

# **Atrezzo User Guide**

## **Multi-Factor Registration Provider and Customer 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 Multi-Factor Authentication Works

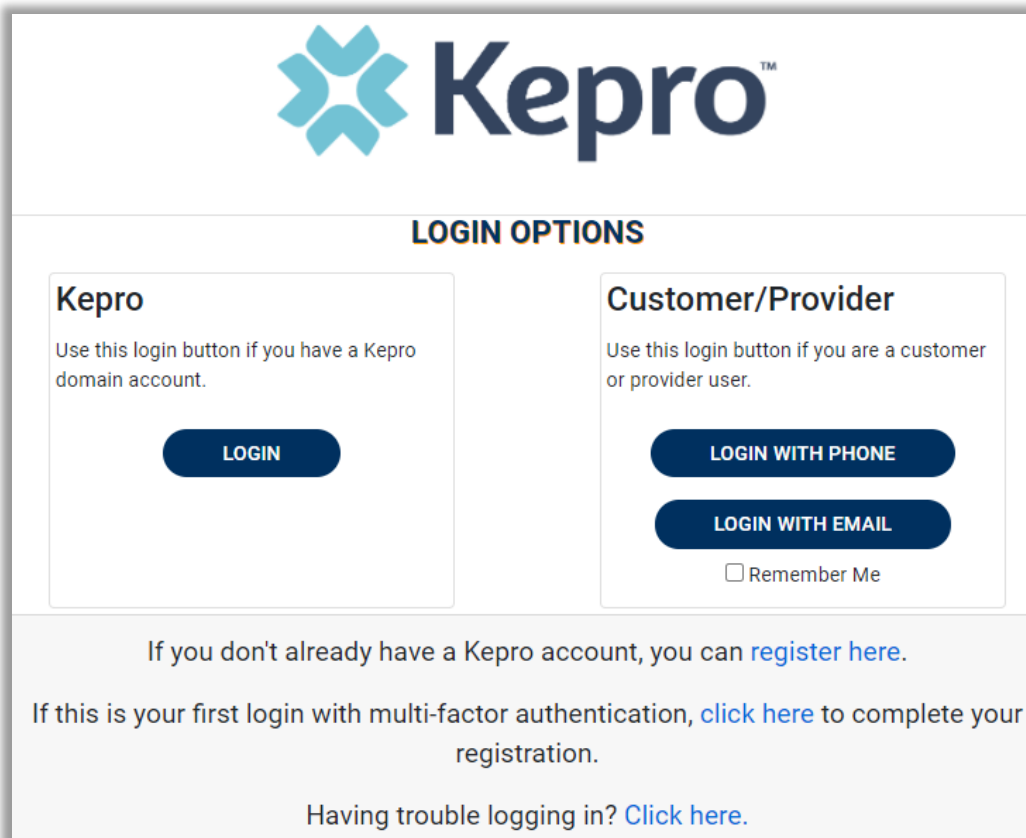
The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

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 or 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.

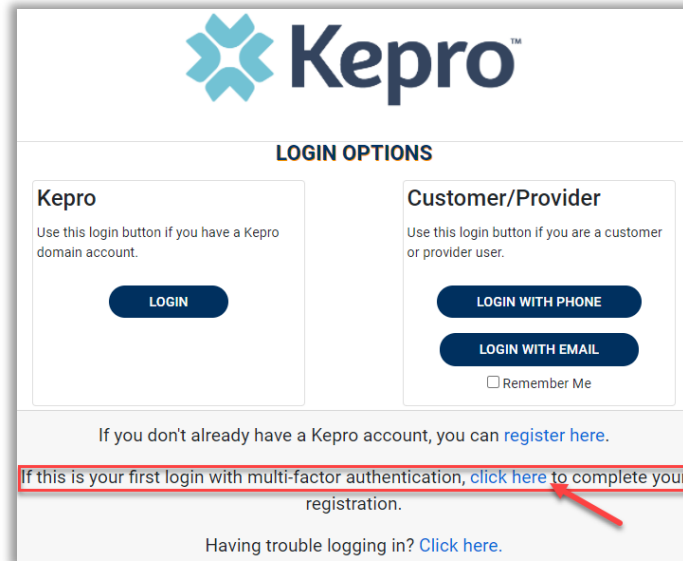


The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main sections: "Kepro" and "Customer/Provider". The "Kepro" section has a description "Use this login button if you have a Kepro domain account." and a "LOGIN" button. The "Customer/Provider" section has a description "Use this login button if you are a customer or provider user." and two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Below these buttons is a "Remember Me" checkbox. At the bottom of the page, 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](#)."

## SECTION 1 – Current Portal User; MFA Registration only

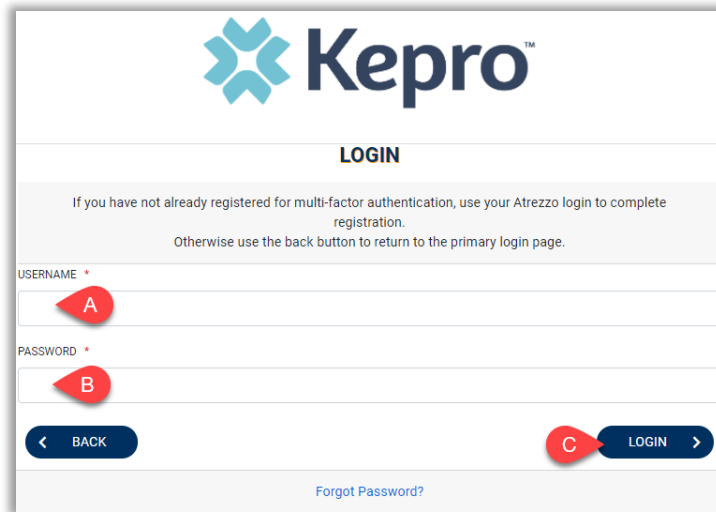
Use these instructions if you are a customer or provider user and you already have an Atrezzo username and password. The below instructions will guide you through completing the Multi-Factor Authentication (MFA) Registration.

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.



The image shows the Kepto login interface. At the top is the Kepto logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is for "Kepto" domain accounts, with a "LOGIN" button. The right column is for "Customer/Provider" users, with "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox. Below the login options, there is a link to "register here" for new accounts. A red box highlights a message: "If this is your first login with multi-factor authentication, click here to complete your registration." with a red arrow pointing to the "click here" link. At the bottom, there is a link "Click here" for users having trouble logging in.

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



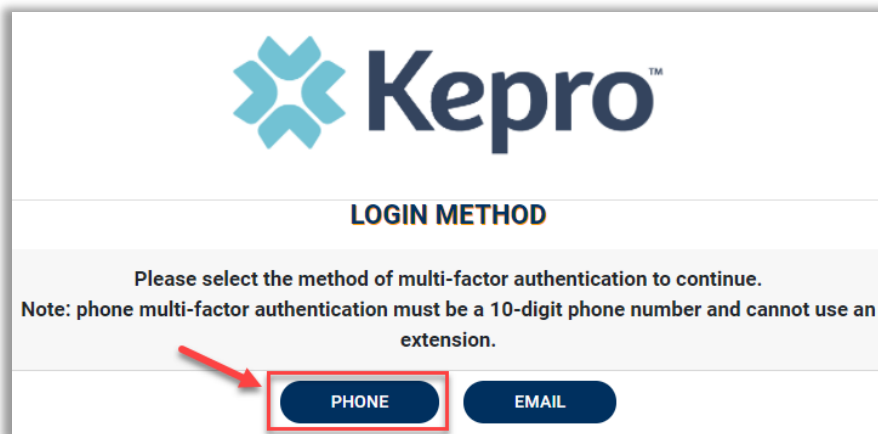
The image shows the Kepro LOGIN page. At the top is the Kepro logo. Below it is the heading "LOGIN". A message states: "If you have not already registered for multi-factor authentication, use your Atrezzo login to complete registration. Otherwise use the back button to return to the primary login page." There are two input fields: "USERNAME \*" and "PASSWORD \*". A red arrow labeled "A" points to the USERNAME field, and a red arrow labeled "B" points to the PASSWORD field. At the bottom, there are two buttons: "BACK" and "LOGIN". A red arrow labeled "C" points to the "LOGIN" button. Below the buttons is a link that says "Forgot Password?".

Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

**NOTE:** 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).

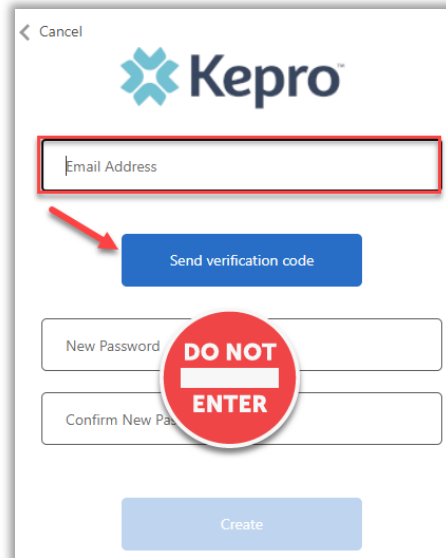
### Phone Verification


Click the PHONE button



The image shows the Kepro LOGIN METHOD page. At the top is the Kepro logo. Below it is the heading "LOGIN METHOD". A message states: "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." 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.

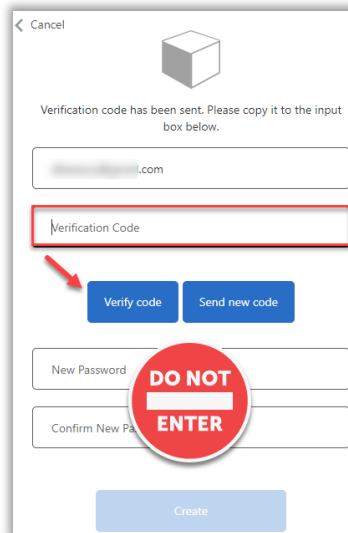



< Cancel  


A red circle with the text "DO NOT ENTER" is overlaid on the password fields. A red arrow points from the "Email Address" field to the "Send verification code" button.

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

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

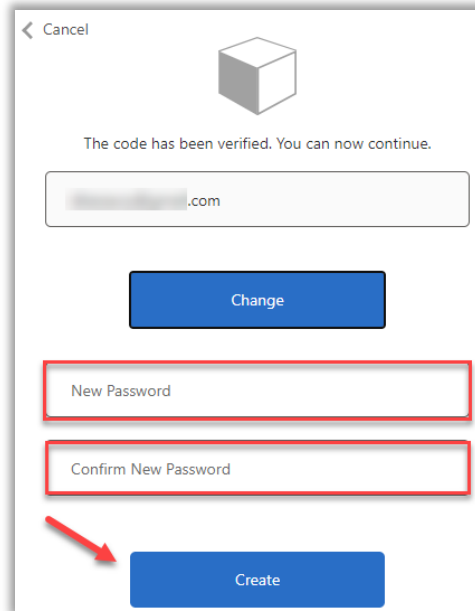


< Cancel  
  
 Verification code has been sent. Please copy it to the input box below.

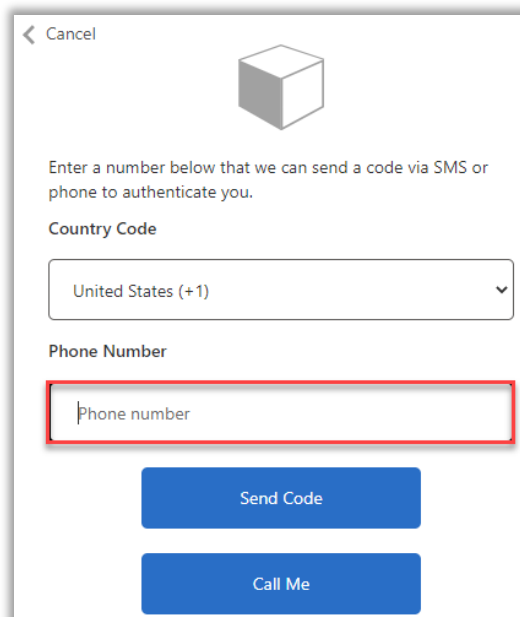
A red circle with the text "DO NOT ENTER" is overlaid on the password fields. A red arrow points from the "Verification Code" field to the "Verify code" button.

**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.



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






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.

For SMS text authentication, enter the verification code received.

<
 Cancel



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

+18

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

The system will automatically authenticate and display the home page.

Kepro

Contract:
 

HOME
 CASES
 CREATE CASE
 CONSUMERS
 SETUP
 MESSAGE CENTER
 REPORTS
 Help

HOME

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

WORK-IN-PROGRESS  
 0

NOT SUBMITTED  
 0

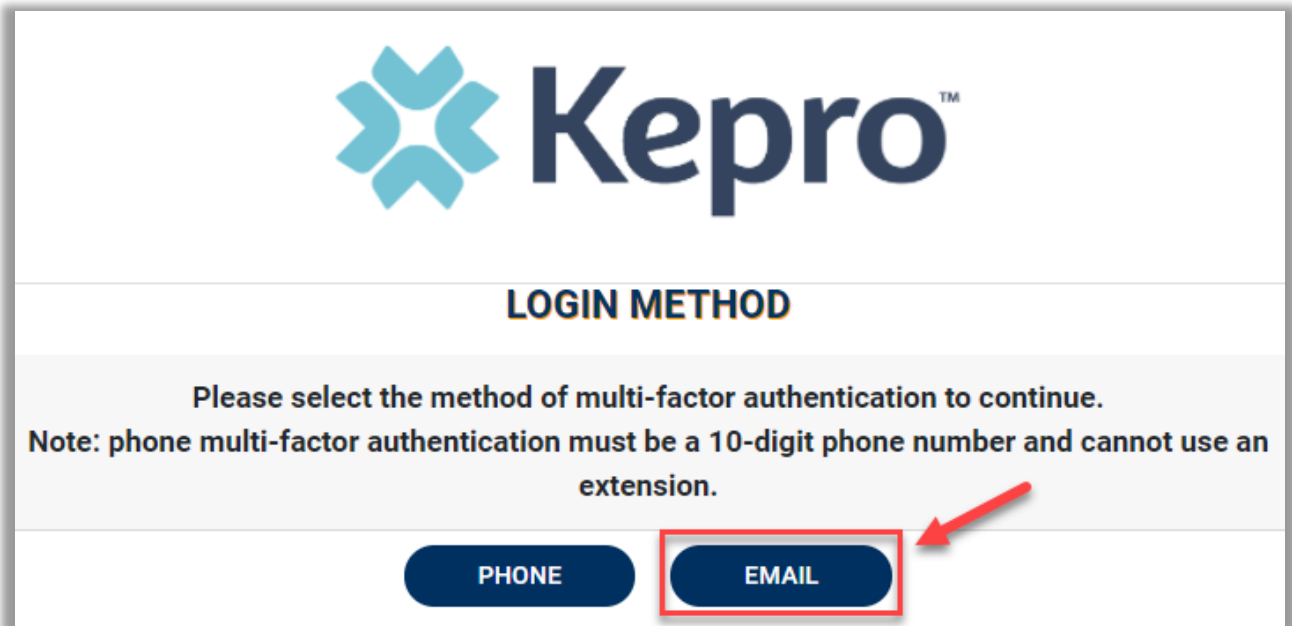
SUBMITTED  
 0


Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					

## Email Verification

Click the EMAIL button

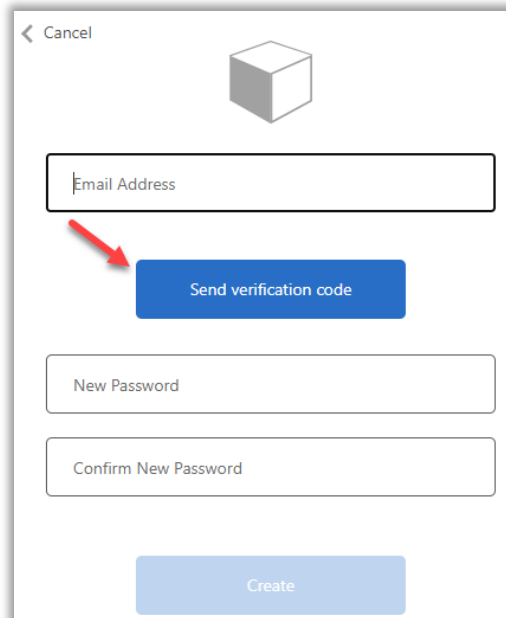




**LOGIN METHOD**

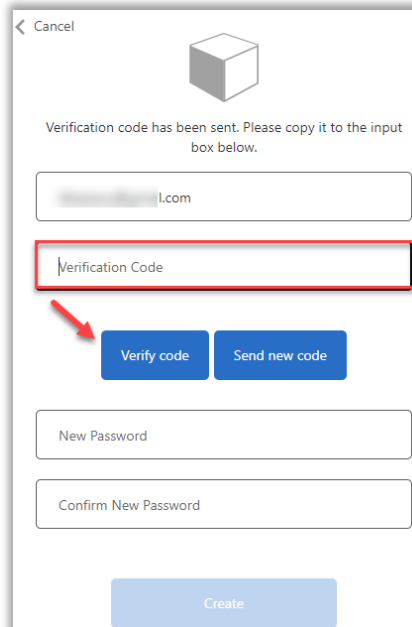
Please select the method of multi-factor authentication to continue.  
**Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension.**

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



A mobile app interface for registration. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a text input field labeled "Email Address". A red arrow points from this field to a blue button labeled "Send verification code". Below the button are two more text input fields: "New Password" and "Confirm New Password". At the bottom is a light blue button labeled "Create".


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



A mobile app interface for registration. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a message: "Verification code has been sent. Please copy it to the input box below." Below this message is a text input field containing a blurred email address and ".com". A red box highlights a text input field labeled "Verification Code". A red arrow points from this field to a blue button labeled "Verify code". Next to it is another blue button labeled "Send new code". Below these buttons are two more text input fields: "New Password" and "Confirm New Password". At the bottom is a light blue button labeled "Create".

Enter a new password, confirm the password, and click Create.

< Cancel
 




The code has been verified. You can now continue.

Change

Create

The system will automatically authenticate and display the home page.



Contract:

SEARCH

HOME
 CASES
 CREATE CASE
 CONSUMERS
 SETUP
 MESSAGE CENTER
 REPORTS
 Help

HOME

0 NEW MESSAGES

Go to Message Center

WORK-IN-PROGRESS

0

NOT SUBMITTED

0

SUBMITTED

0

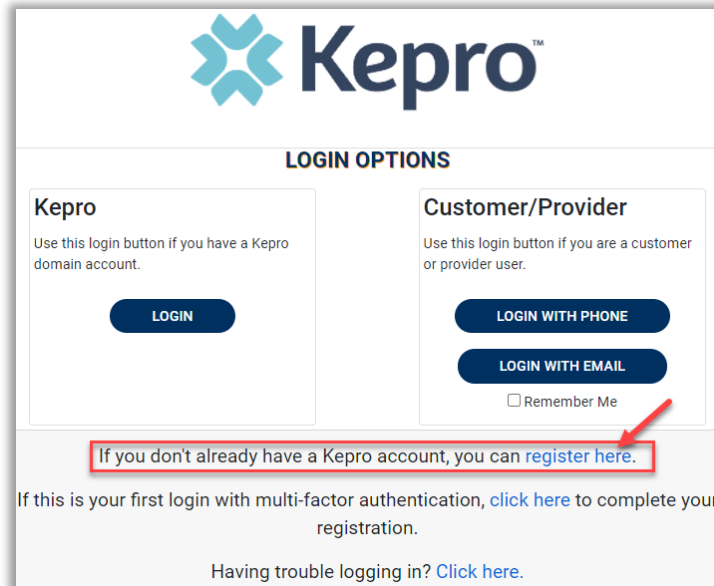
Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					

## SECTION 2 – New Provider Registration & MFA Registration

Use these instructions if you are a new provider and need to register for a Kepro account. The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time process.

From the login screen, click the link to register for a Kepro Account.



**Kepro**

**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**

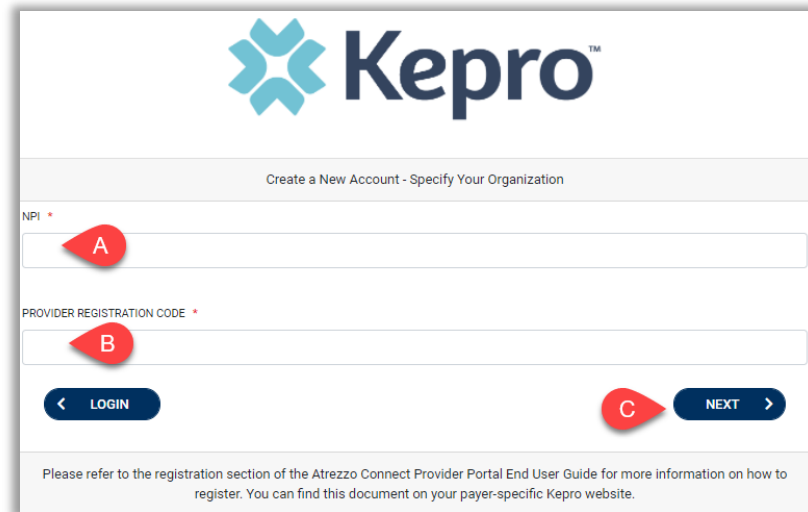
☐ Remember Me

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.

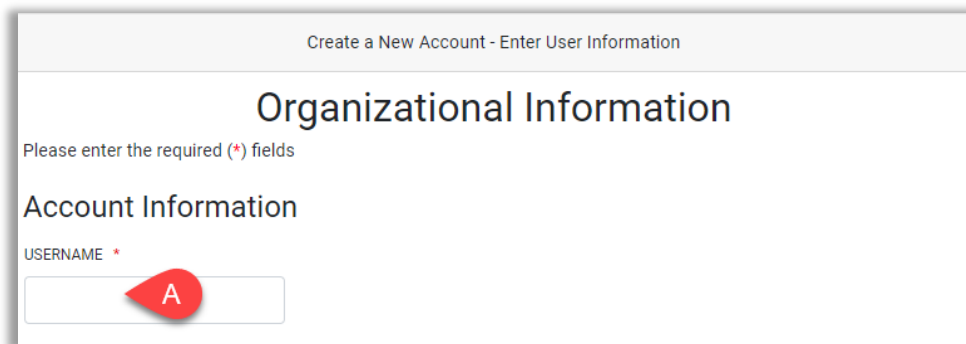
Having trouble logging in? [Click here](#).

Enter NPI and Registration Code, then click Next.



The screenshot shows the 'Create a New Account - Specify Your Organization' page. It features the Kepro logo at the top. Below the header, there are two input fields: 'NPI \*' and 'PROVIDER REGISTRATION CODE \*'. A red callout bubble labeled 'A' points to the NPI field, and another labeled 'B' points to the registration code field. At the bottom of the form, there are two buttons: 'LOGIN' with a left arrow and 'NEXT' with a right arrow. A red callout bubble labeled 'C' points to the 'NEXT' button. A footer note states: 'Please refer to the registration section of the Atrezzo Connect Provider Portal End User Guide for more information on how to register. You can find this document on your payer-specific Kepro website.'

Create Username, and enter all required fields under Contact Information, then click Next.



The screenshot shows the 'Create a New Account - Enter User Information' page. The title 'Organizational Information' is centered. Below it, a note says 'Please enter the required (\*) fields'. Under the 'Account Information' section, there is a 'USERNAME \*' label and an input field. A red callout bubble labeled 'A' points to the username input field.

Contact Information

FIRST NAME \*

B

LAST NAME \*

C

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State

ZIP CODE

EMAIL \*

D

CONFIRM EMAIL \*

E

PHONE

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

FAX \*

F

< LOGIN

G

NEXT >

A message will display confirming the Registration is complete. To complete the Multi-Factor Authentication registration, you must click the link in your email within 20 minutes.

• Atrezzo - Account Registration



• **atrezzo\_donotreply@kepro.com**

To: dduck\_denver@yahoo.com

Dear User,

Your Atrezzo user profile has been initiated. Please follow the link below and the instructions on that page to register your account.

[Atrezzo Registration](#)

This link will expire in 20 minutes.

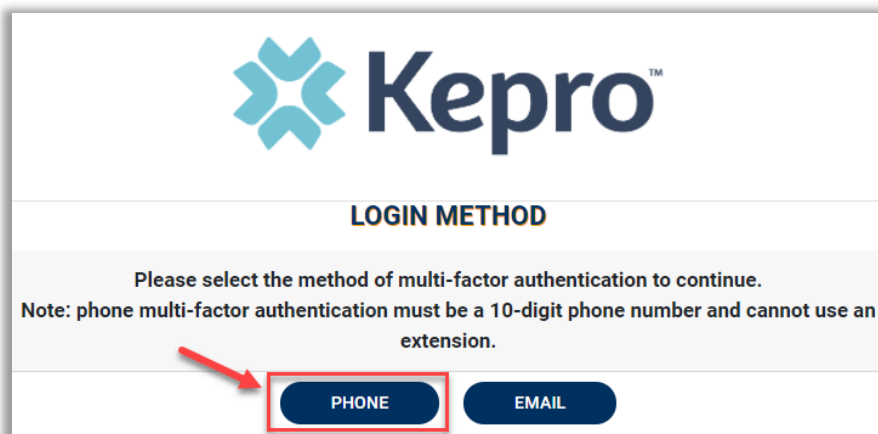
Thank you,  
Kepro

Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

**NOTE:** 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).

### Phone Verification

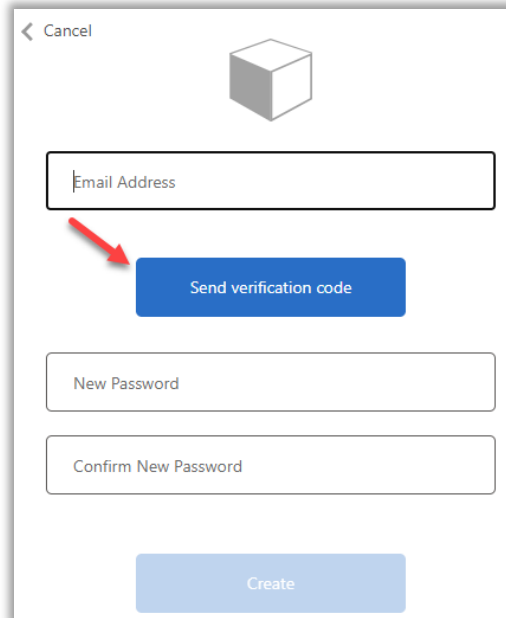
Click the PHONE button



The image shows a screenshot of the Kepro login method selection screen. At the top is the Kepro logo. Below it is the heading "LOGIN METHOD". A message states: "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.

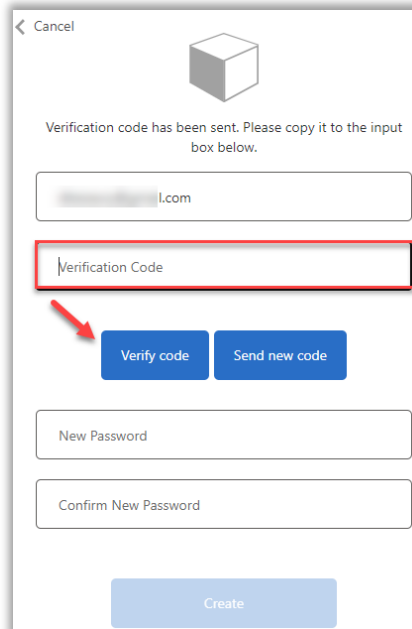


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



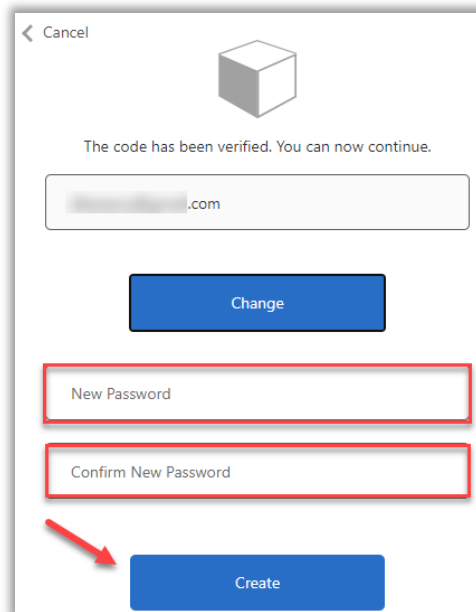
A mobile app interface for account creation. At the top, there is a back arrow and the word "Cancel", followed by a 3D cube icon. Below this is an "Email Address" input field. A red arrow points from the input field to a blue button labeled "Send verification code". Below the button are two more input fields: "New Password" and "Confirm New Password". At the bottom is a light blue button labeled "Create".

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



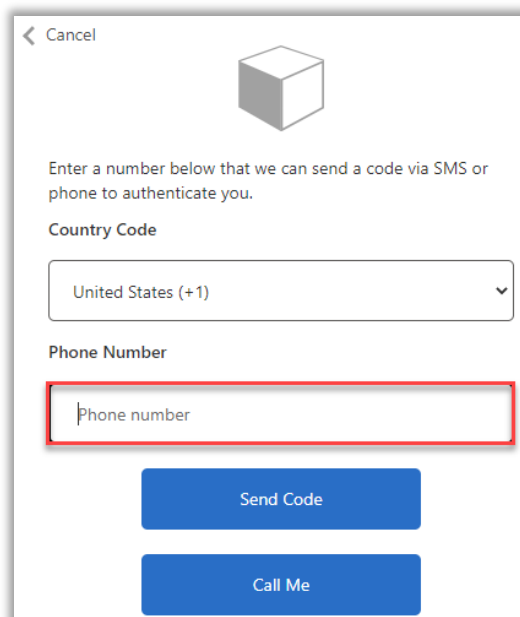
A mobile app interface for account creation, showing the next step. At the top, there is a back arrow and the word "Cancel", followed by a 3D cube icon. Below this is a message: "Verification code has been sent. Please copy it to the input box below." Below the message is an input field containing a blurred email address and ".com". Below this is a "Verification Code" input field, which is highlighted with a red border. A red arrow points from the input field to a blue button labeled "Verify code". Next to it is another blue button labeled "Send new code". Below these buttons are two more input fields: "New Password" and "Confirm New Password". At the bottom is a light blue button labeled "Create".

Enter a new password, confirm the password, and click Create.



A mobile app screen 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." Below this is a text input field containing a blurred email address followed by ".com". Underneath is a blue button labeled "Change". Below that 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.

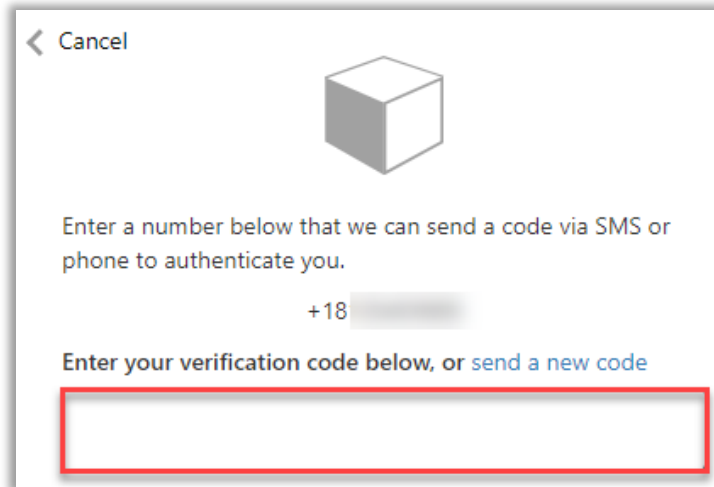
Enter your phone number and select Send Code or Call Me.




A mobile app screen for phone number entry. 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." Below this is a "Country Code" section with a dropdown menu showing "United States (+1)". Underneath is a "Phone Number" section with a text input field containing the placeholder "Phone number", which is outlined in red. At the bottom are two blue buttons: "Send Code" and "Call Me".

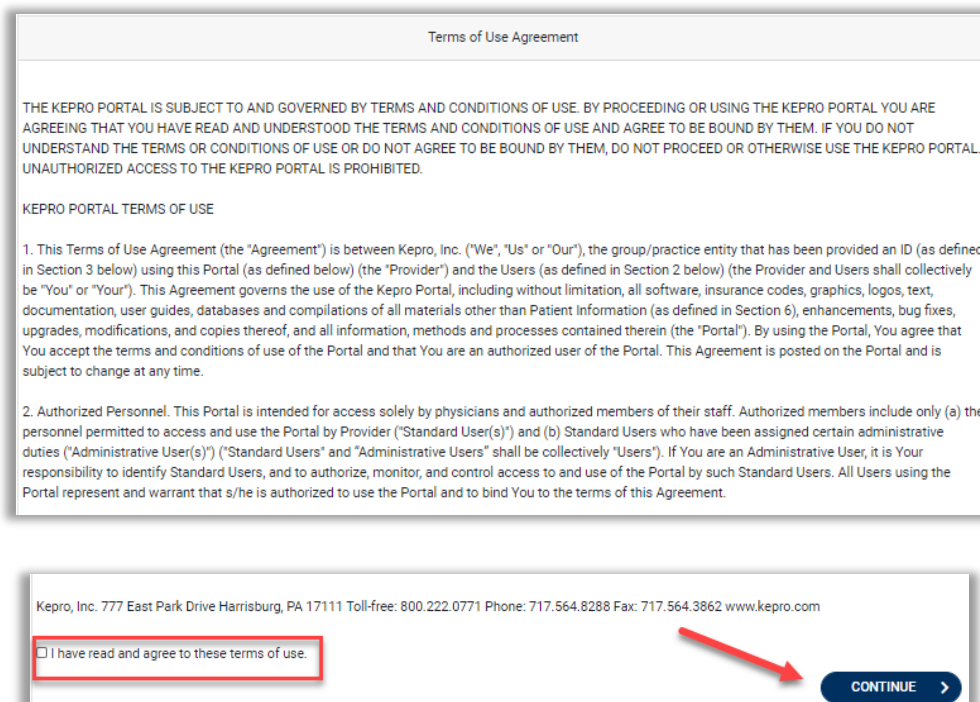
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



< Cancel
   

  
 Enter a number below that we can send a code via SMS or phone to authenticate you.
   
 +18 
  
 Enter your verification code below, or [send a new code](#)

As a new user, you will need to read and agree to the Terms of Use.



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

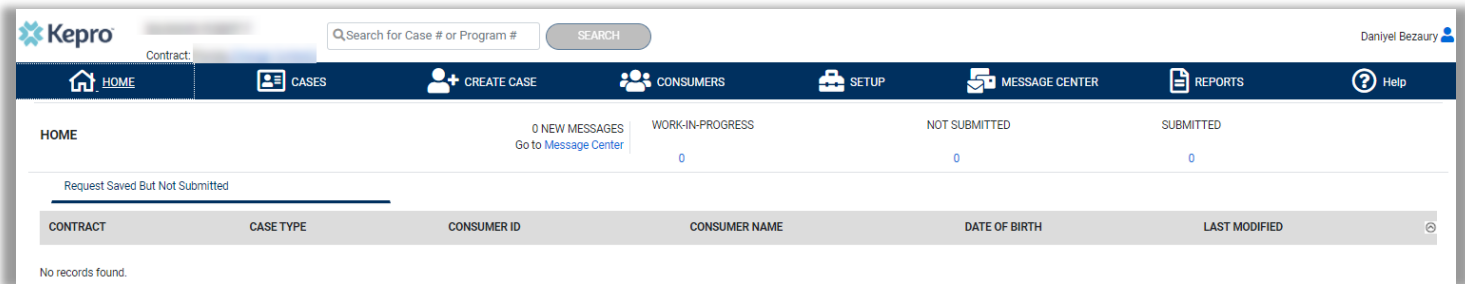
1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users 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

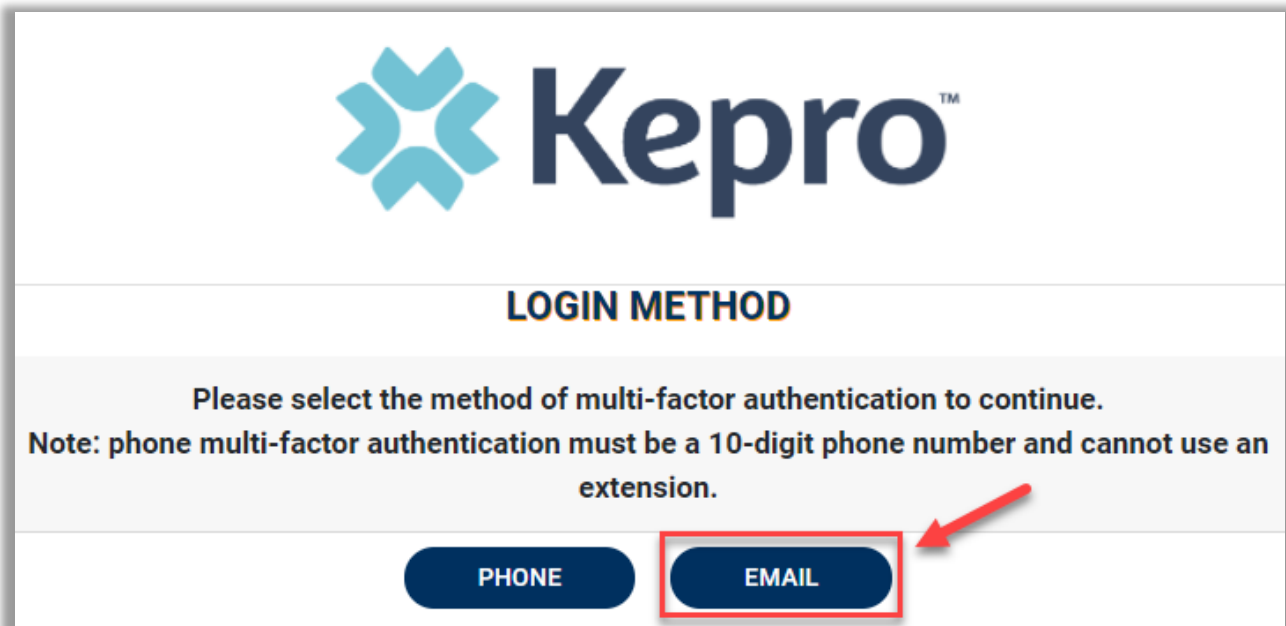
☐ I have read and agree to these terms of use.
   

 CONTINUE >

The system will automatically authenticate and display the home page.




## Email Verification

Click the EMAIL button



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

Cancel




Send verification code

Create

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

Cancel



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

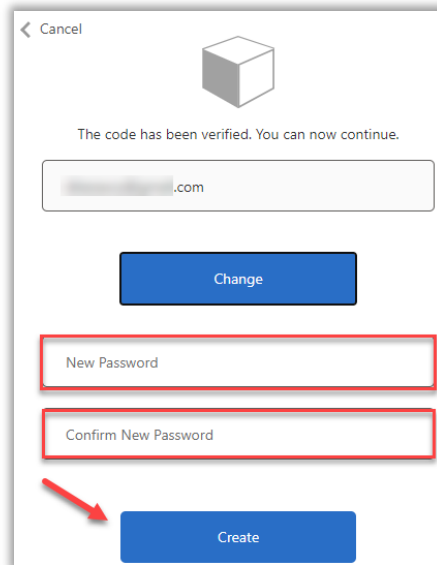
Verification Code

Verify code

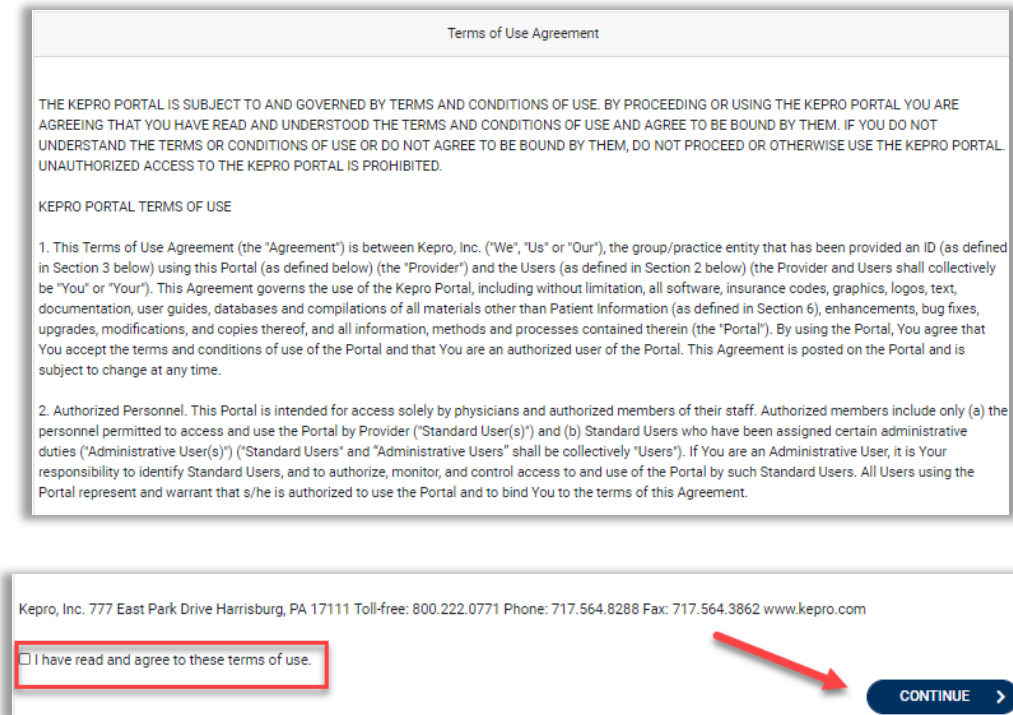
Send new code

Create

Enter a new password, confirm the password, and click Create.



As a new user, you will need to read and agree to the Terms of Use.



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.



Contract:

Daniyel Bezaury 

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

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

WORK-IN-PROGRESS  
0

NOT SUBMITTED  
0

SUBMITTED  
0

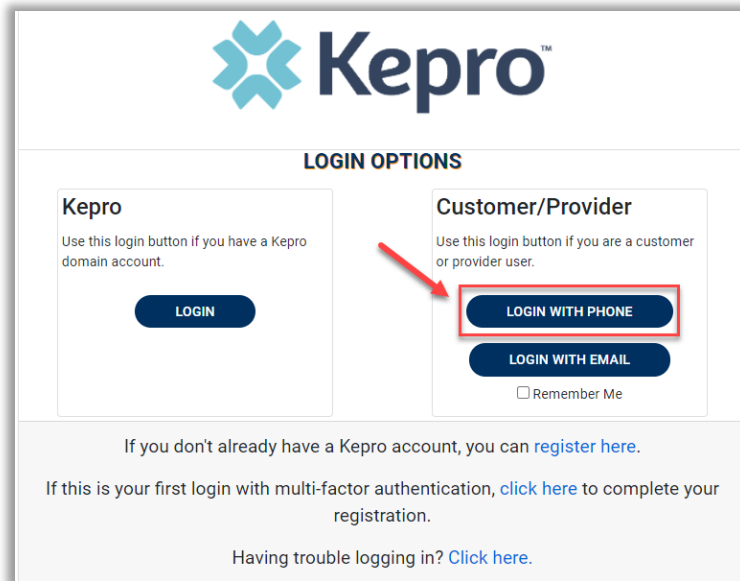
Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					

## SECTION 3 – Phone Login

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 Kepto login interface. At the top is the Kepto logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections: "Kepto" and "Customer/Provider". The "Kepto" 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 PHONE" button, which is also enclosed in a red rectangular box. Below the login options, there is a link to "register here" and a link to "click here" to complete registration. At the bottom, there is a link to "Click here" for users having trouble logging in.

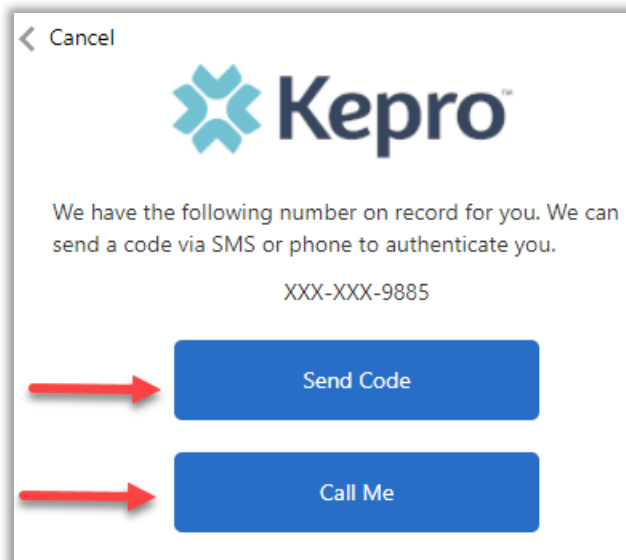


Enter the email address and password created during the registration process. Click Sign in



The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it, the text "Sign in with your email address" is displayed. There are two input fields: the first for an email address (partially obscured by a grey box) and the second for a password (filled with dots). Below the password field is a link that says "Forgot your password?". At the bottom is a blue "Sign in" button, which is highlighted with a red rectangular border. A red arrow points to this button from the right.


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 prompting to press the # to complete verification.



The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". The Kepro logo is at the top center. Below the logo, the 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 the phone number "XXX-XXX-9885". At the bottom are two blue buttons: "Send Code" and "Call Me". A red arrow points to the "Send Code" button from the left, and another red arrow points to the "Call Me" button from the left.

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

<
 Cancel



We have the following number on record for you. We can send a code via SMS or phone to authenticate you.


XXX-XXX-9885

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

→

Verify Code

Login will complete and the home screen will display.



Contract:

Daniyel Bezaury

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

0 NEW MESSAGES

Go to Message Center

WORK-IN-PROGRESS

0

NOT SUBMITTED

0

SUBMITTED

0

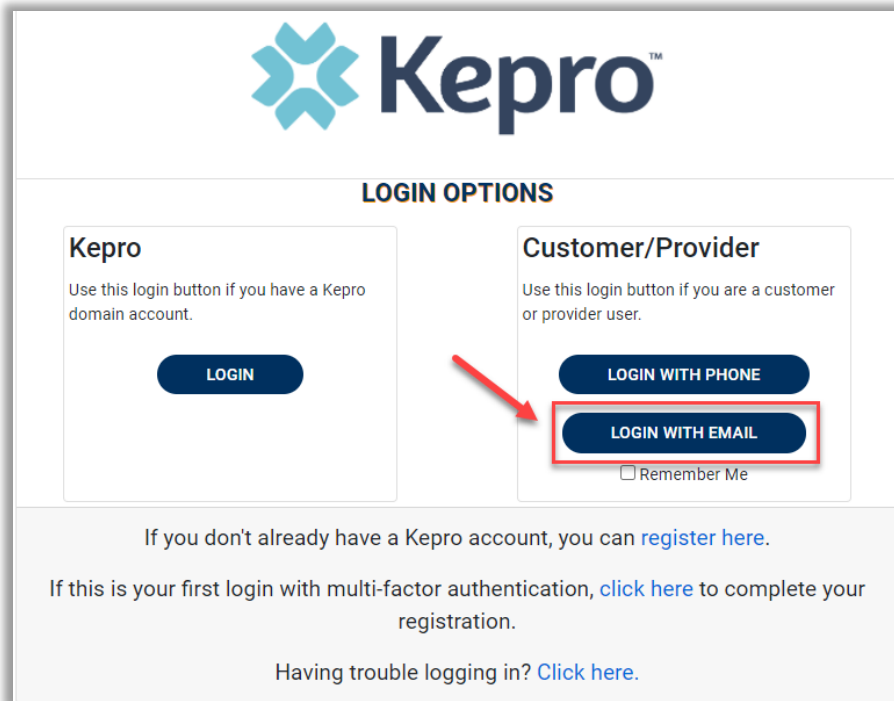
Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					

## SECTION 4 – Email Login

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 Kepto login interface. At the top is the Kepto logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is titled "Kepto" and contains a "LOGIN" button. The right column is titled "Customer/Provider" and contains 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 rectangular box. Below the buttons is a "Remember Me" checkbox. At the bottom of the login options section, there are three lines of text: "If you don't already have a Kepto 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](#)."

**Kepto™**

**LOGIN OPTIONS**

**Kepto**  
Use this login button if you have a Kepto 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 Kepto 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](#).

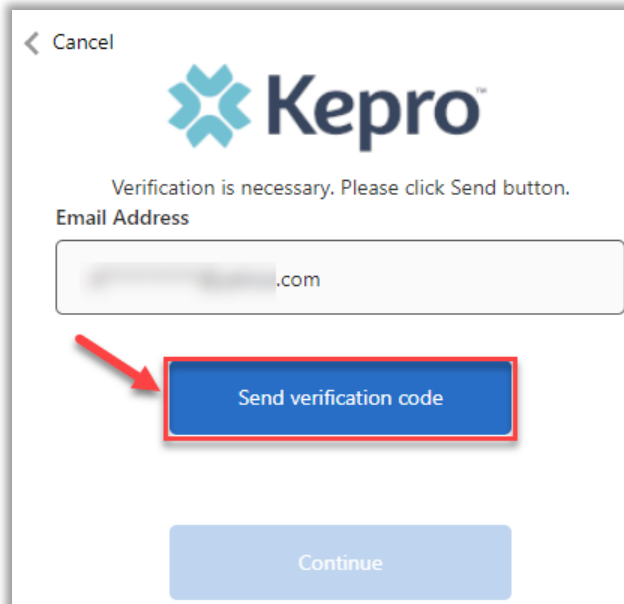
Enter the email address and password created during the registration process. Click Sign in



The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it, the text "Sign in with your email address" is displayed. There are two input fields: the first for the email address (pre-filled with a blurred address ending in ".com") and the second for the password (filled with dots). Below the password field is a link that says "Forgot your password?". At the bottom is a blue "Sign in" button, which is highlighted with a red rectangle and a red arrow pointing to it from the right.

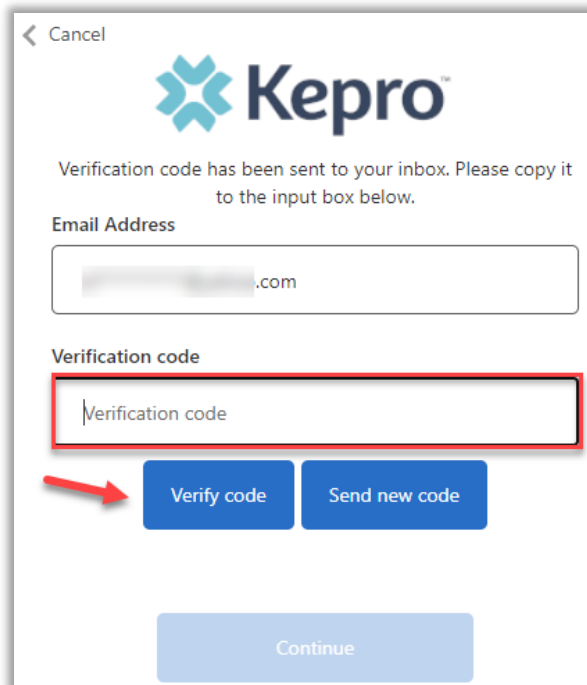
The email address will prepopulate from the sign in, click Send Verification Code.

**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.




The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text "Verification is necessary. Please click Send button." is displayed. Below this is the label "Email Address" followed by an input field containing a blurred email address ending in ".com". Below the input field is a blue "Send verification code" button, highlighted with a red rectangle and a red arrow pointing to it from the left. At the bottom is a light blue "Continue" button.

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




< Cancel

 **Kepro**

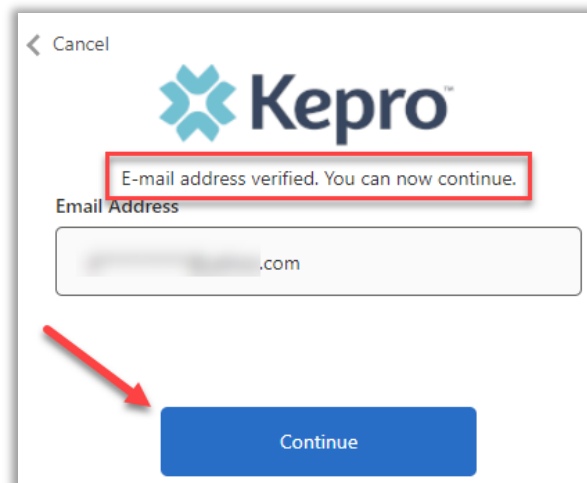
Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address


Verification code




A message will appear confirming verification, click Continue.



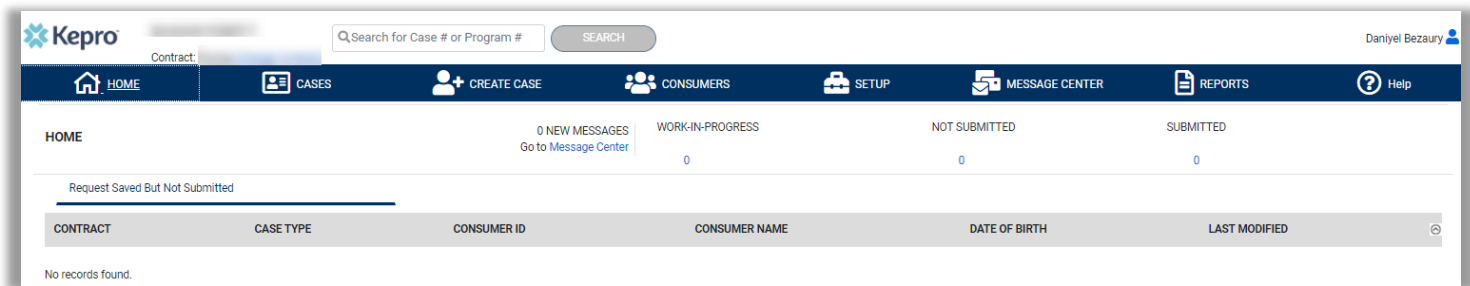
< Cancel

 **Kepro**

Email Address



Login will complete and the home screen will display.

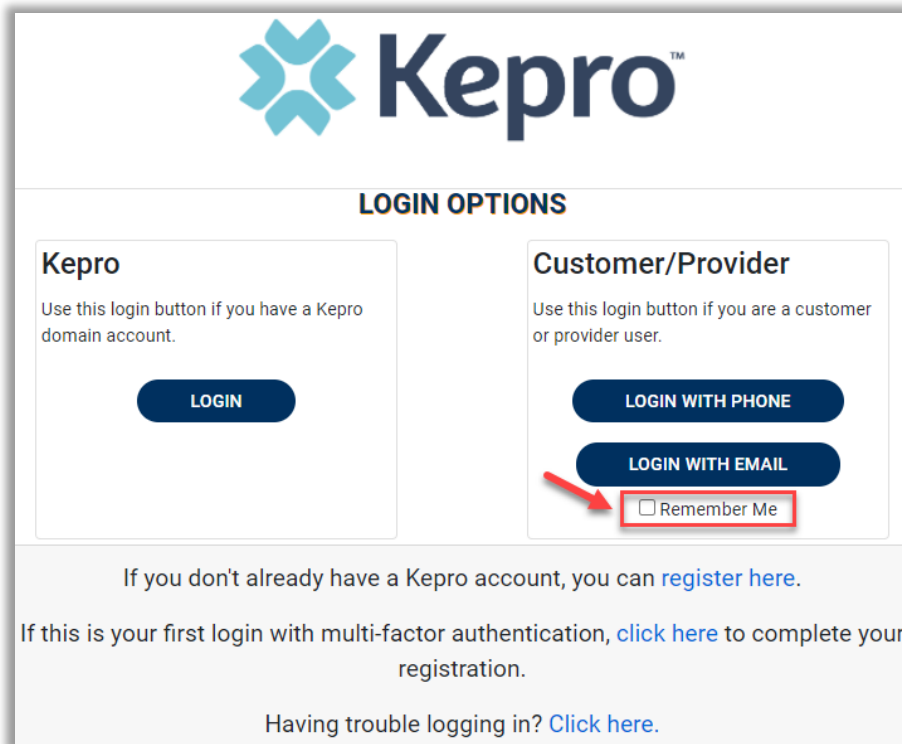


## SECTION 5 – Remember Me functionality

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 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 "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox. A red arrow points to the "Remember Me" checkbox. Below the login options, there are links for registration and a link for users having trouble logging in.

**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](#).

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.

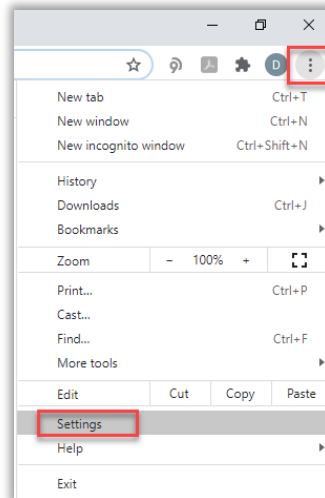
**NOTE:** This feature will only work if the browser is configured to “continue where you left off” by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the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

## Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

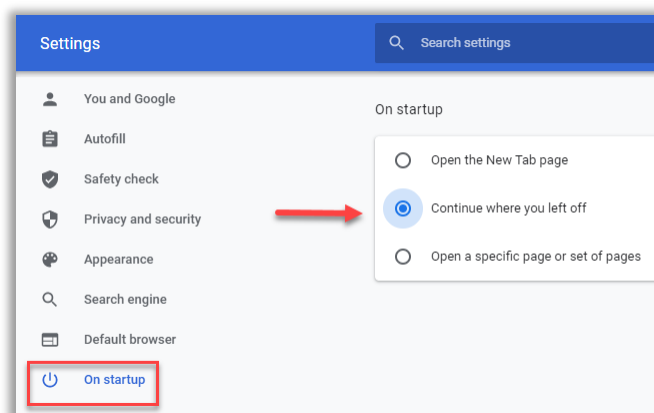
To set “continue where you left off” in Google Chrome, click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu

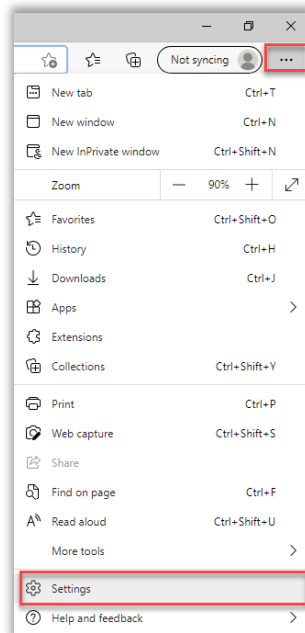
Then click the selection for “Continue where you left off”.



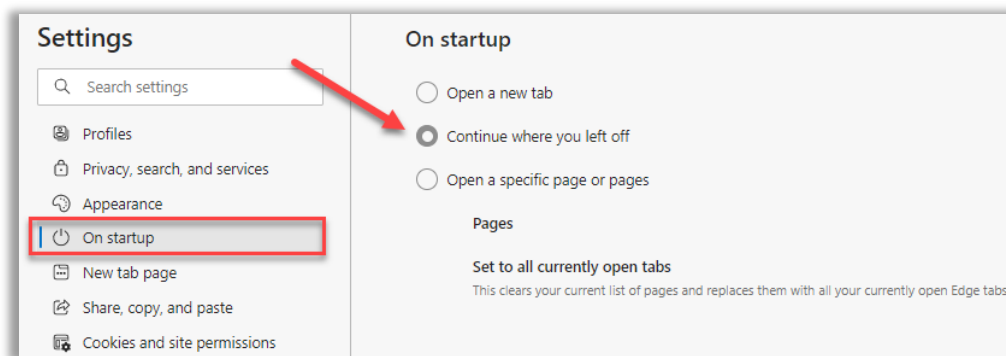


## Edge Configuration

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.

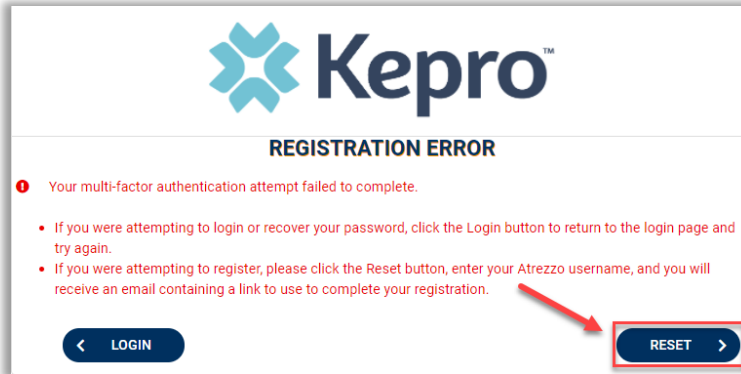



Click On startup in the left menu  
Then click the selection for “Continue where you left off”.



## Registration Error Message

If a Registration Error message is received while attempting to register, click Reset.



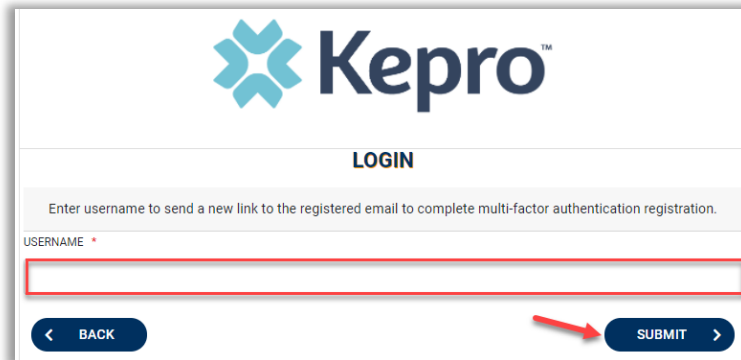

**Kepro™**


**REGISTRATION ERROR**

❗ Your multi-factor authentication attempt failed to complete.

- If you were attempting to login or recover your password, click the Login button to return to the login page and try again.
- If you were attempting to register, please click the Reset button, enter your Atrezzo username, and you will receive an email containing a link to use to complete your registration.

Enter username and click Submit. An email will be sent to the registered email address to complete the registration process.



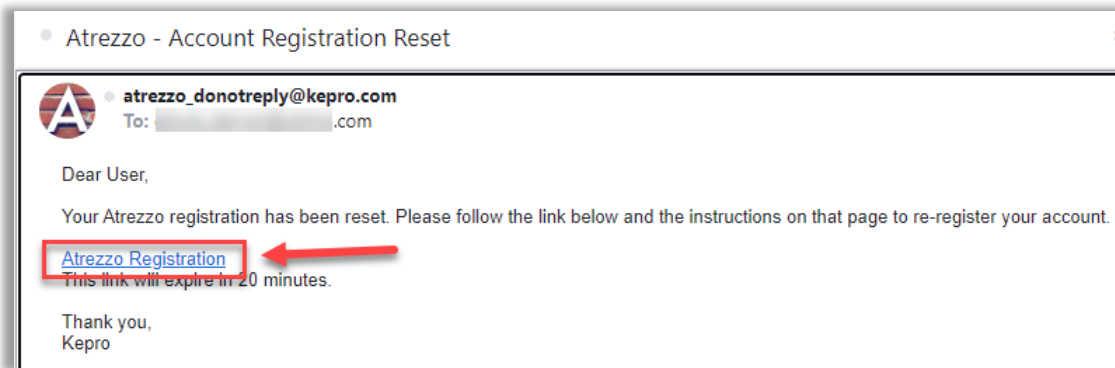

**Kepro™**

**LOGIN**

Enter username to send a new link to the registered email to complete multi-factor authentication registration.

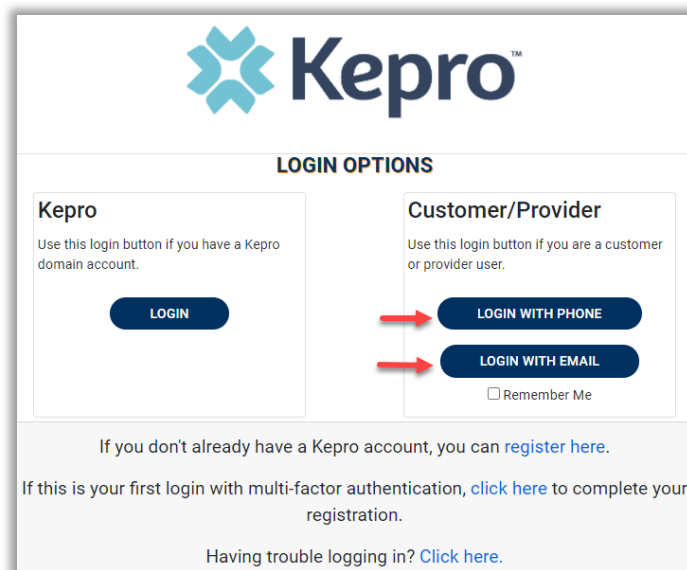
USERNAME \*

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



## Forgot or Reset Password

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

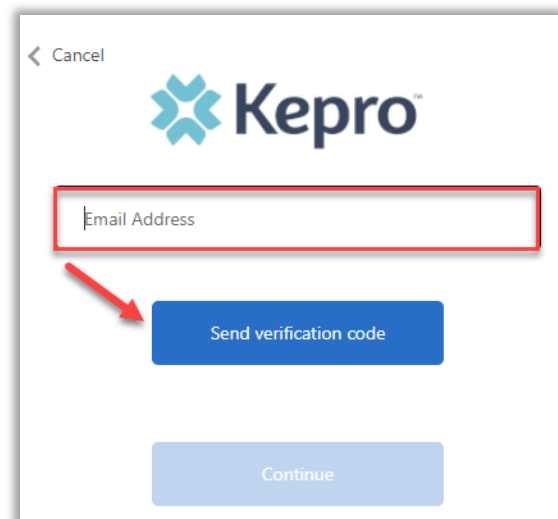


On the next page, select the "Forgot your password?" link.



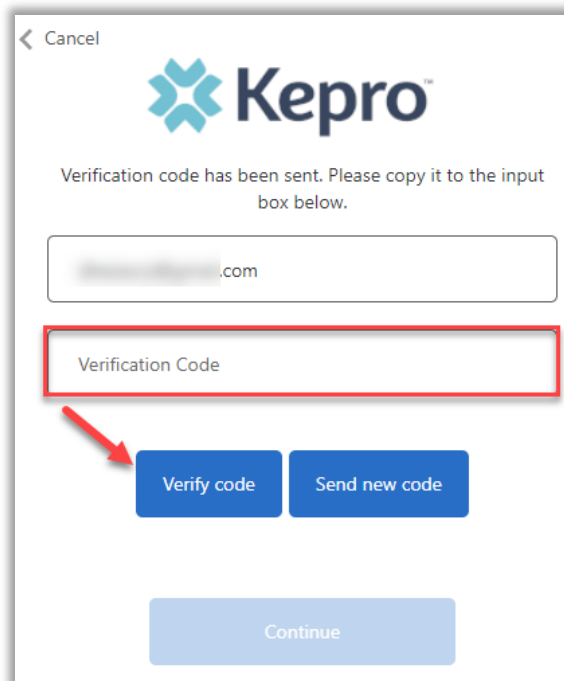
The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red arrow points from the "Forgot your password?" link to the "Password" field. The "Forgot your password?"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

Enter email address and click the "Send verification code" button.



The image shows the Kepro verification screen. At the top left is a "Cancel" button with a back arrow. Below it is the Kepro logo. There is an "Email Address" input field highlighted with a red box. Below the input field is a blue "Send verification code" button, with a red arrow pointing to it. At the bottom is a light blue "Continue" button.

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



Kepro™

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

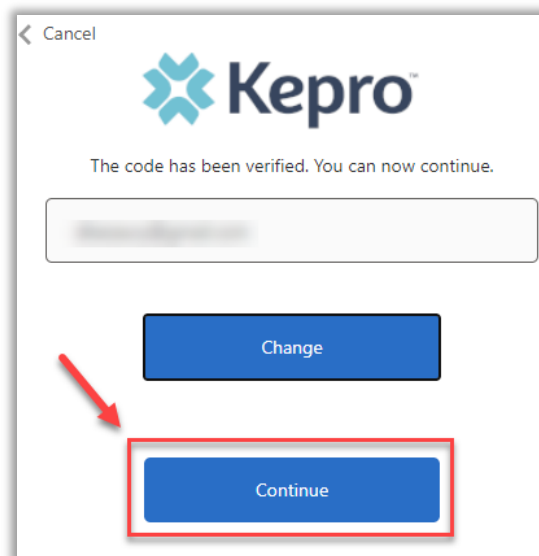
Verification Code

Verify code Send new code

Continue

A red box highlights the 'Verification Code' input field. A red arrow points from this box to the 'Verify code' button.

Click the "Continue" button.



Kepro™

The code has been verified. You can now continue.

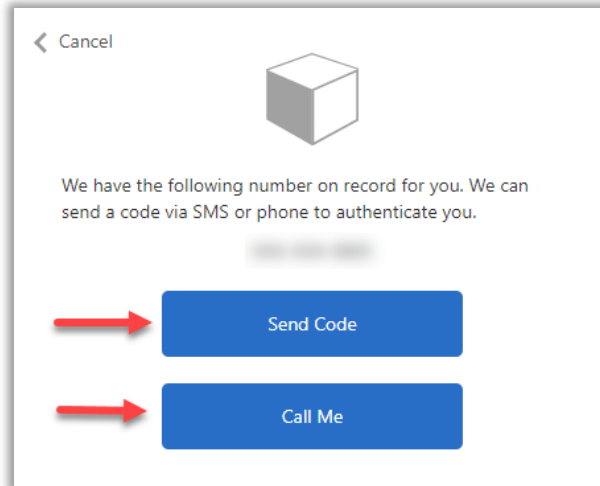
Change

Continue

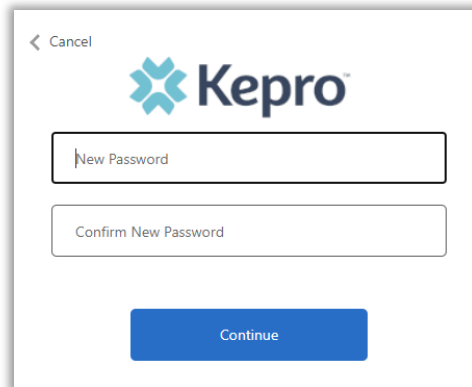
A red box highlights the 'Continue' button. A red arrow points from the 'Change' button to the 'Continue' button.

**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.

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.

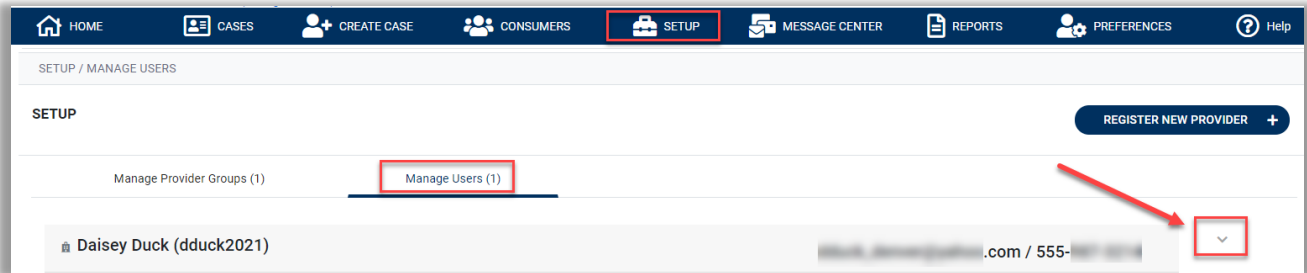


Once verification is complete, enter a new password and confirm the password. Click the "Continue" button. The home page will display once the reset password process is completed.

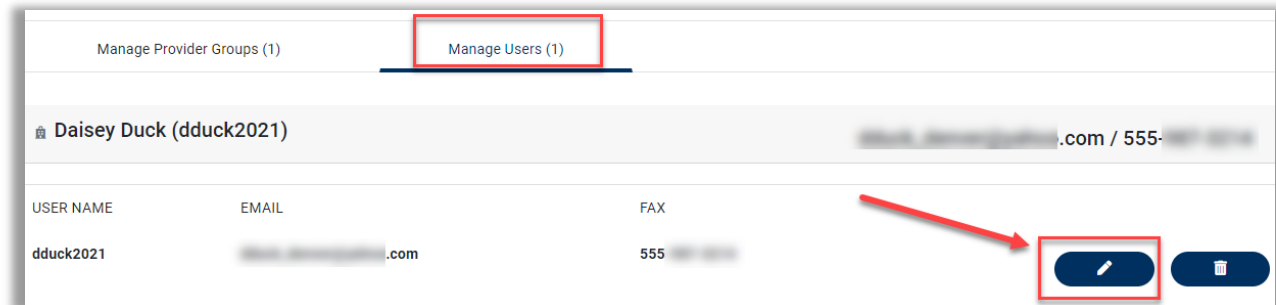


## Provider Administrator Reset Registration

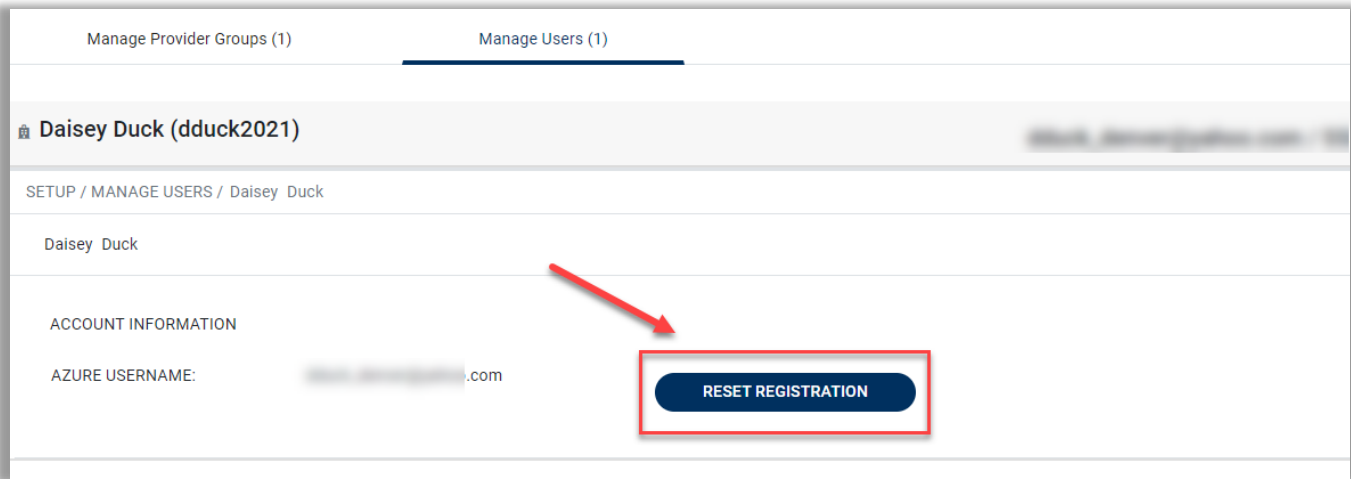
As a provider admin, you will have the ability to reset MFA registration for any users you manage. From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



Manage Provider Groups (1)      Manage Users (1)

🏠 Daisy Duck (dduck2021)

SETUP / MANAGE USERS / Daisy Duck

Daisy Duck

ACCOUNT INFORMATION

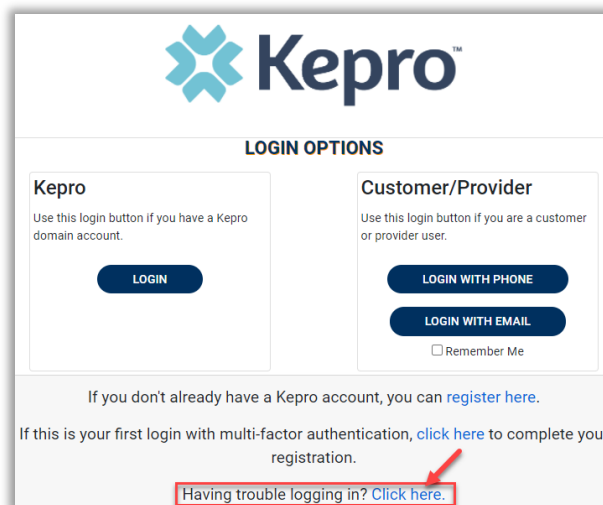
AZURE USERNAME: [redacted].com


**RESET REGISTRATION**

## 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.





**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

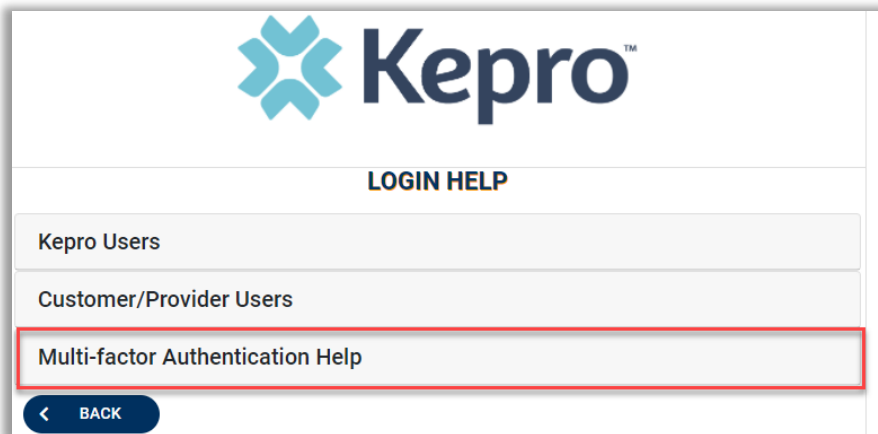
If you don't already have a Kepro account, you can [register here](#).

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.

