



# **Atrezzo User Guide**

## **Multi-Factor Registration and Login Process for Current Provider Users**

## Contents

<b>MULTI-FACTOR AUTHENTICATION (MFA) SUMMARY .....</b>	<b>3</b>
WHAT IS MFA?.....	3
HOW MULTI-FACTOR AUTHENTICATION WORKS .....	3
<b>CUSTOMER/PROVIDER LOGIN .....</b>	<b>4</b>
<b>CURRENT PORTAL USER; MFA REGISTRATION ONLY .....</b>	<b>5</b>
PHONE VERIFICATION .....	7
EMAIL VERIFICATION.....	10
<b>LOGIN WITH PHONE .....</b>	<b>13</b>
<b>LOGIN WITH EMAIL .....</b>	<b>15</b>
<b>REMEMBER ME FUNCTIONALITY .....</b>	<b>18</b>
CHROME CONFIGURATION .....	19
EDGE CONFIGURATION .....	20
<b>REGISTRATION ERROR MESSAGE.....</b>	<b>21</b>
<b>FORGOT OR RESET PASSWORD.....</b>	<b>22</b>
<b>HAVING TROUBLE LOGGING IN?.....</b>	<b>25</b>



## Multi-Factor Authentication (MFA) Summary

Single-Factor authentication (username/password) is not sufficiently secure when handling sensitive Personal Health Information or Personally Identifiable Information. Multi-Factor authentication is required to properly secure access to sensitive information.

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### What is MFA?

Multi-Factor authentication (MFA) is an authentication method that requires users to verify identity using multiple independent methods. Instead of just asking for a username and password, MFA implements additional credentials like a pin sent via email or text, or a verification call made to a pre-registered phone number.

### How Multi-Factor Authentication Works

The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

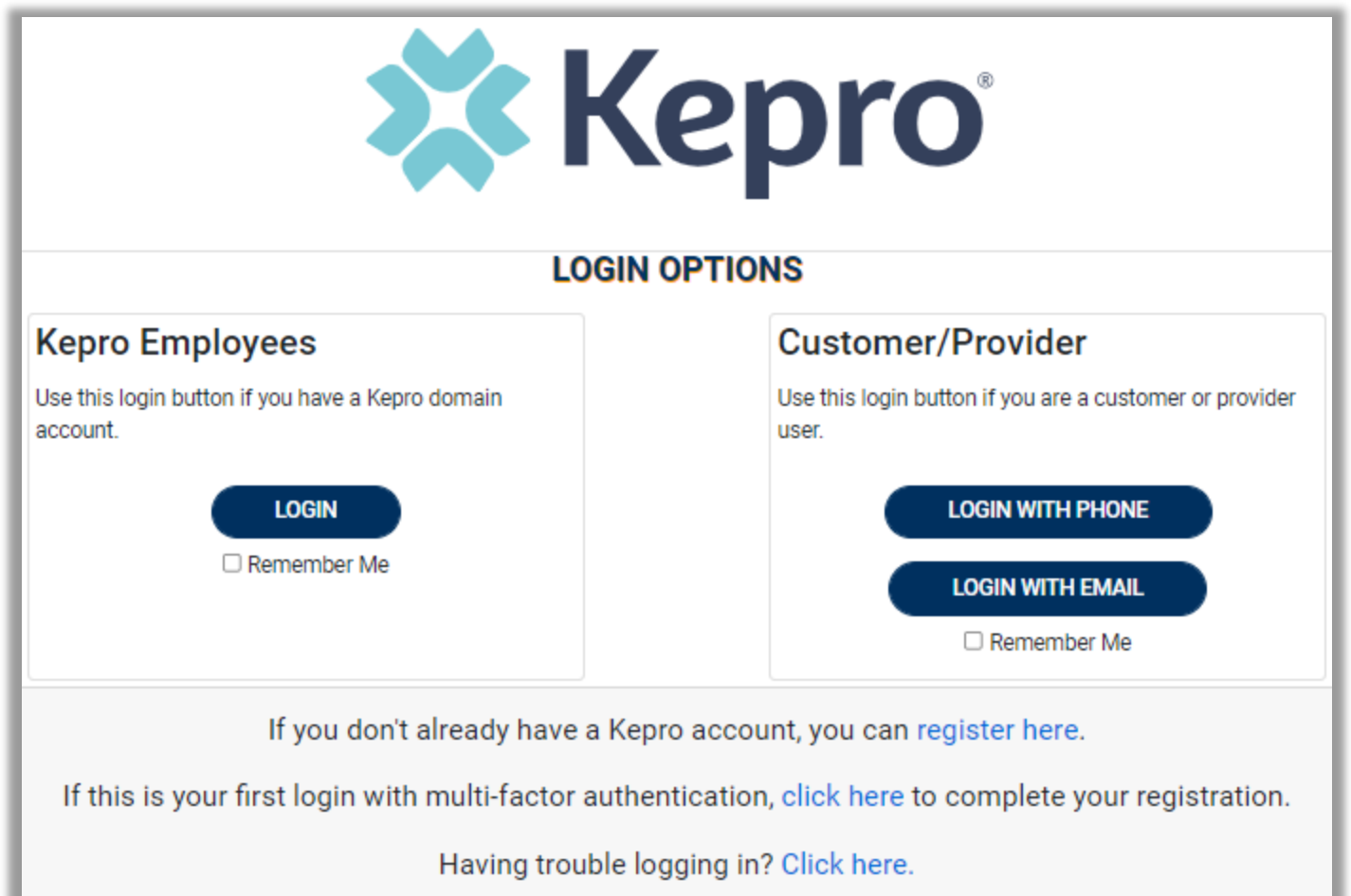
For example, to log in to a secure program, a user would need to type a password and enter another number from a text, phone call or email. Only the correct password combined with the correct number from the additional authentication factor would give a user access.



## Customer/Provider Login

Customer and provider users are any users who do not have a Kepro account or kepro.com email address. These users should use the login button under the **Customer/Provider** heading on the right-hand side of the login page.

After entering the Atrezzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

A screenshot of the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS" in bold, orange-outlined text. This section contains two side-by-side boxes. The left box is titled "Kepro Employees" and contains the text "Use this login button if you have a Kepro domain account." Below this is a dark blue "LOGIN" button and a checkbox labeled "Remember Me". The right box is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user." Below this are two dark blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", followed by a checkbox labeled "Remember Me". At the bottom of the page, there is a light gray footer area with the text: "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." and "Having trouble logging in? [Click here](#)."



## Current Portal User; MFA Registration only

As a Provider who uses Atrezzo currently, you will only need to complete MFA registration for the new portal. You will utilize your existing username and password. The below instructions will guide you through completing Multi-Factor Authentication (MFA) Registration.

From the login screen, click the link to complete the multi-factor authentication registration at your first login. This will be a one-time registration process.

A screenshot of the Kepro login portal. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS" in bold. There are two main login boxes. The left box is for "Kepro Employees" and contains a "LOGIN" button and a "Remember Me" checkbox. The right box is for "Customer/Provider" and contains "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, along with a "Remember Me" checkbox. Below these boxes is a message: "If you don't already have a Kepro account, you can [register here](#)." Below that is a red-bordered box containing the text: "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." A red arrow points from the "click here" link in this box to the "Having trouble logging in? [Click here](#)." link below it. The bottom of the page has a blue horizontal bar.



To begin the registration process, enter your Atrezzo username and password and click **Login**.

The screenshot shows the Kepro LOGIN page. At the top is the Kepro logo. Below it is the heading "LOGIN". A message states: "If you have not already registered for multi-factor authentication, use your Atrezzo login to complete registration. Otherwise use the back button to return to the primary login page." There are two input fields: "USERNAME \*" and "PASSWORD \*". Red arrows point to the right of each field. At the bottom left is a "BACK" button with a left arrow. At the bottom right is a "LOGIN" button with a right arrow, which is highlighted with a red rectangle. A link "Forgot Password?" is at the bottom center.

Select the best multi-factor authentication method for you, [Phone](#) or [Email](#), following the instructions below.

#### NOTES:

- 1) When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).
- 2) A phone registration will require a direct line with 10-digits; extensions are not supported.



## Phone Verification

Click the **PHONE** button

The screenshot shows the 'LOGIN METHOD' screen of the Kepro application. At the top is the Kepro logo. Below it, the text reads: 'Please select the method of multi-factor authentication to continue. Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension.' At the bottom, there are two buttons: 'PHONE' and 'EMAIL'. A red arrow points to the 'PHONE' button, which is also highlighted with a red rectangular box.

Enter your work email address, then click **Send Verification Code**. A code will be sent to your email.

**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**

The screenshot shows the first step of the registration process. It features the Kepro logo at the top. Below the logo is a text input field labeled 'Email Address', which is highlighted with a red rectangular box. A red arrow points from this field to a blue button labeled 'Send verification code'. Below this button are two more text input fields: 'New Password' and 'Confirm New Password'. A large red circular overlay with the text 'DO NOT ENTER' is positioned over these password fields. At the bottom of the screen is a light blue 'Create' button.

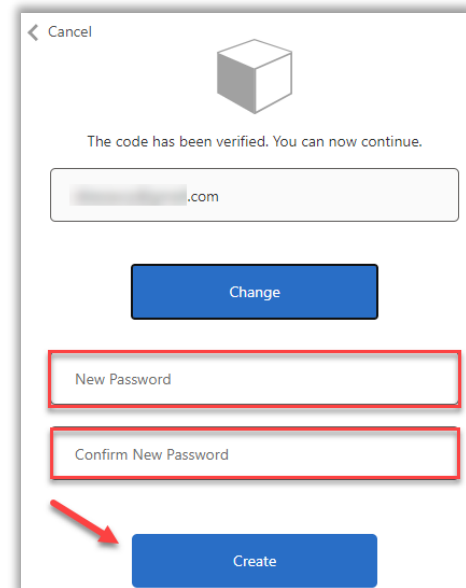
Enter the verification code sent to the email address entered; then click **Verify Code**.

**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**

The screenshot shows the second step of the registration process. At the top, it says 'Verification code has been sent. Please copy it to the input box below.' Below this text is a text input field containing a partially visible email address ending in '.com'. Below this field is another text input field labeled 'Verification Code', which is highlighted with a red rectangular box. A red arrow points from this field to a blue button labeled 'Verify code'. To the right of the 'Verify code' button is another blue button labeled 'Send new code'. Below these buttons are the same 'New Password' and 'Confirm New Password' text input fields as in the previous step. A large red circular overlay with the text 'DO NOT ENTER' is positioned over these password fields. At the bottom of the screen is a light blue 'Create' button.

After email verification is complete, enter a new password, confirm the password, and click **Create**.

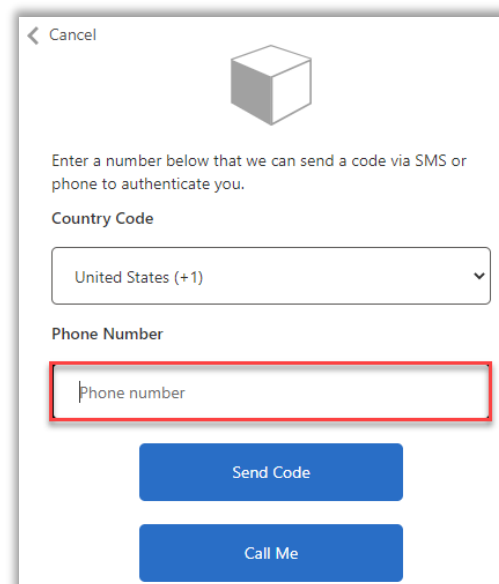
This is creating a password for the Multi-Factor Authentication Registration.



A screenshot of a mobile application interface for password creation. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon. The text "The code has been verified. You can now continue." is displayed. A text input field contains a blurred email address followed by ".com". Below the input field is a blue button labeled "Change". Underneath is a red-outlined text input field labeled "New Password". Below that is another red-outlined text input field labeled "Confirm New Password". At the bottom, there is a blue button labeled "Create", which is pointed to by a red arrow.

Enter your phone number and select **Send Code** or **Call Me**.


**NOTE:** When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.



A screenshot of a mobile application interface for phone number entry. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon. The text "Enter a number below that we can send a code via SMS or phone to authenticate you." is displayed. Below this is a section labeled "Country Code" with a dropdown menu showing "United States (+1)". Underneath is a section labeled "Phone Number" with a red-outlined text input field containing the placeholder text "Phone number". At the bottom, there are two blue buttons: "Send Code" and "Call Me".



For SMS text authentication, enter the verification code received. The page will automatically refresh.



Cancel

Enter a number below that we can send a code via SMS or phone to authenticate you.

+18 [redacted]

Enter your verification code below, or [send a new code](#)

[Red rectangular input field for verification code]

The **Terms of Use** will display, check the box at the bottom to agree to Terms of Use, then click **Continue**

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. ("We", "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, insurance codes, 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.

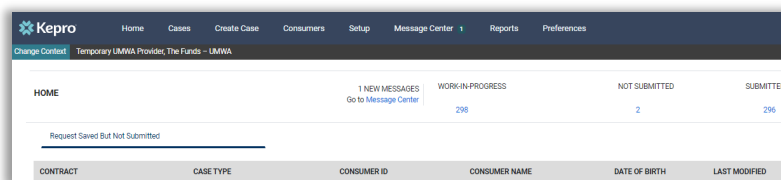
2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard User(s)") and (b) Standard Users who have been assigned certain administrative duties ("Administrative User(s)"). ("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 by 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.

Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com

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

[CONTINUE](#)

The system will automatically authenticate and display the home page.



Kepro Home Cases Create Case Consumers Setup Message Center 1 Reports Preferences

Change Context Temporary UMMA Provider, The Funds - UMMA

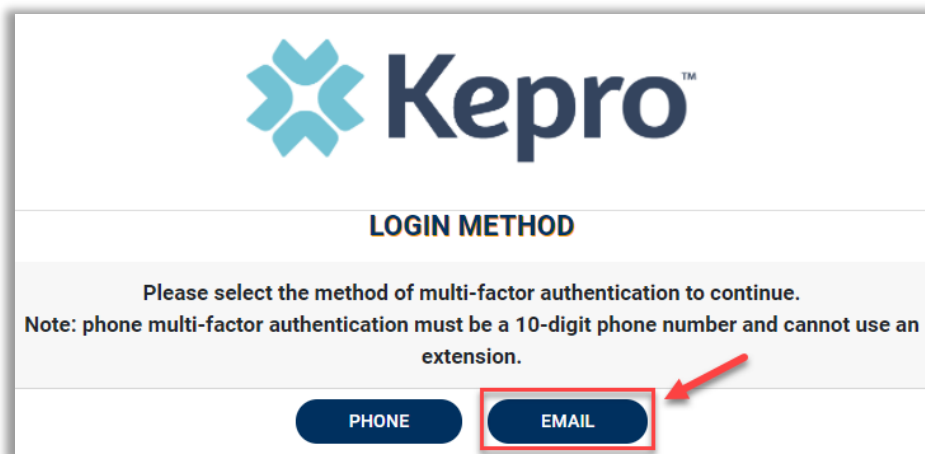
HOME 1 NEW MESSAGES Go to Message Center WORK-IN-PROGRESS 296 NOT SUBMITTED 2 SUBMITTED 296

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
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## Email Verification

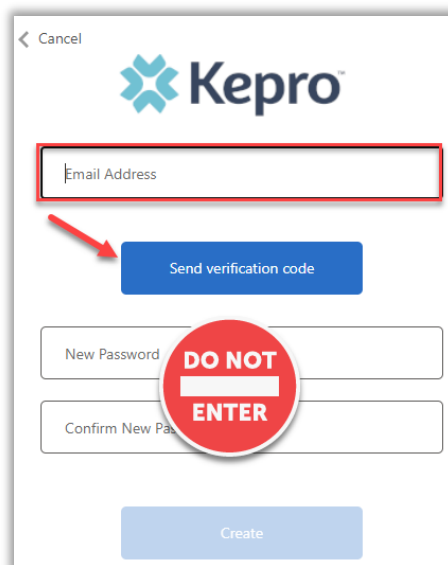
Click the **EMAIL** button



The screenshot shows the 'LOGIN METHOD' screen of the Kepro application. At the top is the Kepro logo. Below it, the text reads: 'Please select the method of multi-factor authentication to continue. Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension.' At the bottom, there are two buttons: 'PHONE' and 'EMAIL'. The 'EMAIL' button is highlighted with a red rectangle, and a red arrow points to it from the right.

Enter your work email address, then click **Send Verification Code**. A code will be sent to your email.

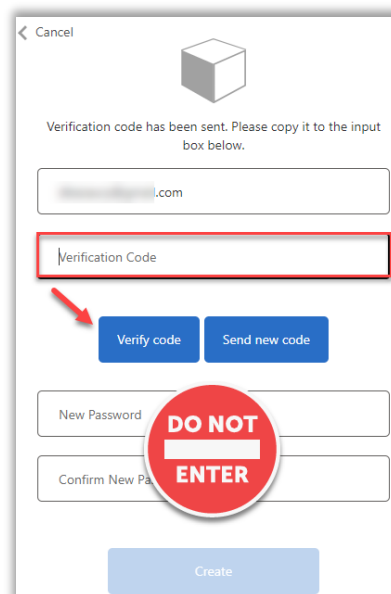
**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**



The screenshot shows the email verification screen of the Kepro application. At the top is the Kepro logo. Below it is a text input field labeled 'Email Address', which is highlighted with a red rectangle. Below the input field is a blue button labeled 'Send verification code', with a red arrow pointing to it from the left. Below the button are two more input fields: 'New Password' and 'Confirm New Password'. A large red circular overlay with the text 'DO NOT ENTER' is positioned over the password fields. At the bottom is a light blue button labeled 'Create'.

Enter the verification code sent to the email address entered; then click **Verify Code**.

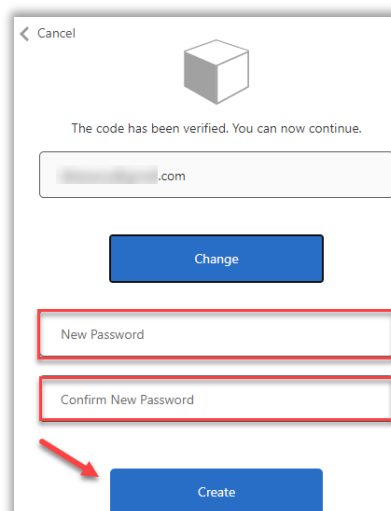
**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**



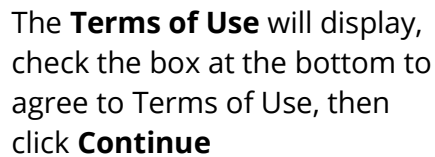
This screenshot shows a mobile app interface for email verification. At the top, there is a 'Cancel' button and a 3D cube icon. Below the icon, a message states: 'Verification code has been sent. Please copy it to the input box below.' There is an input field for an email address ending in '.com'. Below that is a 'Verification Code' input field, which is highlighted with a red rectangle. A red arrow points from this field to a blue 'Verify code' button. To the right of the 'Verify code' button is a blue 'Send new code' button. Below these buttons are two input fields: 'New Password' and 'Confirm New Password'. A large red circular overlay with the text 'DO NOT ENTER' is positioned over these two fields. At the bottom is a light blue 'Create' button.

After email verification is complete, enter a new password, confirm the password, and click **Create**.


This is creating a password for the Multi-Factor Authentication Registration.



This screenshot shows the next step in the mobile app interface. At the top, there is a 'Cancel' button and a 3D cube icon. Below the icon, a message states: 'The code has been verified. You can now continue.' There is an input field for an email address ending in '.com'. Below that is a blue 'Change' button. Further down are two input fields: 'New Password' and 'Confirm New Password', both highlighted with red rectangles. A red arrow points from the 'Confirm New Password' field to a blue 'Create' button at the bottom.



The system will automatically authenticate and display the home page.


Home Cases Create Case Consumers Setup Message Center 1 Reports Preferences

[Change Context](#)
Temporary UMWA Provider, The Funds – UMWA

HOME

1 NEW MESSAGES  
[Go to Message Center](#)

WORK-IN-PROGRESS  
298

NOT SUBMITTED  
2

SUBMITTED  
296

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
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## Login With Phone

Use these instructions if you have already registered MFA with a direct phone number and want to login via SMS text or voice call.

From the login page, click **LOGIN WITH PHONE**

The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections: "Kepro" and "Customer/Provider". The "Kepro" section has a "LOGIN" button. The "Customer/Provider" section has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH PHONE" button is highlighted with a red box, and a red arrow points to it. Below the login options, there is a link to "register here" and a link to "complete your registration". At the bottom, there is a link to "Click here" for "Having trouble logging in?".

Enter the email address and password created during the registration process. Click **Sign in**

The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: one for the email address (with ".com" visible) and one for the password (with "\*\*\*\*\*" visible). Below the password field is a link "Forgot your password?". At the bottom is a "Sign in" button, which is highlighted with a red box and a red arrow points to it.



Confirm the phone number on file to receive a verification code. Select **Send Code** for an SMS text verification code or **Call Me** for a voice call to complete verification.

A mobile app screen with a back arrow and 'Cancel' text at the top left. The Kepro logo is at the top center. Below it, text reads: 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' followed by 'XXX-XXX-9885'. At the bottom are two blue buttons: 'Send Code' and 'Call Me'. Red arrows point to each button from the left.

If Send Code option is selected, enter code received via text and click **Verify Code**.

A mobile app screen with a back arrow and 'Cancel' text at the top left. The Kepro logo is at the top center. Below it, text reads: 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' followed by 'XXX-XXX-9885'. Below that is the text 'Enter your verification code below, or [send a new code](#)'. A red rectangular box highlights the input field for the verification code. At the bottom is a light blue button labeled 'Verify Code' with a red arrow pointing to it from the left.

The system will automatically login and the home page will display.

A screenshot of the Kepro web application home page. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center (with a '1' badge), Reports, and Preferences. Below the navigation bar, there's a section for 'HOME' with a 'Request Saved But Not Submitted' message. To the right, there are statistics: '1 NEW MESSAGE' with a 'Go to Message Center' link, 'WORK-IN-PROGRESS' with a count of '298', 'NOT SUBMITTED' with a count of '2', and 'SUBMITTED' with a count of '296'. At the bottom, there's a table with headers: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED.



## Login With Email

Use these instructions if you have already registered MFA and want to login using your email address. Use this option only if you do not have access to a direct phone line.

From the login page, click  
**LOGIN WITH EMAIL**

The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is a section titled 'LOGIN OPTIONS'. There are two main columns. The left column is titled 'Kepro' and contains a 'LOGIN' button. The right column is titled 'Customer/Provider' and contains two buttons: 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL'. The 'LOGIN WITH EMAIL' button is highlighted with a red rectangle, and a red arrow points to it from the left. Below the buttons, there is a link to 'register here' and a link to 'complete your registration'. At the bottom, there is a link for 'Having trouble logging in?'.

Enter the email address and  
password created during the  
registration process. Click  
**Sign in**

The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the text 'Sign in with your email address'. There are two input fields: one for the email address (with a placeholder '.com') and one for the password (with a placeholder '.....'). Below the password field is a link 'Forgot your password?'. At the bottom is a blue 'Sign in' button, which is highlighted with a red rectangle. A red arrow points to the button from the right.



The email address will prepopulate from the sign in, click **Send Verification Code**.

**NOTE:** The verification code will expire within 30 seconds for proper login, make sure you have access to the email address at the time you are selecting Send Verification Code to avoid having to repeat the process.

Enter verification code sent to the email address, then click **Verify Code**.

< Cancel

Kepro™

Verification is necessary. Please click Send button.

Email Address

**Send verification code**

Continue

< Cancel

Kepro™

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code

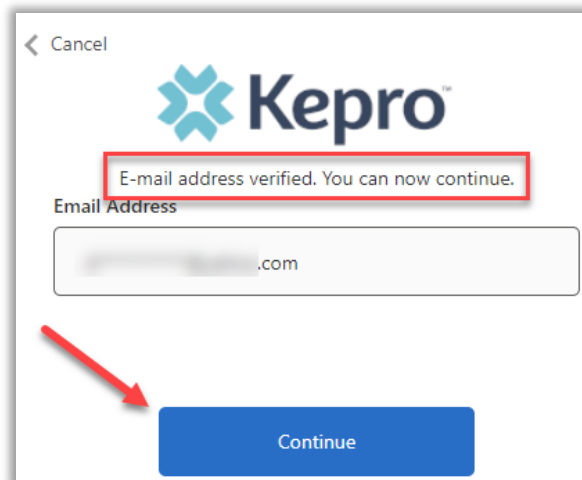
**Verify code** **Send new code**

Continue

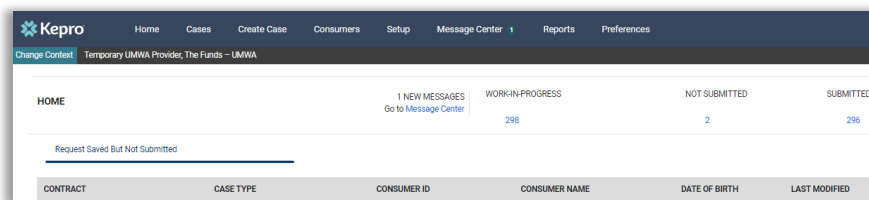




A message will appear confirming verification, click **Continue**.



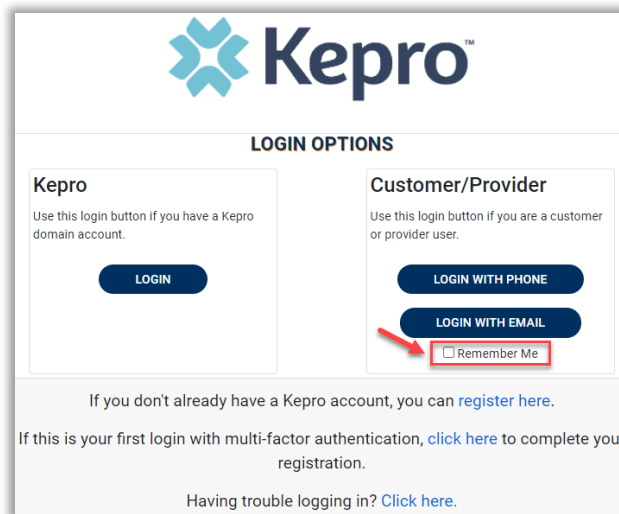
The system will automatically login and the home page will display.



## Remember Me Functionality

Use these instructions to enable your computer to remember your login credentials for four (4) hours. You should NOT use this option if you use a shared device. When the Remember Me button is checked on the login screen, external users will be able to login without entering Atrezzo credentials or MFA for four (4) hours.

To use this feature, check **Remember Me** box then click **Login with Phone** or **Login with Email**.



The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is for "Kepro" domain accounts, with a "LOGIN" button. The right column is for "Customer/Provider" users, with "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons. Below these buttons is a "Remember Me" checkbox, which is highlighted with a red box and a red arrow. At the bottom of the login options section, there are links for registration and help.

For the next four (4) hours, when accessing Atrezzo, you will click Login with Phone or Login with Email and bypass the login credentials and MFA steps. After four (4) hours, you will need to login with your credentials and MFA when prompted. You must use the same login option (Login with Phone or Login with Email) for the Remember Me functionality to remember the credentials. If you select a different login option, you will be required to enter MFA credentials.

To turn off this feature, uncheck the Remember Me box, before clicking Login with Phone or Login with Email, and you will be prompted to enter login credentials and MFA at the next sign-on.

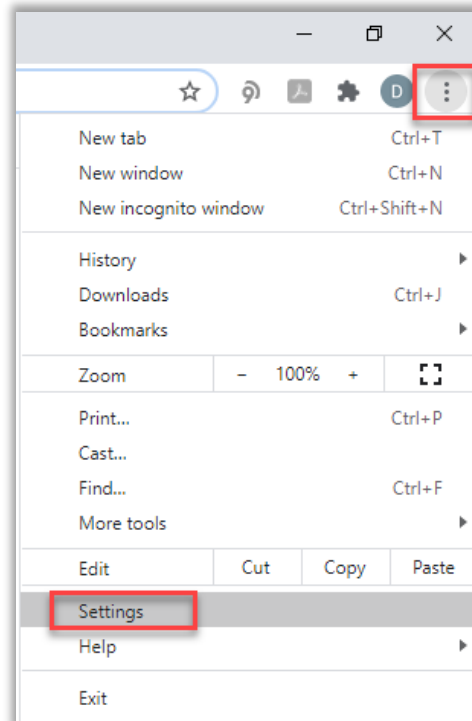
**NOTE:** This feature will only work if the browser is configured to "continue where you left off" by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the below instructions to configure the system to continue where you left off when last logged in.

## Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

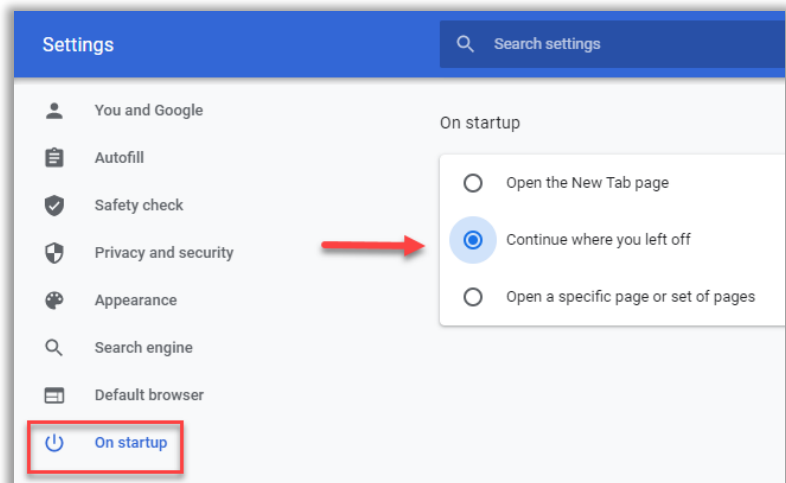
To set "continue where you left off" in Google Chrome, click the **three (3) menu dots** in the upper right corner of the browser.

Then click **Settings**.



Click **On startup** in the left menu

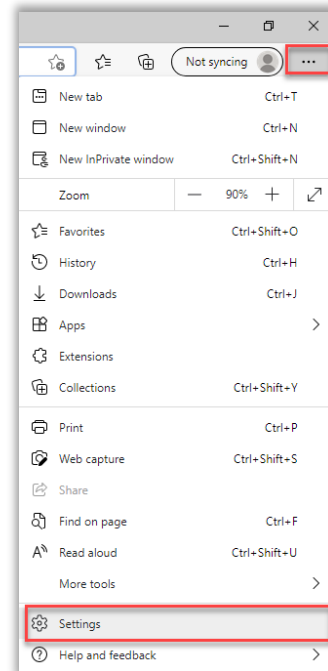
Then click the selection for **"Continue where you left off"**.



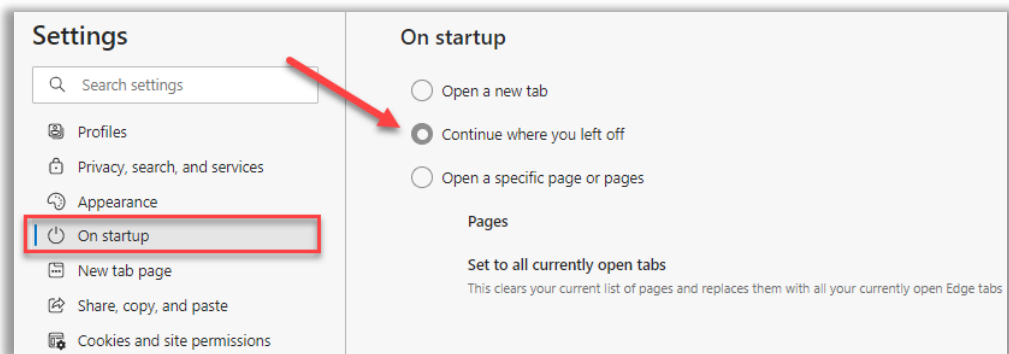
## Edge Configuration

To set "continue where you left off" feature in Microsoft Edge.

Click the three (3) menu dots in the upper right corner of the browser  
Then click **Settings**.



Click **On startup** in the left menu  
Then click the selection for "**Continue where you left off**".





## Registration Error Message

If a registration error message is received when attempting to Register, click **Reset**

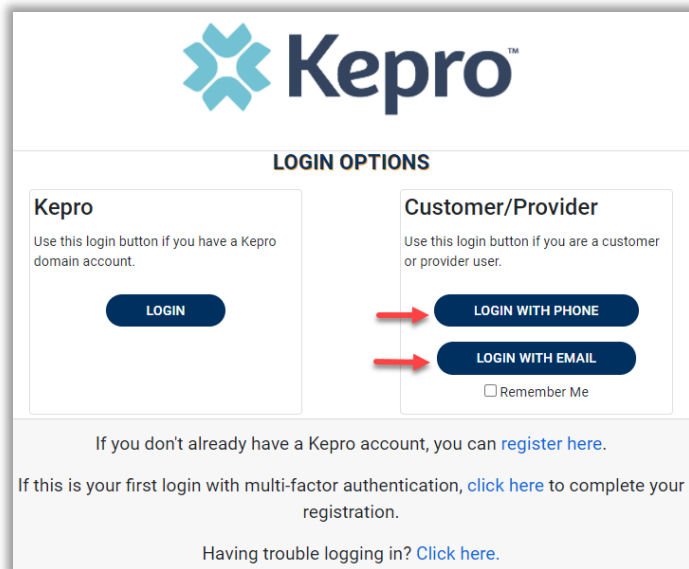
Enter username and click **Submit**.

An email will be sent to the registered email address to complete the registration process.

Click the link in the email, this will complete the registration process.

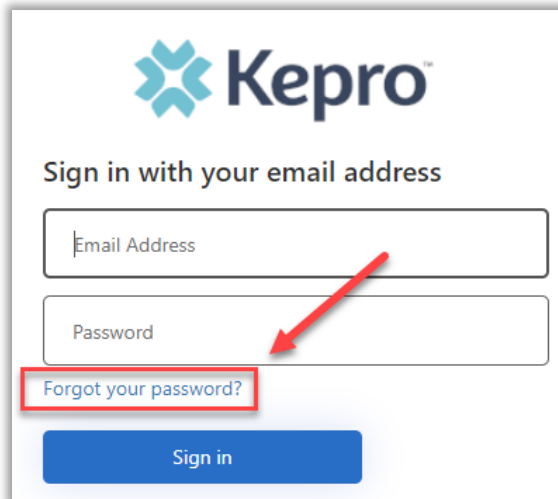
## Forgot or Reset Password

Select your usual login method **Login with Phone** or **Login with Email** under the Customer/Provider section on the right-hand side of the login page.



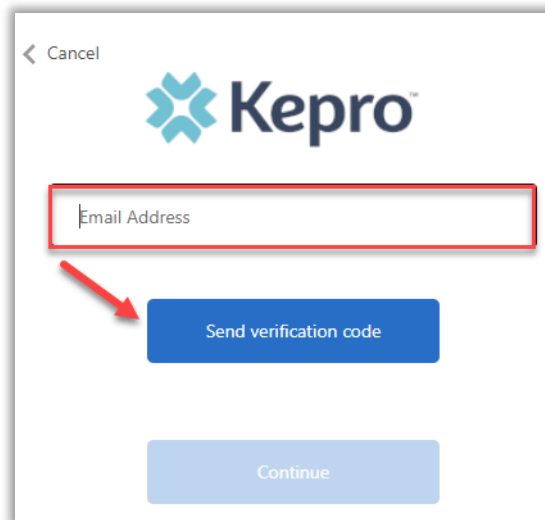
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On the next page, select **Forgot your password**



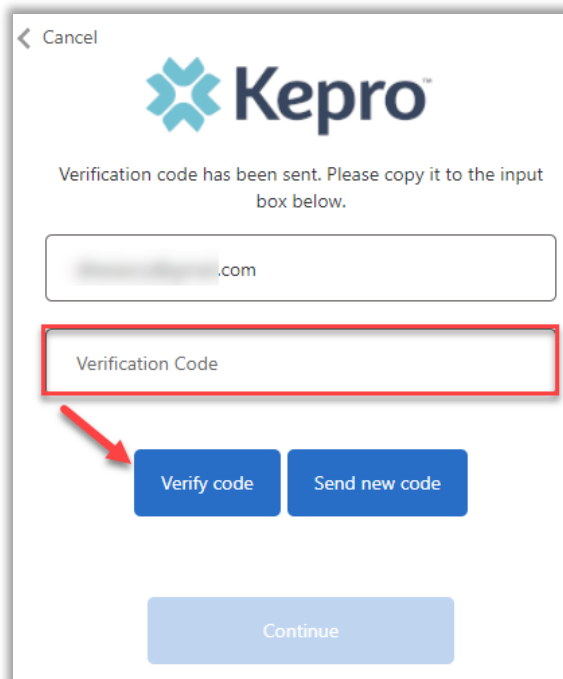
The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?" which is highlighted with a red box and a red arrow. At the bottom is a blue "Sign in" button.

Enter email address and click  
**Send verification code**



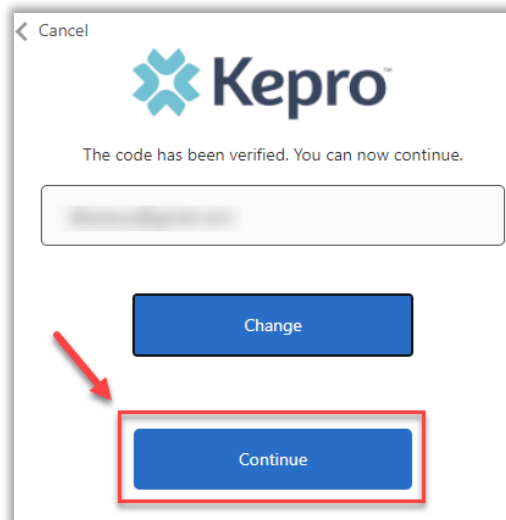
The screenshot shows the 'Email Address' input field highlighted with a red border. A red arrow points from the bottom of this field to the 'Send verification code' button. The 'Continue' button is visible at the bottom.

Enter the 6-digit code received  
via email and click the **Verify**  
**code** button.

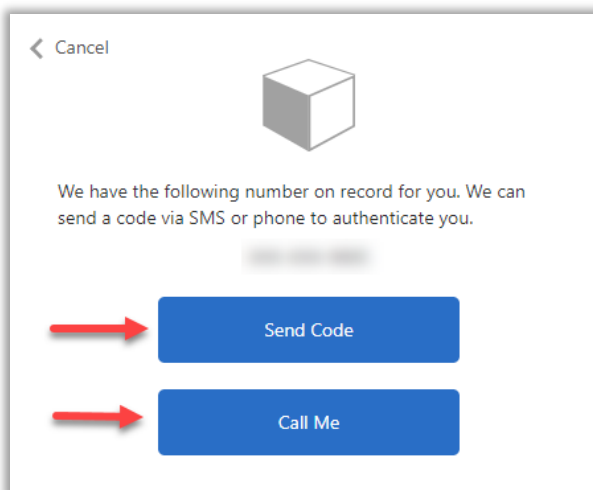


The screenshot shows the 'Verification Code' input field highlighted with a red border. A red arrow points from the bottom of this field to the 'Verify code' button. The 'Send new code' button is also visible. The 'Continue' button is at the bottom.

Click **Continue**



Phone users will be prompted to select **Send Code** for an SMS text or **Call Me** for voice verification. If Call Me is selected, you will be prompted to press # on the keypad for verification. If Send Code is selected, you will receive a 6-digit code via SMS text.



**NOTE:** *This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.*





Once verification is complete, enter a new password and confirm the password. Click **Continue**.

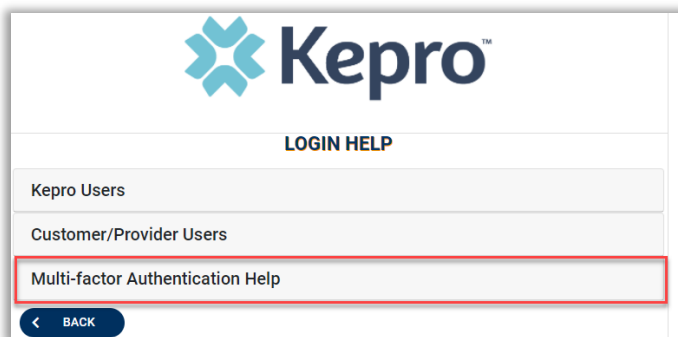
The home page will display once the reset password process is completed.

## Having Trouble Logging In?

If you began the multi-factor registration process, verified your email, created a password, but did not complete the process, you will need to [Click here](#) to send a link to the registered email to complete the multi-factor authentication registration process. You will need the email and password you used to initiate the multi-factor authentication registration.

This link is also available in the portal, by clicking the link at the bottom of the page.

Click **Multi-Factor Authentication Help**



Follow the prompts for the assistance needed.

