

A decorative graphic on the left side of the page, featuring concentric circles, lines, and dots in shades of blue and green, suggesting a technical or digital theme.

# Atrezzo User Guide

## Multi-Factor Registration Provider and Customer Users



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## Multi-Factor Authentication (MFA) Summary

Single-Factor authentication (username/password) is not sufficiently secure when handling sensitive Personal Health Information or Personally Identifiable Information. Multi-Factor authentication is required to properly secure access to sensitive information.

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### What is MFA?

Multi-Factor authentication (MFA) is an authentication method that requires users to verify identity using multiple independent methods. Instead of just asking for a username and password, MFA implements additional credentials like a pin sent via email or text, or a verification call made to a pre-registered phone number.

### How Multi-Factor Authentication Works

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

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



## Customer or Provider Login

Customer and provider users are any users who do not have a Kepro account or kepro.com email address. These users should use the login button under the Customer/Provider heading on the right-hand side of the login page.

After entering the Atrezzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

A screenshot of the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS" in bold. This section contains two columns. The left column is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." followed by a dark blue button labeled "LOGIN". The right column is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user." followed by two dark blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Below these buttons is a checkbox labeled "Remember Me". At the bottom of the login options section, there is a light gray box containing the text: "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 finally "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.

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



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

A screenshot of the Kepro login method selection screen. At the top is the Kepro logo. Below it is the heading "LOGIN METHOD". A grey box contains the text: "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 are two buttons: "PHONE" and "EMAIL". A red arrow points to the "PHONE" button, which is also outlined with a red rectangle.

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

A screenshot of a mobile app screen 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.

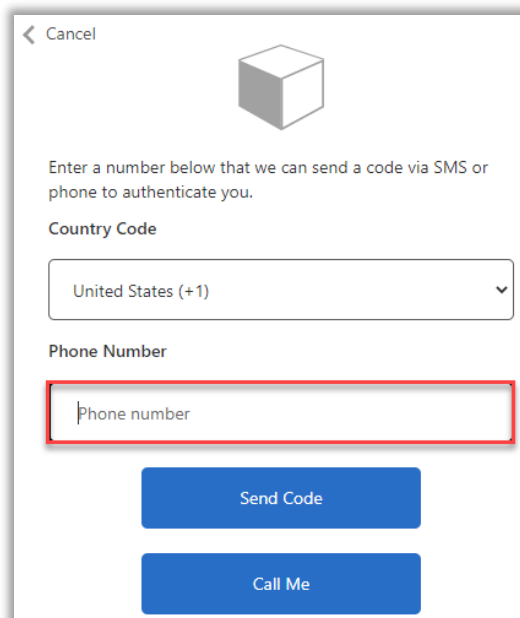
A screenshot of a mobile application interface for verification. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon. The text "Verification code has been sent. Please copy it to the input box below." is displayed. There is an input field containing a masked email address ".com". Below this is a red-bordered input field labeled "Verification Code". A red arrow points from this field to a blue button labeled "Verify code". To the right of this button is another blue button labeled "Send new code". Below these buttons are two more input fields: "New Password" and "Confirm New Password". At the bottom is a large 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. There is an input field containing a masked email address ".com". Below this is a blue button labeled "Change". Below the button are two red-bordered input fields: "New Password" and "Confirm New Password". At the bottom is a blue button labeled "Create", with a red arrow pointing to it from the left.




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

A mobile app interface for phone authentication. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the icon is the text "Enter a number below that we can send a code via SMS or phone to authenticate you." followed by the label "Country Code". A dropdown menu shows "United States (+1)" with a downward arrow. Below this is the label "Phone Number" and a text input field with the placeholder "Phone number", which is highlighted with a red border. At the bottom are two blue buttons: "Send Code" and "Call Me".

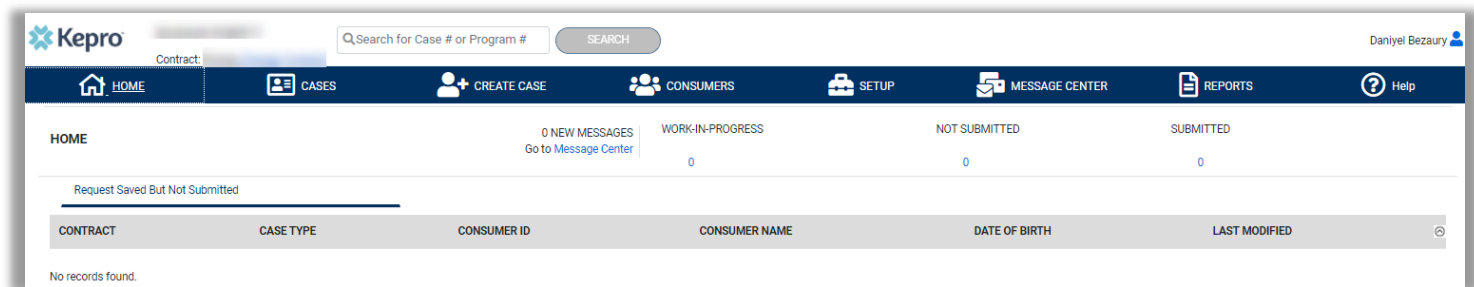
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.

A mobile app interface for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the icon is the text "Enter a number below that we can send a code via SMS or phone to authenticate you." followed by the label "+18" and a blurred input field. Below this is the text "Enter your verification code below, or send a new code" in blue. A large, empty text input field with a red border is at the bottom.

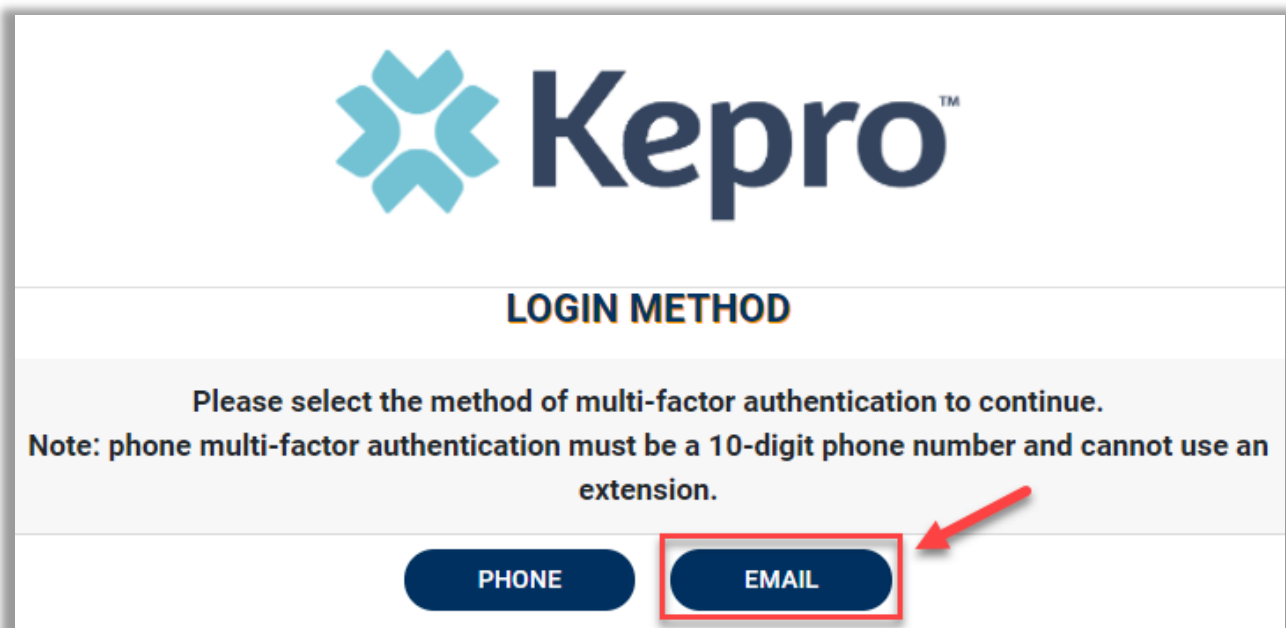


The system will automatically authenticate and display the home page.



## 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 MFA registration. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the cube is a text input field labeled "Email Address". A red arrow points from the bottom right of this 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 MFA registration, showing the second step. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the cube 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 masked email address ending in ".com". Below this is a text input field labeled "Verification Code", which is highlighted 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 buttons are two more text input fields: "New Password" and "Confirm New Password". At the bottom is a light blue button labeled "Create".



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

← Cancel



The code has been verified. You can now continue.

.com


Change

New Password

Confirm New Password

Create

The system will automatically authenticate and display the home page.

Contract: 

Search for Case # or Program # SEARCH

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

0 NEW MESSAGES  
Go to Message Center

WORK-IN-PROGRESS  
0

NOT SUBMITTED  
0

SUBMITTED  
0

Request Saved But Not Submitted

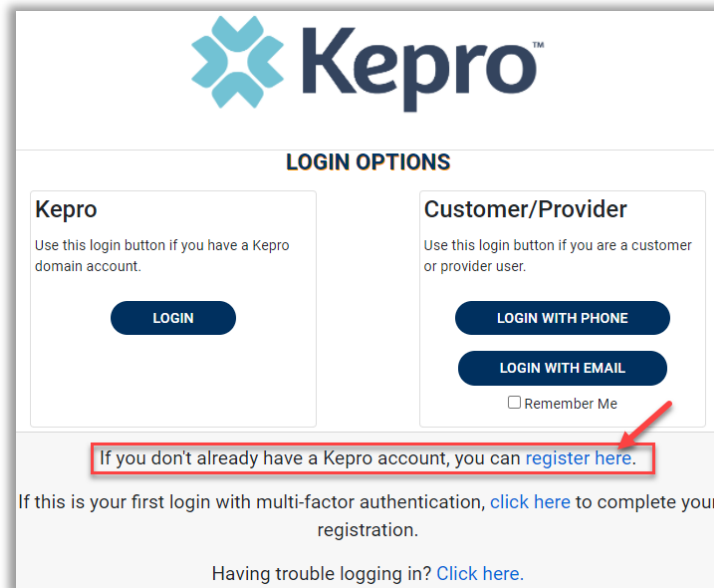
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					



## SECTION 2 – New Provider Registration & MFA Registration

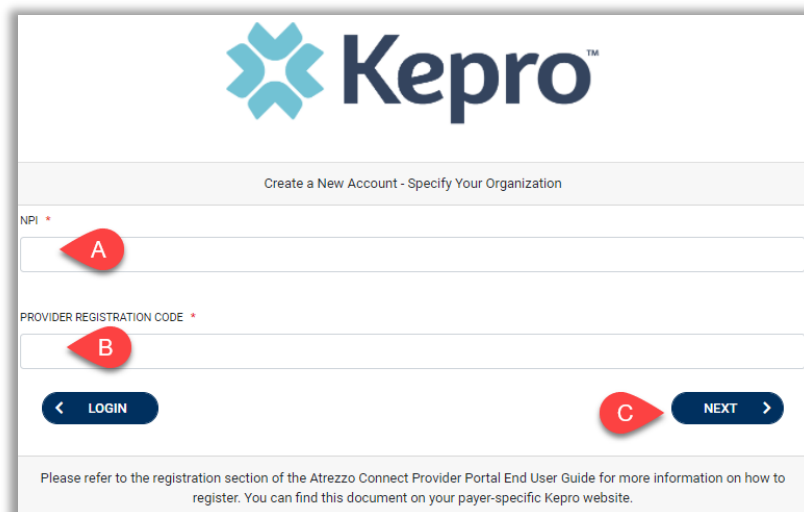
Use these instructions if you are a new provider and need to register for a Kepro account. The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time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

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



The image shows the Kepro login interface. At the top is the Kepro logo. Below it is the heading "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 "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.", two buttons "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", and a "Remember Me" checkbox. Below these columns is a red-bordered box containing the text "If you don't already have a Kepro account, you can [register here](#)." with a red arrow pointing to the link. Below this box is the text "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." and at the bottom, "Having trouble logging in? [Click here](#)."

Enter NPI and Registration Code, then click Next.



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 \*". Red callout letters A and B point to these fields respectively. Below the fields are two buttons: "LOGIN" with a left arrow and "NEXT" with a right arrow. A red callout letter C points to the "NEXT" button. At the bottom, there is a footer text: "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 \*

A

Contact Information

FIRST NAME \*

B

LAST NAME \*

C

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State

ZIP CODE

EMAIL \*

D

CONFIRM EMAIL \*

E

PHONE

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

FAX \*

F

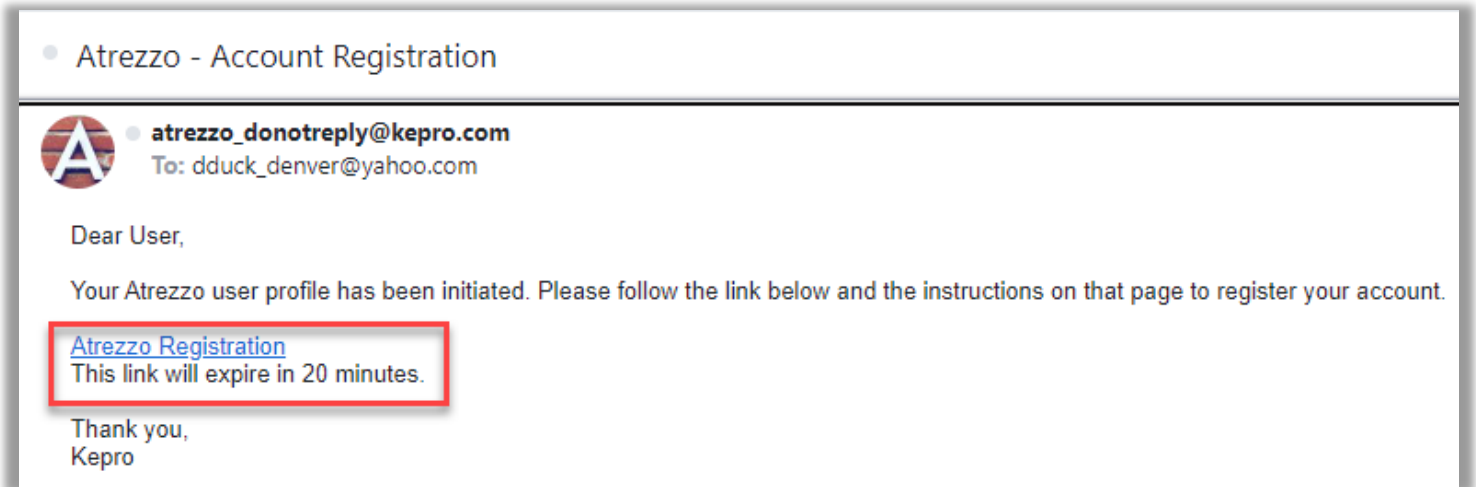
< LOGIN

G

NEXT >



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

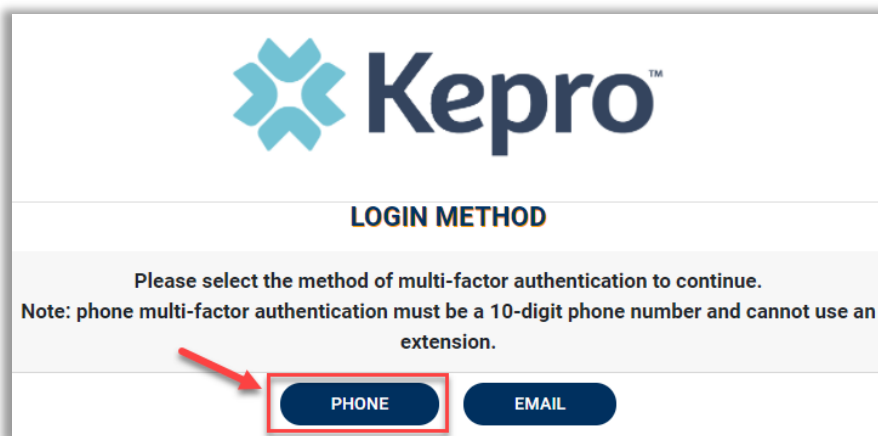


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

**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 MFA registration. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the cube is a text input field labeled "Email Address". A red arrow points from the bottom right of this 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 of the screen 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 MFA registration, showing the second step. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the cube 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 masked email address ".....@.com". Below this field is another text input field labeled "Verification Code", which is highlighted with a red rectangular 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 buttons are two more text input fields: "New Password" and "Confirm New Password". At the bottom of the screen 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 creating a new account. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon. A message states: "The code has been verified. You can now continue." Below the message is a text input field containing a blurred email address followed by ".com". Underneath is a blue button labeled "Change". Below that are two text input fields, "New Password" and "Confirm New Password", both outlined with a red border. At the bottom is a blue button labeled "Create", with a red arrow pointing to it from the left.

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

A screenshot of a mobile application interface for entering a phone number. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon. A message states: "Enter a number below that we can send a code via SMS or phone to authenticate you." Below the message is a section titled "Country Code" with a dropdown menu showing "United States (+1)". Underneath is a section titled "Phone Number" with a text input field containing the placeholder "Phone number", which is outlined with a red border. 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.

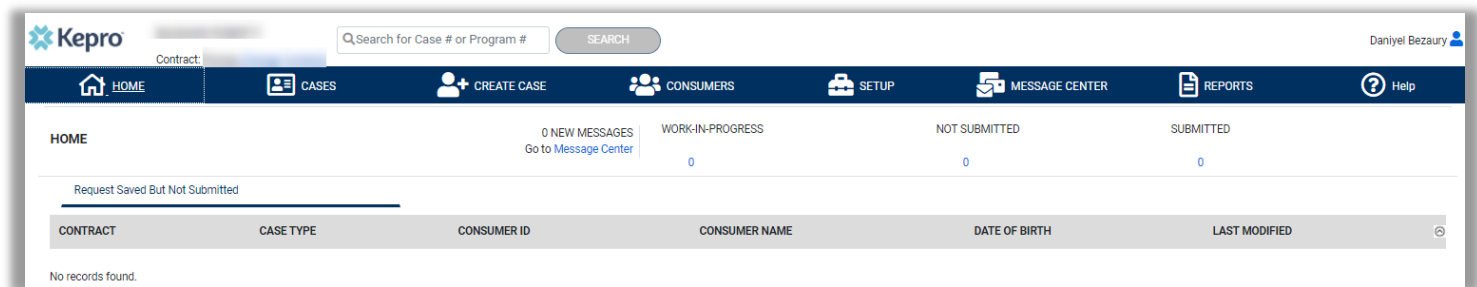
A screenshot of a mobile application screen for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text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

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 two paragraphs of legal text. The first paragraph states that the Kepro Portal is subject to terms and conditions of use. The second paragraph, titled "KEPRO PORTAL TERMS OF USE", details the agreement between Kepro, Inc. and the user. Below the text, there is a checkbox labeled "I have read and agree to these terms of use." which is highlighted with a red border. To the right of the checkbox is a red arrow pointing towards a blue "CONTINUE" button with a right-pointing chevron.

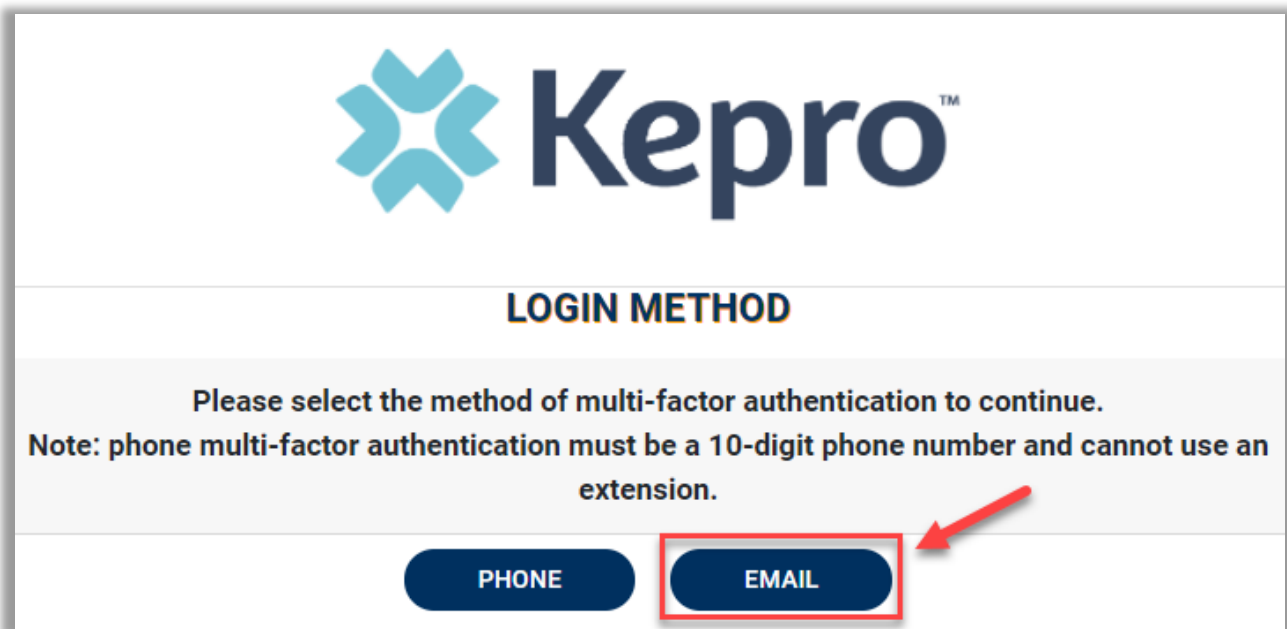


The system will automatically authenticate and display the home page.

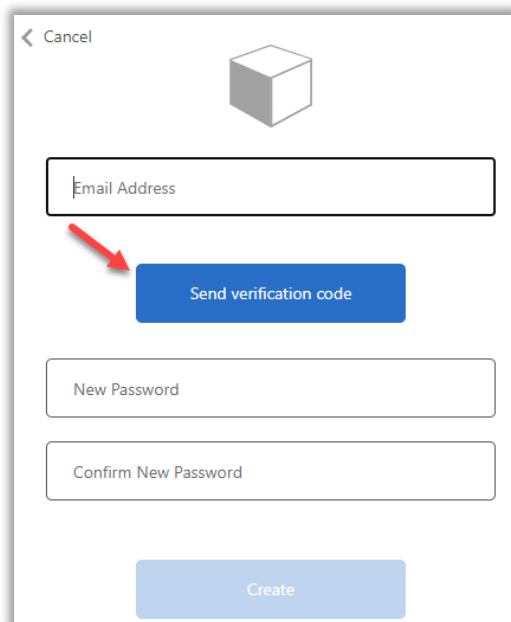


## Email Verification

Click the EMAIL button

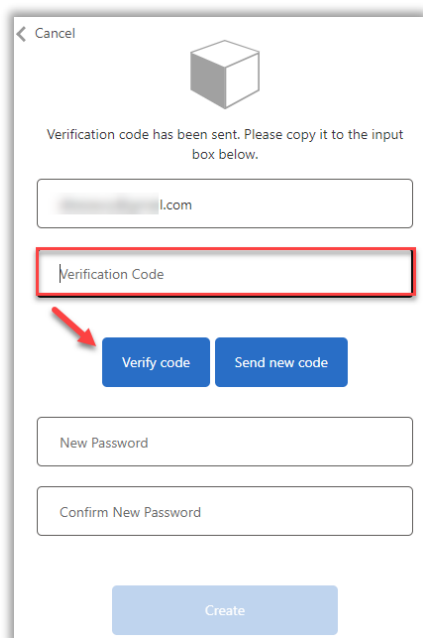


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



A screenshot of a mobile application interface for MFA registration. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the cube is an input field labeled "Email Address". A red arrow points from the bottom right of the email field 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 interface. The "Email Address" field now contains a masked 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 from the bottom left of 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 are the "New Password" and "Confirm New Password" fields, and the "Create" button at the bottom.

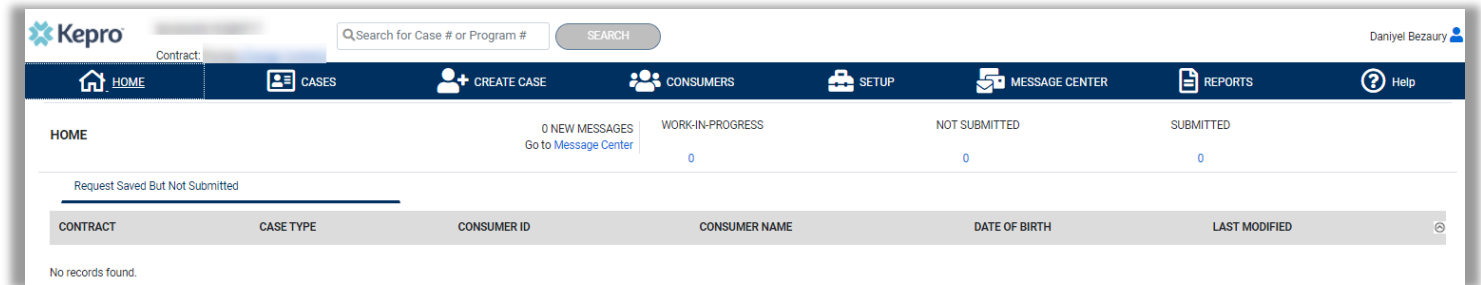


Enter a new password, confirm the password, and click Create.

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



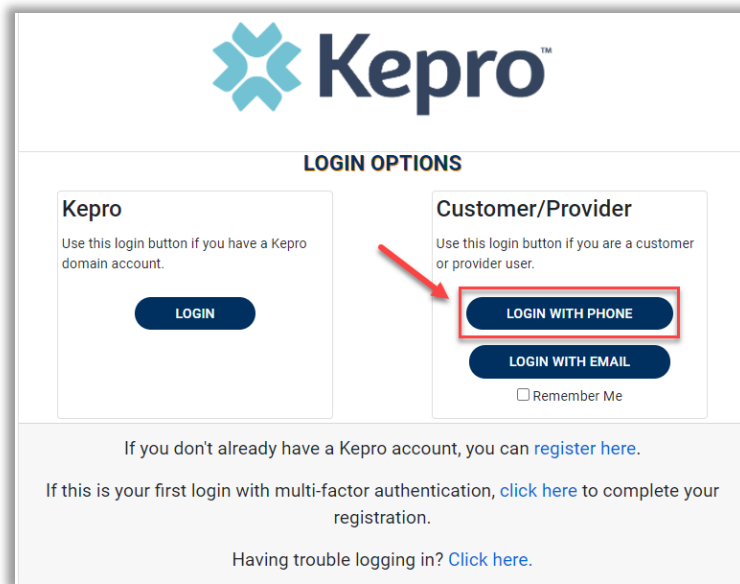
The system will automatically authenticate and display the home page.



### 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





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 is the text "Sign in with your email address". 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". A red rectangle highlights the "Sign in" button, and a red arrow points to it from the right.

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

A screenshot of the Kepro phone verification interface. 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 is the phone number "XXX-XXX-9885". At the bottom are two blue buttons: "Send Code" and "Call Me". Red arrows point to each button from the left.



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. A "Cancel" link 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, there 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, and REPORTS. 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, there is a table with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table is currently empty, with the text "No records found." at the bottom.



## 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

A screenshot of the Kepro login interface. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS". This section contains two main boxes. The left box 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 box is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user." Below this text are two blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH EMAIL" button is highlighted with a red rectangular border, 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 login options section, there is a light gray 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." 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 is the text "Sign in with your email address". 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 points 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". In the center is the Kepro logo. Below the logo is the text "Verification is necessary. Please click Send button." followed by the label "Email Address". There is an input field for the email address (partially filled with "example@.com"). Below this field is a blue button labeled "Send verification code", which is highlighted with a red rectangle and a red arrow points 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.

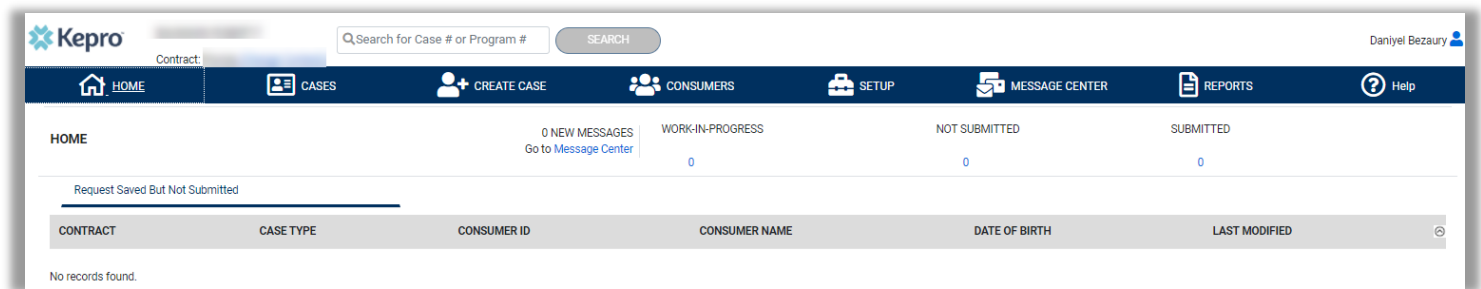
A mobile app screen for email verification. At the top left is a back arrow and the word "Cancel". Below is the Kepro logo. A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" (containing a blurred address and ".com") and "Verification code" (containing a red box with the placeholder text "Verification code"). Below the code field are two blue buttons: "Verify code" (with a red arrow pointing to it) and "Send new code". At the bottom is a light blue "Continue" button.

A message will appear confirming verification, click Continue.

A mobile app screen showing the verification confirmation. At the top left is a back arrow and the word "Cancel". Below is the Kepro logo. A red box highlights the message: "E-mail address verified. You can now continue." Below this is the "Email Address" field (containing a blurred address and ".com"). At the bottom is a blue "Continue" button, with a red arrow pointing to it.



Login will complete and the home screen will display.

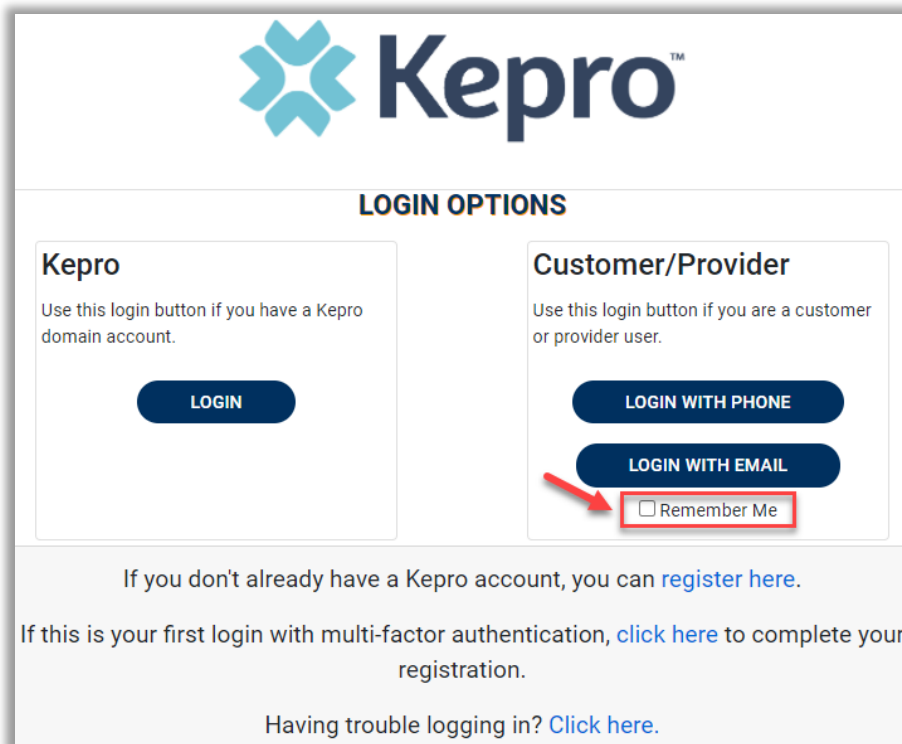


## SECTION 5 – Remember Me functionality

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 Atrazzo credentials or MFA for four (4) hours.

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

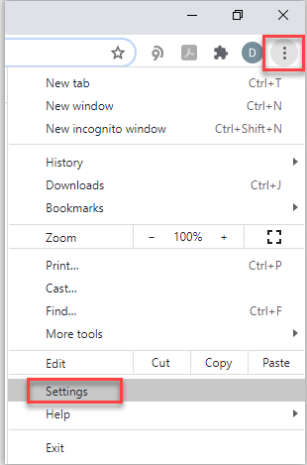
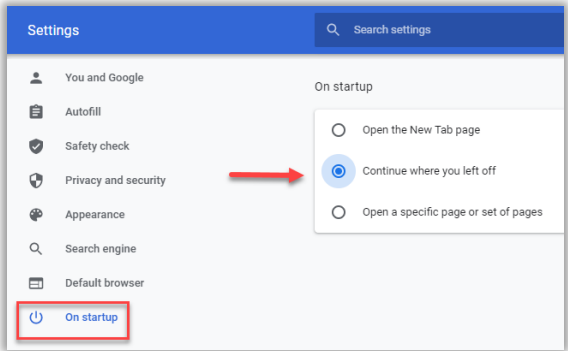


For the next four (4) hours, when accessing Atrezzo, you will click Login with Phone or Login with Email and bypass the login credentials and MFA steps. After four (4) hours, you will need to login with your credentials and MFA when prompted. You must use the same login option (Login with Phone or Login 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

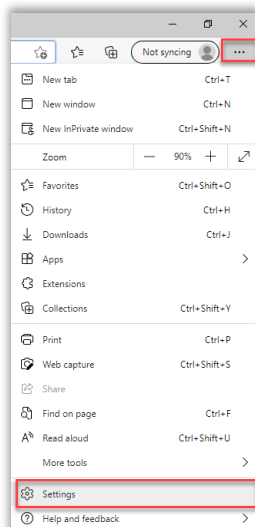
<p>Google Chrome is the preferred browser for Atrezzo.</p> <p>To set “continue where you left off” in Google Chrome,</p> <p>Click the three (3) menu dots in the upper right corner of the browser</p> <p>Then click Settings.</p>	
<p>Click On startup in the left menu</p> <p>Then click the selection for “Continue where you left off”.</p>	

## Edge Configuration

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

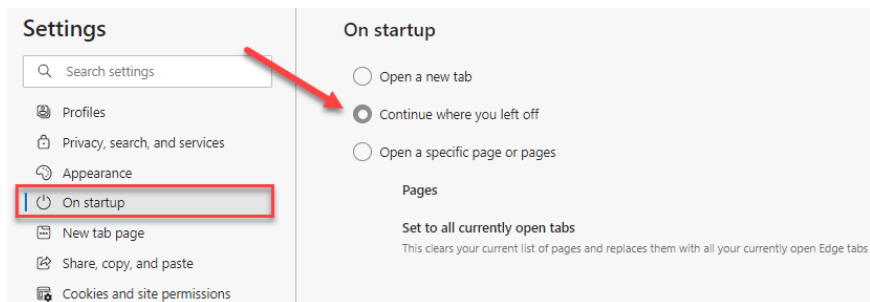
Click the three (3) menu dots in the upper right corner of the browser

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.

**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](#).

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

**Kepro**

**Sign in with your email address**

Email Address

Password

**Forgot your password?**

**Sign in**



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

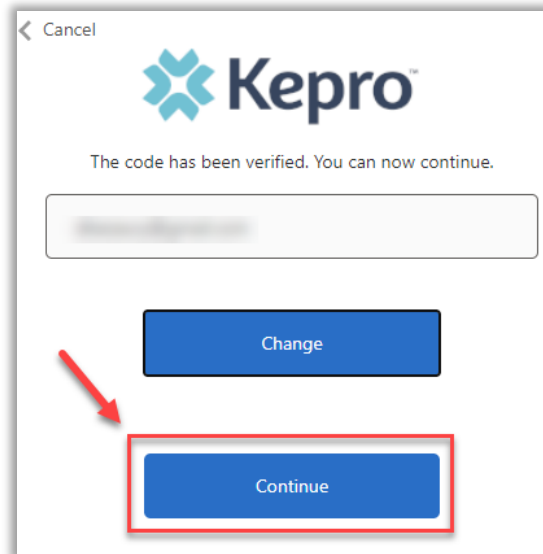
A screenshot of the Kepro mobile app's email verification screen. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it is a text input field labeled "Email Address" with a red rectangular border. A red arrow points from the bottom right of this field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

A screenshot of the Kepro mobile app'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 it is the text "Verification code has been sent. Please copy it to the input box below." followed by a text input field containing a blurred email address and ".com". Below this is another text input field labeled "Verification Code" with a red rectangular 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". At the bottom is a light blue button labeled "Continue".

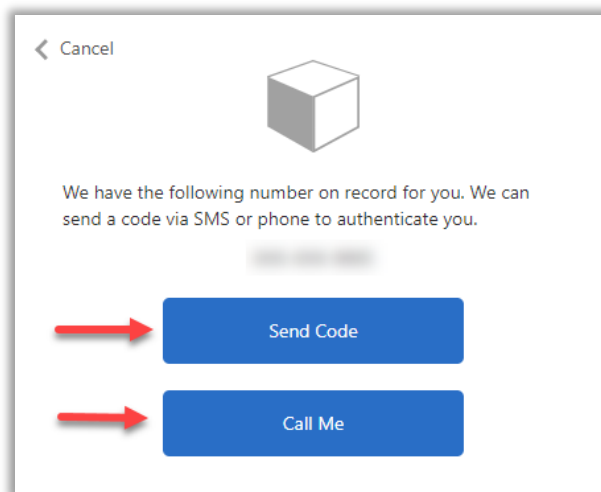


Click the "Continue" button.



**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.





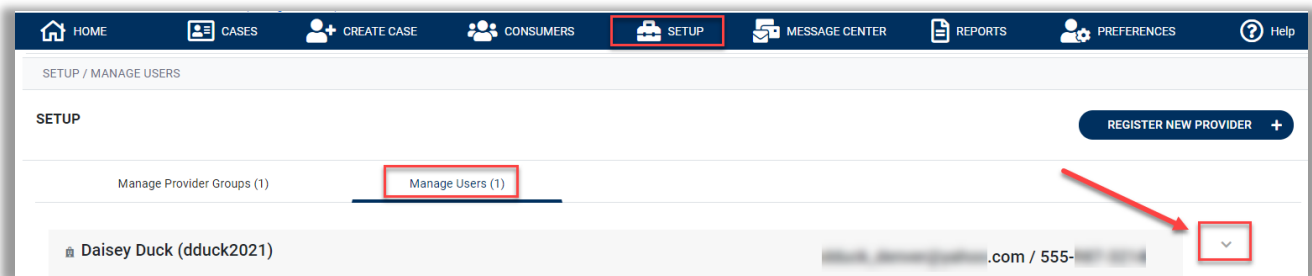
Once verification is complete, enter a new password and confirm the password. Click the "Continue" button. The home page will display once the reset password process is completed.

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.

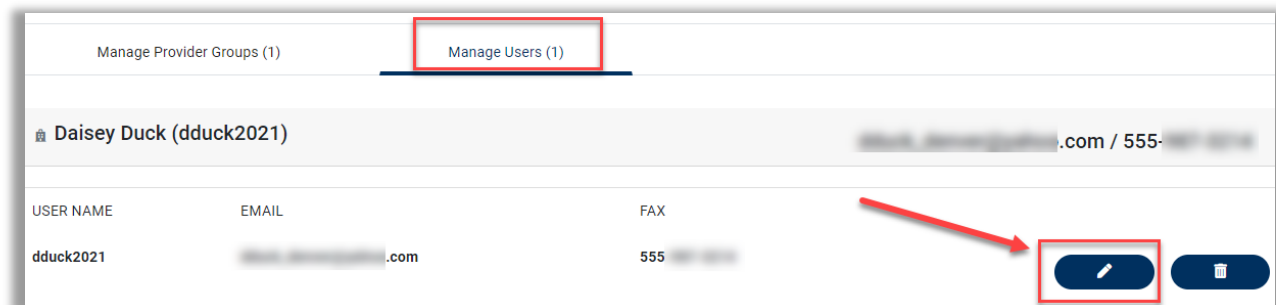
## Provider Administrator Reset Registration

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.

The screenshot shows the 'Manage Users (1)' tab in the Kepro portal. Under the user 'Daisey Duck (dduck2021)', there is a section for 'ACCOUNT INFORMATION' which includes the 'AZURE USERNAME'. A red arrow points to a blue button labeled 'RESET REGISTRATION' which is highlighted with a red rectangular box.

## Having Trouble Logging In?

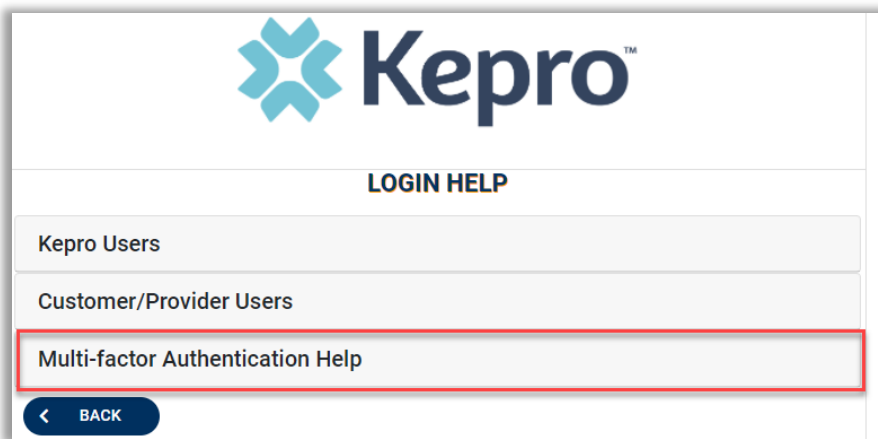
If you began the multi-factor registration process, verified your email, created a password, but did not complete the process, you will need to [Click here](#) to send a link to the registered email to complete the multi-factor authentication registration process. You will need the email and password 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.

The screenshot shows the Kepro login page. It features the Kepro logo at the top, followed by 'LOGIN OPTIONS'. There are two main login sections: 'Kepro' (for domain accounts) and 'Customer/Provider' (for customers or provider users). Below these are links for 'register here' and 'click here' to complete registration. At the bottom, a link 'Having trouble logging in? Click here.' is highlighted with a red rectangular box and a red arrow.



Click Multi-Factor Authentication Help



Follow the prompts for the assistance needed.

