



Atrezzo User Guide

Multi-Factor Registration for 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.

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.

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:** Includes the text "Use this login button if you have a Kepro domain account." and a "LOGIN" button. Below the button is a checkbox labeled "Remember Me".
- Customer/Provider:** Includes the text "Use this login button if you are a customer or provider user." and two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Below the "LOGIN WITH EMAIL" button is a checkbox labeled "Remember Me".

At the bottom of the login area, 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](#)."



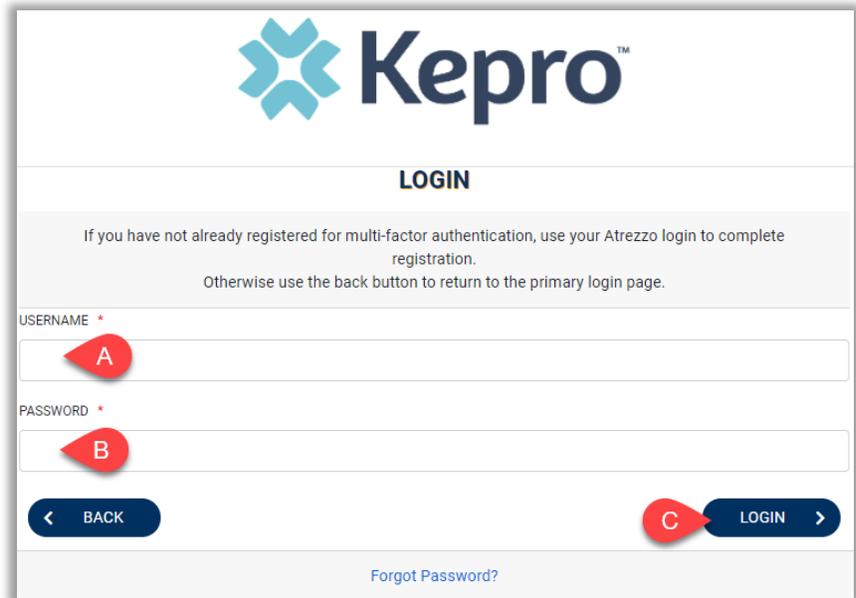
Current Portal User; MFA Registration only

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.

The image shows a screenshot of 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" and "Customer/Provider". The "Kepro Employees" section has a "LOGIN" button and a "Remember Me" checkbox. The "Customer/Provider" section has "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox. Below these sections is a message: "If you don't already have a Kepro account, you can [register here](#)." A red box highlights the text: "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." A red arrow points to the "click here" link. Below the red box is the text: "Having trouble logging in? [Click here](#)."

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



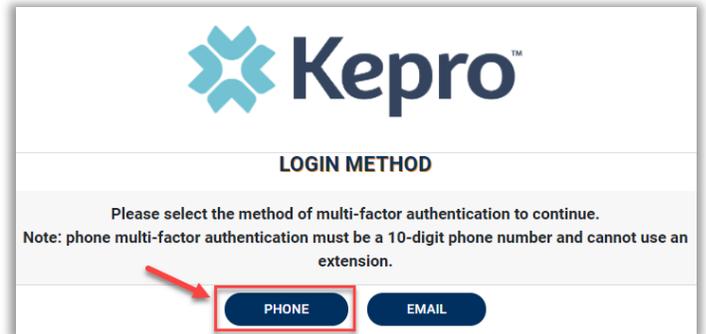
The image shows a screenshot of the Kepro LOGIN page. At the top is the Kepro logo. Below it is the heading "LOGIN". A message states: "If you have not already registered for multi-factor authentication, use your Atrezzo login to complete registration. Otherwise use the back button to return to the primary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

Select the best multi-factor authentication method for you, phone verification or email verification. 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

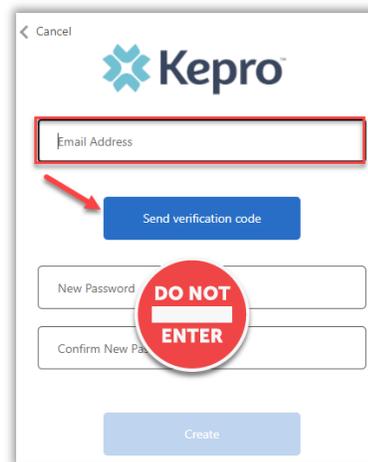
Click the **PHONE** button



The screenshot shows the 'Kepro LOGIN METHOD' screen. It features the Kepro logo at the top. Below the logo, 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.

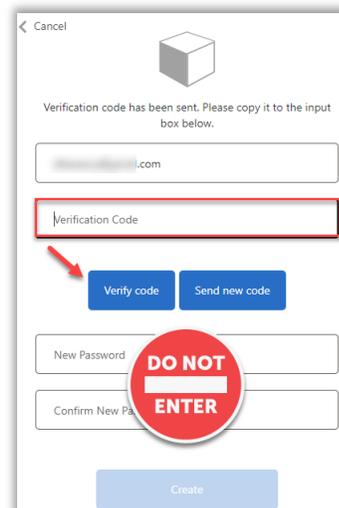
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).



The screenshot shows the Kepro registration screen. It features the Kepro logo at the top. Below the logo, there is an 'Email Address' input field. A red arrow points to the 'Send verification code' button. Below this, there are 'New Password' and 'Confirm New Password' input fields. A red circle with 'DO NOT ENTER' is overlaid on the password fields. At the bottom, there is a '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).



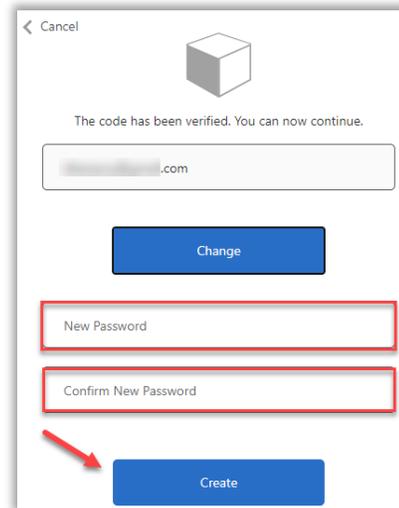
The screenshot shows the Kepro registration screen. It features the Kepro logo at the top. Below the logo, there is a message: 'Verification code has been sent. Please copy it to the input box below.' Below this, there is an email address input field. A red arrow points to the 'Verification Code' input field. Below this, there are 'Verify code' and 'Send new code' buttons. Below these, there are 'New Password' and 'Confirm New Password' input fields. A red circle with 'DO NOT ENTER' is overlaid on the password fields. At the bottom, there is a 'Create' button.

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

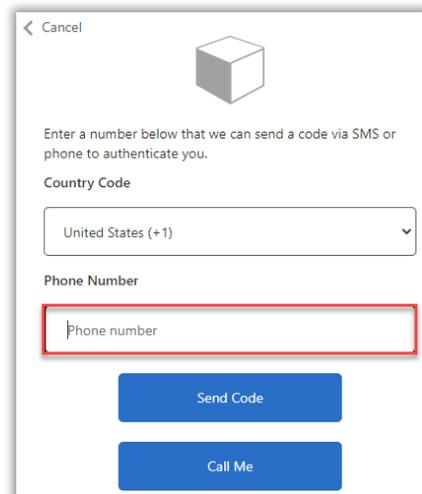
This is creating a password for the Multi-Factor Authentication Registration.

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.

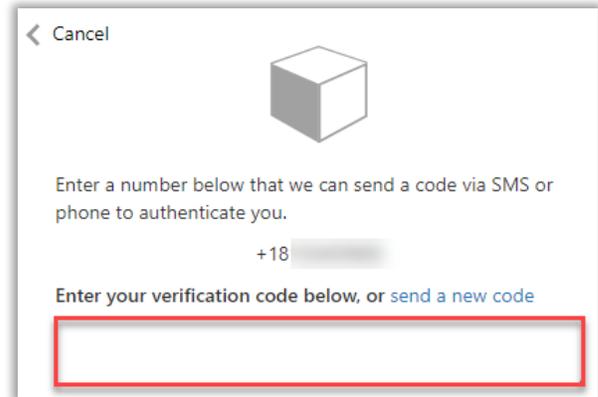


A screenshot of a mobile application interface for changing a password. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads "The code has been verified. You can now continue." There is a text input field containing a partially obscured email address ending in ".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.



A screenshot of a mobile application interface for entering a phone number. 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 that is a text input field for "Phone Number" with the placeholder text "Phone number" and a red border. 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 [redacted]

Enter your verification code below, or send a new code

[Red rectangular 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

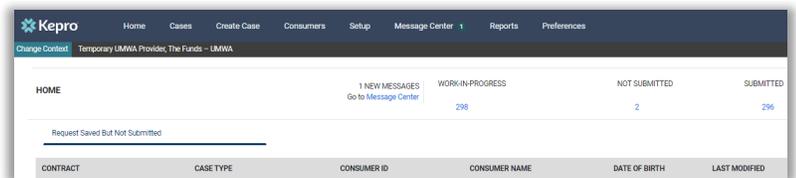
1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users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



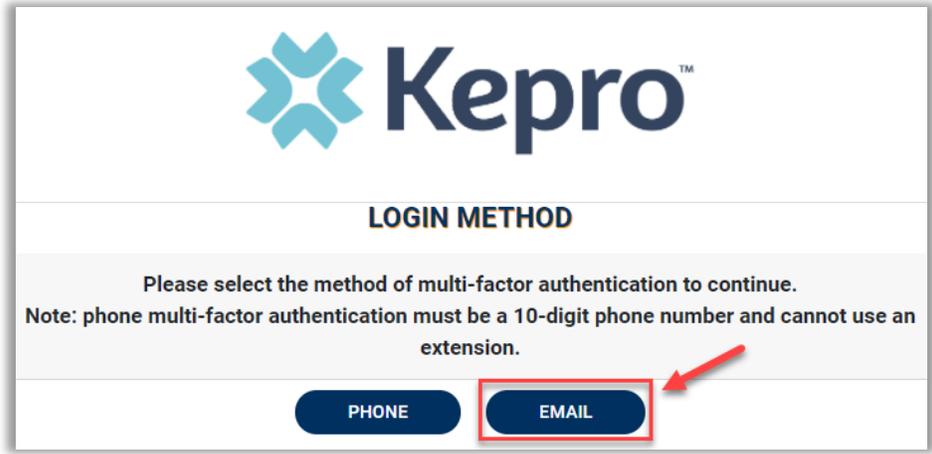
Kepro Home Cases Create Case Consumers Setup Message Center 1 Reports Preferences

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

Email Verification

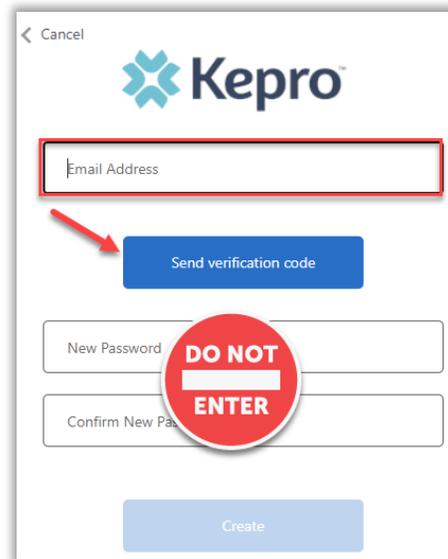
Click the **EMAIL** button



The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN METHOD". A message 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 points to it from the right.

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

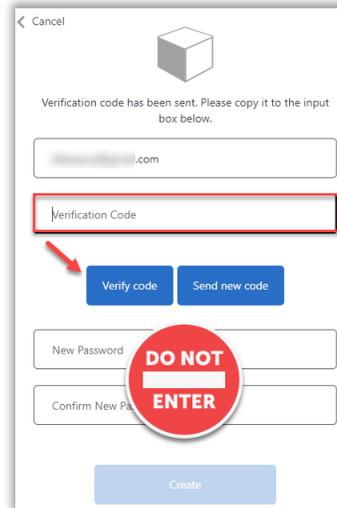
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).



The screenshot shows the Kepro registration form. At the top left is a "Cancel" link. The Kepro logo is at the top center. Below it is an "Email Address" input field, which is highlighted with a red box and a red arrow points to it from the left. Below the email field is a blue "Send verification code" button, also with a red arrow pointing to it from the left. Below that are two input fields: "New Password" and "Confirm New Pa...". A large red circular warning icon with the text "DO NOT ENTER" is overlaid on the password fields. At the bottom is a light blue "Create" button.

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

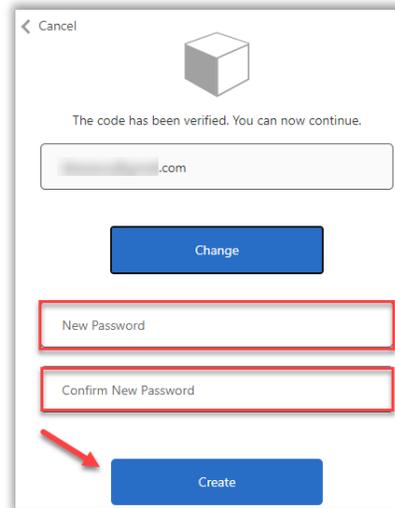
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).



A screenshot of a mobile application interface for email verification. At the top, there is a back arrow and the word "Cancel". Below that is a 3D cube icon. The text reads: "Verification code has been sent. Please copy it to the input box below." There is an email address input field with a redacted address and ".com". Below it is a "Verification Code" input field, which is highlighted with a red border. A red arrow points to the "Verify code" button. To its right is a "Send new code" button. Below these are two password 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 "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 that is a 3D cube icon. The text reads: "The code has been verified. You can now continue." There is an email address input field with a redacted address and ".com". Below it is a "Change" button. Below that are two password input fields: "New Password" and "Confirm New Password", both highlighted with red borders. A red arrow points to the "Create" button at the bottom.



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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

Request Saved But Not Submitted

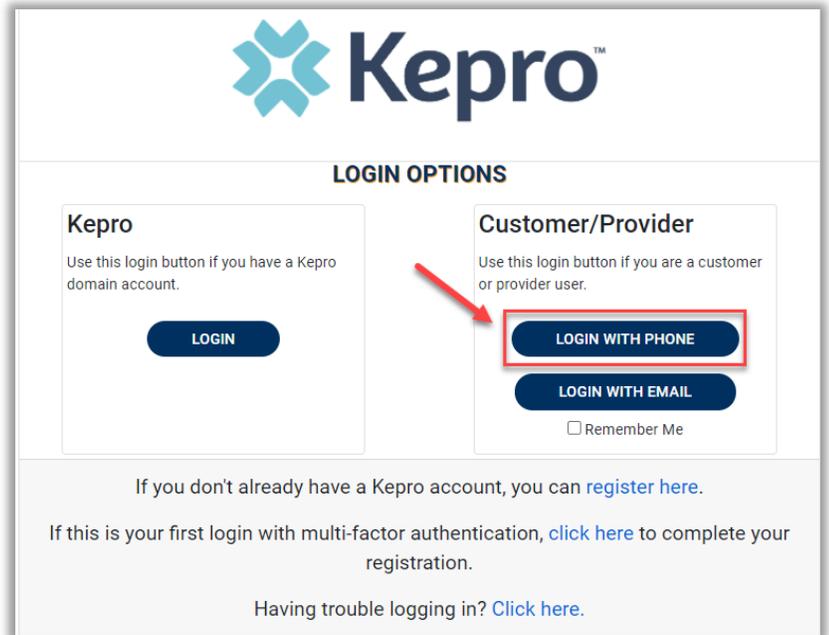
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
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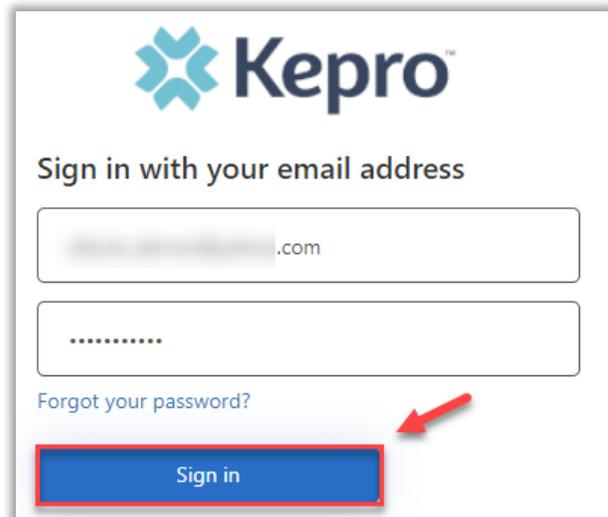
Login With Phone

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

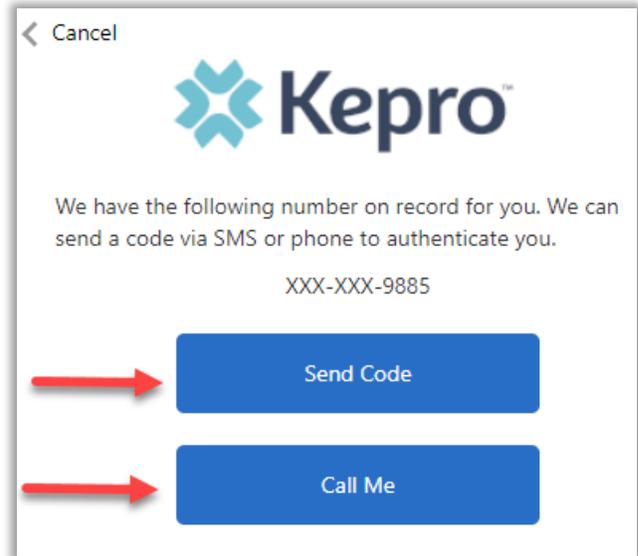
From the login page, click **LOGIN WITH PHONE**



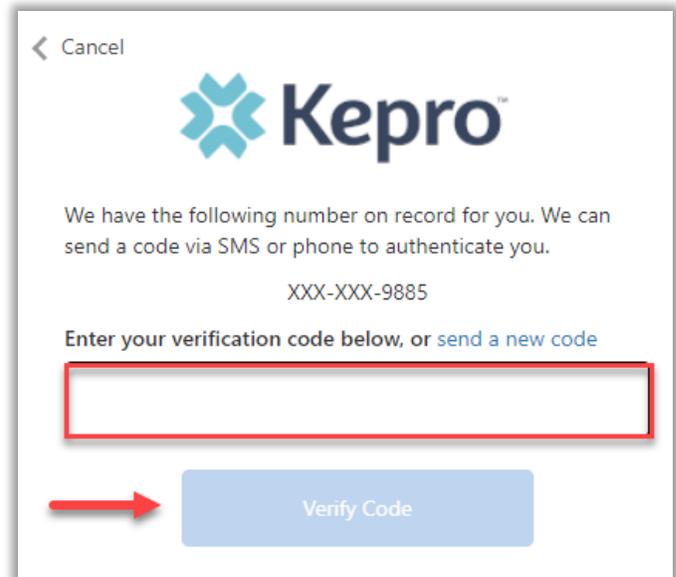
Enter the email address and password created during the registration process. Click **Sign in**



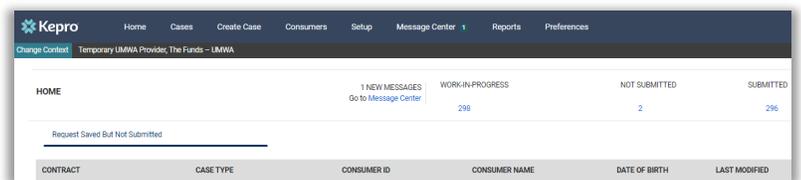
Confirm the phone number on file to receive a verification code. Select **Send Code** for an SMS text verification code or **Call Me** for a voice call to complete verification.



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



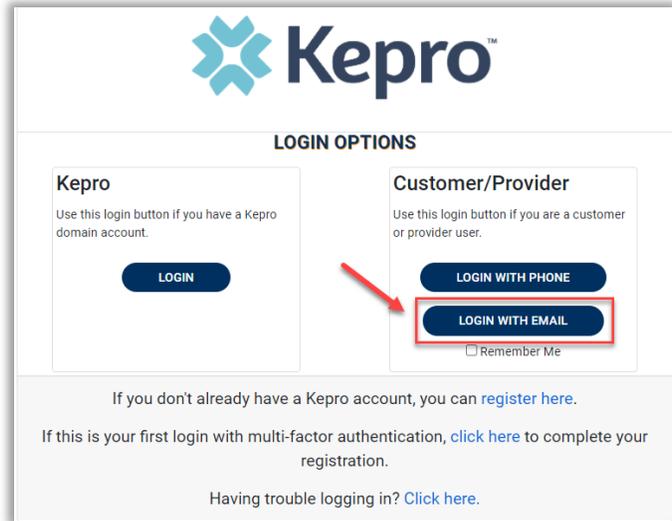
The system will automatically login and the home page will display.



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 login options, 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?".

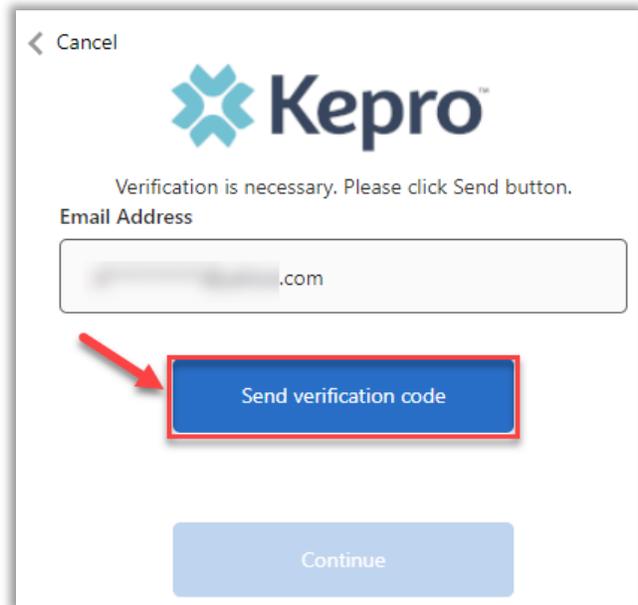
Enter the email address and
password created during the
registration process. Click
Sign in



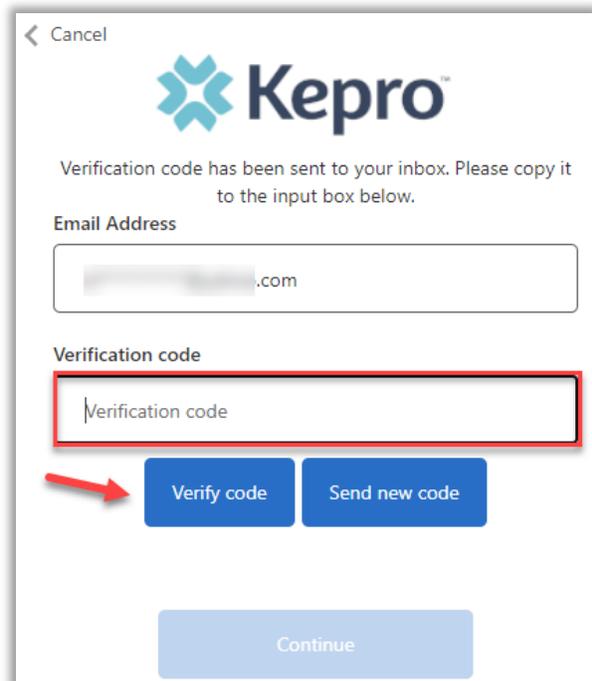
The screenshot shows the Kepro sign-in form. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: one for the email address (with ".com" visible) and one for the password (with "....." visible). Below the password field is a link "Forgot 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**.

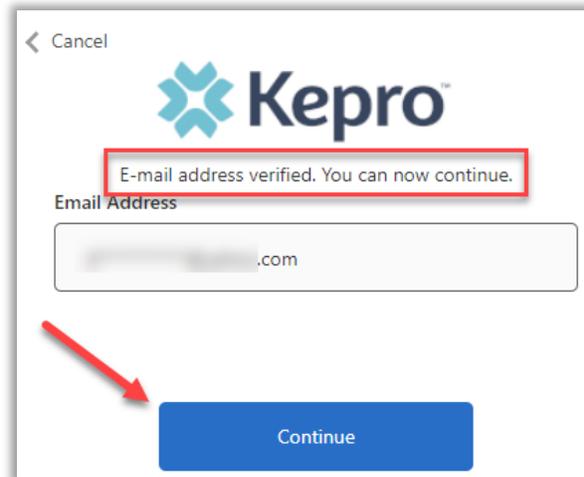
NOTE: The verification code will expire within 30 seconds for proper login, make sure you have access to the email address at the time you are selecting Send Verification Code to avoid having to repeat the process.



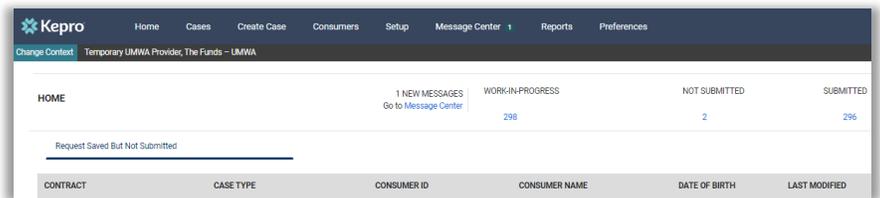
Enter verification code sent to the email address, then click **Verify Code**.



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



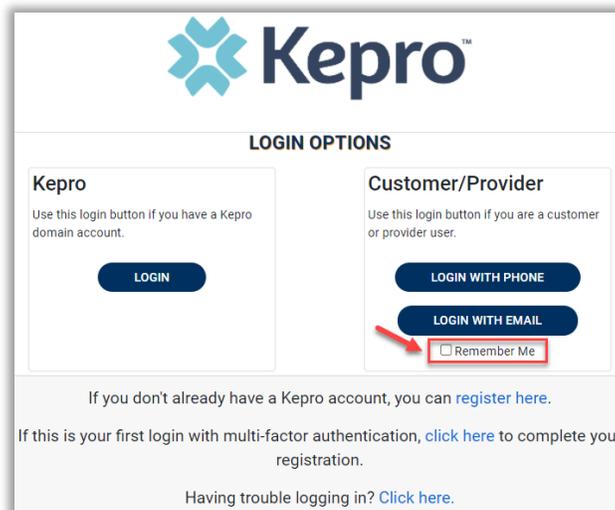
The system will automatically login and the home page will display.



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 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 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](#)."

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.

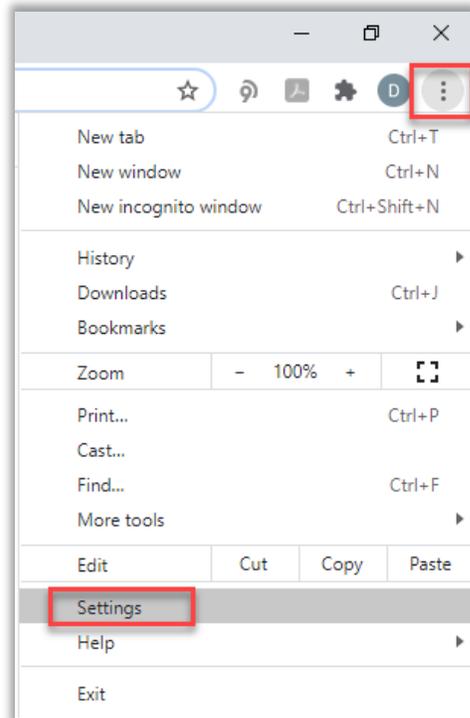
NOTE: This feature will only work if the browser is configured to "continue where you left off" by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the below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

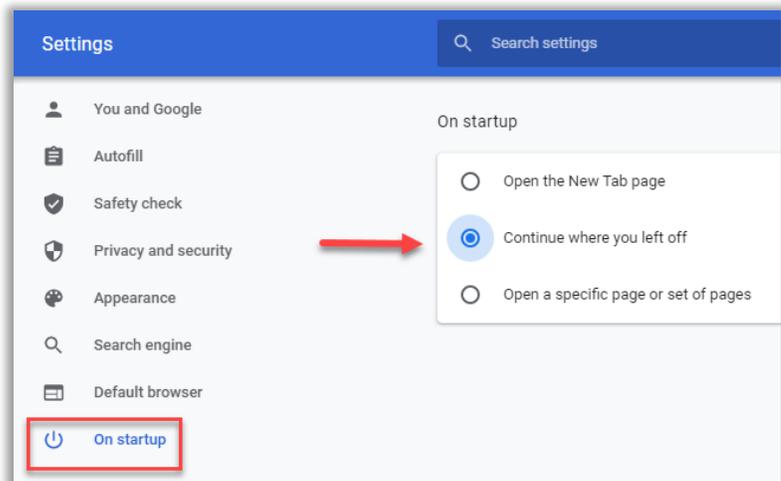
To set “continue where you left off” in Google Chrome, click the **three (3) menu dots** in the upper right corner of the browser.

Then click **Settings**.



Click **On startup** in the left menu

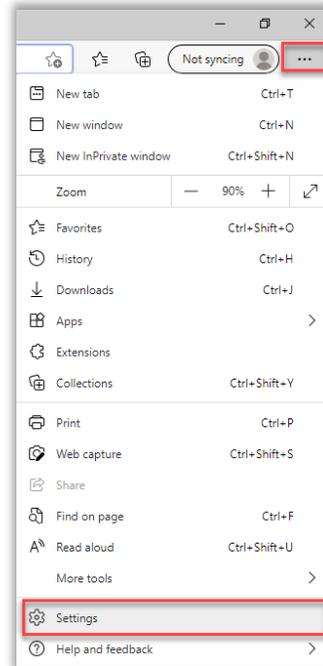
Then click the selection for **“Continue where you left off”**.



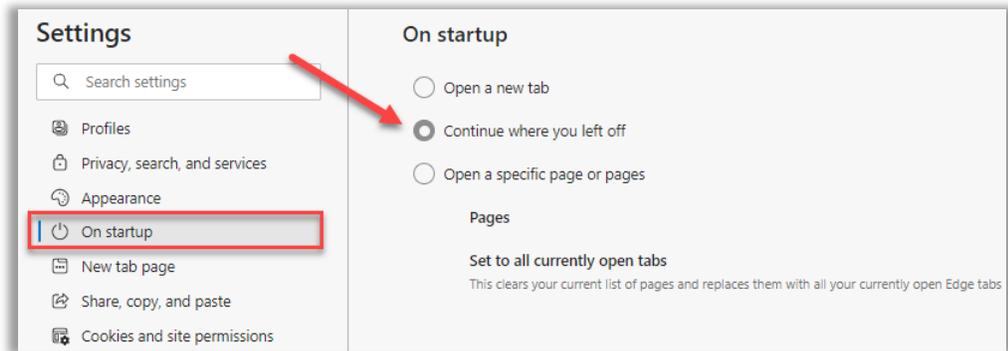
Edge Configuration

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**.

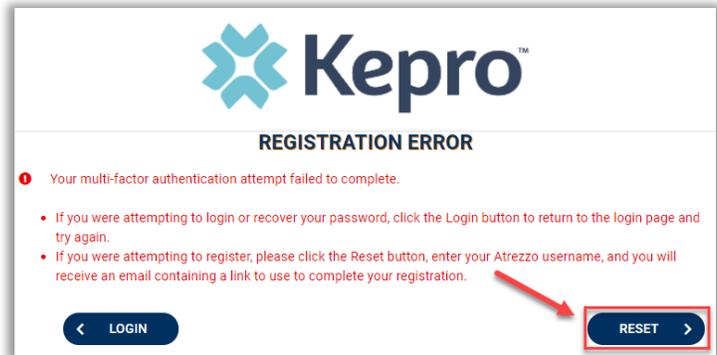


Click **On startup** in the left menu
Then click the selection for “Continue where you left off”.



Registration Error Message

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

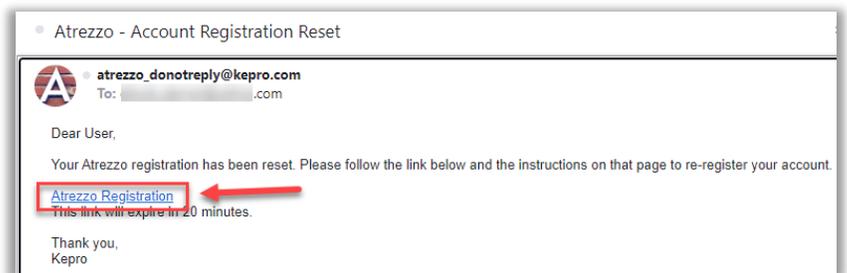


Enter username and click **Submit**.

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

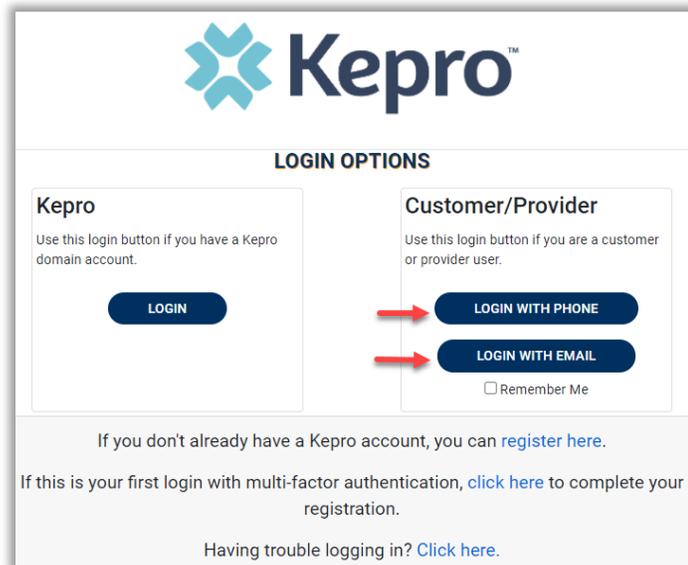


Click the link in the email, this will complete the registration process.



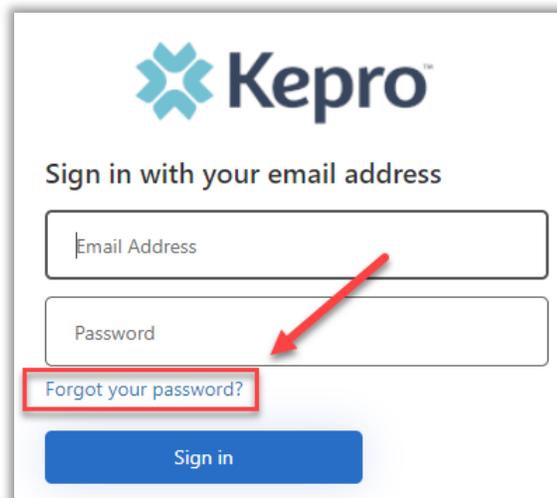
Forgot or Reset Password

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.



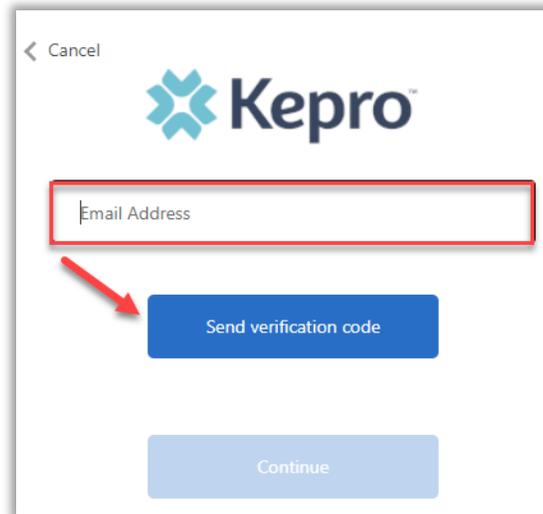
The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main sections: "Kepro" and "Customer/Provider". The "Kepro" section has a "LOGIN" button. The "Customer/Provider" section has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", 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**



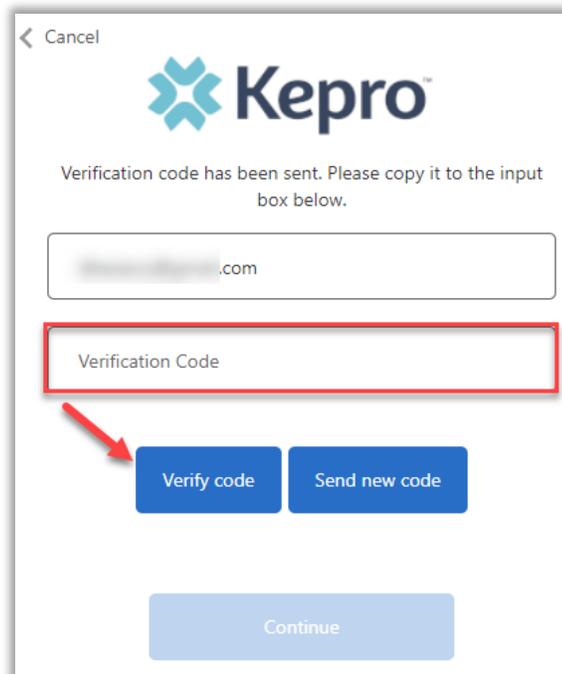
The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?" which is highlighted with a red box and a red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

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



The screenshot shows the 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.

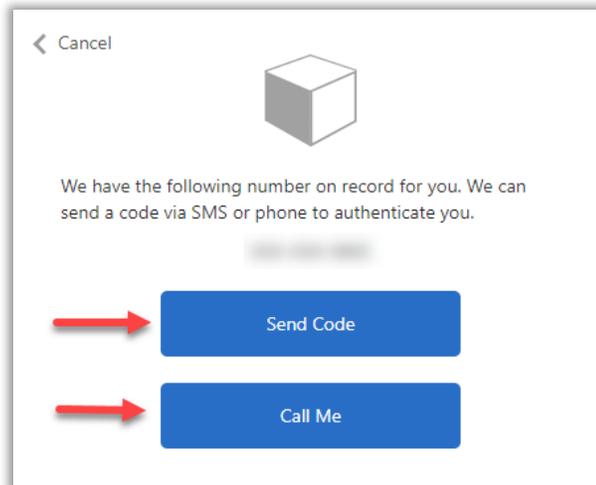


The screenshot shows the Kepro mobile app interface for code verification. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is the text "Verification code has been sent. Please copy it to the input box below." Below this text is a text input 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**.

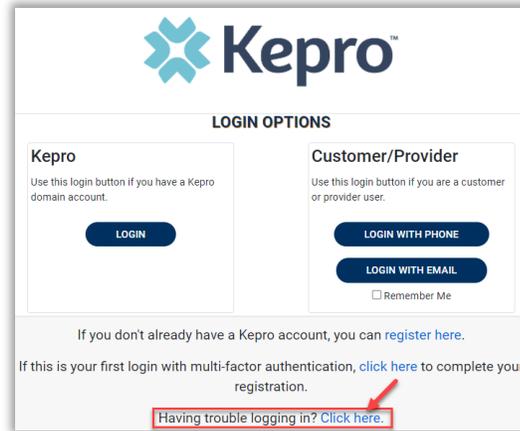
The home page will display once the reset password process is completed.

A screenshot of a mobile application interface for password reset. At the top left is a back arrow and the text "Cancel". In the center is the Kepro logo. Below the logo are two text input fields: the first is labeled "New Password" and the second is labeled "Confirm New Password". At the bottom center is a blue button with the text "Continue".

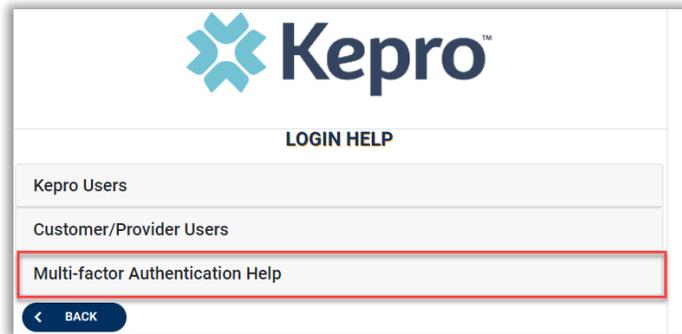
Having Trouble Logging In?

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.

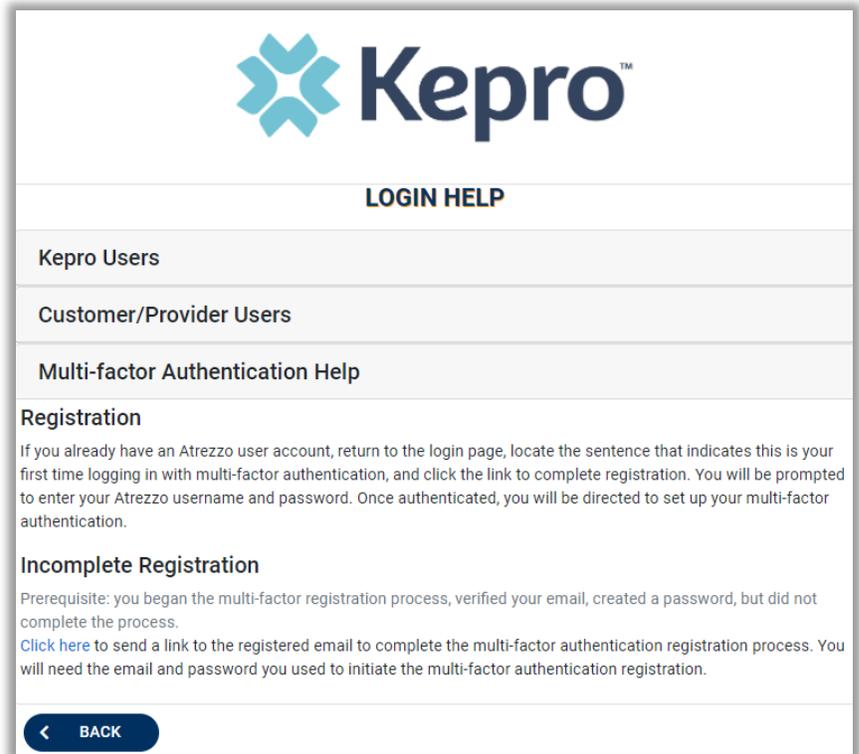
This link is also available in the portal, by clicking the link at the bottom of the page.



Click **Multi-Factor Authentication Help**



Follow the prompts for the assistance needed.



The screenshot shows the Kepro LOGIN HELP page. At the top is the Kepro logo. Below it is a navigation menu with the following items: **Kepro Users**, **Customer/Provider Users**, **Multi-factor Authentication Help**, and **Registration**. The **Registration** section contains the following text: "If you already have an Atrezzo user account, return to the login page, locate the sentence that indicates this is your first time logging in with multi-factor authentication, and click the link to complete registration. You will be prompted to enter your Atrezzo username and password. Once authenticated, you will be directed to set up your multi-factor authentication." Below this is the **Incomplete Registration** section, which states: "Prerequisite: you began the multi-factor registration process, verified your email, created a password, but did not complete the process. [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." At the bottom of the page is a dark blue button with a white left-pointing arrow and the text "BACK".