

# WEST VIRGINIA SOCIALLY NECESSARY SERVICES

**Provider Portal Administrator Registration Training** 

# Agenda

- 1. Provider Portal Overview
- 2. Registration for New Facilities
- 3. Logging In
- 4. Additional Resources and Support





## Atrezzo is a personcentered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

# What is the Provider Portal?

## **Atrezzo Provider Portal Registration**

- In order to utilize the Atrezzo Provider Portal, each Provider (office)
  must appoint one person to be the administrator, or owner, of their
  provider portal account.
  - The account group administrator is typically a supervisor, as this user role holds the highest system permissions.
- The person that registers the F.A.C.T.S. # in the Atrezzo Provider Portal will be automatically deemed the group administrator for that F.A.C.T.S. #.
  - Provider locations need to register one time.
  - After initial registration, the administrator will have the ability to create additional Atrezzo Provider Portal staff user accounts.



# **Registration Code**

### **Helpful Hints**

- You will need the F.A.C.T.S. for you facility.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

### New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility location.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility F.A.C.T.S. number.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

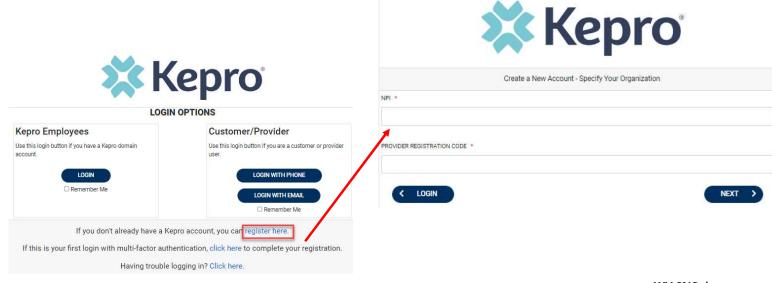
### **Helpful Hints**

- Bookmark the Provider Portal URL for future use. Chrome is preferred browser.
- Facility registration is a one-time process.

# **Creating an Account**

#### New to Atrezzo?

- The Provider Portal is accessible at <a href="https://portal.kepro.com">https://portal.kepro.com</a>.
- Click on the register here link under the LOGIN section.
- Enter your facility F.A.C.T.S. number as the NPI and the registration code.





### **Helpful Hints**

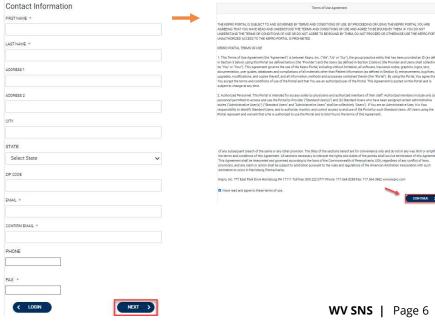
- Consider a standard naming convention when creating usernames
- Fields that have an asterisk (\*) by them are required fields.

# **Creating an Account**

#### What to Know

- Complete your Account Information by creating a username.
- Complete the Contact Information section, click Next.
- Review the Terms of Use, click the Acknowledgement check box, then click Continue.







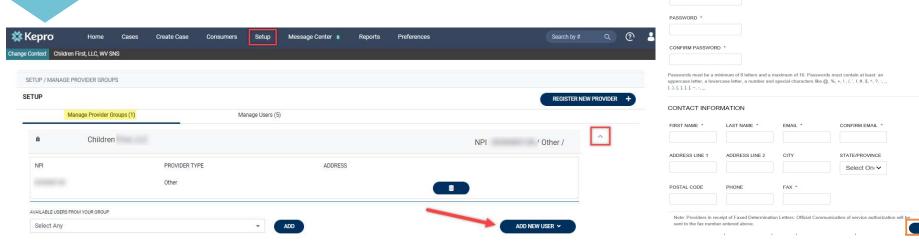
# **Adding New Users**

### **Helpful Hints**

- Users will receive email with link to complete registration.
  - The link will expire after 2 days.
- Always use Manage Providers Groups Tab

#### What to Know

- Click on **SETUP** on the navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.
- Click on the arrow on the far right to expand the section.
- Click on Add New User.
- Create a **username**, complete the contact information section, and click **Create**.





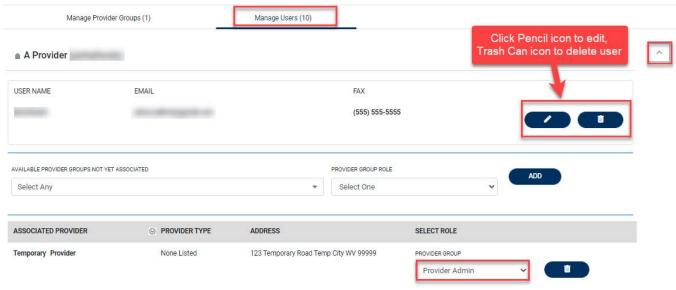
# **Managing Users**

### **Helpful Hints**

- Always use Manage
   Providers Groups Tab
- Any role with "**Admin**" in the name works the same
- Provider Staff Account is a general user account
- Provider Admin will have the ability to add/manage users for the provider assigned
- Provider Group Admin will have the ability to add/manage users for all providers in the group.

#### Need to Deactivate or Change a User Role?

- On the **Manage Users** tab, you may select a user and edit a user's information or delete the user.
  - Expand specified user by clicking arrow on right
- You can also assign the user to different provider groups that you manage and change his/her role.
- Each provider group that the user has access to will be listed under their name along with the access role. The standard role for users should be "**Provider Staff Account**".
- You can create as many other admins as needed to help you to manage larger numbers of users at your facility.





### **Helpful Hints**

- Passwords must contain:
  - One upper case letter
  - One lower case letter
  - One number
  - One special character.
- Your account will lock after three unsuccessful attempts.

## **Staff User Login & Reset Password**

#### What to Know?

- The Provider Portal is accessible at <a href="https://portal.kepro.com">https://portal.kepro.com</a>.
- An Administrator at your facility can provide you with a username.
- You may reset your password at any time by clicking the "Forgot Password" link. Users will be prompted to rest the password.



#### Sign in with your email address

Email Address	
Password	
orgot your password?	
Sign in	



