



Atrezzo User Guide

Multi-Factor Registration Mississippi Provider and DFA Client 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 | Error! Bookmark not defined. |
| Phone Verification | Error! Bookmark not defined. |
| Email Verification..... | Error! Bookmark not defined. |
| SECTION 2 – New Provider Registration & MFA Registration | 5 |
| Phone Verification | 7 |
| Email Verification..... | 11 |
| SECTION 3 – Phone Login | 15 |
| SECTION 4 – Email Login..... | 18 |
| SECTION 5 – Remember Me functionality | 21 |
| Chrome Configuration..... | 22 |
| Edge Configuration | 23 |
| Registration Error Message | 24 |
| Forgot or Reset Password | 25 |
| Provider Administrator Reset Registration | 28 |
| Having Trouble Logging In? | 29 |

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

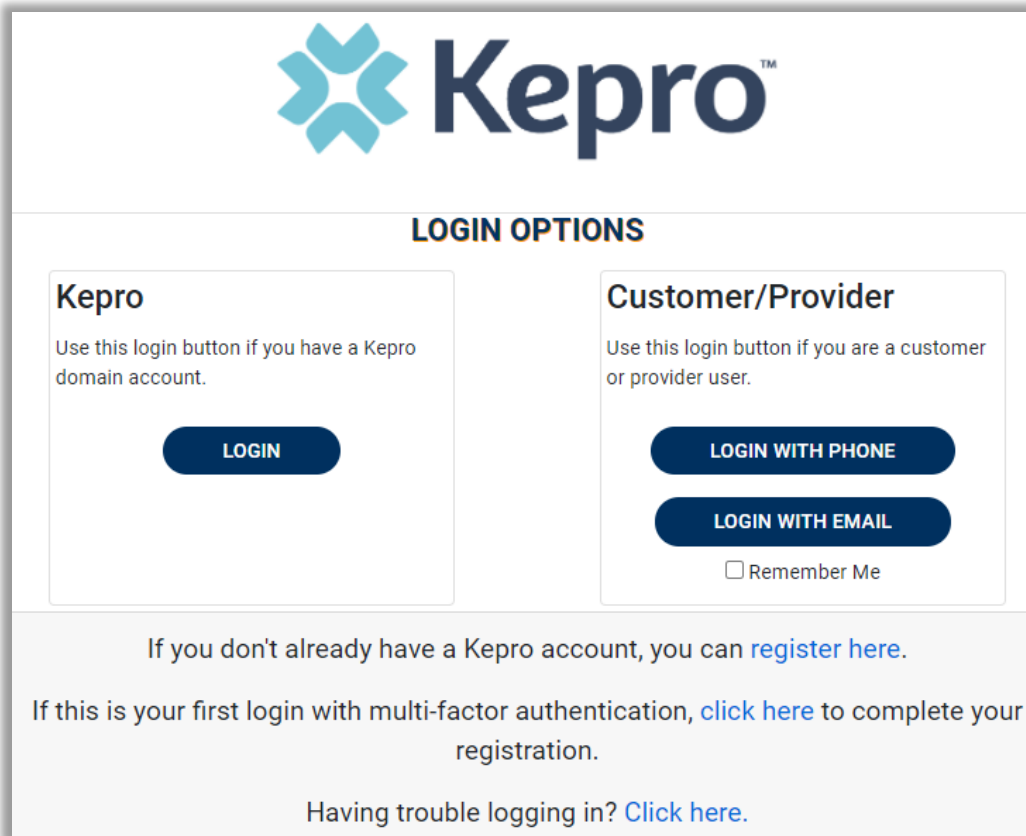
The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

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.

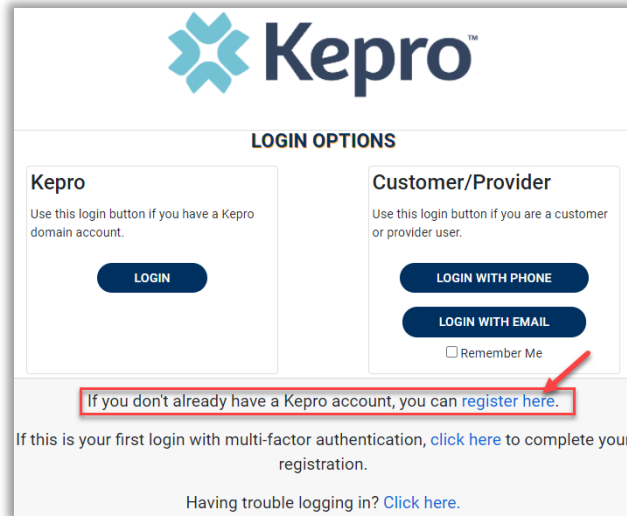


The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." and a blue "LOGIN" button. The right column is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user." and two blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Below these buttons is a checkbox labeled "Remember Me". At the bottom of the page, there is a light gray box containing the text: "If you don't already have a Kepro account, you can [register here](#)." "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." and "Having trouble logging in? [Click here](#)."

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.

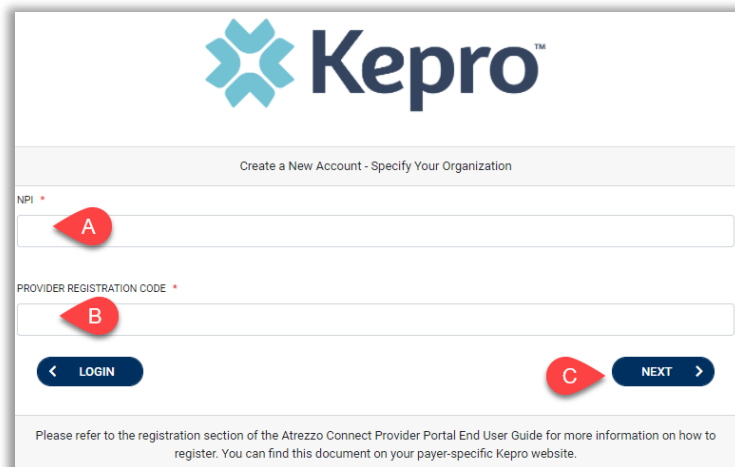
From the login screen, click the link to register for a Kepro Account.



The image shows the Kepro login screen. 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. Below these sections, there is a link that says "If you don't already have a Kepro account, you can [register here](#)." This link is highlighted with a red box and a red arrow. Below this link, there is another link that says "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." At the bottom, there is a link that says "Having trouble logging in? [Click here](#)."

Enter NPI and BCBS ID as the Registration Code, then click Next.

NOTE: If you do not have an NPI, utilize the BCBS ID in both the NPI field and Registration Code field.



The image shows the "Create a New Account - Specify Your Organization" screen. At the top is the Kepro logo. Below it is the heading "Create a New Account - Specify Your Organization". There are two input fields: "NPI" and "PROVIDER REGISTRATION CODE". Both fields have a red arrow pointing to them, labeled "A" and "B" respectively. Below the input fields are two buttons: "LOGIN" and "NEXT". The "NEXT" button has a red arrow pointing to it, labeled "C". At the bottom, there is a footer that says "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.

Create a New Account - Enter User Information

Organizational Information

Please enter the required (*) fields

Account Information

USERNAME *

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.

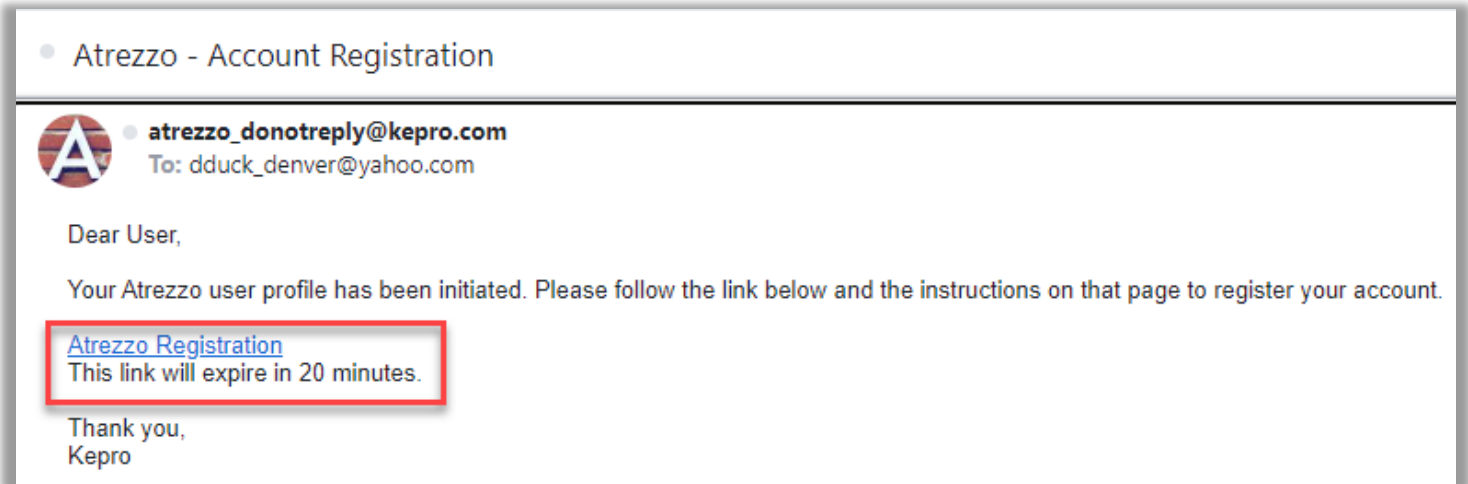
FAX *

< LOGIN

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.

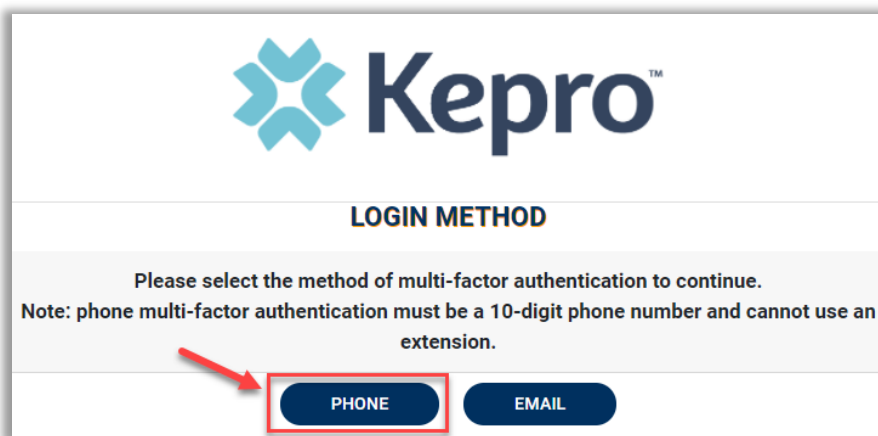


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

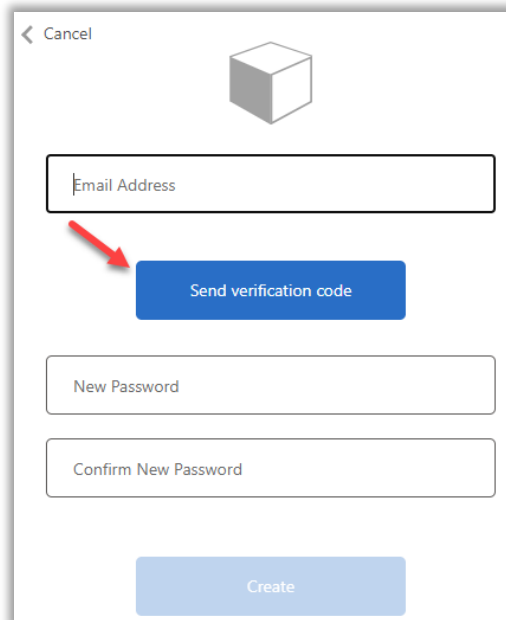
NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

Click the PHONE button

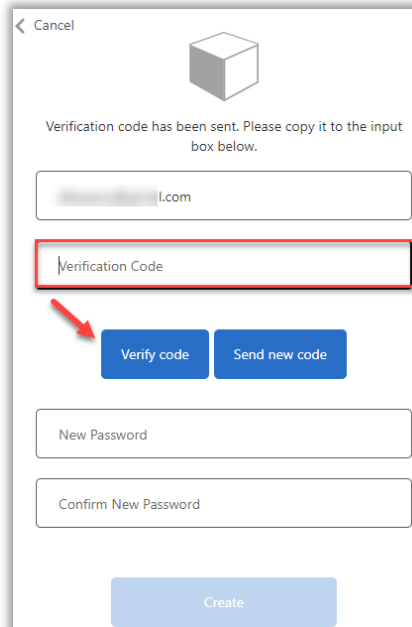


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



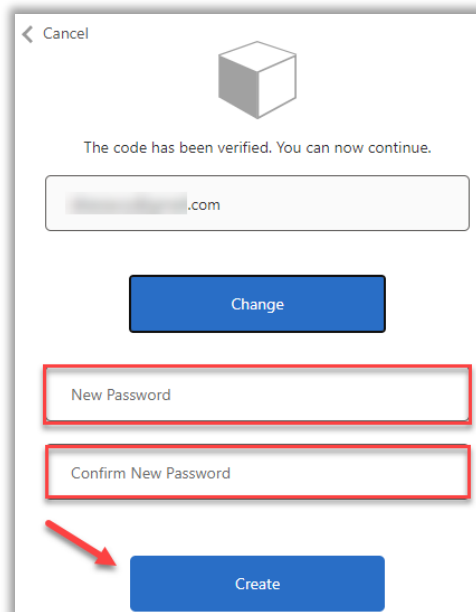
A mobile app interface for email verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a text input field labeled "Email Address". A red arrow points from the "Email Address" field to a blue button labeled "Send verification code". Below this 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.



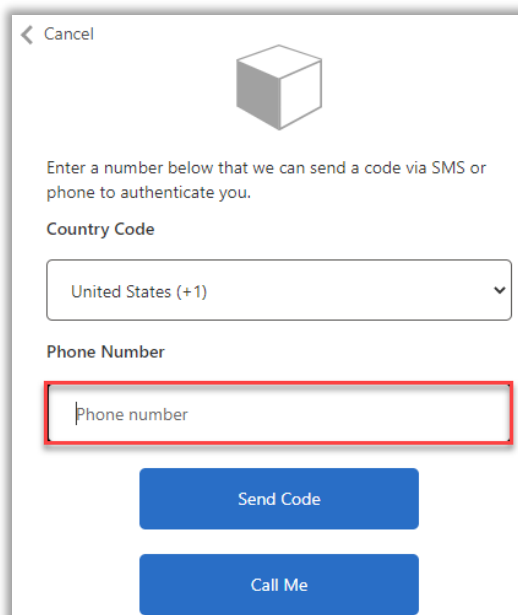
A mobile app interface for entering a verification code. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a text input field containing a blurred email address followed by ".com". Below this is a text input field labeled "Verification Code", which is highlighted with a red border. A red arrow points from the "Verification Code" field to a blue button labeled "Verify code". To the right of the "Verify code" button is another blue button labeled "Send new code". Below these buttons are 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.



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

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



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

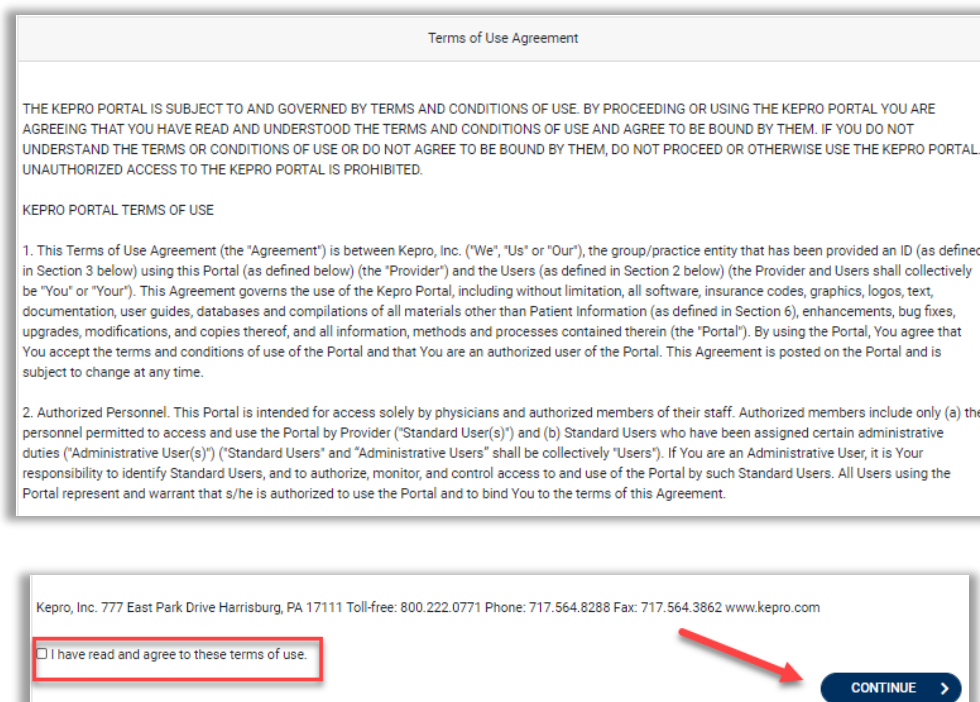
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



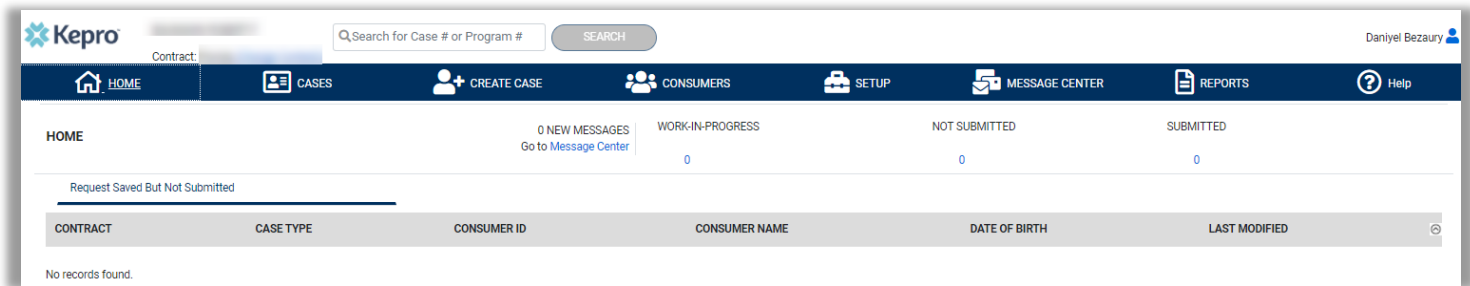
A screenshot of a mobile application screen for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field containing "+18" followed by a greyed-out area. Below the input field, the text says: "Enter your verification code below, or send a new code". At the bottom is a large red rectangular box for entering the verification code.

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



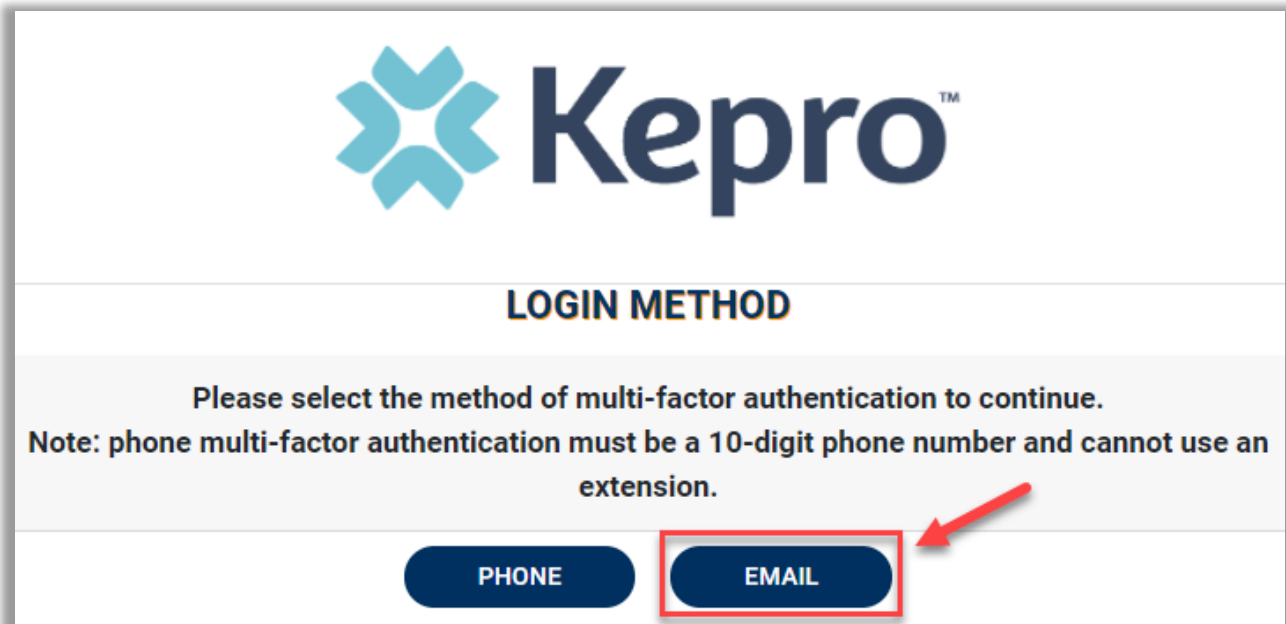
A screenshot of a "Terms of Use Agreement" screen. The title "Terms of Use Agreement" is at the top. The main body contains the following text: "THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND 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." Below this is the heading "KEPRO PORTAL TERMS OF USE". The first section states: "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." The second section states: "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." At the bottom, there is contact information: "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". Below this is a checkbox labeled "I have read and agree to these terms of use." which is currently unchecked. A red arrow points from the checkbox to a blue "CONTINUE" button with a right-pointing arrow.

The system will automatically authenticate and display the home page.

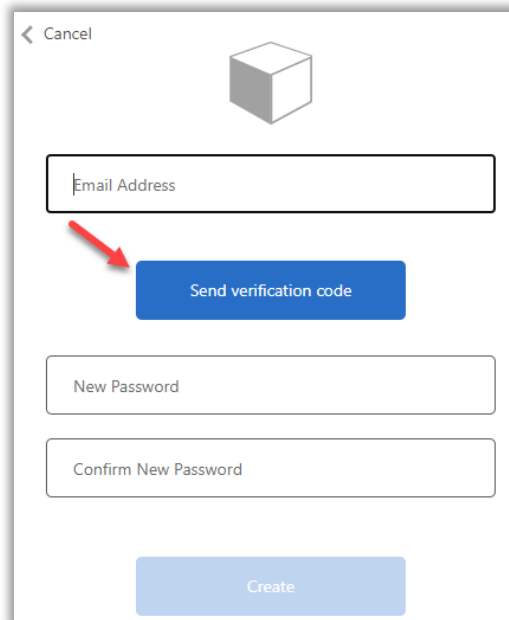


Email Verification

Click the EMAIL button

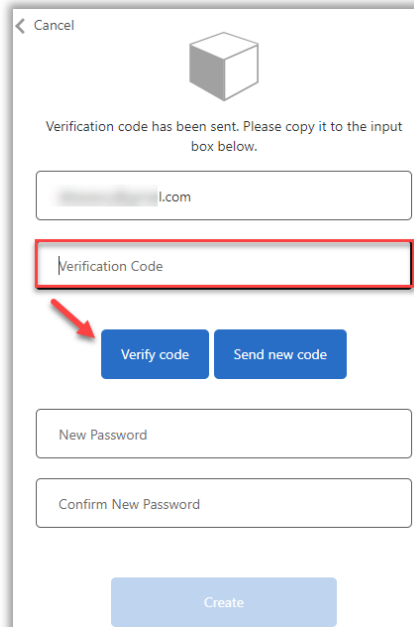


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



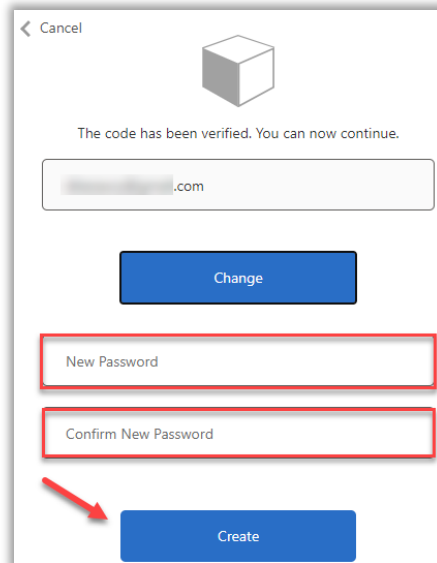
A mobile app interface for email verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a text input field labeled "Email Address". A red arrow points from this field to a blue button labeled "Send verification code". Below the button are two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

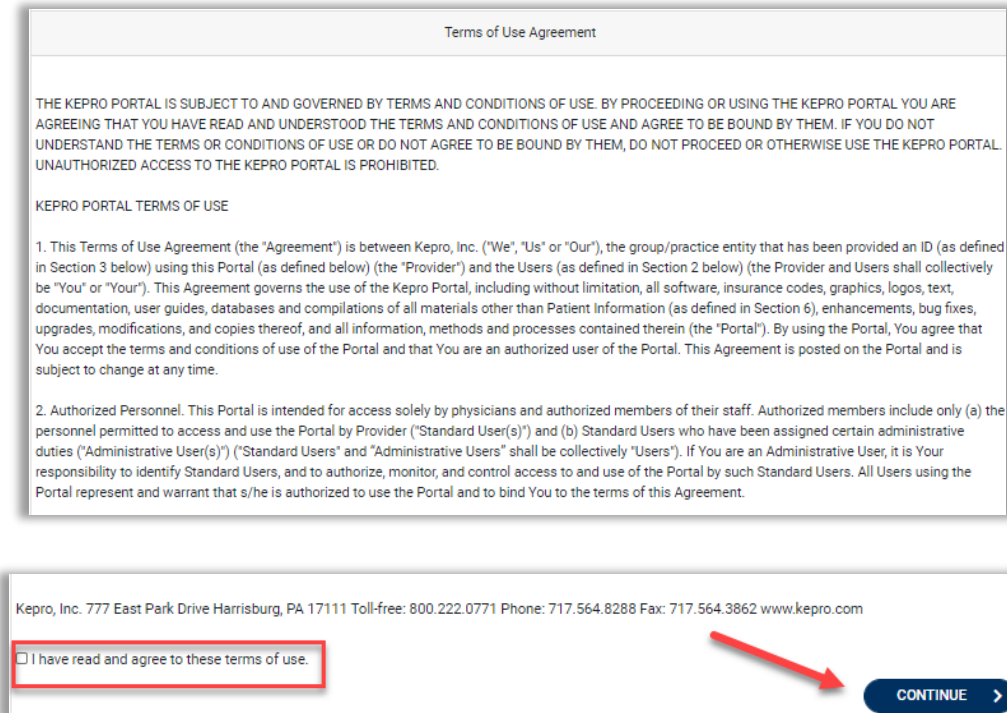


A mobile app interface for entering a verification code. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a message: "Verification code has been sent. Please copy it to the input box below." Below the message is a text input field containing a blurred email address followed by ".com". Below this is a text input field labeled "Verification Code", which is highlighted with a red border. 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.



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.

Kepto

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

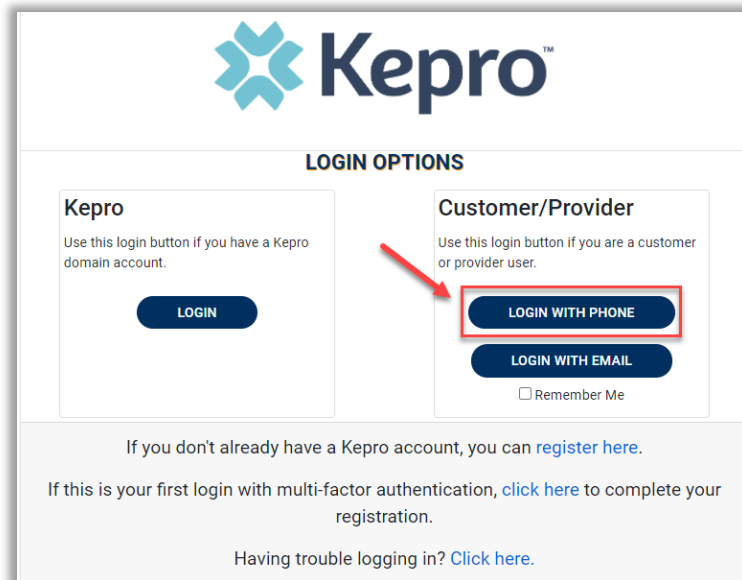
Request Saved But Not Submitted

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

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 a section titled "LOGIN OPTIONS". There are two main login paths: "Kepro" and "Customer/Provider". The "Kepro" path has a "LOGIN" button. The "Customer/Provider" path has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH PHONE" button is highlighted with a red rectangular box, and a red arrow points to it from the left. Below the login options, there is a message: "If you don't already have a Kepro account, you can [register here](#)." followed by "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." and "Having trouble logging in? [Click here](#)."



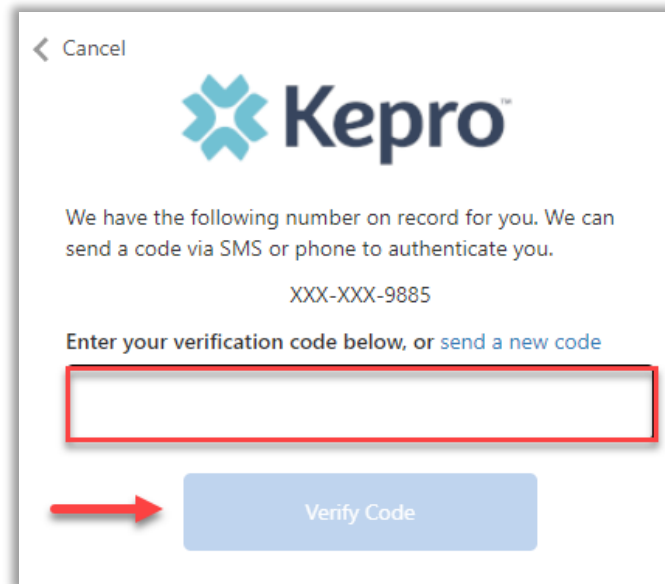
Enter the email address and password created during the registration process. Click Sign in

A screenshot of 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 (represented by dots). Below the password field is a blue link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in", which is highlighted with a red rectangular border. A red arrow points from the right towards 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.

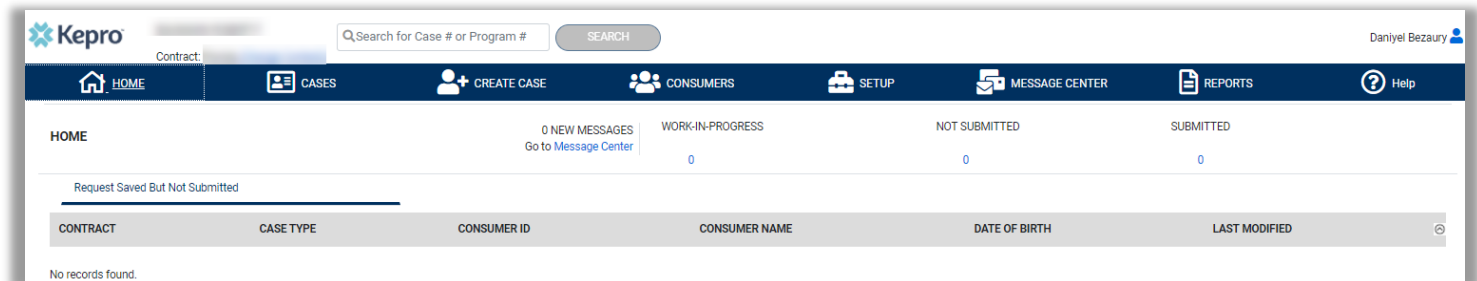
A screenshot of the Kepro phone verification interface. At the top left is a back arrow and the word "Cancel". Below this is the Kepro logo. The main text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this text is the phone number "XXX-XXX-9885". At the bottom are two blue buttons: "Send Code" and "Call Me". A red arrow points from the left towards the "Send Code" button, and another red arrow points from the left towards the "Call Me" button.

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



A modal window with the Kepro logo at the top. Below the logo, it says: "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 this, it says "Enter your verification code below, or send a new code". There is a red rectangular box for entering the code. At the bottom, there is a blue button labeled "Verify Code" with a red arrow pointing to it from the left. A "Cancel" button with a back arrow is in the top left corner.

Login will complete and the home screen will display.

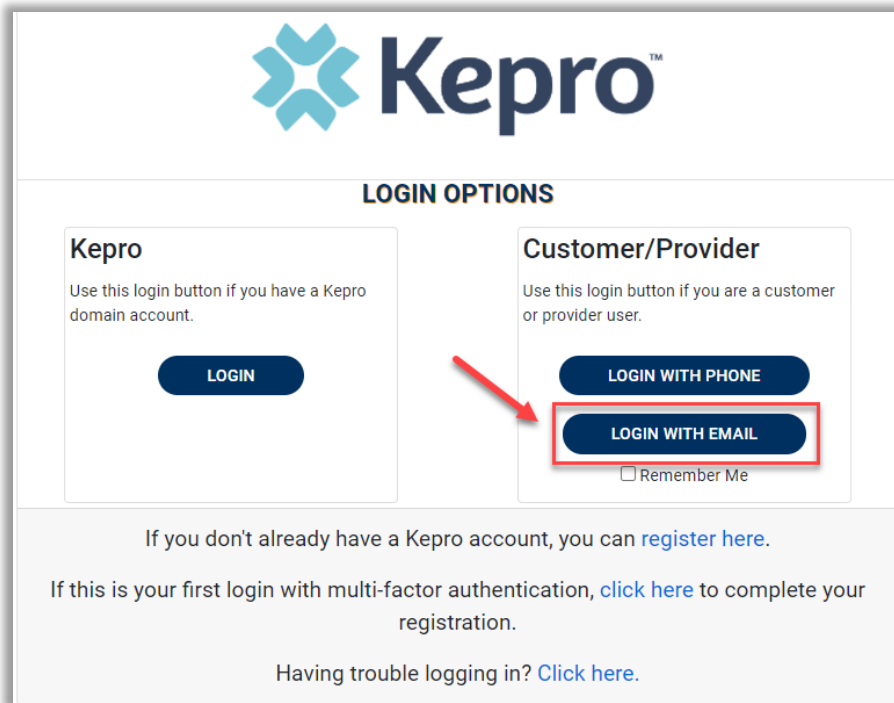


The home screen of the Kepro application. At the top is a search bar with the text "Search for Case # or Program #" and a "SEARCH" button. Below the search bar is a navigation bar with icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, REPORTS, and Help. The main content area shows a summary of messages: "0 NEW MESSAGES Go to Message Center", "WORK-IN-PROGRESS 0", "NOT SUBMITTED 0", and "SUBMITTED 0". Below this is a section titled "Request Saved But Not Submitted" which contains a table with the following columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table currently shows "No records found."

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 a section titled "LOGIN OPTIONS". There are two main login paths: "Kepro" (for domain accounts) and "Customer/Provider" (for customer or provider users). The "Customer/Provider" path has two sub-options: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH EMAIL" button is highlighted with a red box, and a red arrow points to it from the left. Below the login options, there are links for registration and help.

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

A screenshot of 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 filled with "example@.com") 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", 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.

A screenshot of 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 "example@.com". Below the input field is a blue button labeled "Send verification code", which is highlighted with a red rectangle and a red arrow pointing to it from the left. At the bottom is a light blue button labeled "Continue".



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

Verify code Send new code

Continue

A message will appear confirming verification, click Continue.

< Cancel

Kepro

E-mail address verified. You can now continue.

Email Address

Continue

Login will complete and the home screen will display.

Kepro

Contract: Search for Case # or Program # SEARCH

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

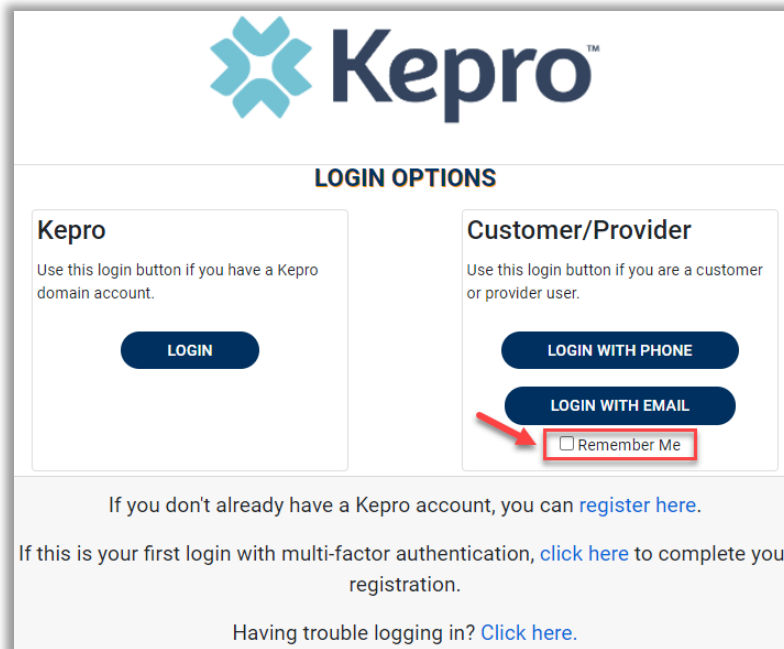
| CONTRACT | CASE TYPE | CONSUMER ID | CONSUMER NAME | DATE OF BIRTH | LAST MODIFIED |
|-------------------|-----------|-------------|---------------|---------------|---------------|
| No records found. | | | | | |

Remember Me Functionality

Use these instructions to enable your computer to remember your login credentials for four (4) hours. You should NOT use this option if you use a shared device.

When the Remember Me button is checked on the login screen, external users will be able to login without entering Atrezzo credentials or MFA for four (4) hours.

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



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

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.

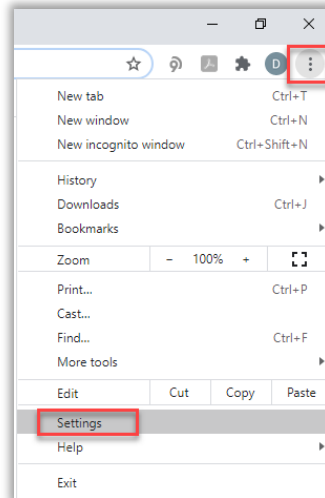
NOTE: This feature will only work if the browser is configured to “continue where you left off” by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the below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

Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

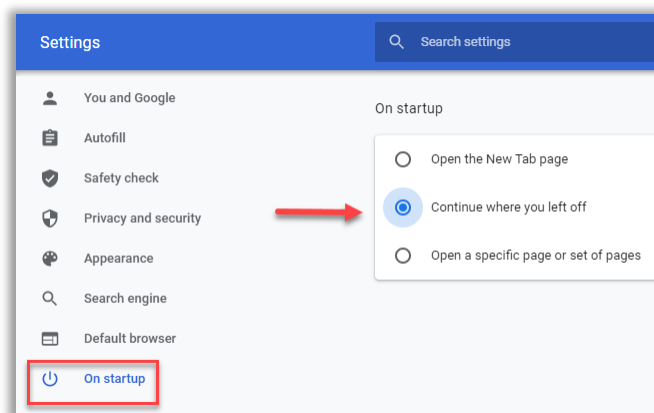
To set “continue where you left off” in Google Chrome, click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



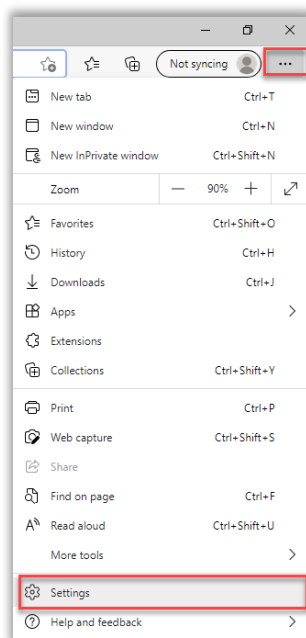
Click On startup in the left menu

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

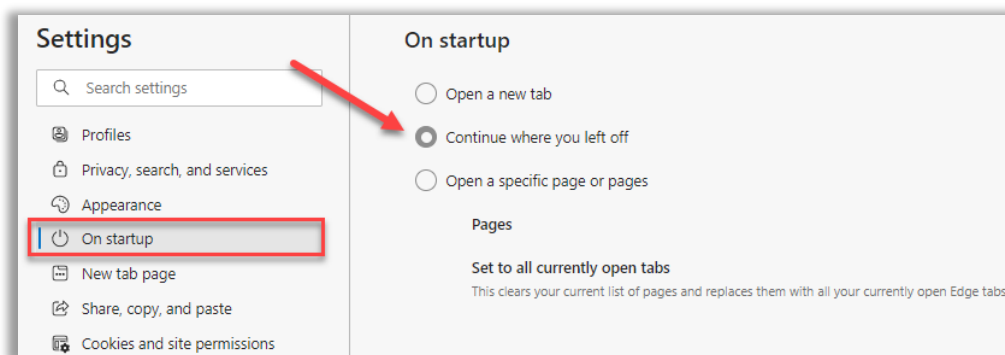


Edge Configuration

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.

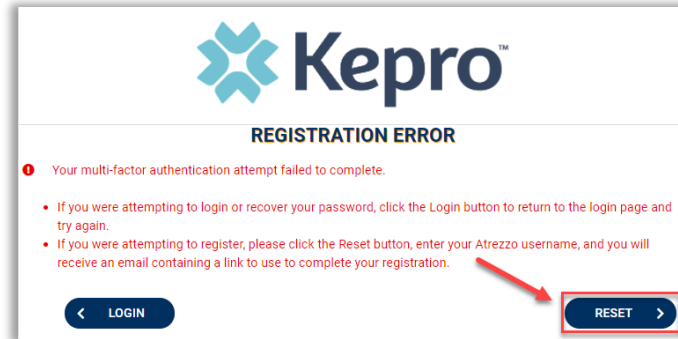


Click On startup in the left menu
Then click the selection for “Continue where you left off”.

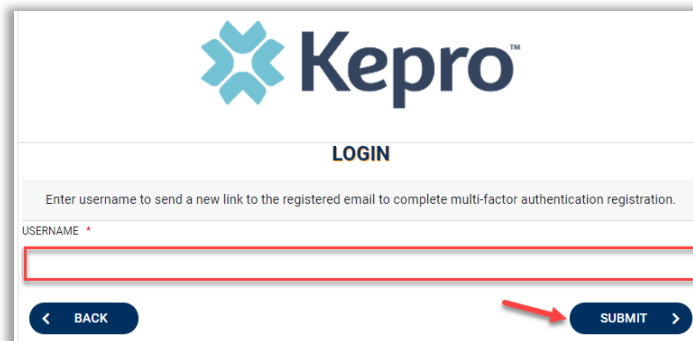


Registration Error Message

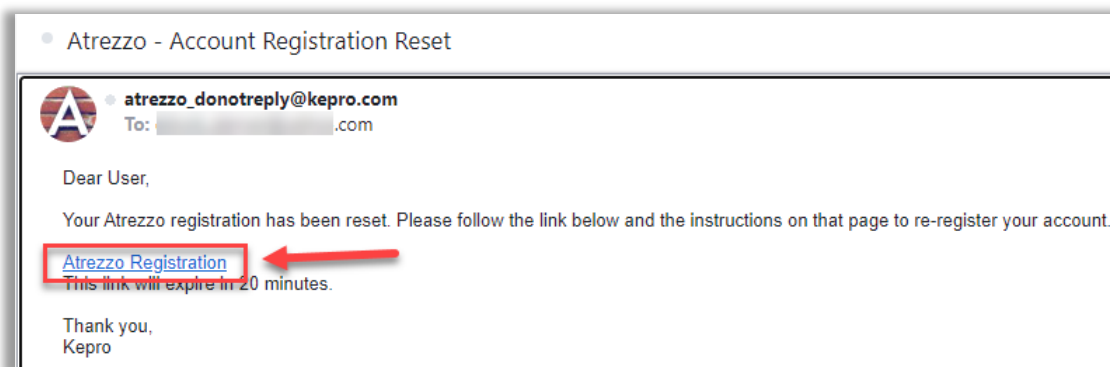
If a Registration Error message is received while attempting to register, click Reset.



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

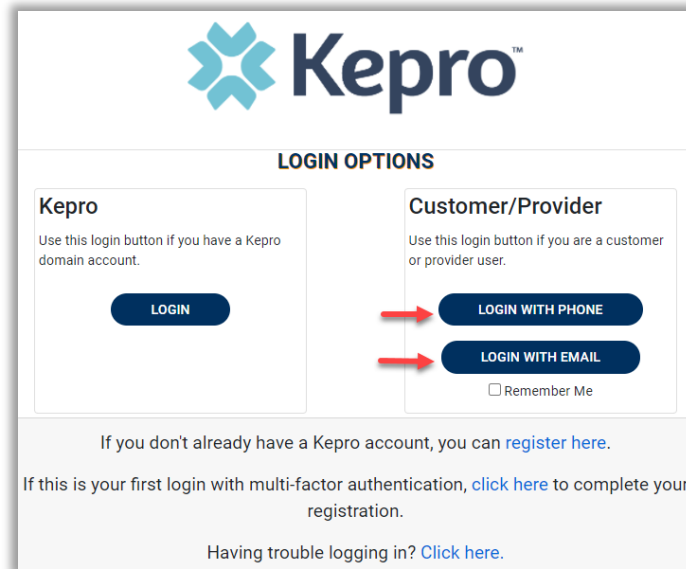


Click the link in the email, this will complete the registration process.



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.



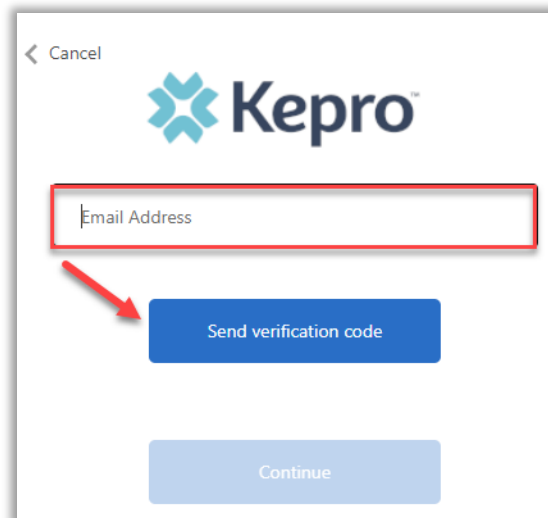
The image shows the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is titled "Kepro" and contains a "LOGIN" button. The right column is titled "Customer/Provider" and contains two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Red arrows point to these two buttons. Below the buttons, there is a "Remember Me" checkbox. At the bottom of the page, there are three links: "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 the "Forgot your password?" link.



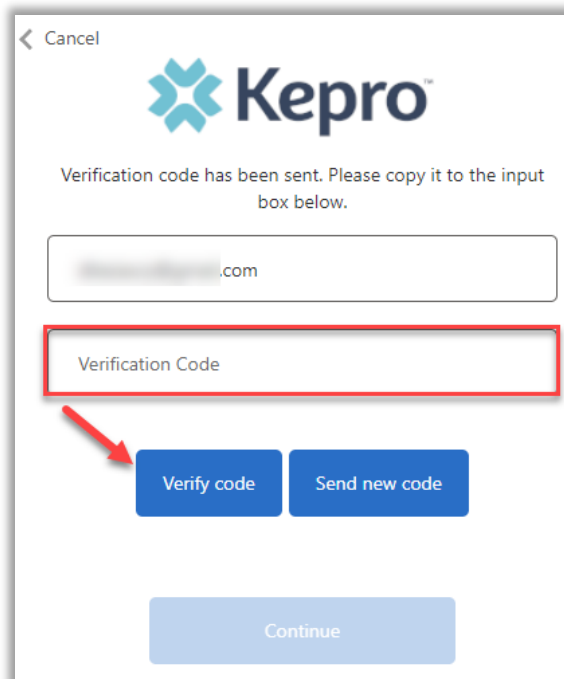
The image shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red arrow points to the "Forgot your password?" link, which is highlighted with a red box. Below the input fields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

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



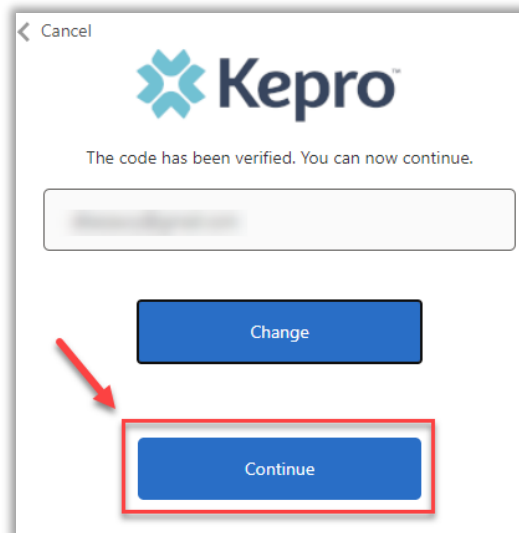
A screenshot of the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is a text input field labeled "Email Address" with a red rectangular border around it. A red arrow points from the bottom right of this field to 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.



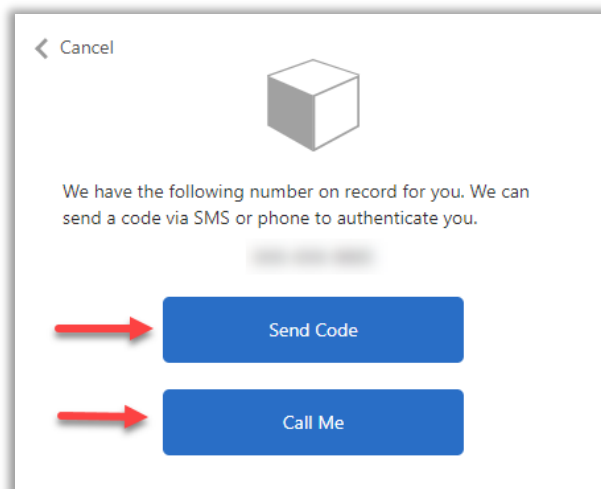
A screenshot of the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is a message: "Verification code has been sent. Please copy it to the input box below." Below this message is a text input field containing a blurred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

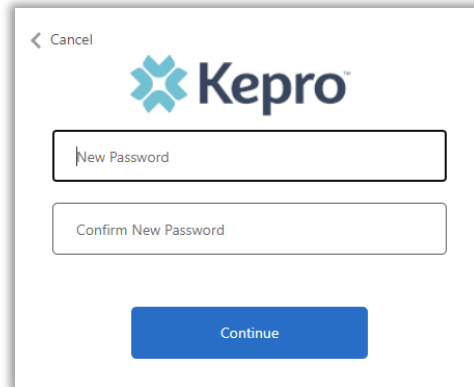


NOTE: This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.

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.

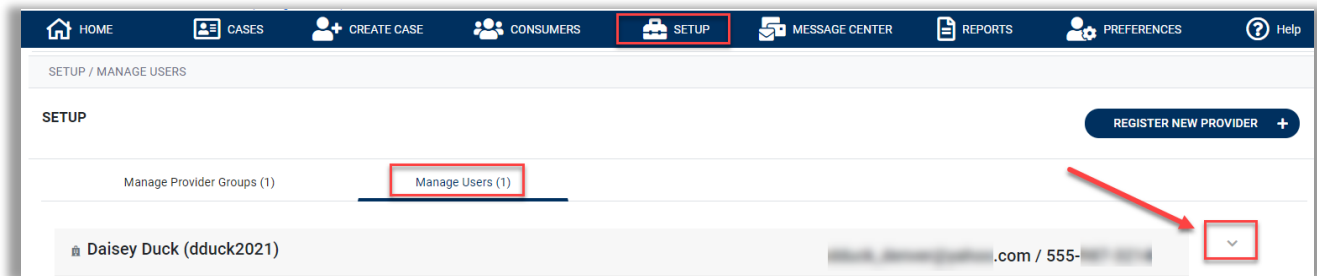


A modal dialog box with the Kepro logo at the top. It contains two input fields: "New Password" and "Confirm New Password". Below the fields is a blue "Continue" button. A "Cancel" link is in the top left corner.

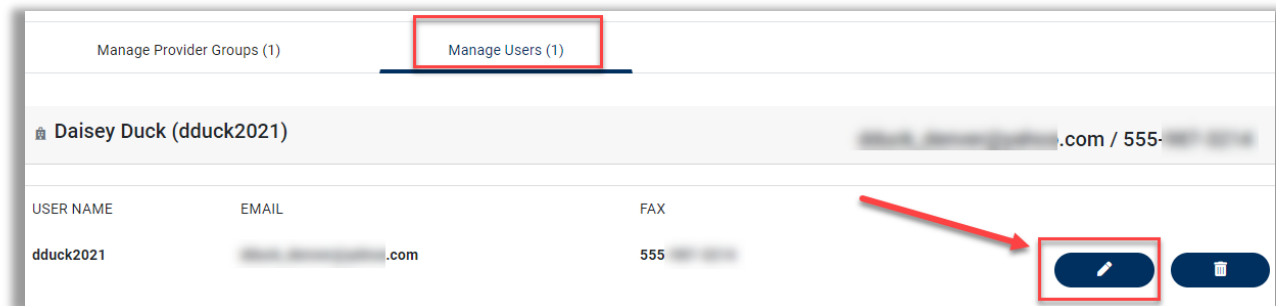
Provider Administrator Reset Registration

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

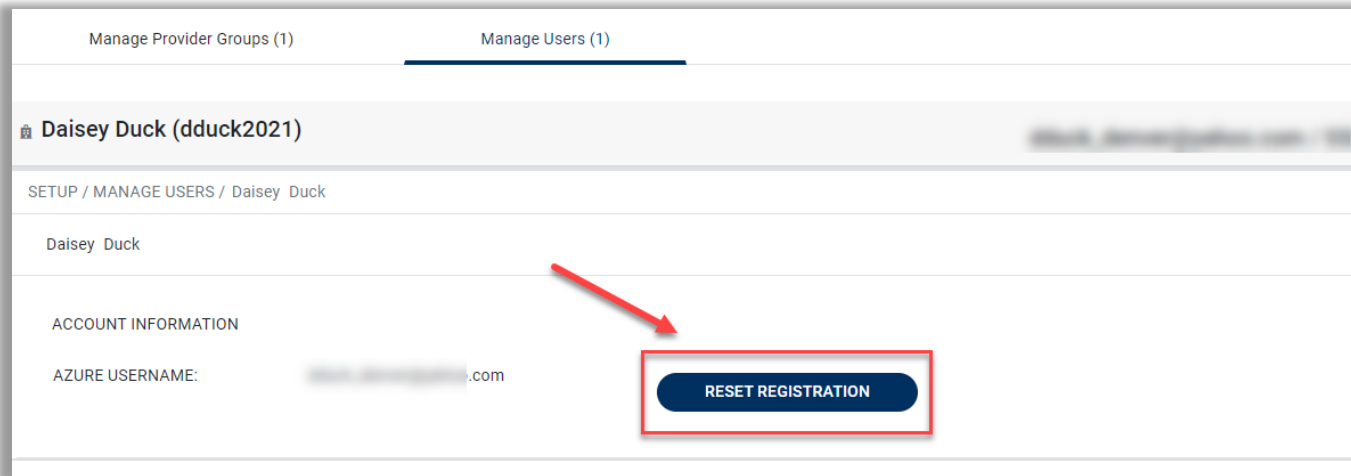
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



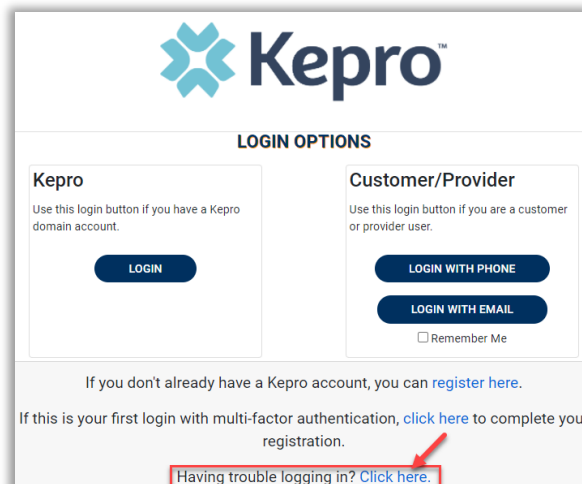
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



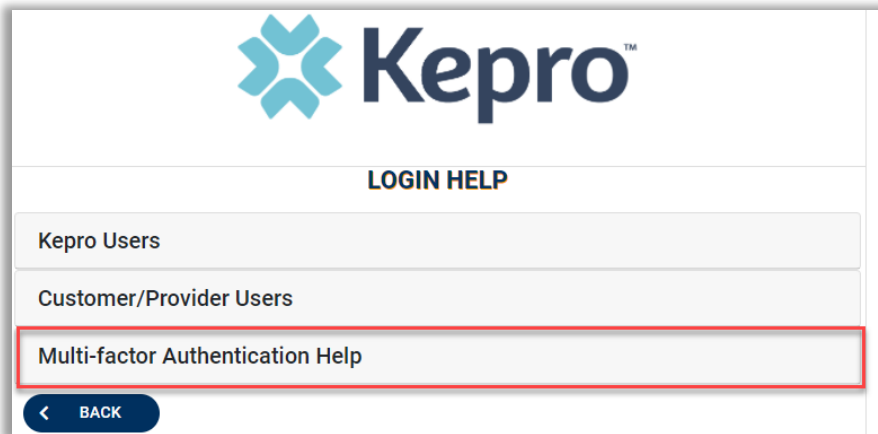
Having Trouble Logging In?

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.

