



Atrezzo User Guide

Multi-Factor Registration Provider and Customer Users

Contents

Multi-Factor Authentication (MFA) Summary	3
What is MFA?	3
How Multi-Factor Authentication Works.....	3
Customer or Provider Login	4
SECTION 1 – Current Portal User; MFA Registration only	5
Phone Verification	6
Email Verification.....	10
SECTION 2 – New Provider Registration & MFA Registration	13
Phone Verification	16
Email Verification.....	20
SECTION 3 – Phone Login	24
SECTION 4 – Email Login.....	27
SECTION 5 – Remember Me functionality	30
Chrome Configuration.....	32
Edge Configuration	33
Registration Error Message	34
Forgot or Reset Password	35
Provider Administrator Reset Registration	39
Having Trouble Logging In?	40

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

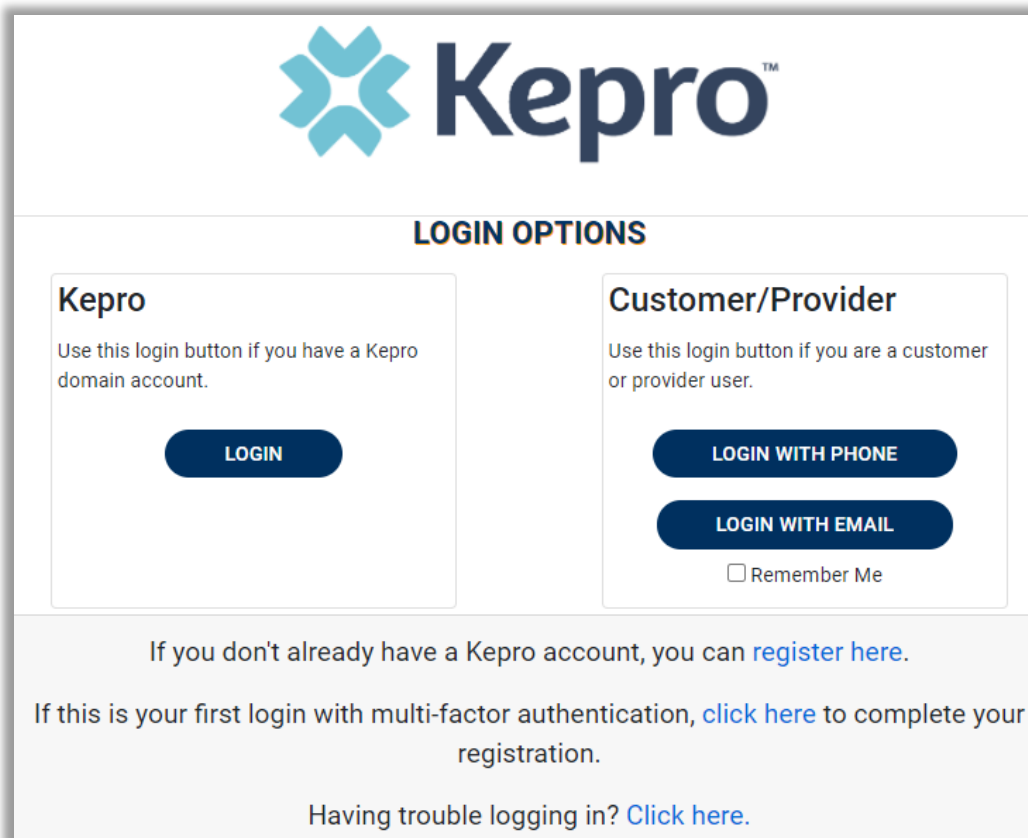
The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

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 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.

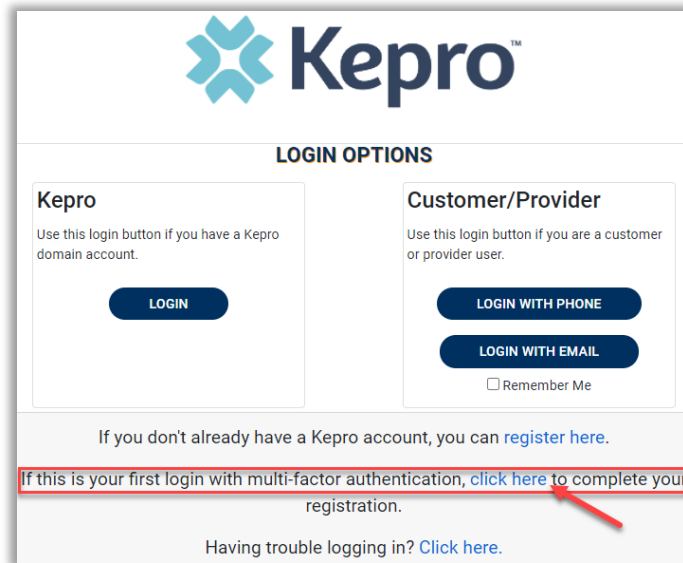


The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS" with two columns. The left column is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." and a "LOGIN" button. The right column is titled "Customer/Provider" and contains 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 these buttons is a checkbox labeled "Remember Me". 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

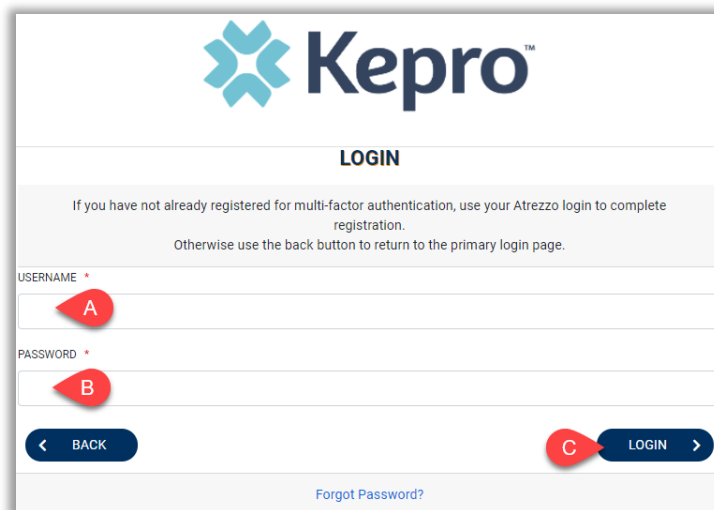
Use these instructions if you are a customer or provider user and you already have an Atrezzo username and password. The below instructions will guide you through completing the Multi-Factor Authentication (MFA) Registration.

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 screenshot shows the 'Kepro LOGIN OPTIONS' screen. It features two main columns: 'Kepro' and 'Customer/Provider'. The 'Kepro' column has a 'LOGIN' button. The 'Customer/Provider' column has 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, along with a 'Remember Me' checkbox. Below these columns, there 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. At the bottom, there is a link: 'Having trouble logging in? [Click here](#).'

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



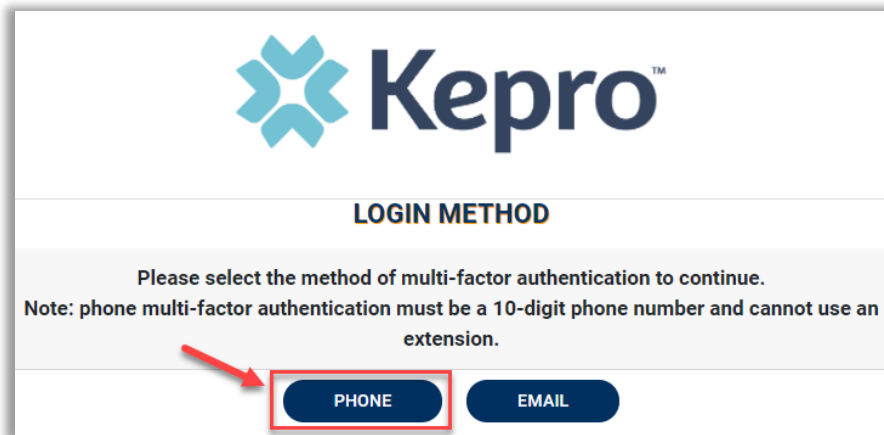
The screenshot shows the 'Kepro LOGIN' screen. It features the Kepro logo at the top. Below the logo, there is a 'LOGIN' heading. A message reads: 'If you have not already registered for multi-factor authentication, use your Atrezzo login to complete registration. Otherwise use the back button to return to the primary login page.' There are two input fields: 'USERNAME' and 'PASSWORD'. A red circle with the letter 'A' is next to the USERNAME field, and a red circle with the letter 'B' is next to the PASSWORD field. At the bottom, there are two buttons: 'BACK' and 'LOGIN'. A red circle with the letter 'C' is next to the LOGIN button. Below the buttons, there is a link: '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.

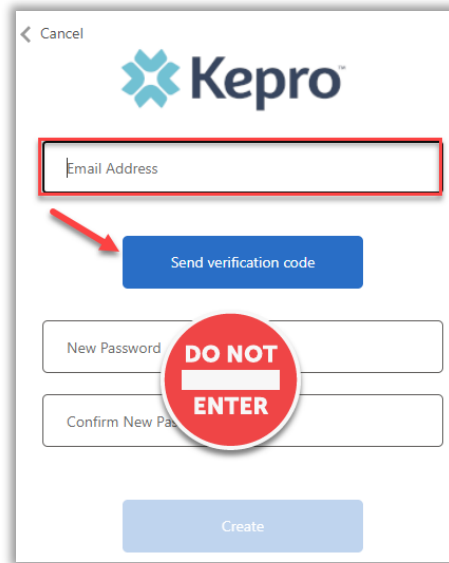
NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

Click the PHONE button



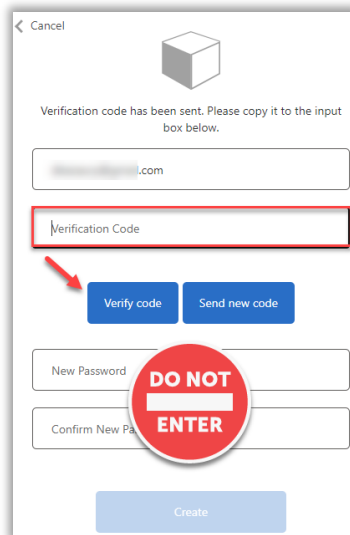
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



A screenshot of the Kepro registration form. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it is an "Email Address" input field with a red border. A red arrow points from the bottom of this field to a blue "Send verification code" button. Below the button are two input fields: "New Password" and "Confirm New Password". A red circular stamp with "DO NOT" and "ENTER" is overlaid on these fields. At the bottom is a light blue "Create" button.

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

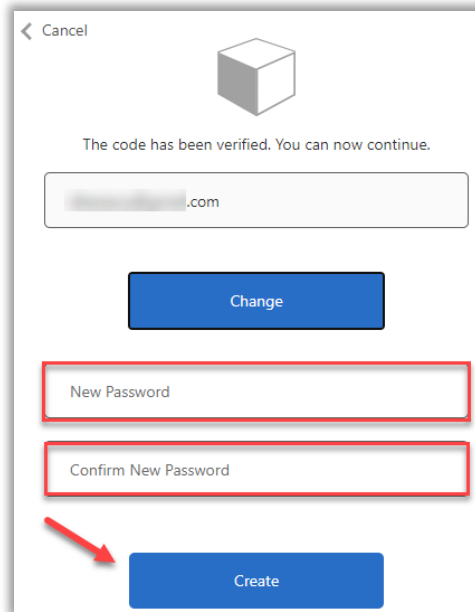
Enter the verification code sent to the email address entered; then click Verify Code.



A screenshot of the Kepro verification form. At the top left is a back arrow and the word "Cancel". Below it is a 3D cube icon. The text "Verification code has been sent. Please copy it to the input box below." is centered. Below this is an input field containing ".com". Below that is a "Verification Code" input field with a red border. A red arrow points from the bottom of this field to a blue "Verify code" button. To the right of "Verify code" is a blue "Send new code" button. Below these are two input fields: "New Password" and "Confirm New Password". A red circular stamp with "DO NOT" and "ENTER" is overlaid on these fields. At the bottom is a light blue "Create" button.

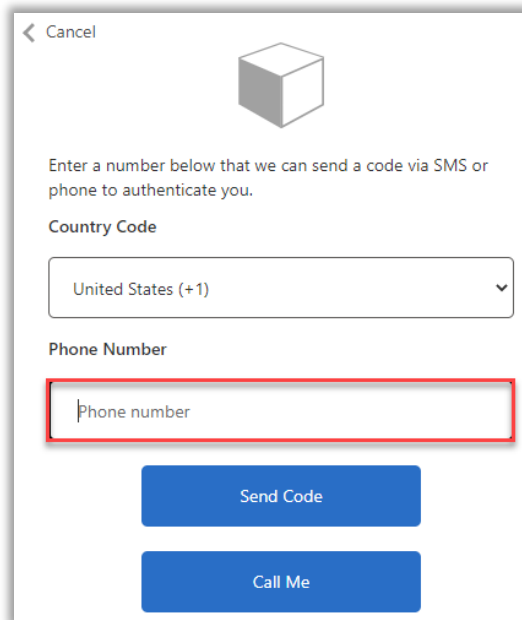
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

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.



The screenshot shows 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 more text input fields: "New Password" and "Confirm New Password", both highlighted with red rectangular boxes. 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.



The screenshot shows 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 labeled "Country Code" with "United States (+1)" selected. Below this is a text input field labeled "Phone Number" with a red rectangular box around it. At the bottom are two blue buttons: "Send Code" and "Call Me".

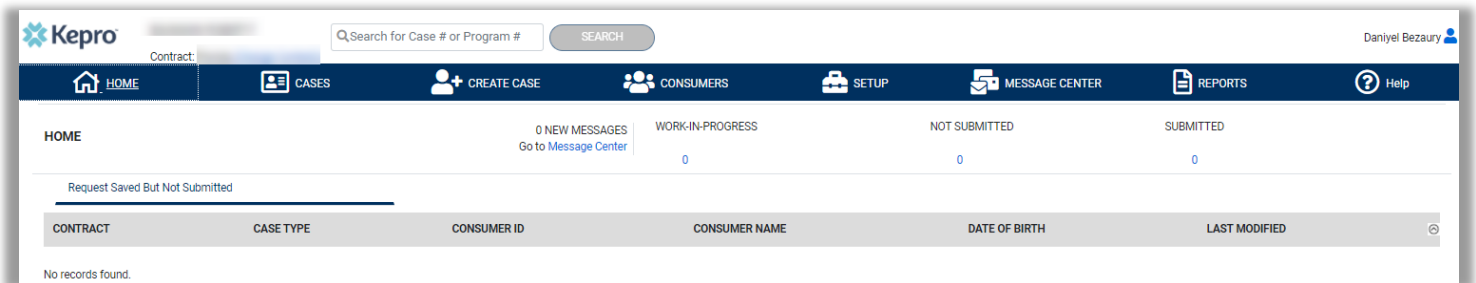
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



A mobile application screen for authentication. 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." Underneath is a text input field containing "+18" followed by a blurred area. Below that, the text says "Enter your verification code below, or [send a new code](#)". At the bottom, there is a large, empty rectangular input field outlined in red.

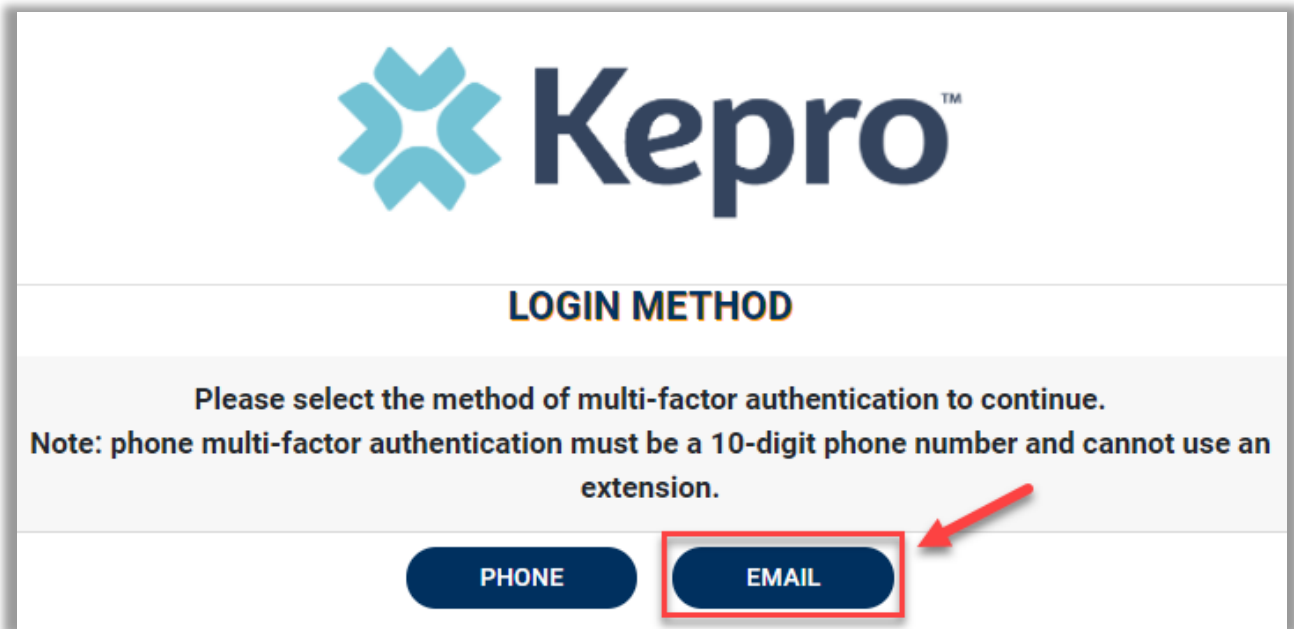
The system will automatically authenticate and display the home page.



A screenshot of the Kepro web application home page. The top navigation bar includes the Kepro logo, a search bar with the placeholder "Search for Case # or Program #", and the user name "Daniyel Bezaury". Below the navigation bar are icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, and REPORTS. The main content area shows a "HOME" section with a "Request Saved But Not Submitted" message. There are four status indicators: "0 NEW MESSAGES" (with a link to "Go to Message Center"), "WORK-IN-PROGRESS" (0), "NOT SUBMITTED" (0), and "SUBMITTED" (0). Below these is a table with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table currently displays "No records found."

Email Verification

Click the EMAIL button



The image shows a Kepro login interface. At the top is the Kepro logo. Below it is a section titled "LOGIN METHOD". A message asks the user to select a multi-factor authentication method, with a note that phone numbers must be 10 digits. Two buttons, "PHONE" and "EMAIL", are shown at the bottom. The "EMAIL" button is highlighted with a red box and a red arrow pointing to it.

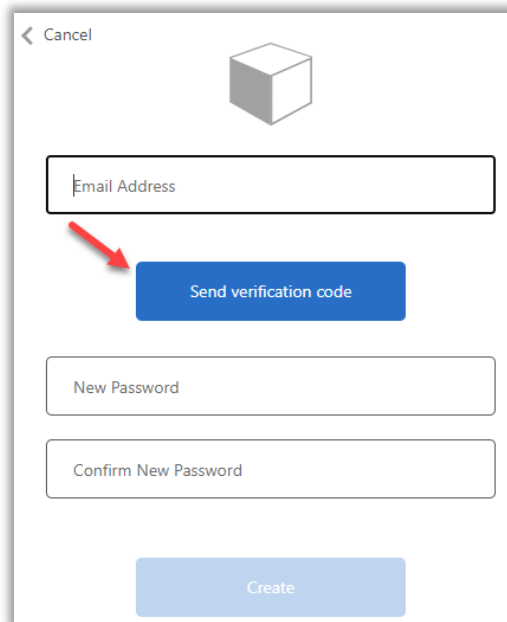
Kepro™

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.

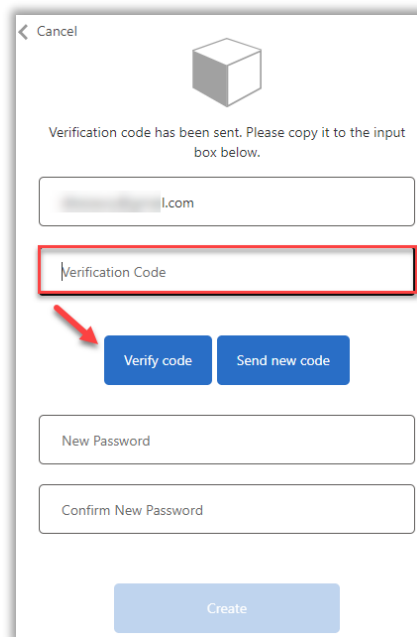
PHONE **EMAIL**

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



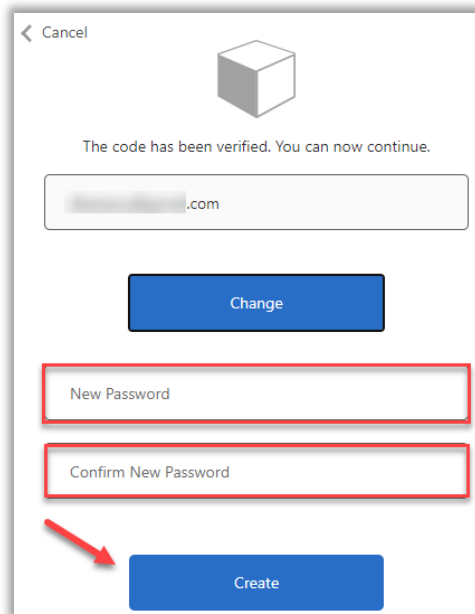
A screenshot of a mobile application registration screen. At the top left is a back arrow and the word 'Cancel'. In the center is a 3D cube icon. Below the icon is an input field labeled 'Email Address'. A red arrow points to a blue button labeled 'Send verification code'. Below this button are two more 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.



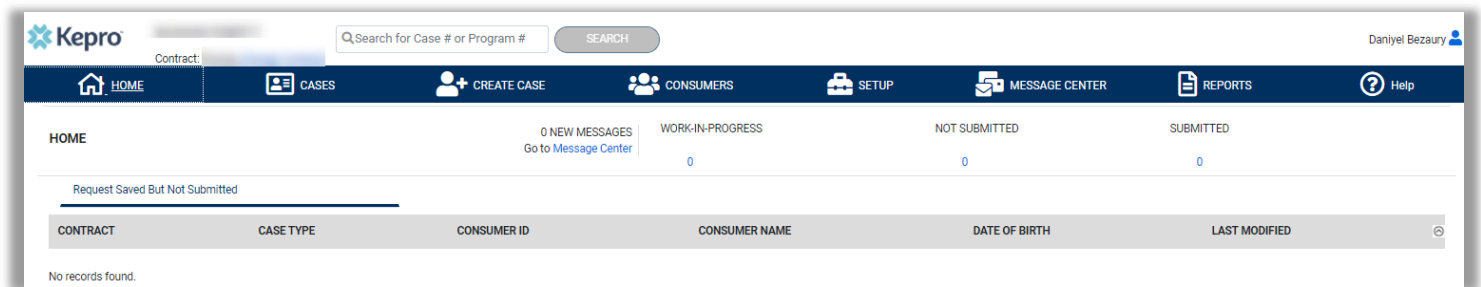
A screenshot of the same mobile application registration screen, but at a later stage. The 'Email Address' field now contains a partially obscured email address ending in '.com'. Below it is a new input field labeled 'Verification Code', which is highlighted with a red border. A red arrow points to a blue button labeled 'Verify code'. To its right is another blue button labeled 'Send new code'. Below these are the 'New Password' and 'Confirm New Password' fields, and the 'Create' button at the bottom.

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



A mobile application interface for password management. At the top, there is a back arrow and the word "Cancel". Below that is a 3D cube icon and the text "The code has been verified. You can now continue." A text input field contains a blurred email address followed by ".com". Below the input field is a blue "Change" button. Further down are two more text input fields, "New Password" and "Confirm New Password", both outlined in red. At the bottom is a blue "Create" button, also outlined in red, with a red arrow pointing to it from the left.

The system will automatically authenticate and display the home page.

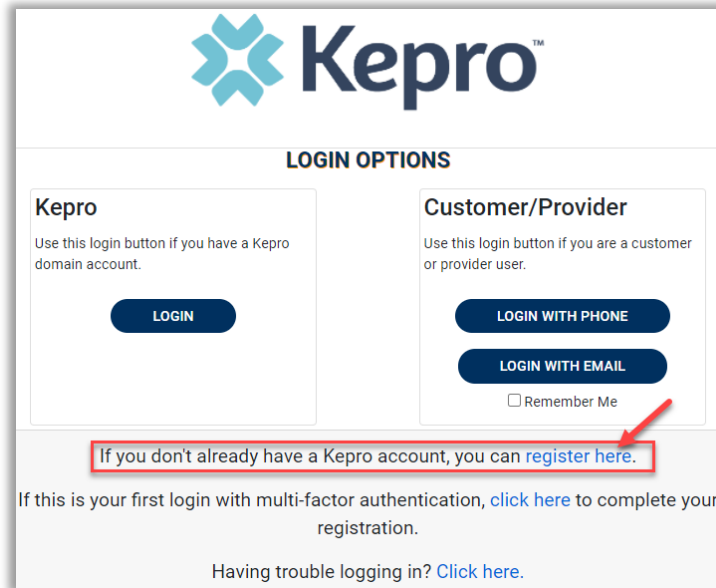


The screenshot shows the Kepro web application home page. The top navigation bar includes the Kepro logo, a search bar with the placeholder "Search for Case # or Program #", and the user name "Daniyel Bezaury". Below the navigation bar are tabs for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, and REPORTS. The main content area shows a "HOME" section with a "Request Saved But Not Submitted" message. There are four summary cards: "0 NEW MESSAGES Go to Message Center", "WORK-IN-PROGRESS 0", "NOT SUBMITTED 0", and "SUBMITTED 0". Below these is a table with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table currently shows "No records found."

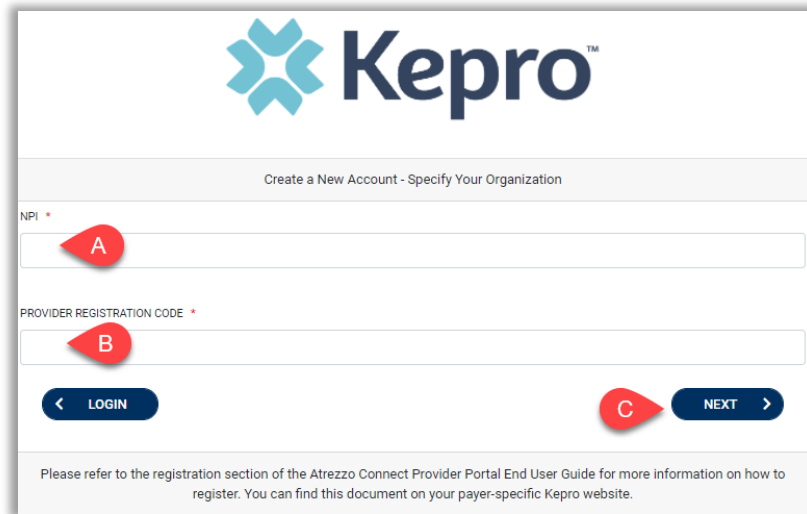
SECTION 2 – New Provider Registration & MFA Registration

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.

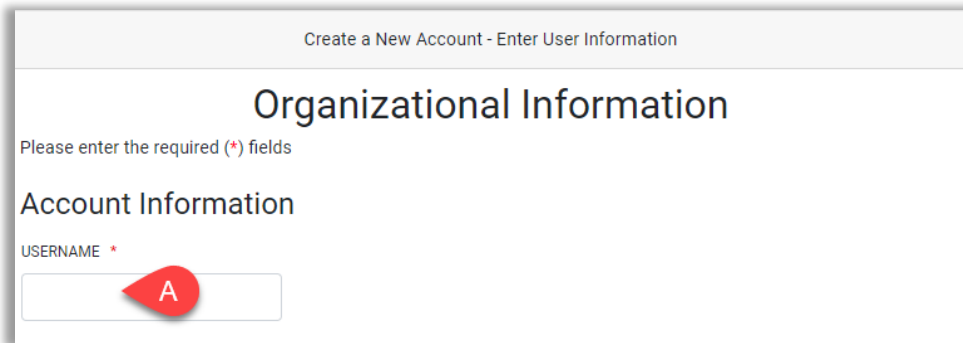


Enter NPI and Registration Code, then click Next.




The screenshot shows the 'Create a New Account - Specify Your Organization' page. At the top is the Kepro logo. Below it is a header bar with the text 'Create a New Account - Specify Your Organization'. There are two input fields: 'NPI *' and 'PROVIDER REGISTRATION CODE *'. A red callout bubble with the letter 'A' points to the NPI field, and another red callout bubble with the letter 'B' points to the Provider Registration Code field. At the bottom, there are two buttons: 'LOGIN' with a left arrow and 'NEXT' with a right arrow. A red callout bubble with the letter 'C' points to the 'NEXT' button. At the very bottom, there is a small text note: '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 is 'Organizational Information'. Below the title is the instruction 'Please enter the required (*) fields'. Underneath is the section 'Account Information'. There is one input field labeled 'USERNAME *'. A red callout bubble with the letter 'A' points to the Username field.

Contact Information

FIRST NAME * 


LAST NAME * 

ADDRESS 1


ADDRESS 2

CITY

STATE

Select State 

ZIP CODE


EMAIL * 

CONFIRM EMAIL * 

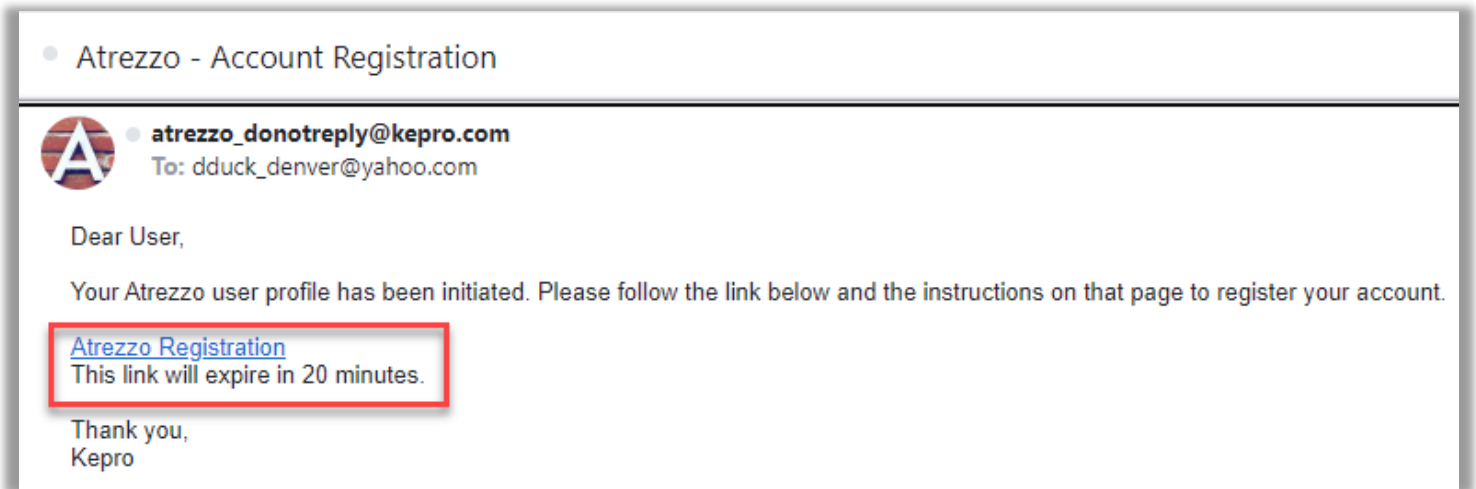
PHONE

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

FAX * 

 [← LOGIN](#) [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.

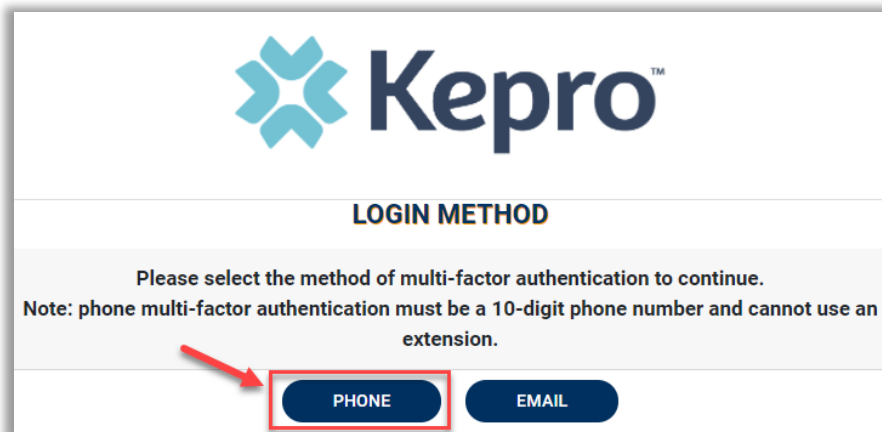


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

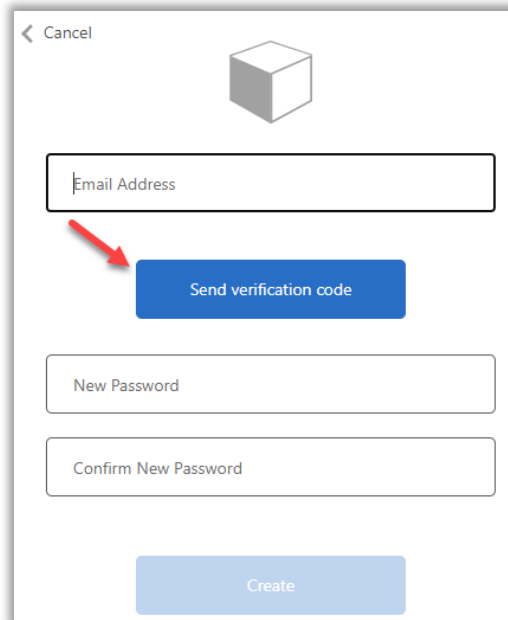
NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

Click the PHONE button

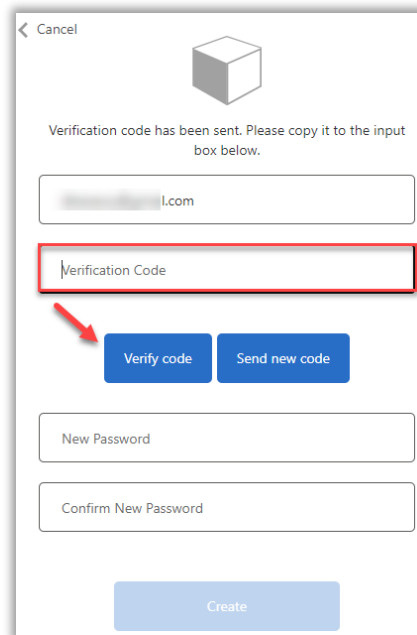


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



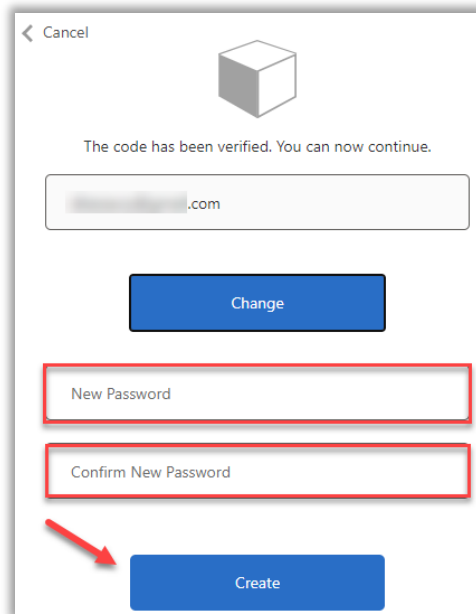
A screenshot of a mobile application registration screen. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an input field labeled "Email Address". A red arrow points to a blue button labeled "Send verification code". Below this button are two more 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.

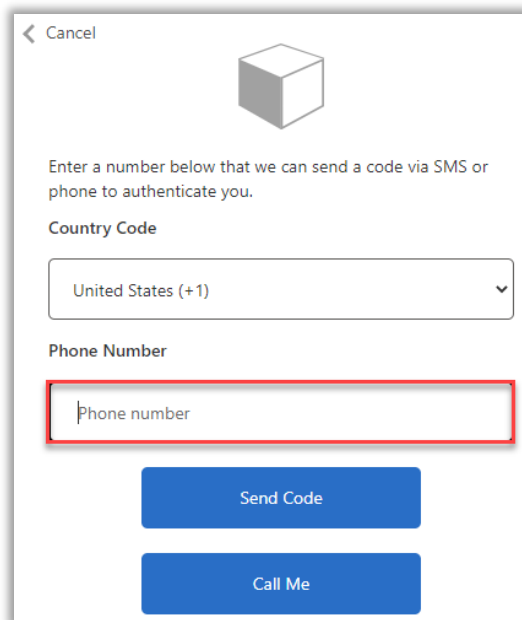


A screenshot of the same mobile application registration screen, but at a later stage. The "Email Address" field now contains a partially obscured email address ending in ".com". Below it is a new input field labeled "Verification Code", which is highlighted with a red border. A red arrow points to a blue button labeled "Verify code". To its right is another blue button labeled "Send new code". Below these are the "New Password" and "Confirm New Password" fields, and the "Create" button at the bottom.

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



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

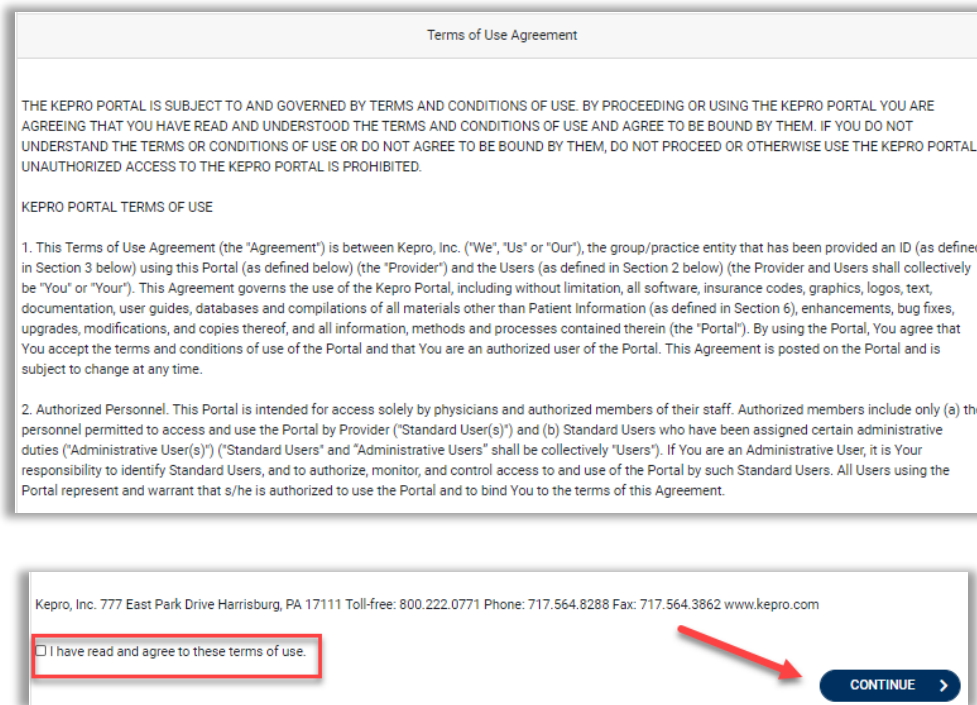


When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

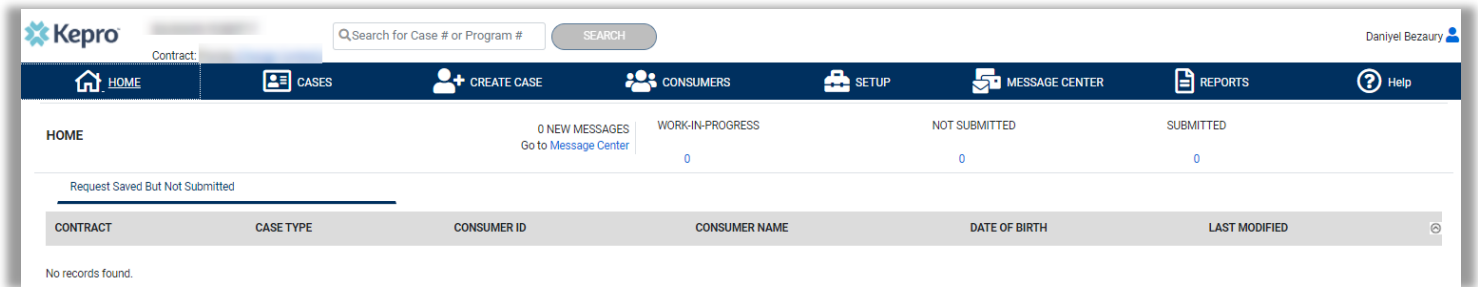
For SMS text authentication, enter the verification code received.



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

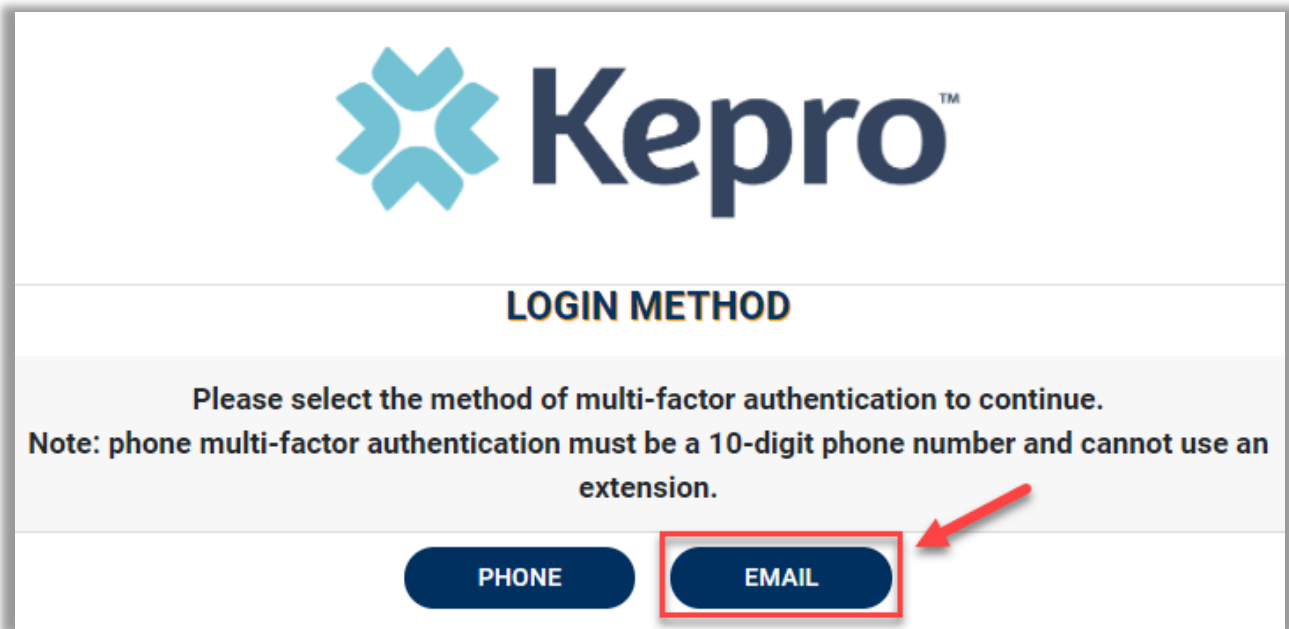


The system will automatically authenticate and display the home page.

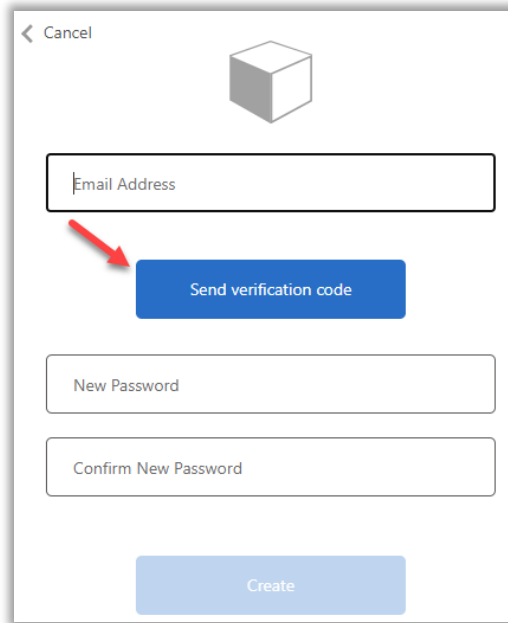


Email Verification

Click the EMAIL button

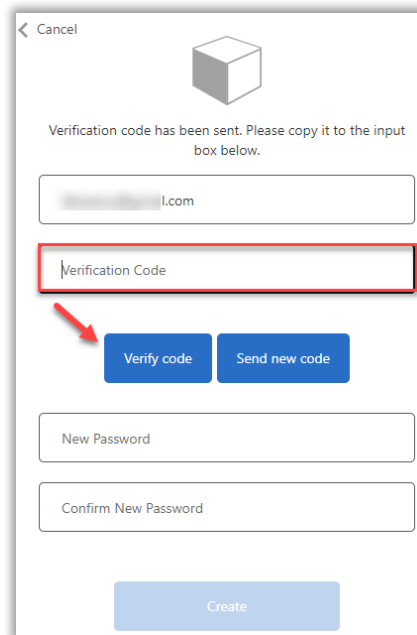


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



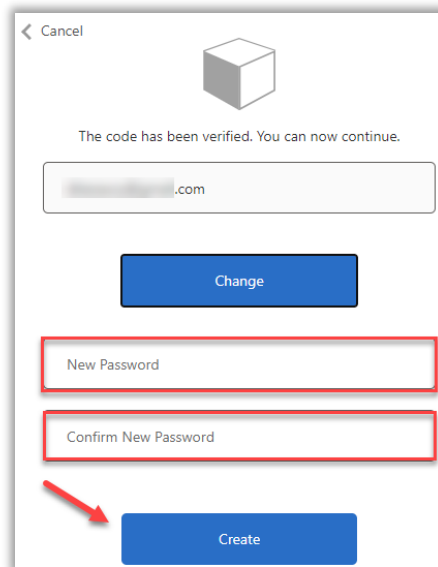
A screenshot of a mobile application registration screen. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an input field labeled "Email Address". A red arrow points to a blue button labeled "Send verification code". Below this button are two more 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.

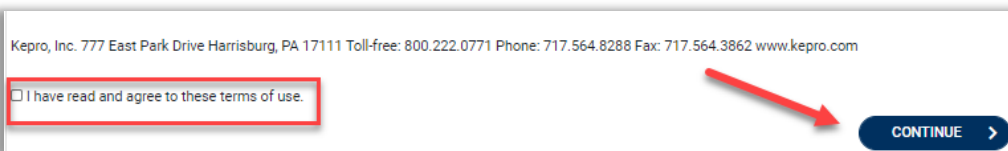
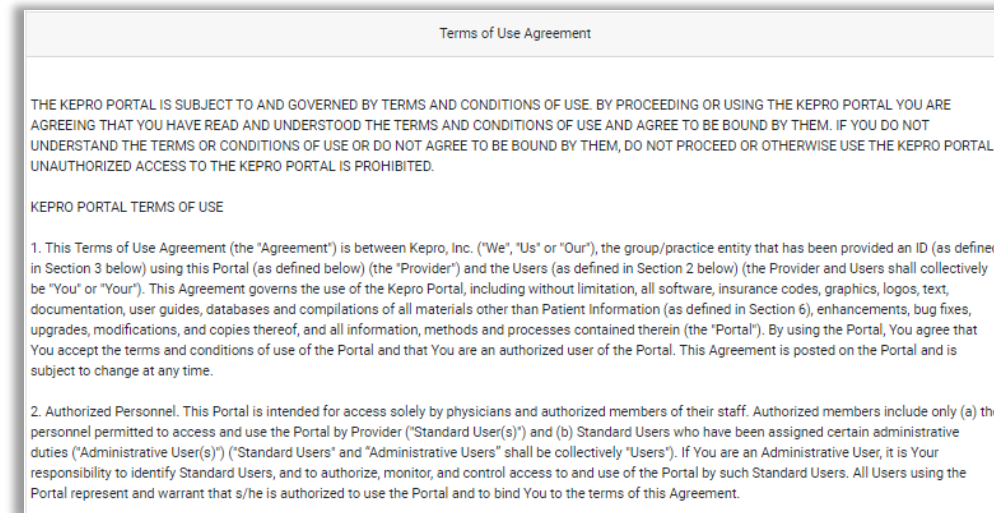


A screenshot of the same mobile application registration screen, but at a later stage. The "Email Address" field now contains a partially obscured email address ending in ".com". Below it is a new input field labeled "Verification Code", which is highlighted with a red border. A red arrow points to a blue button labeled "Verify code". To its right is another blue button labeled "Send new code". Below these are the "New Password" and "Confirm New Password" fields, and the "Create" button at the bottom.

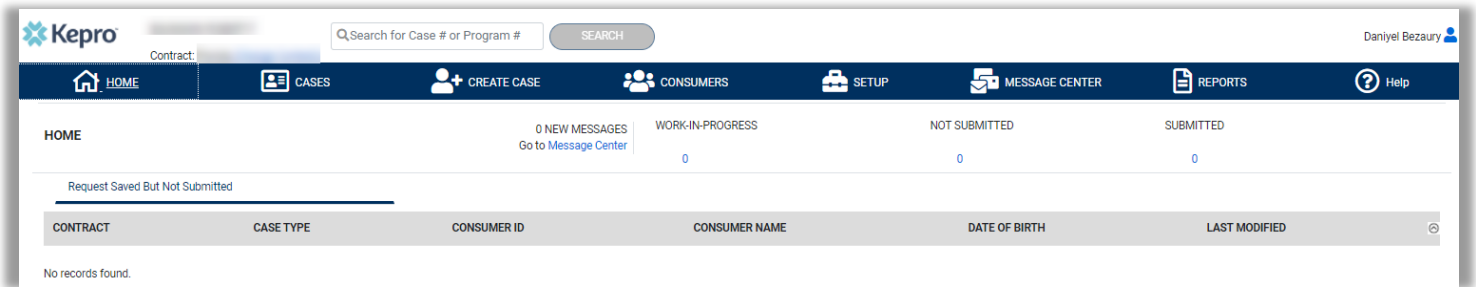
Enter a new password, confirm the password, and click Create.



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



The system will automatically authenticate and display the home page.

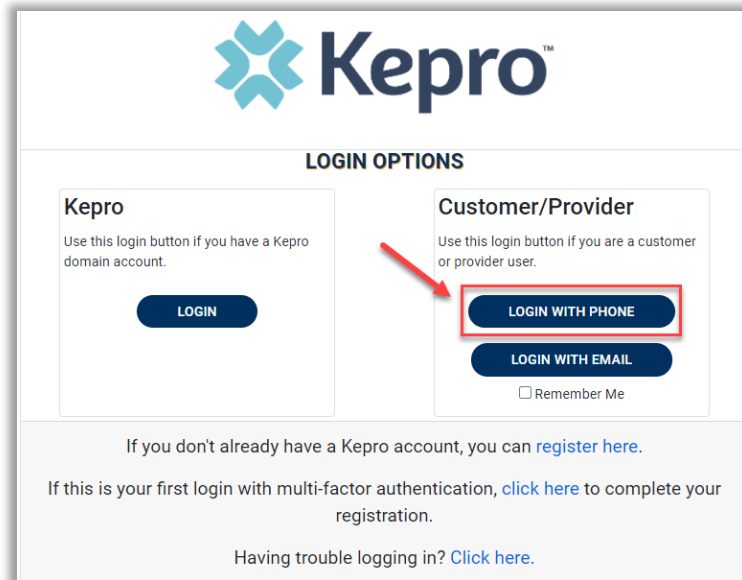


The screenshot shows the Kepro home page. At the top left is the Kepro logo. To its right is a search bar with the placeholder text "Search for Case # or Program #" and a "SEARCH" button. In the top right corner, the user name "Daniyel Bezaury" is displayed next to a profile icon. Below the search bar is a dark blue navigation bar with several menu items: "HOME" (with a home icon), "CASES" (with a list icon), "CREATE CASE" (with a plus icon), "CONSUMERS" (with a group icon), "SETUP" (with a gear icon), "MESSAGE CENTER" (with an envelope icon), "REPORTS" (with a document icon), and "Help" (with a question mark icon). Below the navigation bar, the main content area is titled "HOME". It features a summary section with four categories: "0 NEW MESSAGES" (with a link "Go to Message Center"), "WORK-IN-PROGRESS" (with a count of "0"), "NOT SUBMITTED" (with a count of "0"), and "SUBMITTED" (with a count of "0"). Below this summary is a section titled "Request Saved But Not Submitted" with a horizontal line underneath. At the bottom of the page, there is a table header with columns: "CONTRACT", "CASE TYPE", "CONSUMER ID", "CONSUMER NAME", "DATE OF BIRTH", and "LAST MODIFIED". Below the header, the text "No records found." is displayed.

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



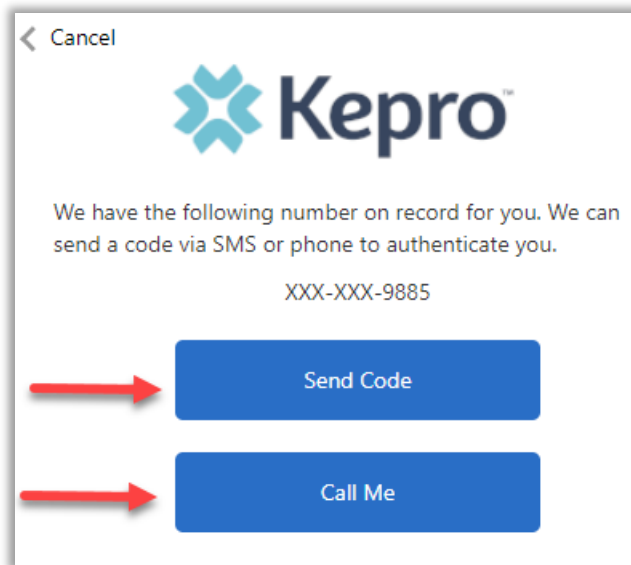
The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login panels. The left panel is titled "Kepro" and contains a "LOGIN" button. The right panel is titled "Customer/Provider" and contains three buttons: "LOGIN WITH PHONE", "LOGIN WITH EMAIL", and a "Remember Me" checkbox. A red arrow points to the "LOGIN WITH PHONE" button, which is also enclosed in a red rectangular box. Below the login panels, there is a grey footer area with the following 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](#)."

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



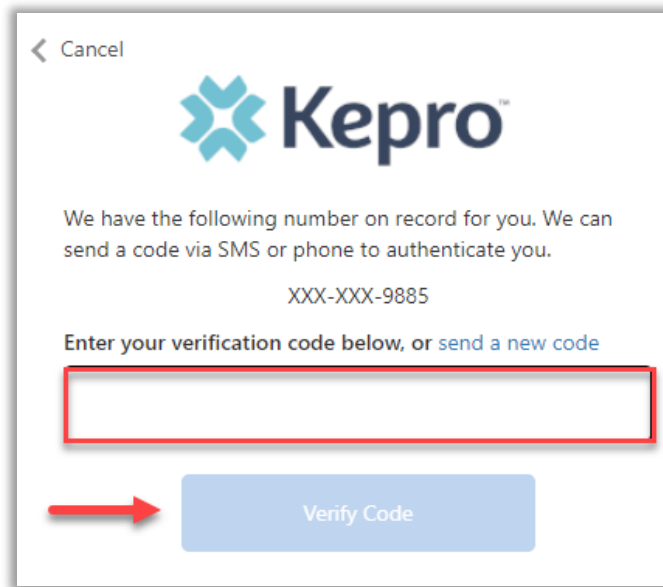
The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: the first for an email address (partially obscured by a grey box) and the second for a password (filled with dots). Below the password field is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

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.



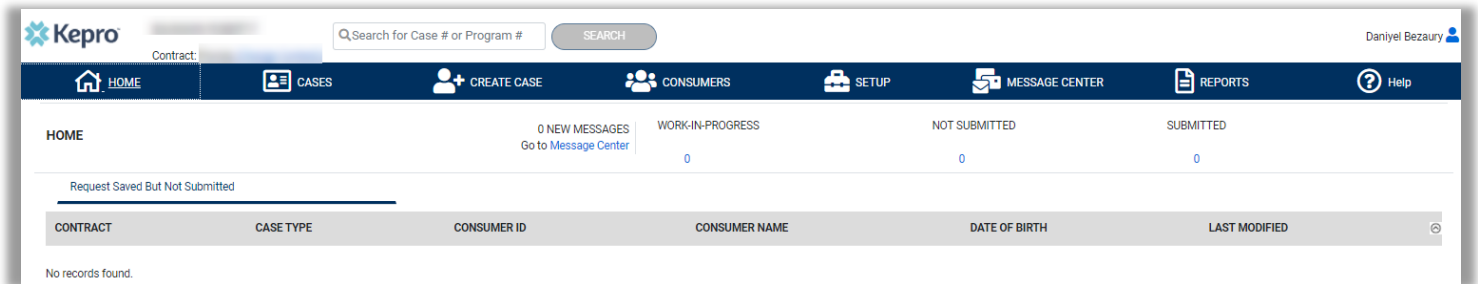
The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this text is the phone number "XXX-XXX-9885". There are two blue buttons: "Send Code" and "Call Me". Red arrows point to each of these buttons.

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



A mobile-style dialog box with a white background and a grey border. At the top left is a back arrow and the word "Cancel". In the center is the Kepro logo. 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". Below that, it says "Enter your verification code below, or send a new code". A red rectangular box highlights a text input field. At the bottom, a blue button labeled "Verify Code" has a red arrow pointing to it from the left.

Login will complete and the home screen will display.

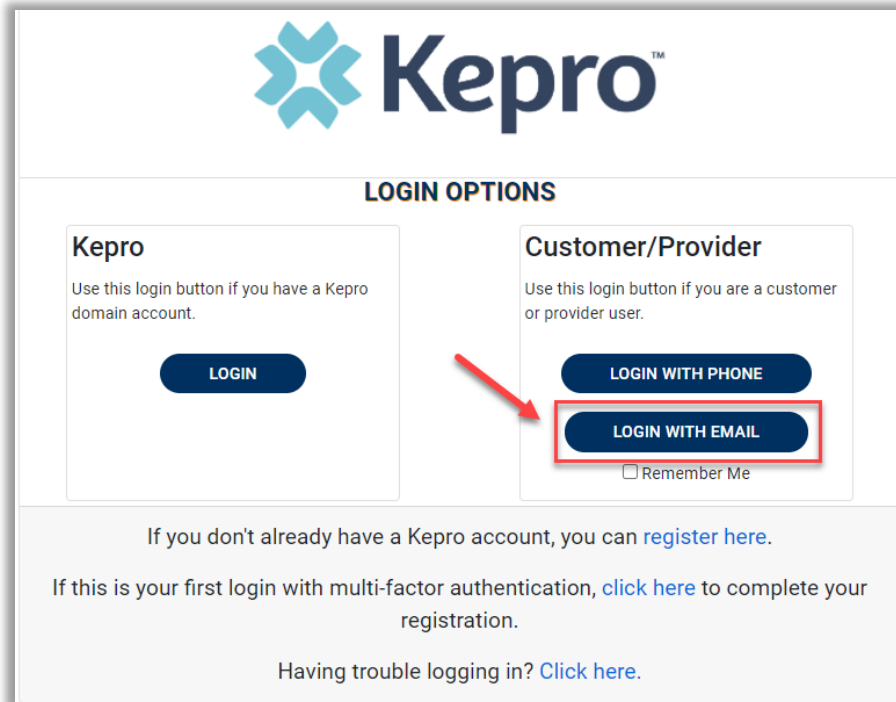


The Kepro home screen interface. At the top left is the Kepro logo and a "Contract:" label. A search bar contains "Search for Case # or Program #" and a "SEARCH" button. The user name "Danijel Bezaury" is in the top right. A dark blue navigation bar contains icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, REPORTS, and Help. Below this, the "HOME" section shows "0 NEW MESSAGES Go to Message Center", "WORK-IN-PROGRESS 0", "NOT SUBMITTED 0", and "SUBMITTED 0". A message "Request Saved But Not Submitted" is displayed. A table with columns CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED is shown, with the text "No records found." below it.

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 Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main columns of options. The left column is titled "Kepro" and contains a "LOGIN" button. The right column is titled "Customer/Provider" and contains two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH EMAIL" button is highlighted with a red rectangular box, and a red arrow points to it from the left. Below the "LOGIN WITH EMAIL" button is a checkbox labeled "Remember Me". 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](#)."

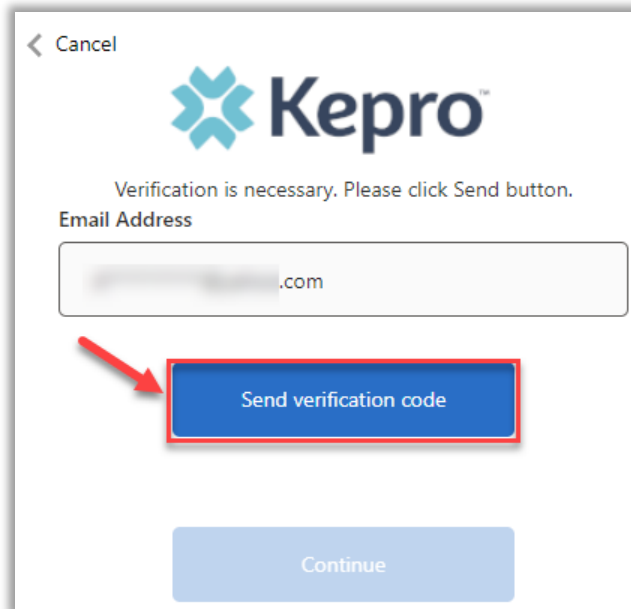
Enter the email address and password created during the registration process. Click Sign in



The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: the first contains a blurred email address followed by ".com", and the second contains a series of dots representing a password. Below the password field is a link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in", which is highlighted with a red border and a red arrow pointing to it from the right.

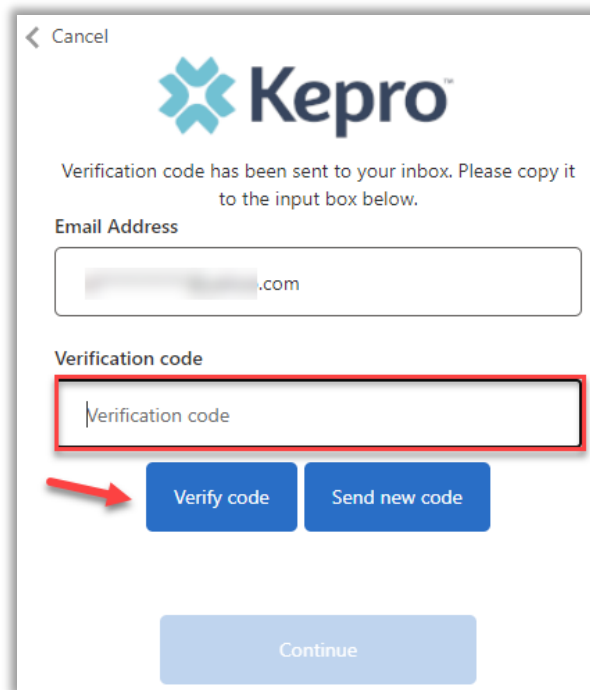
The email address will prepopulate from the sign in, click Send Verification Code.

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.



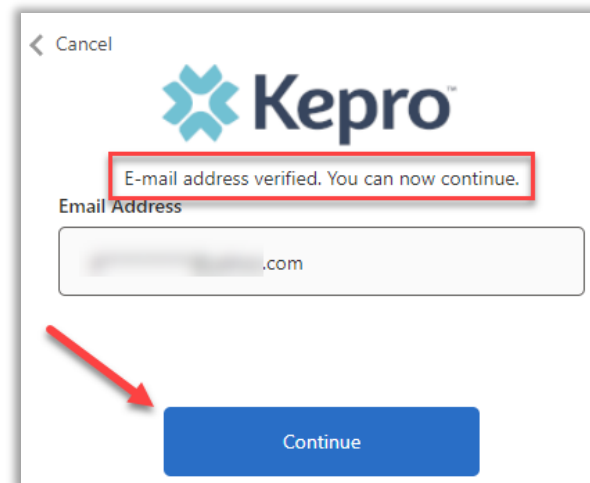
The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text "Verification is necessary. Please click Send button." is displayed. Underneath is the label "Email Address" followed by an input field containing a blurred email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

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



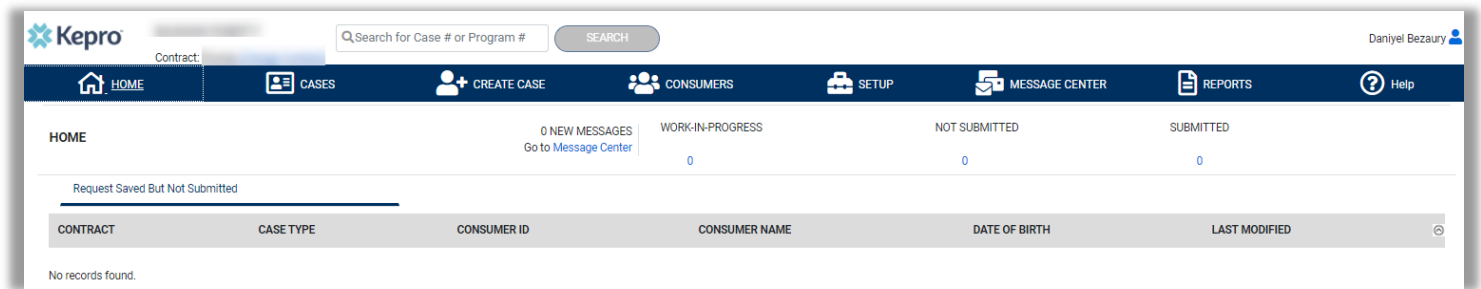
A screenshot of the Kepro mobile application's verification code screen. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo, the text reads: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" (containing a blurred email address ending in ".com") and "Verification code" (containing a cursor and the text "Verification code"). Below the input fields are two blue buttons: "Verify code" and "Send new code". A red arrow points to the "Verify code" button. At the bottom center is a light blue "Continue" button.

A message will appear confirming verification, click Continue.



A screenshot of the Kepro mobile application's verification confirmation screen. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo, a message in a white box with a red border reads: "E-mail address verified. You can now continue." Below this message is the "Email Address" input field (containing a blurred email address ending in ".com"). At the bottom center is a blue "Continue" button. A red arrow points to the "Continue" button.

Login will complete and the home screen will display.

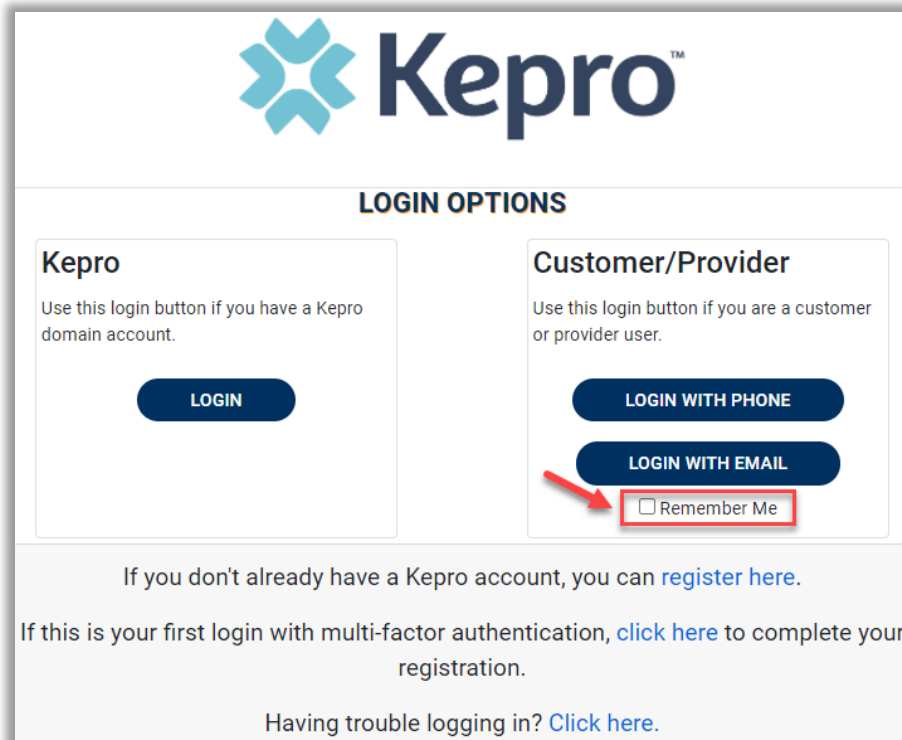


SECTION 5 – Remember Me functionality

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.





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.

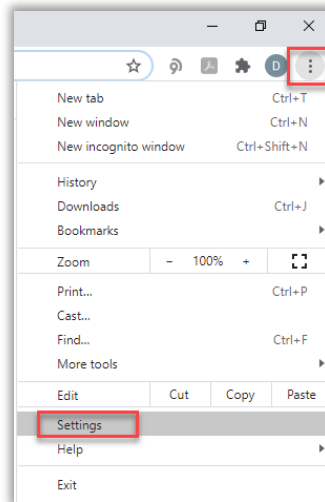
NOTE: This feature will only work if the browser is configured to “continue where you left off” by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the below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

Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

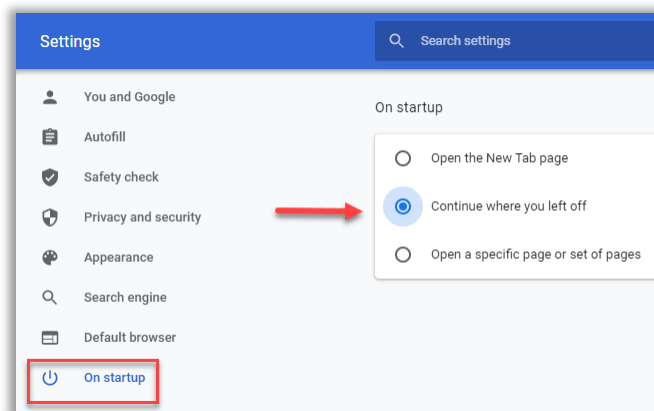
To set “continue where you left off” in Google Chrome, click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu

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

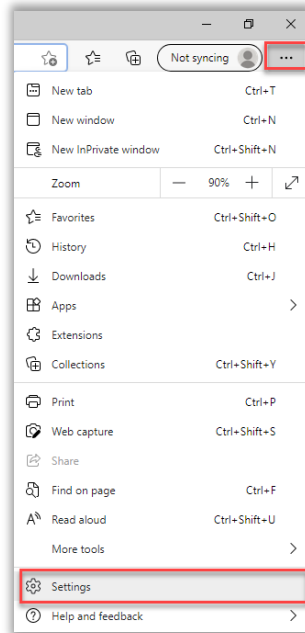


Edge Configuration

To set “continue where you left off” feature in Microsoft Edge,

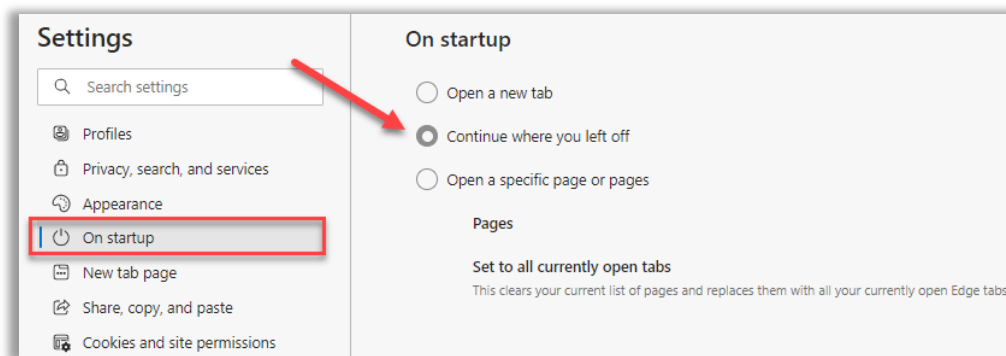
Click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



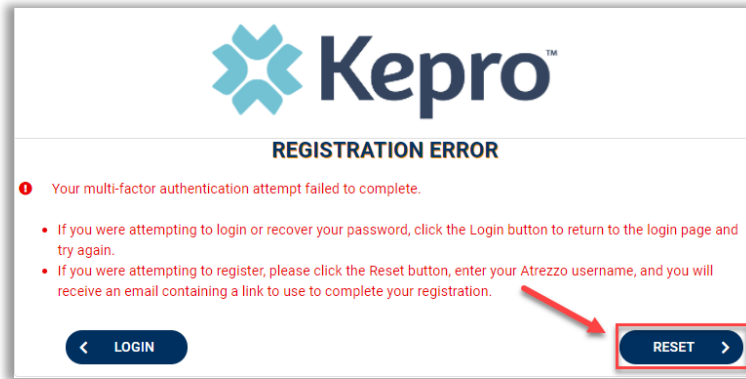
Click On startup in the left menu

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

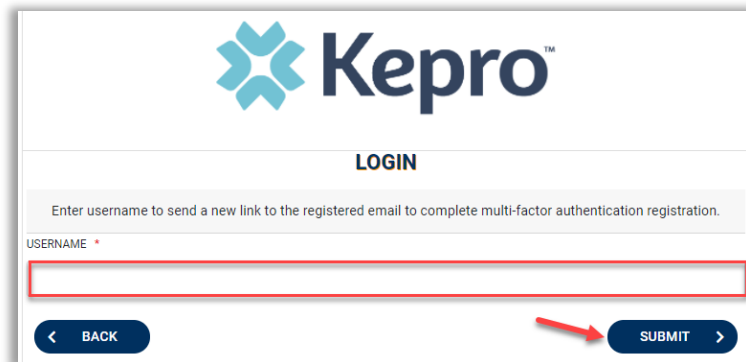


Registration Error Message

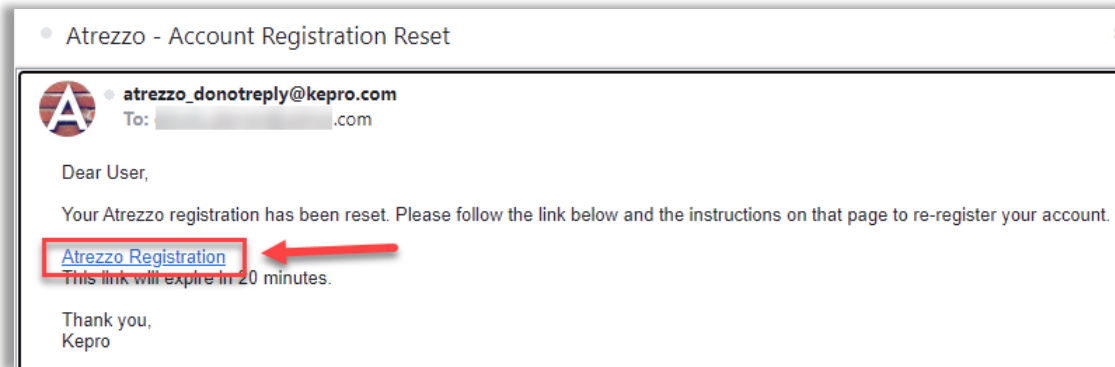
If a Registration Error message is received while attempting to register, click Reset.



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

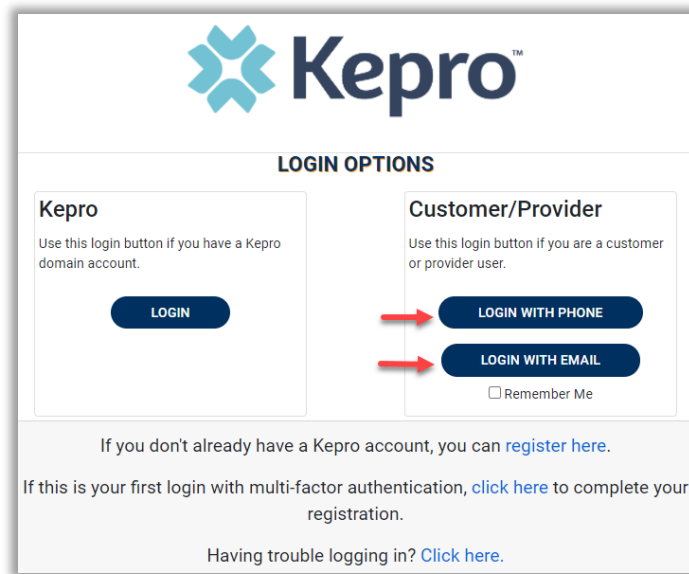


Click the link in the email, this will complete the registration process.

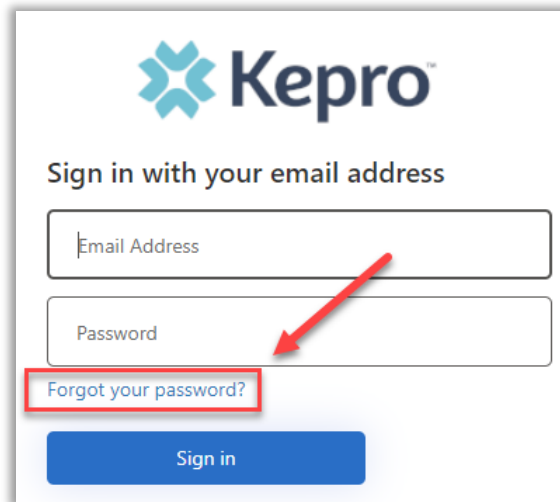


Forgot or Reset Password

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.

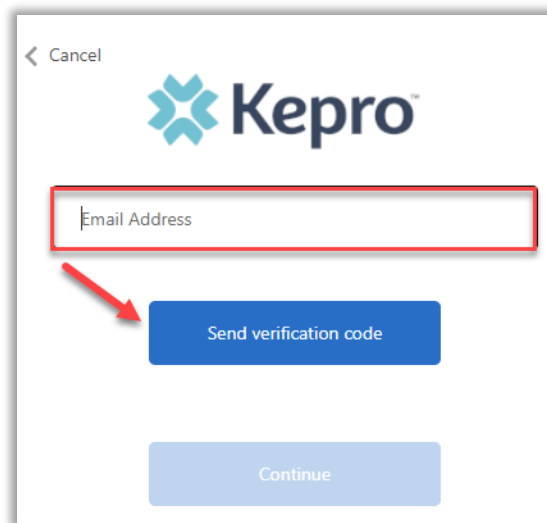


On the next page, select the "Forgot your password?" link.



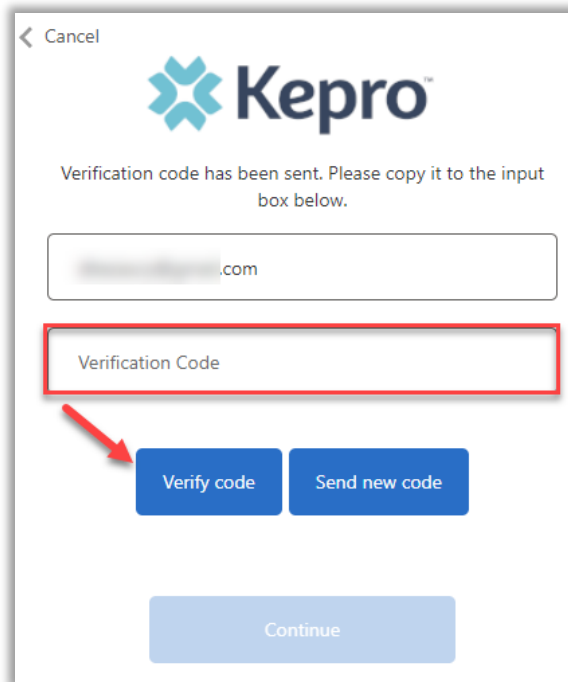
The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red arrow points from the "Forgot your password?" link to the "Password" field. The "Forgot your password?"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

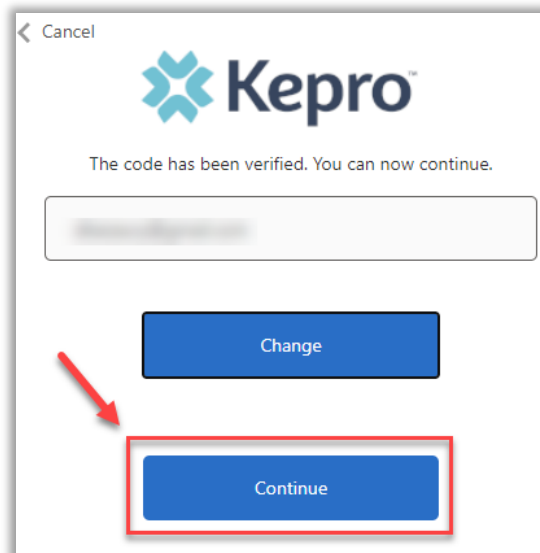


The image shows the Kepro verification code screen. At the top left is a "Cancel" button with a back arrow. Below it is the Kepro logo. There is an "Email Address" input field highlighted with a red box. Below the input field is a blue "Send verification code" button, with a red arrow pointing to it.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

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

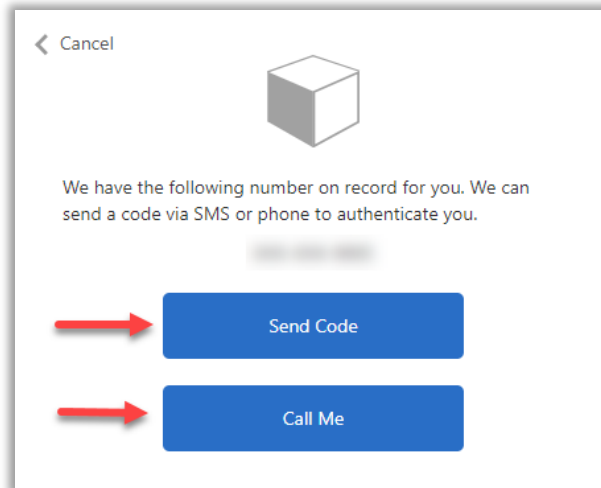


Click the "Continue" button.

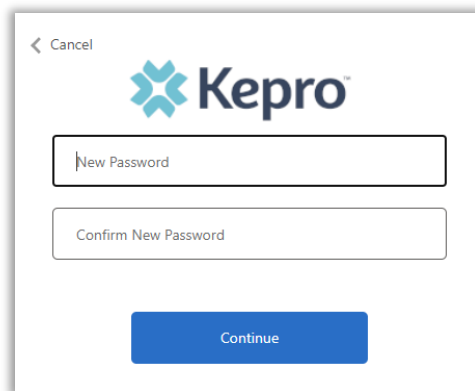


NOTE: This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.

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.



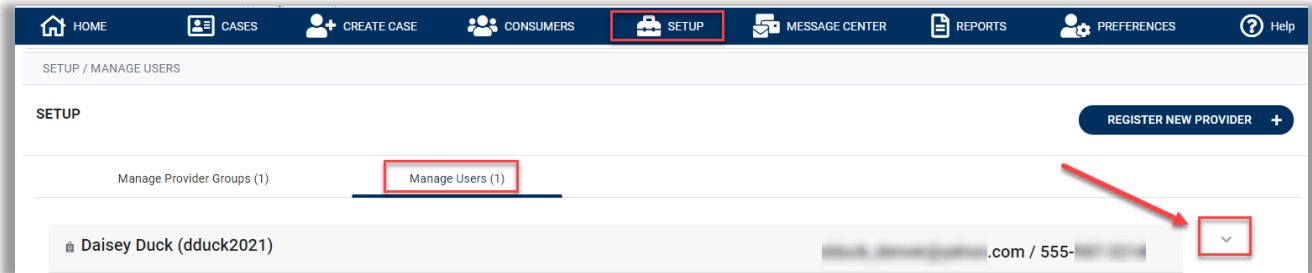
Once verification is complete, enter a new password and confirm the password. Click the "Continue" button. The home page will display once the reset password process is completed.



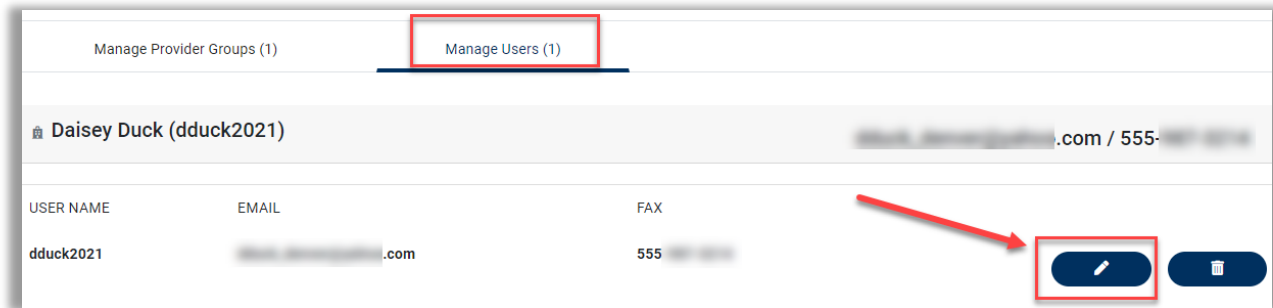
Provider Administrator Reset Registration

As a provider admin, you will have the ability to reset MFA registration for any users you manage.

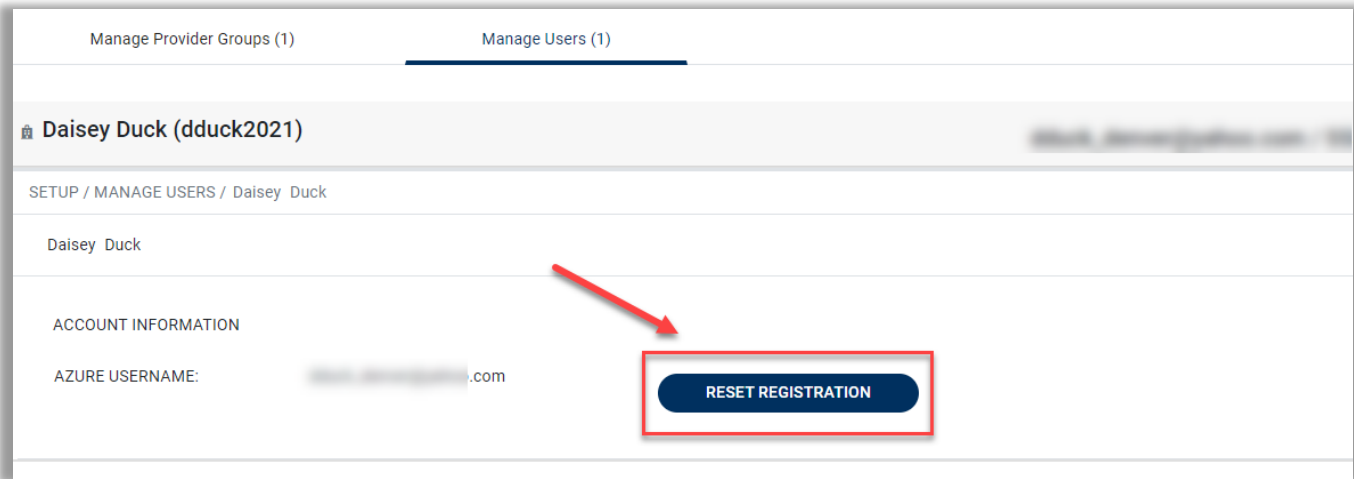
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



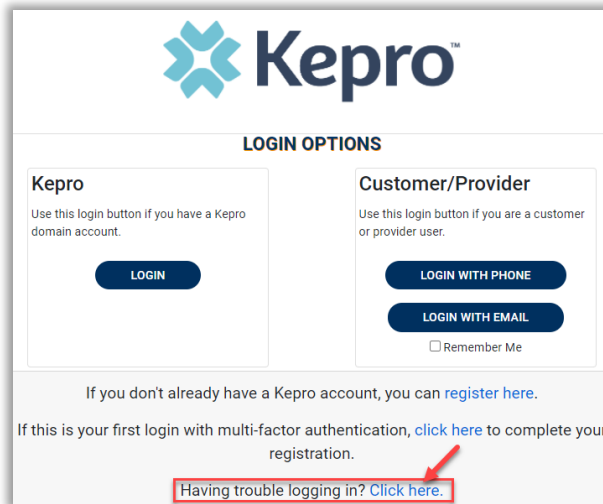
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



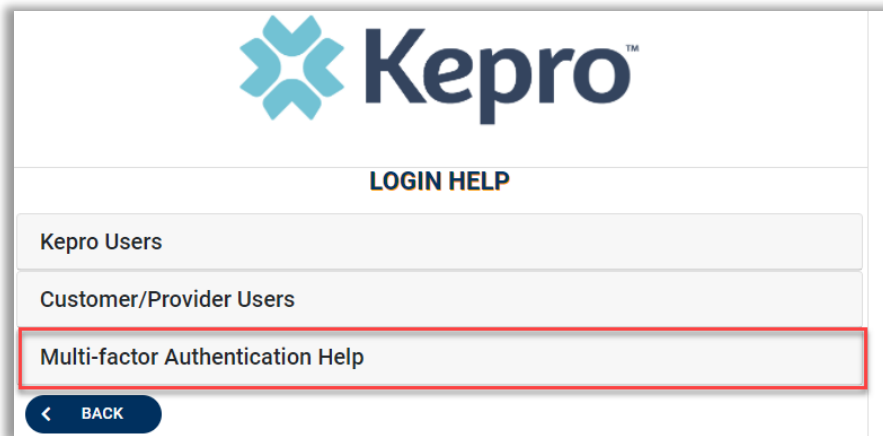
Having Trouble Logging In?

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.

