved, you will be redirected to the main enrolment form.

After data entry has been completed, click on save button to save the data in the system.

4. How to perform a case search?
Place your mouse cursor over the "ePAROS" link at the top navigation bar and click on "PAROS Search". After defining the search criteria, click on the search button to retrieve a list of results.

5. Why can't the "Excel export of data" option work after performing a case search?
You should change your web browser to enable pop ups.

For Firefox users, go to tools, options and select the content tab. Click on the exceptions button for right next to the "block popup windows" option and enter https://eparos.org/ and click on "Allow" button.

For I.E users, go to Tools, popup blocker, pop up blocker settings, enter https://eparos.org/ and click on the "Add" button.

6. What if I do not want to add exception to my web browser?

After the case search and "Excel export of data" option has been selected, hold on to the shift key and click on the "GO" button to bypass the popup blocker.