Kepro™

Atrezzo User Guide Access & Login Instructions

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Contents

Atrezzo Access 3
How to Login 4
Login Error Message 5
Initial Login Requirements 6
Successful Login 8
Change/Update Password 9
Forgot Password 11

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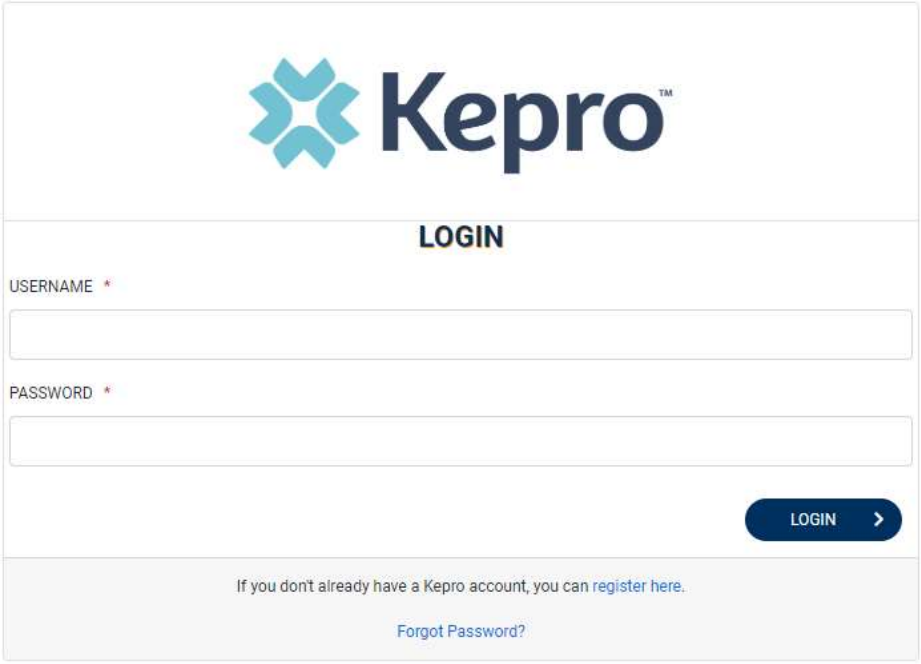
The purpose of this user guide is to identifiy the steps necessary to obtain the Atrezzo link with login instructions. This system has numerous functions which will vary across contracts. The login process will be the same for all users.

Atrezzo is a web-based system that works across numerous internet browsers; however, Chrome is preferred and system functionality is enhanced with this platform.

Atrezzo Access

To access the Atrezzo application, go to: https://portal.kepro.com/ and enter valid login credentials provided by KEPRO.



NOTE: If you do not have a username and/or password, contact the Service Desk via email, or by calling 800.922.9826 x2516.

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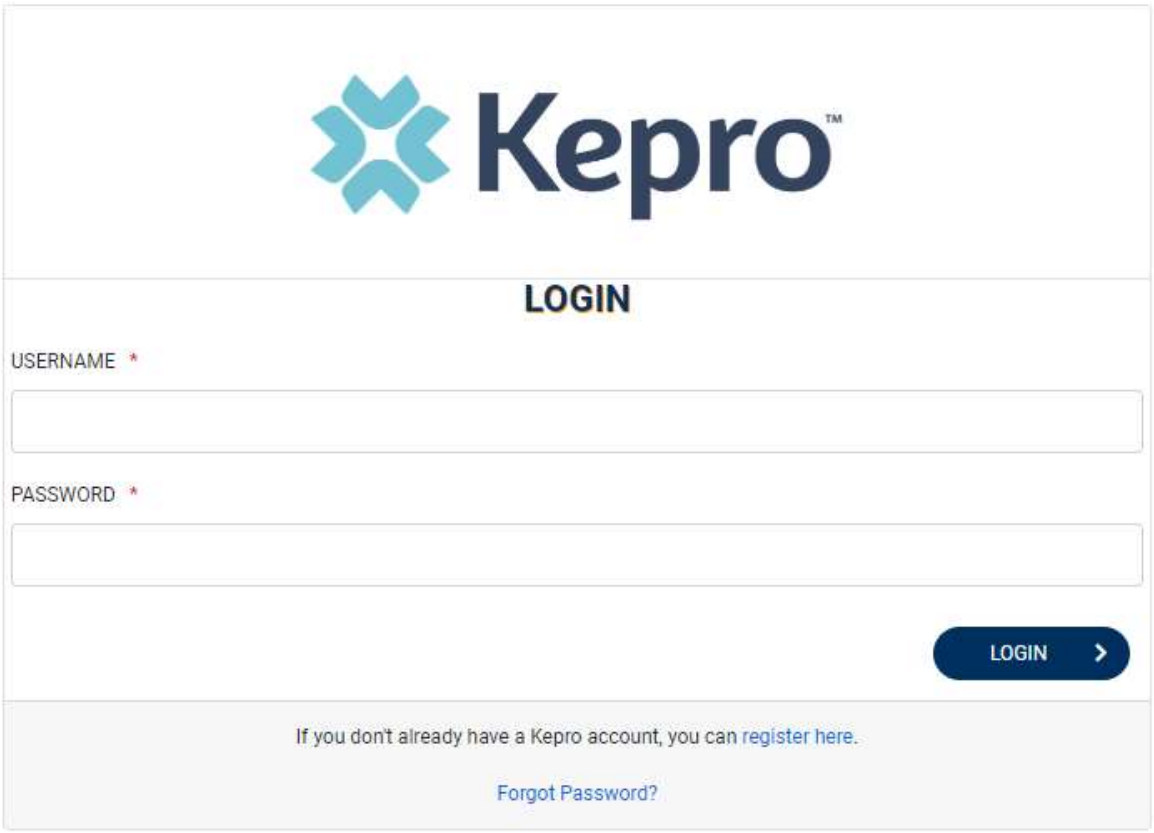
How to Login

The login screen allows for login credentials, forgot password option, and account registration (this feature is for providers only).



Enter a valid Atrezzo username and password once access is granted for this application.

Select: LOGIN >

NOTE: *If you do not have a username and/or password, contact the Service Desk via email, or by calling 800.922.9826 x2516.*

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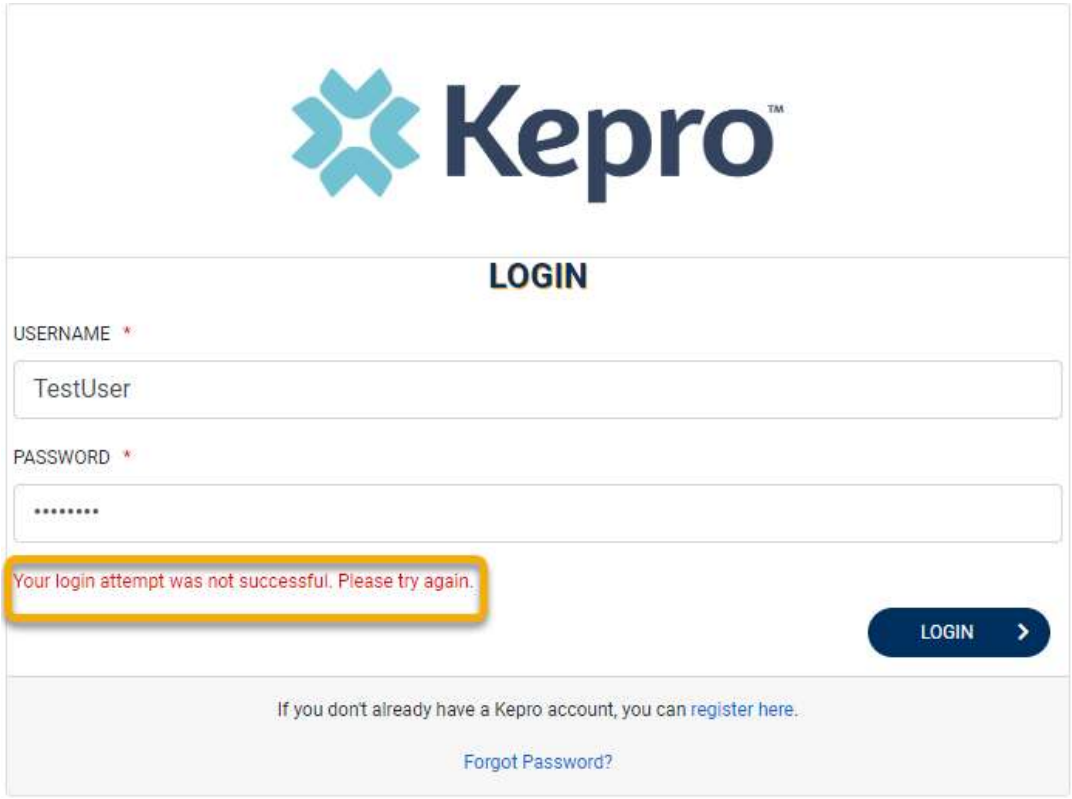
Login Error Message

If the User's Login information is NOT valid, the following error will appear:
"Your login attempt was not successful. Please try again."



NOTE: *If you do not have a username and/or password, contact the Service Desk via email, or by calling 800.922.9826 x2516.*

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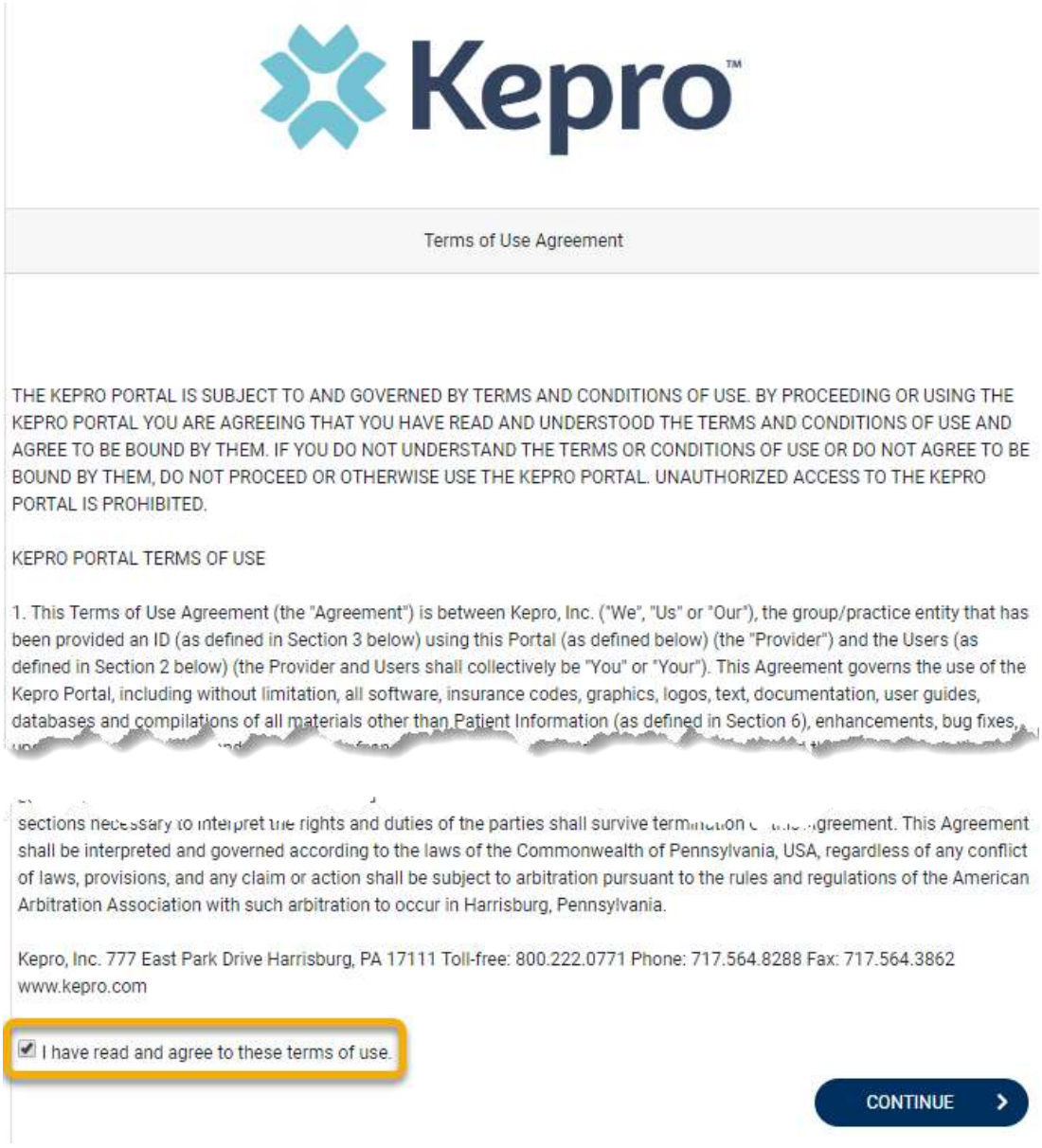
Initial Login Requirements

The first time you log in, you will need to agree to the Terms of Use Agreement. Please read this information, check the box at the bottom of the page, and select Continue.



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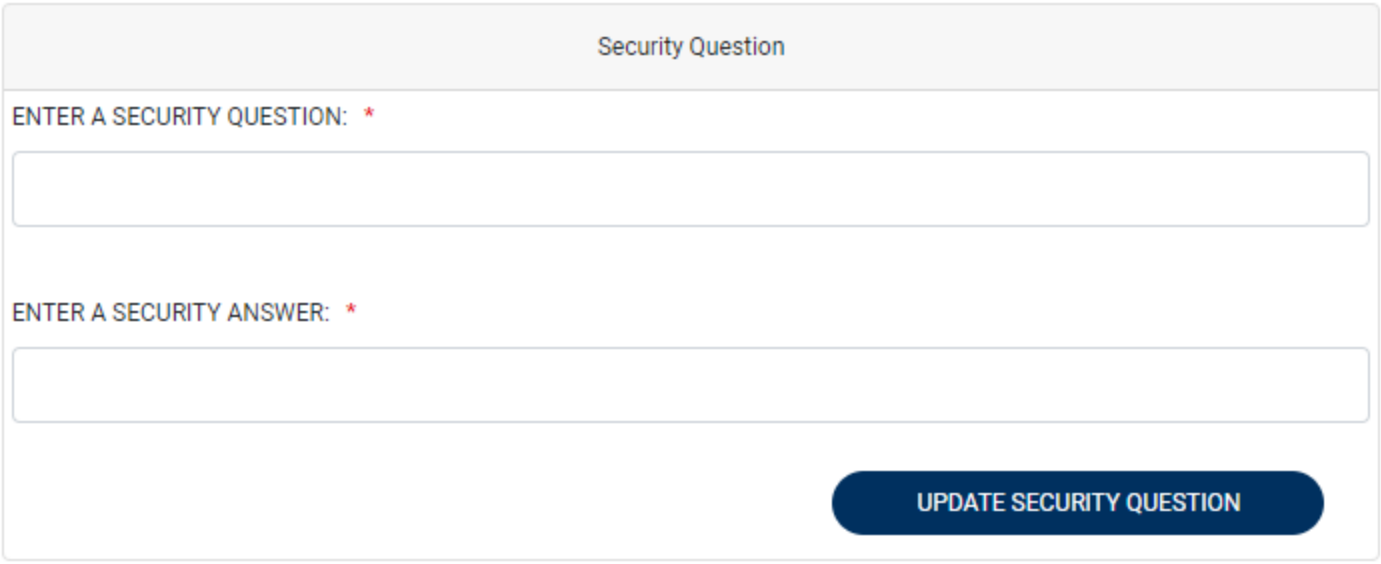
For security puposes, you will be required to enter a Security Question and provide the answer. The question is to be typed, not selected, and can be any question you choose. Both the question and the answer are required fields. Once compelete, select Update Security Question.



Tip: The question should be something that does not change and it should be something you will remember.

Example security questions:

- What is your oldest niece's name?
- What was the name of the street you grew up on?
- What is your paternal grandmother's middle name?
- In what city were you born?
- In what city did you meet your spouse?
- What is your oldest child's middle name?
- What is your mother's maiden name?
- What is your grandmother's maiden name?

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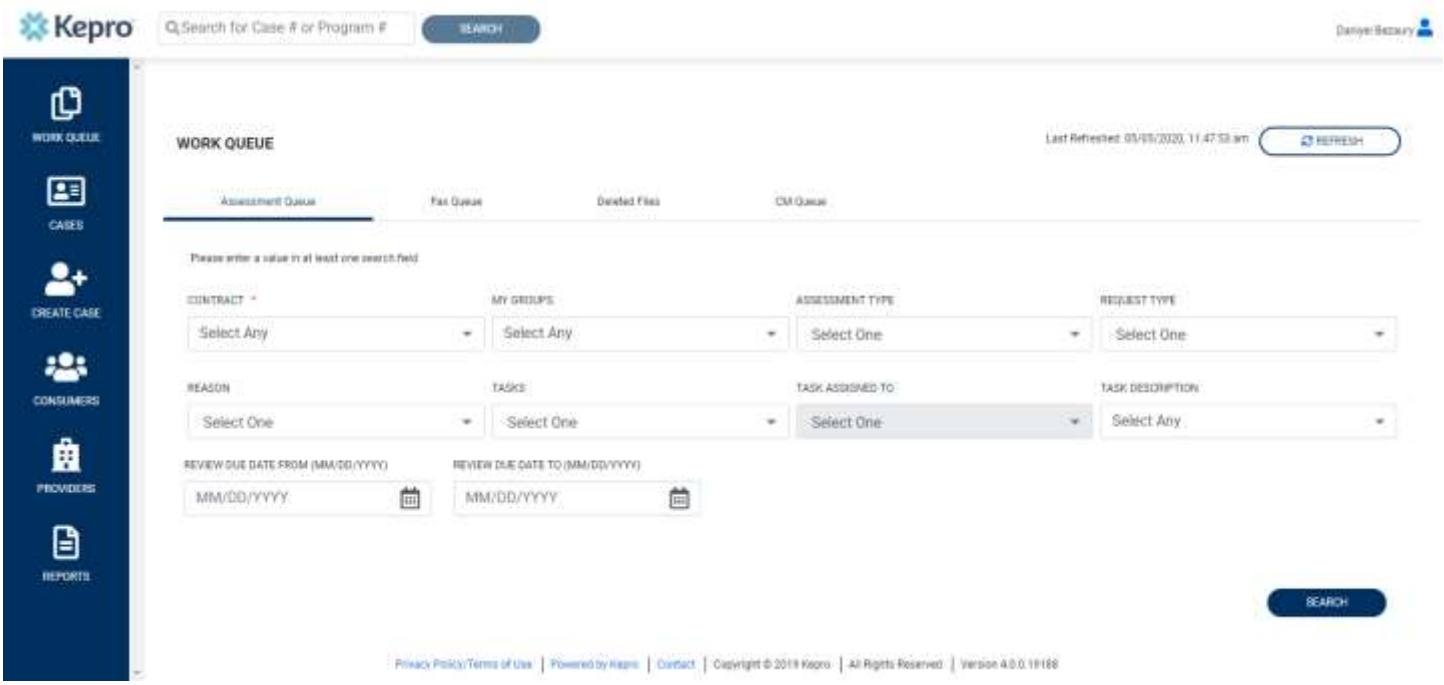
Successful Login

Once logged in successfully, you will be taken to the Atrezzo home page.



If you are not prompted to change your password upon successful login for the first time, you will need to change your password for security purposes.

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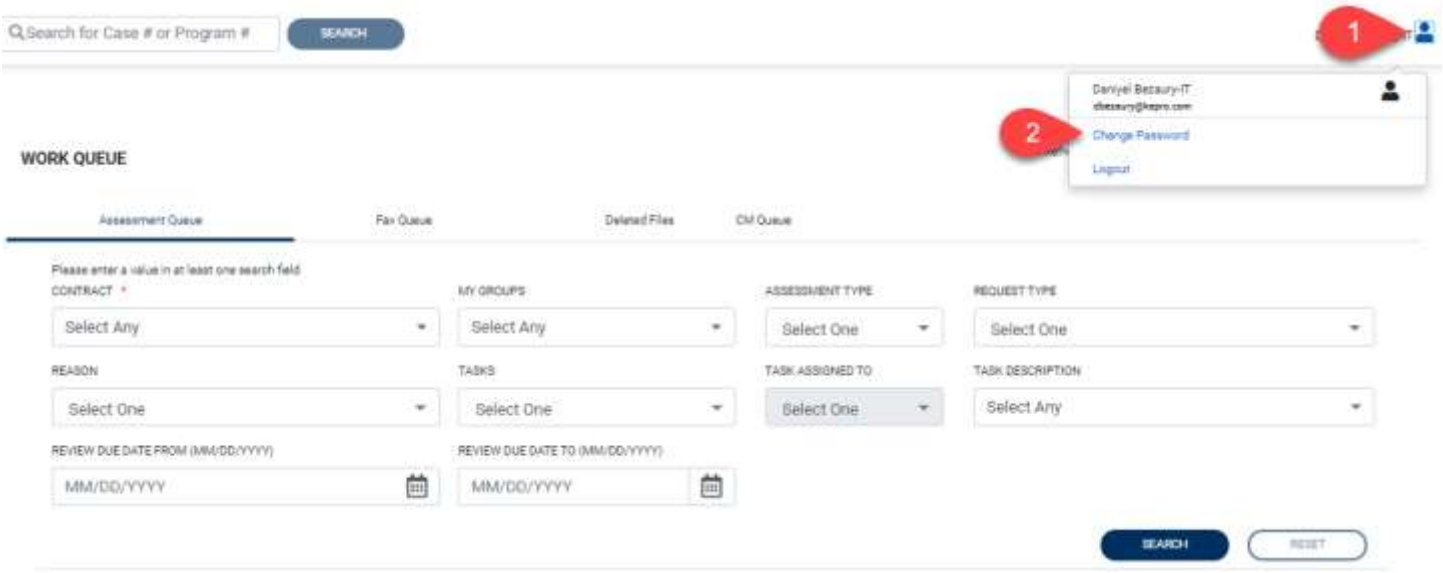
Change/Update Password

To change or update your password, click the icon next to your name in the top right corner of the screen. This icon is visible on all screens regardless of navigation.



Passwords must be a minimum of 8 letters and maximum of 16. Passwords must include at least one upper case letter, one lower case letter, one number, and one special character.

Special characters are @, %, +, \, /, ', !, #, $, ^, ?, :, ,, (,), {, }, [,], ~, -, _.

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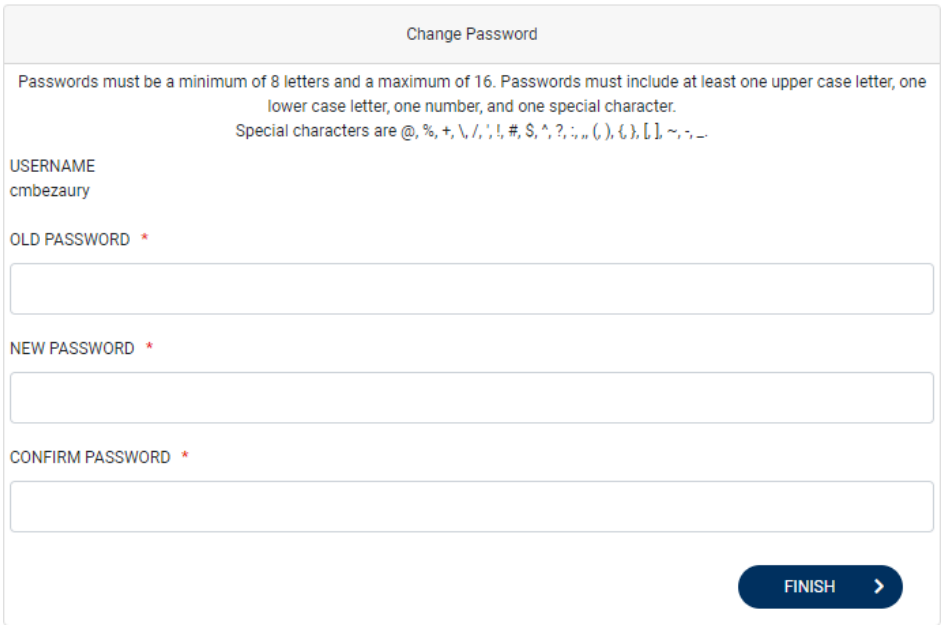
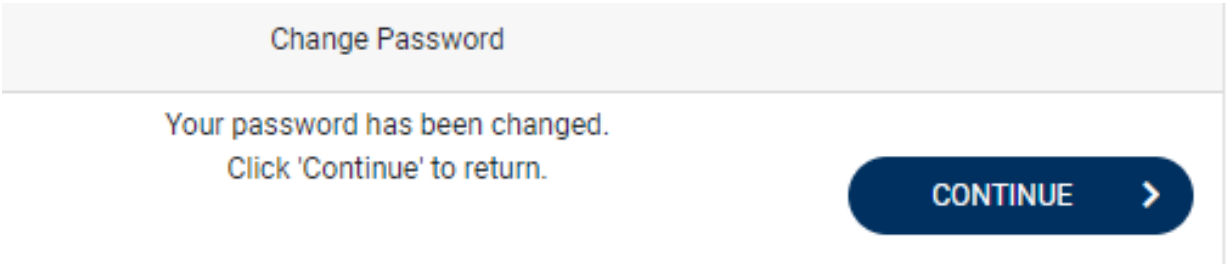
To change your password, enter the old password, then enter your newly created password, confirm the password by entering it again, then select Finish.



Once your password has been successfully changed, you will see the following message. Click Continue to return to the Home screen.



NOTE: *If you have trouble logging in, or do not have a username and/or password, contact the Service Desk via email, or by calling 800.922.9826 x2516.*

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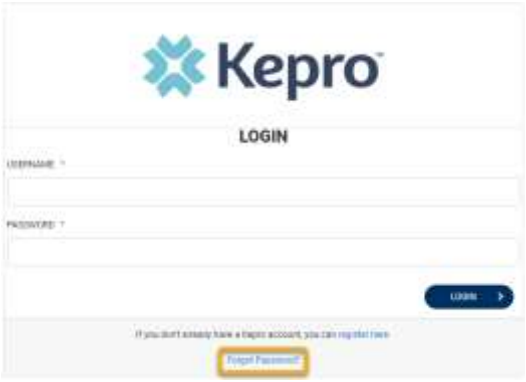
Forgot Password

When logging in, if you have forgotten your password, click the Forgot Password link below the login information.



On the next screen, enter your username, then select Next.

You will then be able to reset your password, by answering the security question you created upon initial login, and creating a new password with a minimum of 8 letters and maximum of 16; at least one upper case letter, one lower case letter, one number, and one special character. When done, select Finish.

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