



# **Atrezzo User Guide**

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

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## 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 does Multi-Factor Authentication work?

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.

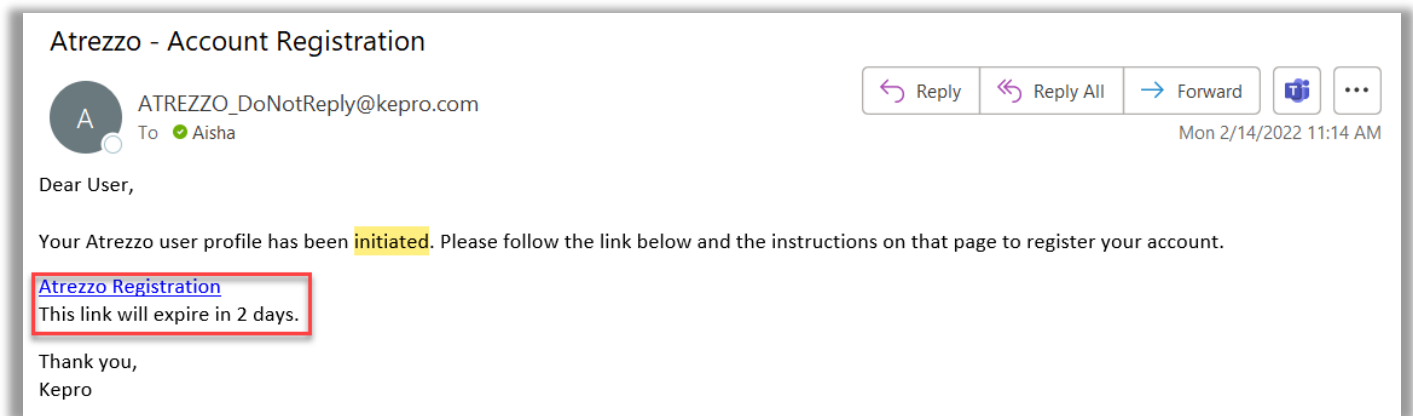
For example, to log in to a secure program, a user would need to type a password and enter another number from a text, phone call, or email. Only the correct password combined with the correct number from the additional authentication factor would give a user access.

## New Portal User MFA Registration

Use these instructions if you are a new portal user and need to register your Kepro account. The below instructions will guide you through completing the Multi-Factor Authentication (MFA) Registration, which is a one-time process.

Your Atrezzo Portal Administrator will create your account. The system will send an email with a link for Atrezzo Registration. Click the link to begin the MFA registration process.

**IMPORTANT:** The Atrezzo Registration link will expire within 2 days of receipt. If you have not completed the registration process, see your Atrezzo Portal Administrator to have a new link sent via email.



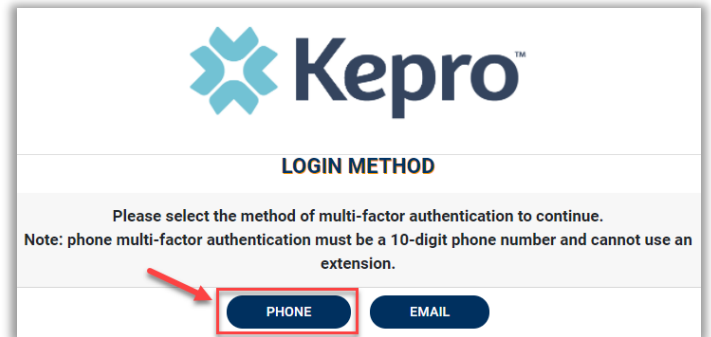
Select the best multi-factor authentication method for you, [Phone](#) or [Email](#), following the instructions below.

### 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

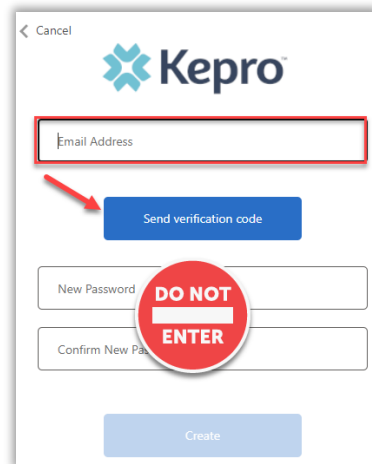
Click the **PHONE** button



The screenshot shows the 'LOGIN METHOD' screen. 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 box.

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

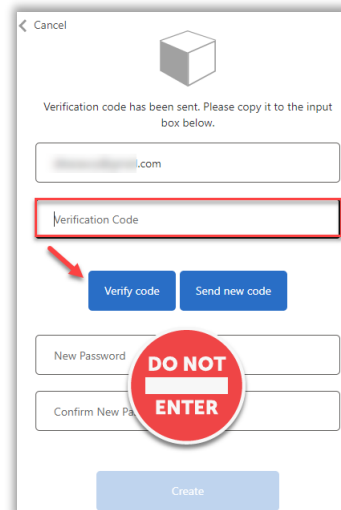
**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**



The screenshot shows the registration screen with a 'Cancel' button at the top left. The Kepro logo is at the top. Below it is an 'Email Address' input field. A red arrow points to the 'Send verification code' button. Below that are 'New Password' and 'Confirm New Password' input fields. A red circular overlay with 'DO NOT ENTER' is placed over the password fields. At the bottom is a 'Create' button.

Enter the verification code received via email, then click **Verify Code**.

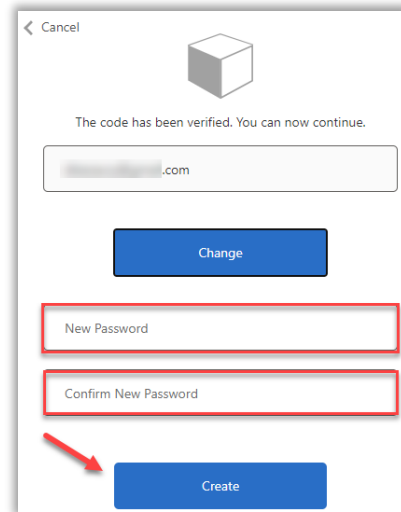
**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**



The screenshot shows the registration screen with a 'Cancel' button at the top left. A cube icon is at the top. The text reads: 'Verification code has been sent. Please copy it to the input box below.' Below that is an email address input field (partially obscured). A red arrow points to the 'Verification Code' input field. Below that are 'Verify code' and 'Send new code' buttons. Below that are 'New Password' and 'Confirm New Password' input fields. A red circular overlay with 'DO NOT ENTER' is placed over the password fields. At the bottom is a 'Create' button.

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

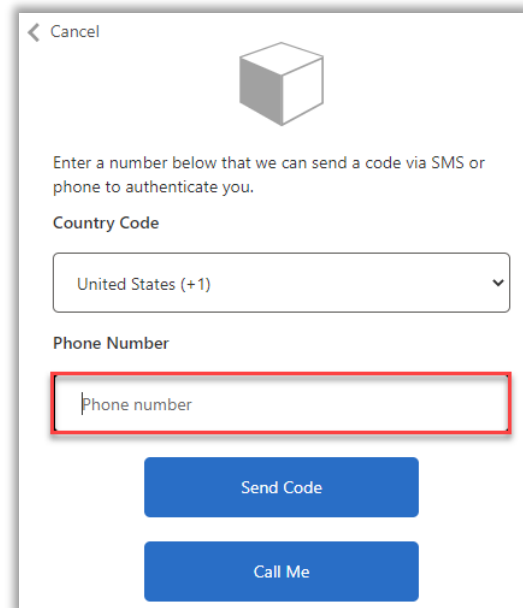
This is creating a password for the Multi-Factor Authentication Registration.



A screenshot of a mobile application interface for password creation. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads "The code has been verified. You can now continue." There is a text input field containing a blurred email address followed by ".com". Below this is a blue button labeled "Change". Underneath are two text input fields: "New Password" and "Confirm New Password", both outlined in red. At the bottom is a blue button labeled "Create", with a red arrow pointing to it from the left.

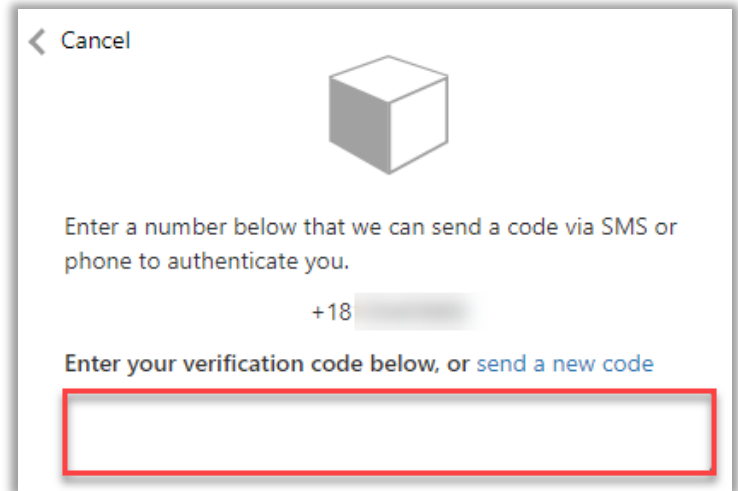
Enter your phone number and select **Send Code** or **Call Me**.

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



A screenshot of a mobile application interface for phone number verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads "Enter a number below that we can send a code via SMS or phone to authenticate you." There is a dropdown menu for "Country Code" with "United States (+1)" selected. Below this is a text input field for "Phone Number" with a red border around it. At the bottom 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 [input field]

Enter your verification code below, or send a new code

[input field]

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.

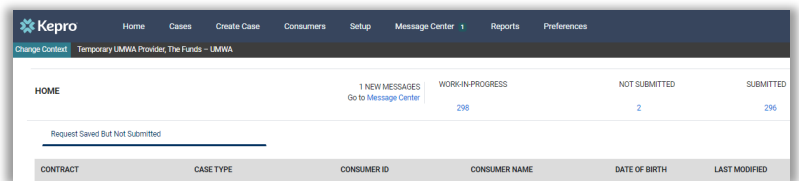
2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard User(s)") and (b) Standard Users who have been assigned certain administrative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

Change Context Temporary MMA Provider: The Funds - MMA

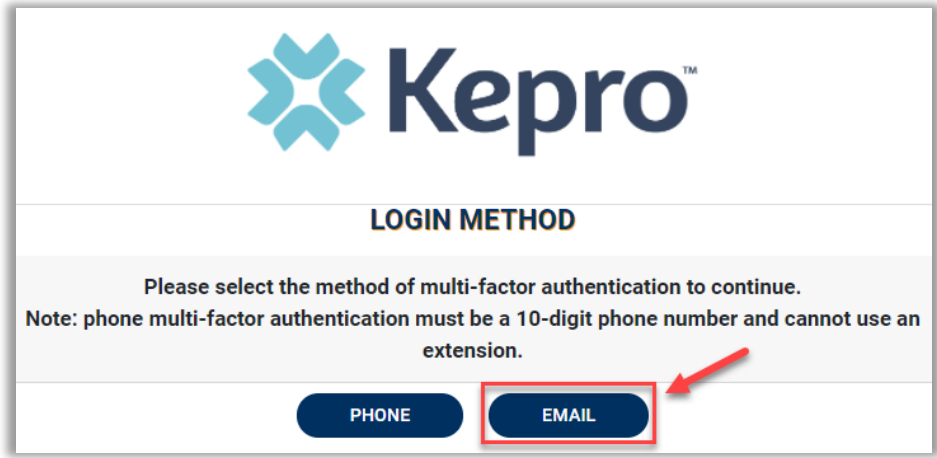
HOME 1 NEW MESSAGES Go to Message Center WORK-IN-PROGRESS 296 NOT SUBMITTED 2 SUBMITTED 296

Request Saved But Not Submitted

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

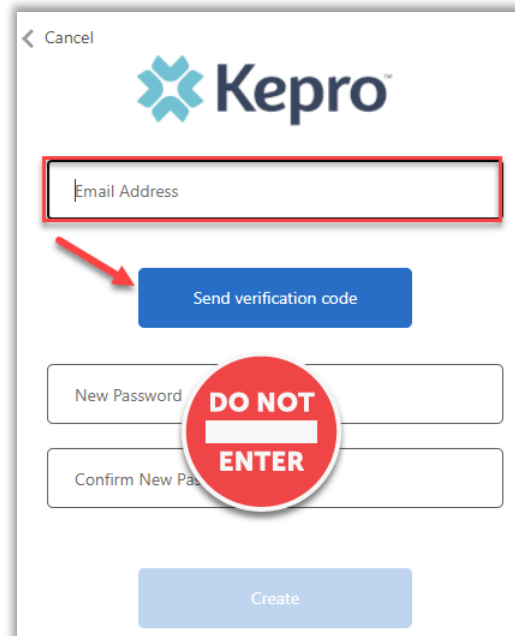
Click the **EMAIL** button



The screenshot shows the 'LOGIN METHOD' screen. 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 box and a red arrow pointing 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).**

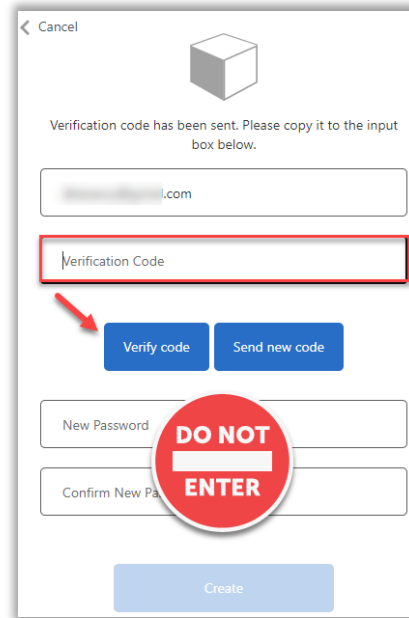


The screenshot shows a registration form with the Kepro logo at the top. Below the logo is a text input field labeled 'Email Address', which is highlighted with a red box. Below this field is a blue button labeled 'Send verification code', with a red arrow pointing to it from the left. Below the button are two text input fields: 'New Password' and 'Confirm New Password'. A large red circular stamp with the text 'DO NOT ENTER' is overlaid on these two fields. At the bottom of the form is a light blue button labeled 'Create'.



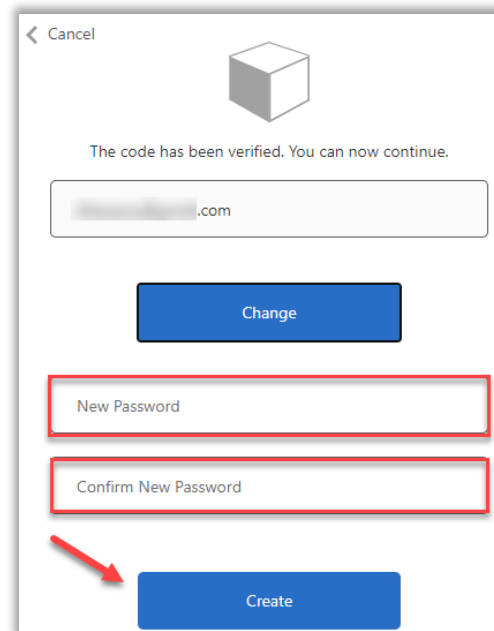
Enter the verification code sent via email, then click **Verify Code**.

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



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.





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

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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 UMWA Provider, The Funds - UMWA

HOME	1 NEW MESSAGES Go to Message Center	WORK-IN-PROGRESS 298	NOT SUBMITTED 2	SUBMITTED 296
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Request Saved But Not Submitted

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

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 Employees**: "Use this login button if you have a Kepro domain account." It features a "LOGIN" button and a "Remember Me" checkbox.
- Customer/Provider**: "Use this login button if you are a customer or provider user." It features "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox.

Below these sections, there are three lines of 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."
- "Having trouble logging in? [Click here](#)."



## 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.

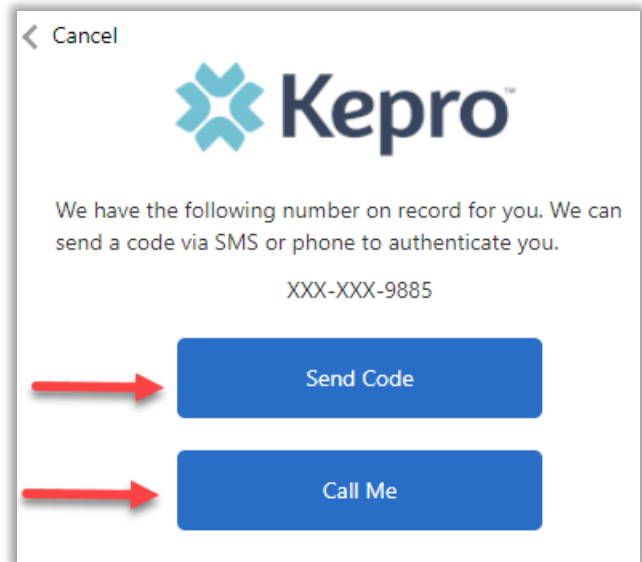
From the login page, click **LOGIN WITH PHONE**

The screenshot shows the Kepro login page with two main options: 'Kepro' and 'Customer/Provider'. The 'Customer/Provider' section has three buttons: 'LOGIN WITH PHONE', 'LOGIN WITH EMAIL', and 'Remember Me'. A red arrow points to the 'LOGIN WITH PHONE' button, which is also highlighted with a red box. Below the options, there are links for registration and a help link.

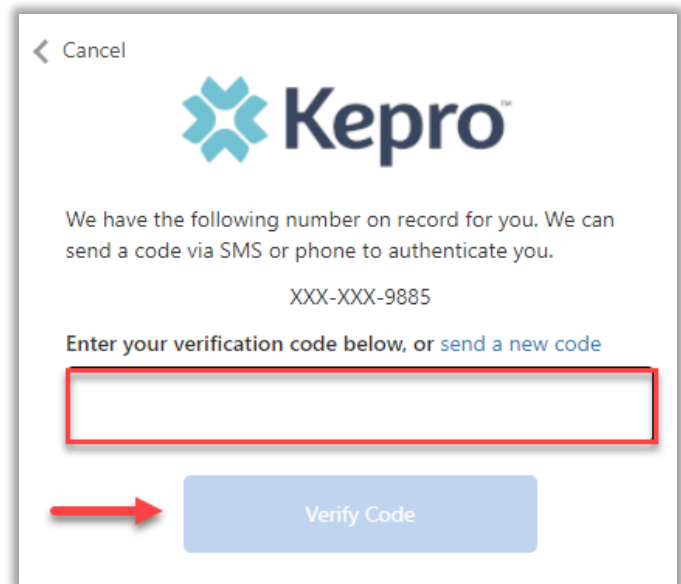
Enter the email address and password created during the registration process. Click **Sign in**

The screenshot shows the 'Sign in with your email address' form. It has two input fields: one for the email address (with a placeholder ending in '.com') and one for the password (with dots). Below the password field is a link for 'Forgot your password?'. A red arrow points to the 'Sign in' button, which is highlighted with a red box.

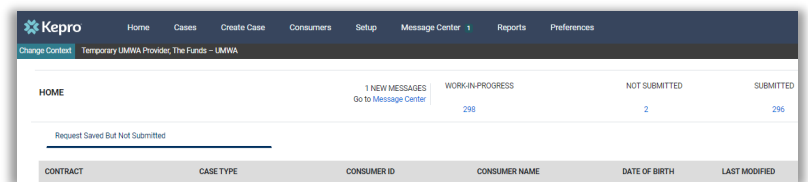
Confirm the phone number on file to receive a verification code. Select **Send Code** for an SMS text verification code or **Call Me** for a voice call to complete verification.



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



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

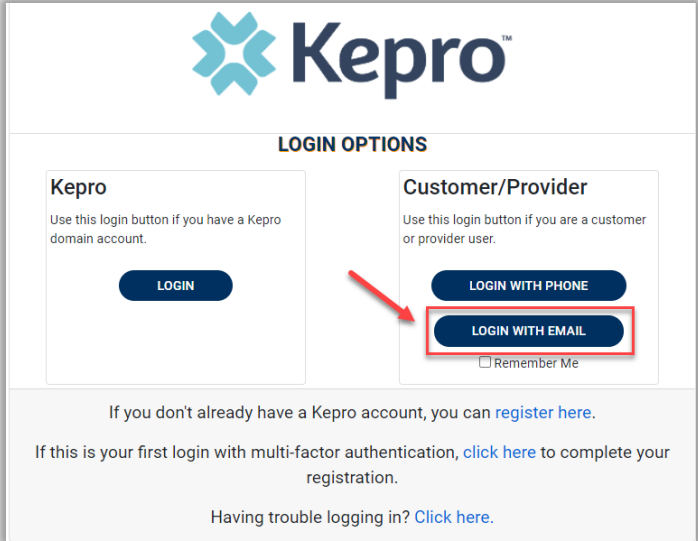




## Login With Email

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 the heading "LOGIN OPTIONS". There are two main 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". A red arrow points to the "LOGIN WITH EMAIL" button, which is also highlighted with a red box. Below the buttons is a "Remember Me" checkbox. At the bottom of the page, there are three links: "register here", "click here to complete your registration", and "Click here" for "Having trouble logging in?".

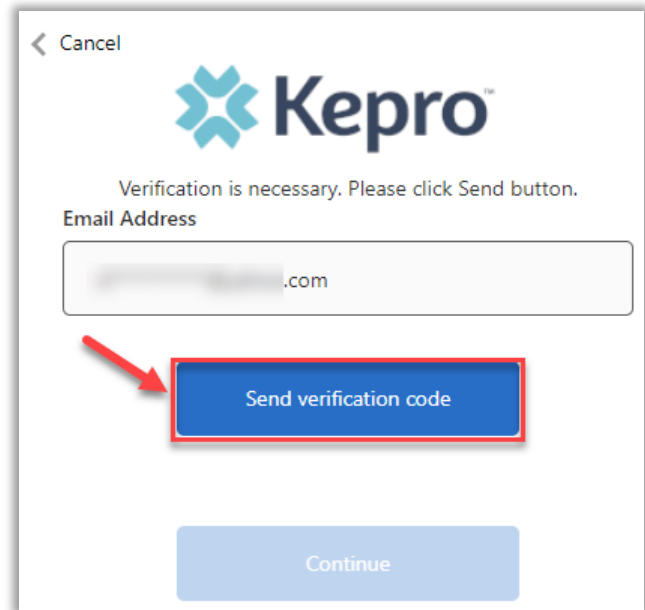
Enter the email address and password created during the registration process. Click **Sign in**



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 blue "Sign in" button, which is highlighted with a red box and has a red arrow pointing to it.

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.



Kepro

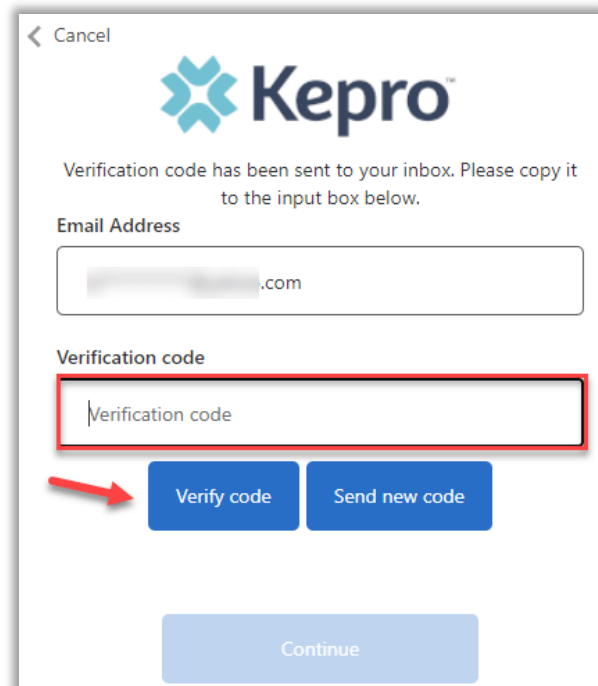
Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

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



Kepro

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

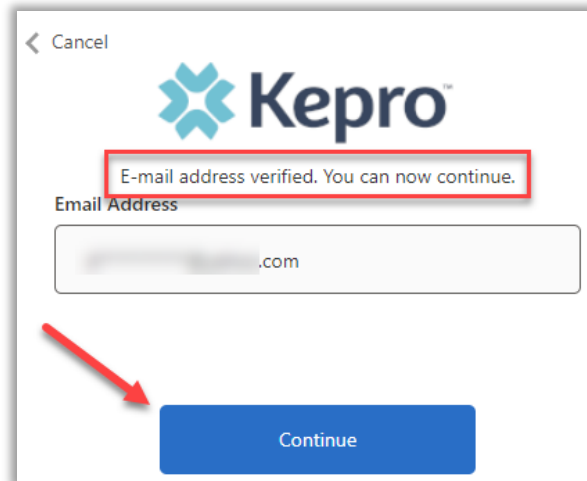
Email Address

Verification code

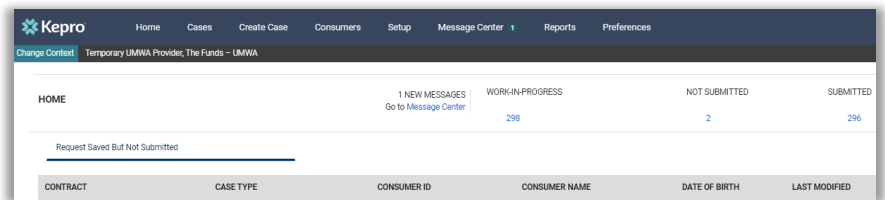
Verify code Send new code

Continue

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



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

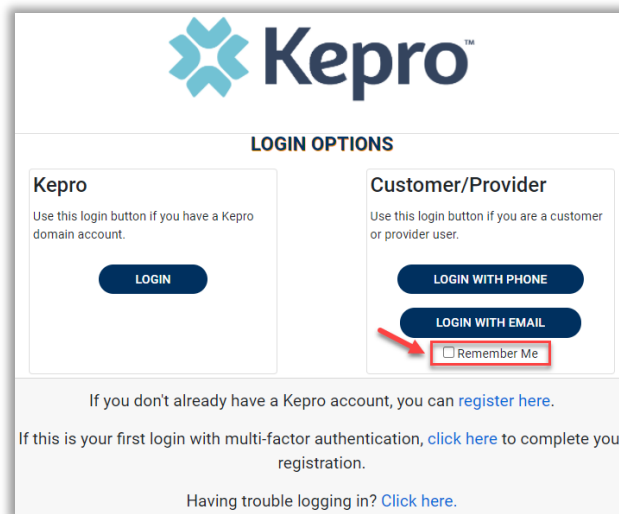




## Remember Me Functionality

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 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 "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox which is highlighted with a red box and a red arrow. Below the login options, there are three lines of 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](#)."

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.

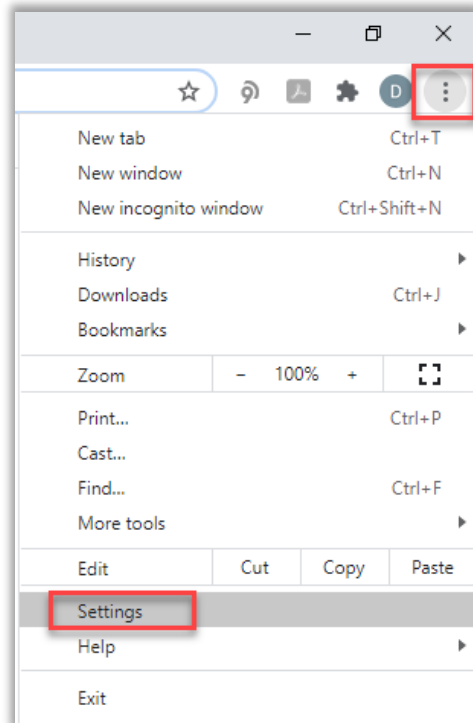
**NOTE:** This feature will only work if the browser is configured to "continue where you left off" by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the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

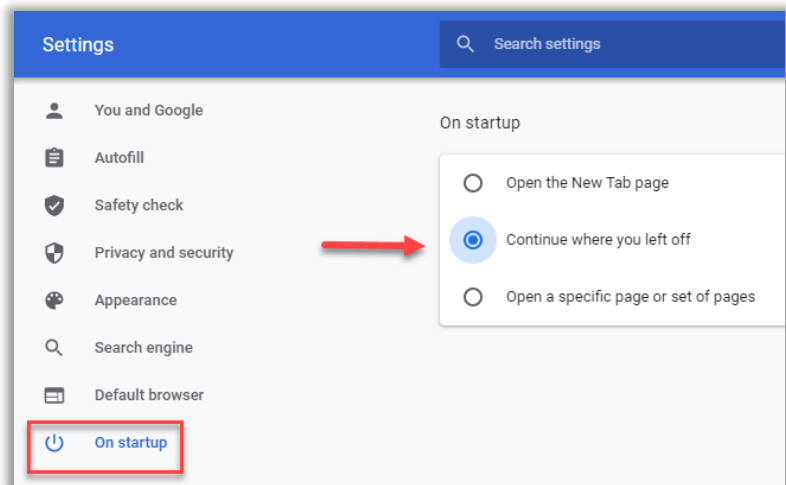
To set “continue where you left off” in Google Chrome, click the **three (3) menu dots** in the upper right corner of the browser.

Then click **Settings**.



Click **On startup** in the left menu

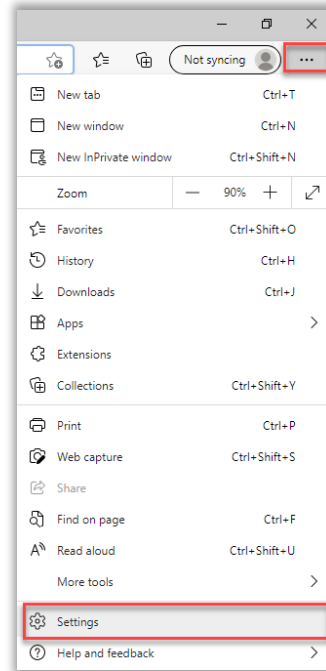
Then click the selection for “**Continue where you left off**”.



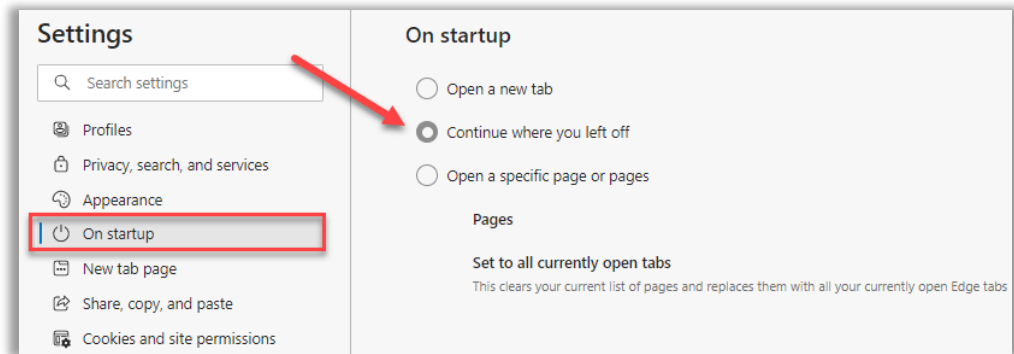
## Edge Configuration

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**.

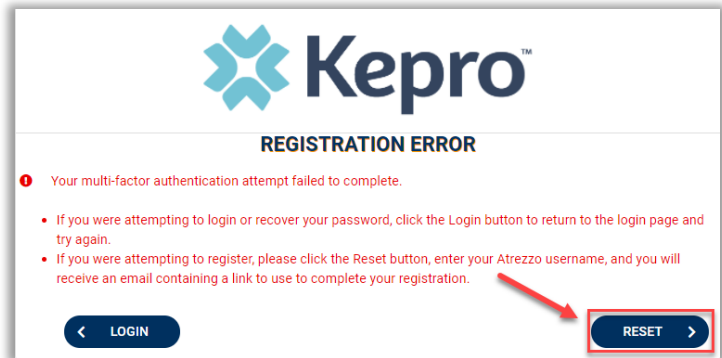


Click **On startup** in the left menu  
Then click the selection for “Continue where you left off”.



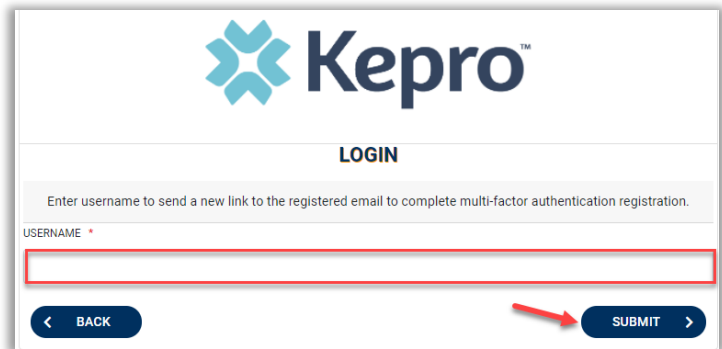
## Registration Error Message

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



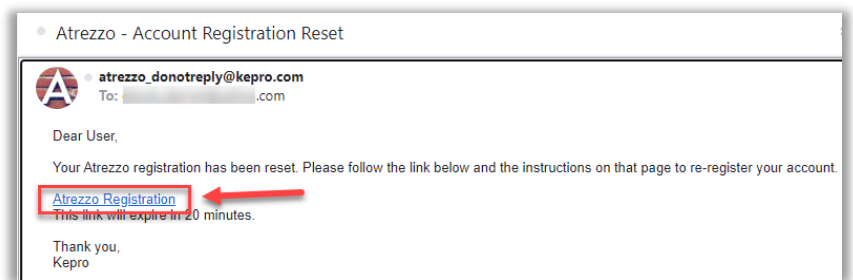
Enter username and click **Submit**.

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



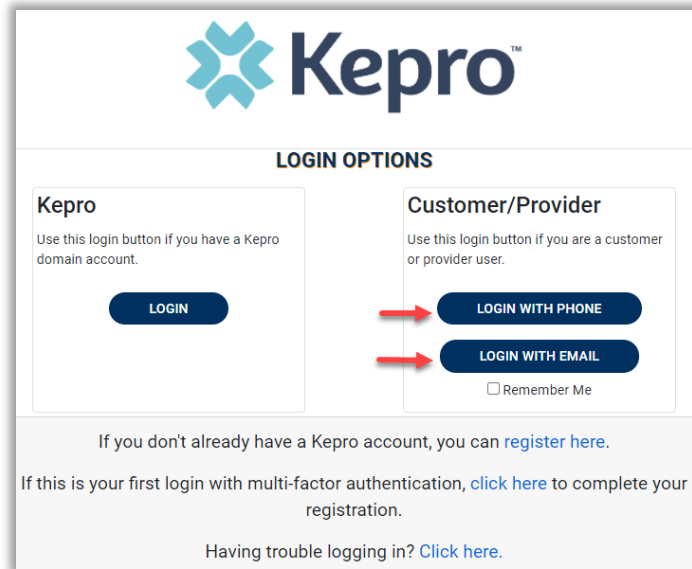
Click the link in the email, this will complete the registration process.

**NOTE:** The link will expire within 20 minutes, make sure you have access to the email address at the time to avoid having to repeat the process.



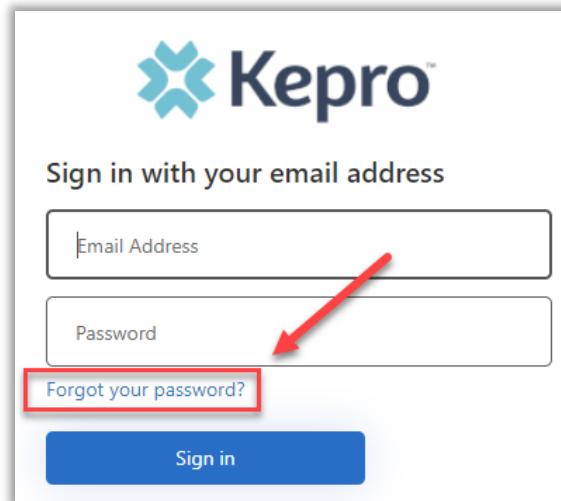
## Forgot or Reset Password

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.



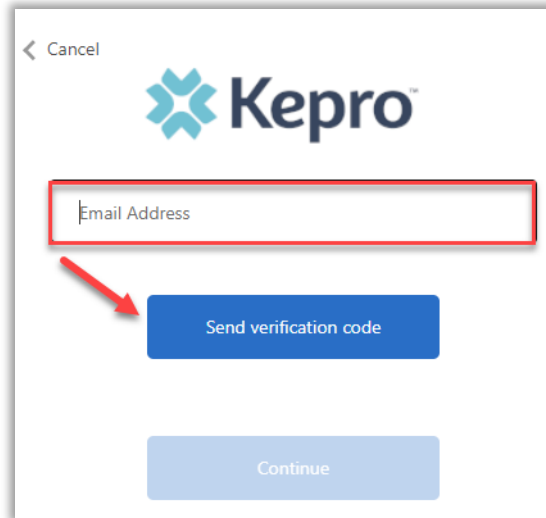
The image shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main sections: "Kepro" and "Customer/Provider". The "Kepro" section has a "LOGIN" button. The "Customer/Provider" section has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", both of which are highlighted with red arrows. Below these sections are three lines of 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](#)."

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



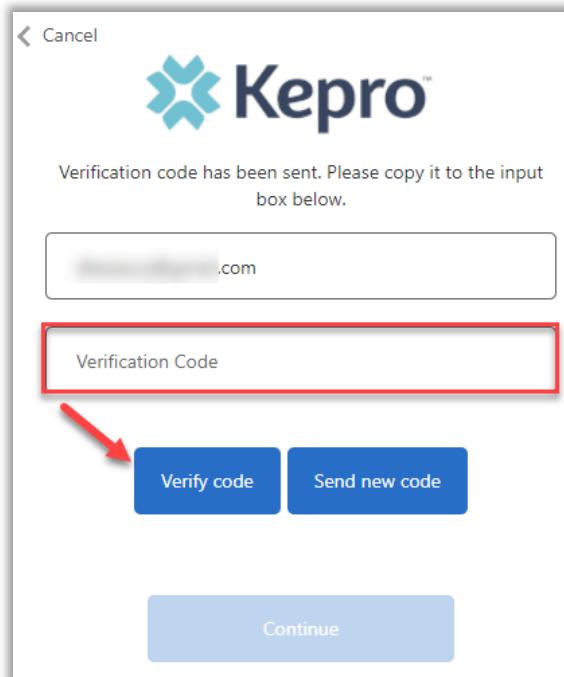
The image shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?" which is highlighted with a red box and a red arrow.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

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



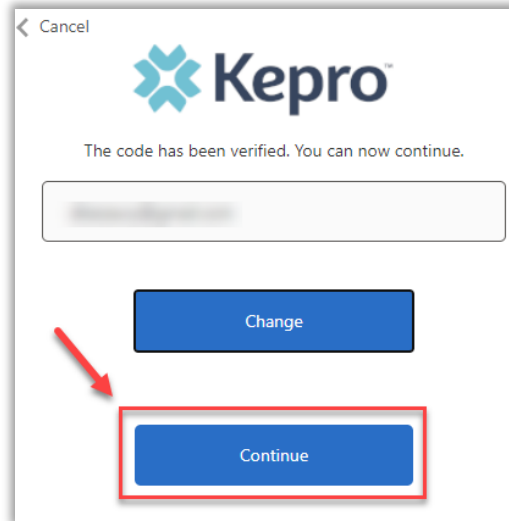
The screenshot shows the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is a text input field labeled "Email Address" with a red border. A red arrow points from the bottom right of this field to a blue button labeled "Send verification code". Below this button is a light blue button labeled "Continue".

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

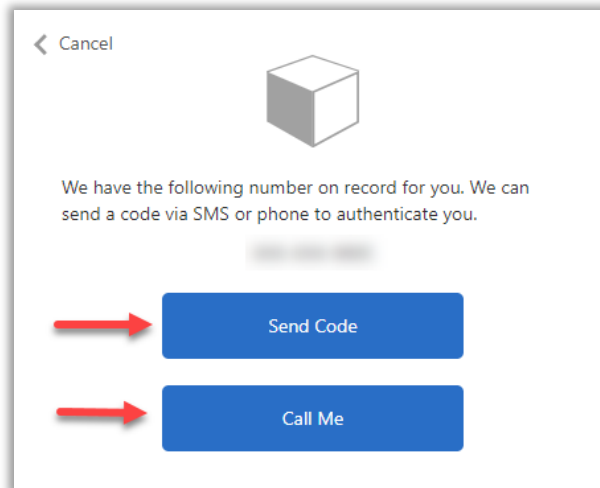


The screenshot shows the Kepro mobile app interface for code verification. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is the text: "Verification code has been sent. Please copy it to the input box below." Below this text is a text input field containing a blurred email address followed by ".com". Below this field is another text input field labeled "Verification Code" with a red border. A red arrow points from the bottom left of 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 two buttons is a light blue button labeled "Continue".

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.

< Cancel

Kepro™

New Password

Confirm New Password

Continue

## 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.

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LOGIN OPTIONS

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

**Customer/Provider**  
Use this login button if you are a customer or provider user.  
LOGIN WITH PHONE  
LOGIN WITH EMAIL  
 Remember Me

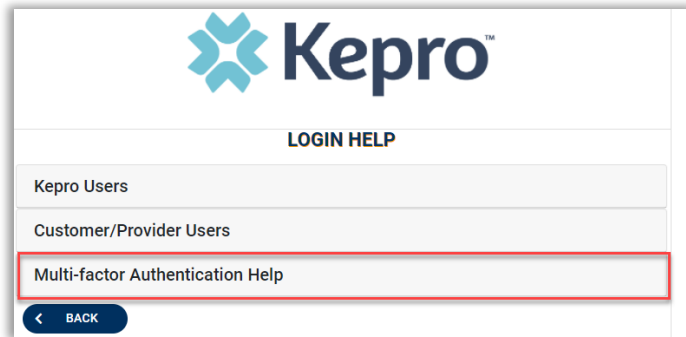
If you don't already have a Kepro account, you can [register here](#).

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

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



Click **Multi-Factor Authentication Help**



Follow the prompts for the assistance needed.

