



WEST VIRGINIA SOCIALY 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 person-centered, 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

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

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


Creating an Account

New to Atrezzo?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- 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

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



LOGIN OPTIONS

Kepro Employees

Use this login button if you have a Kepro domain account.

LOGIN

☐ Remember Me

Customer/Provider

Use this login button if you are a customer or provider user.

LOGIN WITH PHONE


LOGIN WITH EMAIL

☐ Remember Me

If you don't already have a Kepro account, you can [register here](#).

If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

Having trouble logging in? [Click here](#).



Create a New Account - Specify Your Organization

NPI *

PROVIDER REGISTRATION CODE *

< LOGIN

NEXT >

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**.

Helpful Hints

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



Create a New Account - Enter User Information

Organizational Information

Account Information

USERNAME *

Contact Information

FIRST NAME *

LAST NAME *

ADDRESS 1

ADDRESS 2

CITY

STATE

ZIP CODE

EMAIL *

CONFIRM EMAIL *

PHONE

FAX *

LOGIN

NEXT

Terms of Use Agreement

THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. IF YOU DO NOT UNDERSTAND THE TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE KEPRO PORTAL. UNAUTHORIZED ACCESS TO THE KEPRO PORTAL IS PROHIBITED.

KEPRO PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("Kepro", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the Kepro Portal, including without limitation, all software, hardware, coding, graphics, logos, text, documentation, user guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.

2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard Users") and (b) Standard Users who have been assigned certain administrative duties ("Administrative Users") ("Standard Users" and "Administrative Users" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal for such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.

of any subsequent breach of the same or any other provision. The titles of the sections hereof are for convenience only and do not in any way limit or modify the terms and conditions of this Agreement. All sections necessary to interpret the rights and duties of the parties shall survive termination of this Agreement. This Agreement shall be interpreted and governed according to the laws of the Commonwealth of Pennsylvania, USA, regardless of any conflict of laws, provisions, and any claim or action shall be subject to arbitration pursuant to the rules and regulations of the American Arbitration Association with such arbitration to occur in Harrisburg, Pennsylvania.

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☒ I have read and agree to these terms of use.

CONTINUE

WV SNS Training

Helpful Hints

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

- 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**.

USER NAME *			
<input type="text"/>			
PASSWORD *			
<input type="password"/>			
CONFIRM PASSWORD *			
<input type="password"/>			

Passwords must be a minimum of 8 letters and a maximum of 16. Passwords must contain at least: an uppercase letter, a lowercase letter, a number and special characters like @, %, +, \, /, !, #, \$, ^, ?, ;, ,, (), { }, | } ~ - _

CONTACT INFORMATION

FIRST NAME *	LAST NAME *	EMAIL *	CONFIRM EMail *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE/PROVINCE
<input type="text"/>	<input type="text"/>	<input type="text"/>	<div>Select One ▾</div>
POSTAL CODE	PHONE	FAX *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

CREATE

Kepro

[Home](#)[Cases](#)[Create Case](#)[Consumers](#)[Setup](#)[Message Center](#)[Reports](#)[Preferences](#)

Search by #

Change Context

Children First, LLC, WV SNS

SETUP / MANAGE PROVIDER GROUPS

SETUP

REGISTER NEW PROVIDER

Manage Provider Groups (1)

Manage Users (5)

Children

NPI

PROVIDER TYPE

ADDRESS

Other

AVAILABLE USERS FROM YOUR GROUP

Select Any

ADD

ADD NEW USER

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.

The screenshot shows the 'Manage Users' tab selected. A red box highlights the 'Manage Users (10)' tab. A red callout box points to the 'Pencil' and 'Trash Can' icons, with the text 'Click Pencil icon to edit, Trash Can icon to delete user'. Below this, a table lists user information. The first row shows a user with a 'Provider Admin' role. A red box highlights the 'Provider Admin' role dropdown menu. Below the table, there are dropdown menus for 'AVAILABLE PROVIDER GROUPS NOT YET ASSOCIATED' and 'PROVIDER GROUP ROLE', and an 'ADD' button.

USER NAME	EMAIL	FAX	
[Redacted]	[Redacted]	(555) 555-5555	[Pencil Icon] [Trash Can Icon]

ASSOCIATED PROVIDER	PROVIDER TYPE	ADDRESS	SELECT ROLE
Temporary Provider	None Listed	123 Temporary Road Temp City WV 99999	PROVIDER GROUP Provider Admin [Dropdown Arrow] [Trash Can Icon]

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 <https://portal.kepro.com>.
- 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

[Forgot your password?](#)

Additional Resources & Support

Contact Info

 800.461.9371

 wv_bh_sns@kepro.com

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

