



# **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

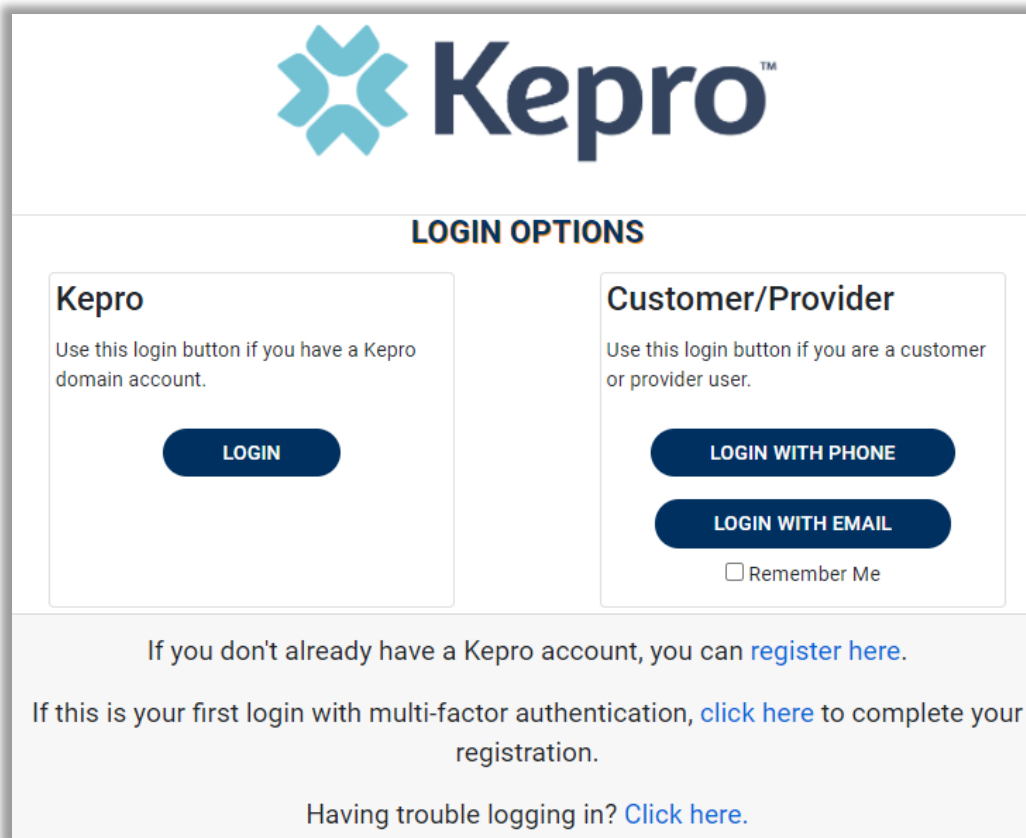
The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

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.

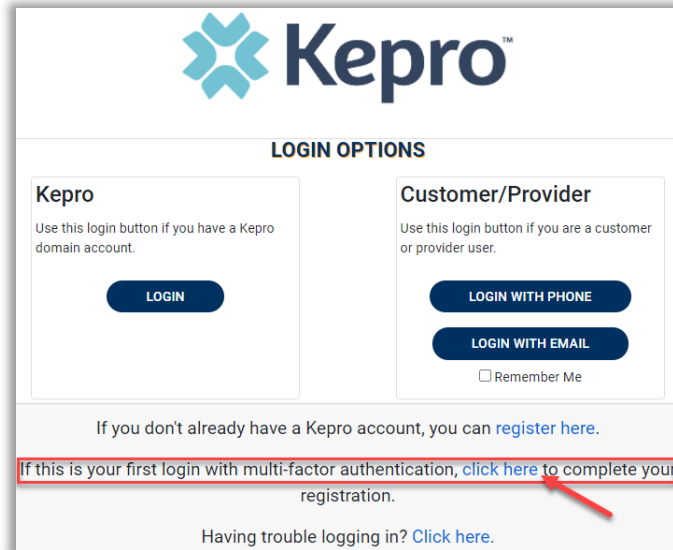


The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." and a blue "LOGIN" button. The right column 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](#)."

## SECTION 1 – Current Portal User; MFA Registration only

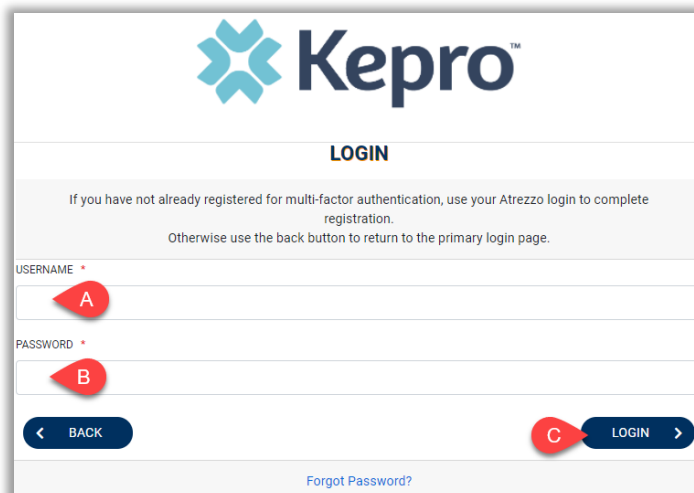
Use these instructions if you are a customer or provider user and you already have an Atrezzo username and password. The below instructions will guide you through completing the Multi-Factor Authentication (MFA) Registration.

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 'LOGIN OPTIONS' screen. It has 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, and a 'Remember Me' checkbox. Below these columns, there is a link to 'register here' and a red-bordered box containing 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 for 'Having trouble logging in? Click here.'

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



The screenshot shows the 'LOGIN' screen. It has a header with the Kepro logo and a 'LOGIN' title. Below the title, there is a message: '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 arrow labeled 'A' points to the 'USERNAME' field, and a red arrow labeled 'B' points to the 'PASSWORD' field. At the bottom, there are two buttons: 'BACK' and 'LOGIN'. A red arrow labeled 'C' points to the 'LOGIN' button. Below the buttons, there is a link for '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).

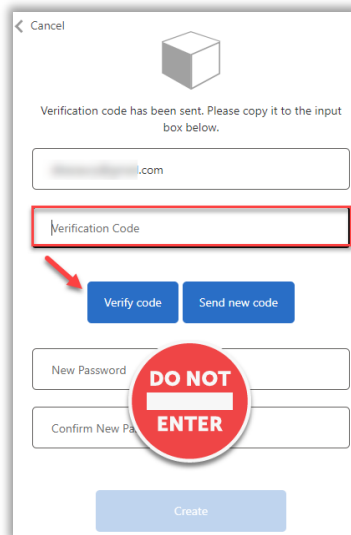
### Phone Verification

Click the PHONE button

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

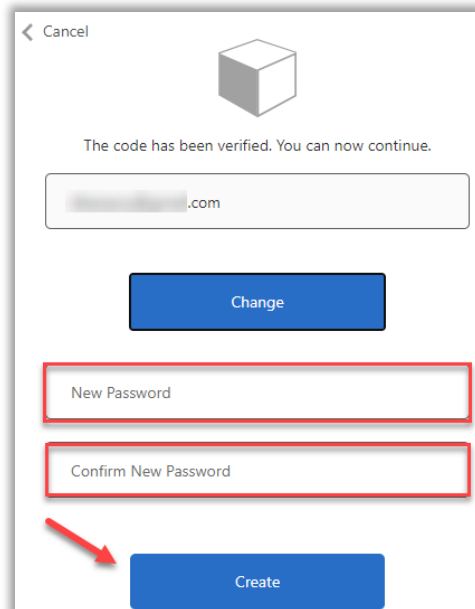
**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**

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

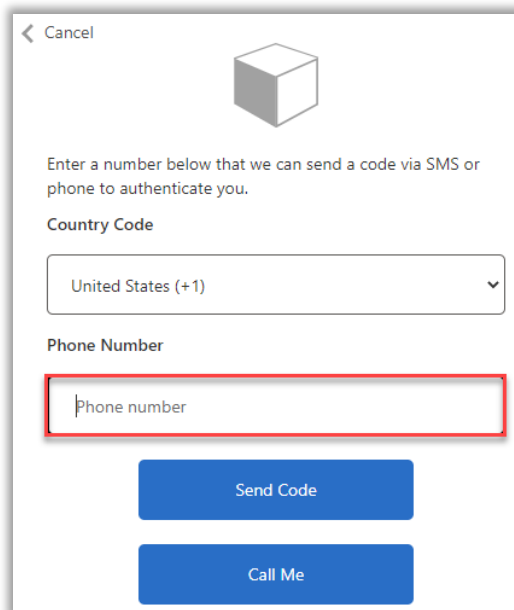


**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**

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.



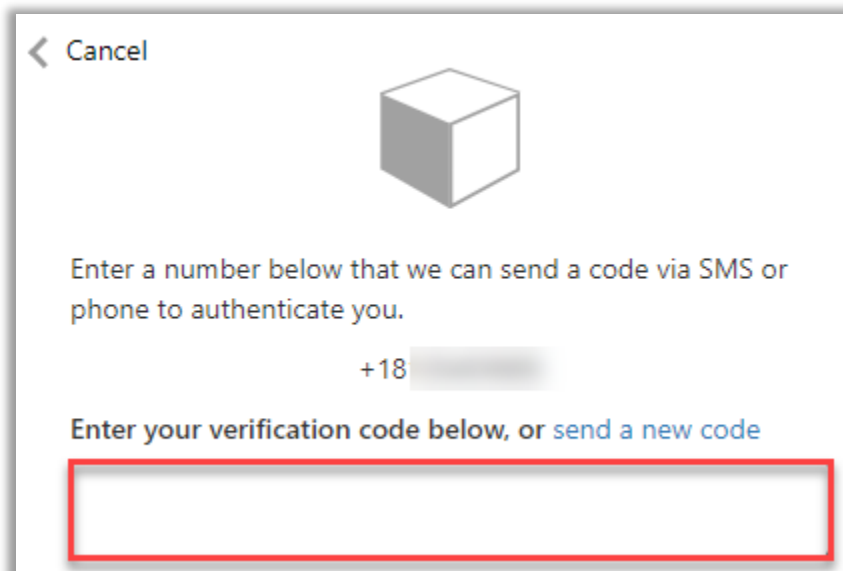
Enter your phone number and select Send Code or Call Me.



A mobile app screen for phone authentication. At the top left is a back arrow and the word "Cancel". In the center is a 3D 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)". Below that 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 screen for verification code entry. At the top left is a back arrow and the word "Cancel". In the center is a 3D 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 that is the text "Enter your verification code below, or send a new code" and a large empty text input field, which is highlighted with a red border.





The system will automatically authenticate and display the home page.

Kepto

Contract:

Search for Case # or Program #

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

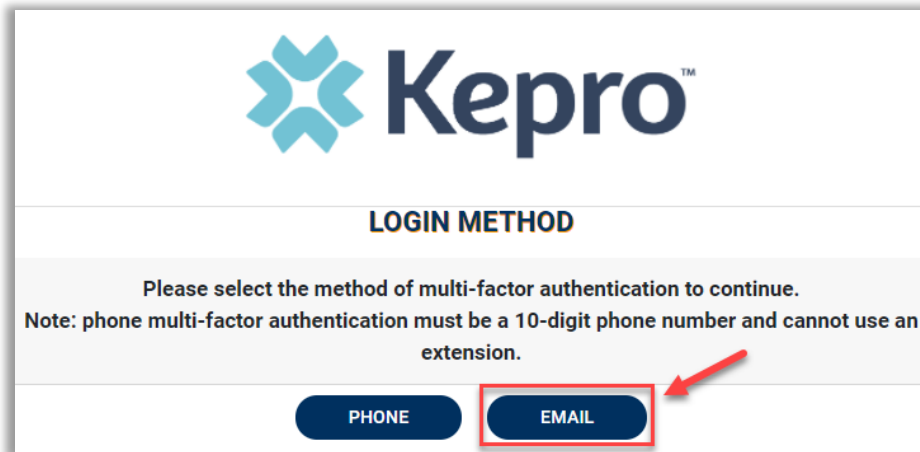
SUBMITTED  
0

Request Saved But Not Submitted

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

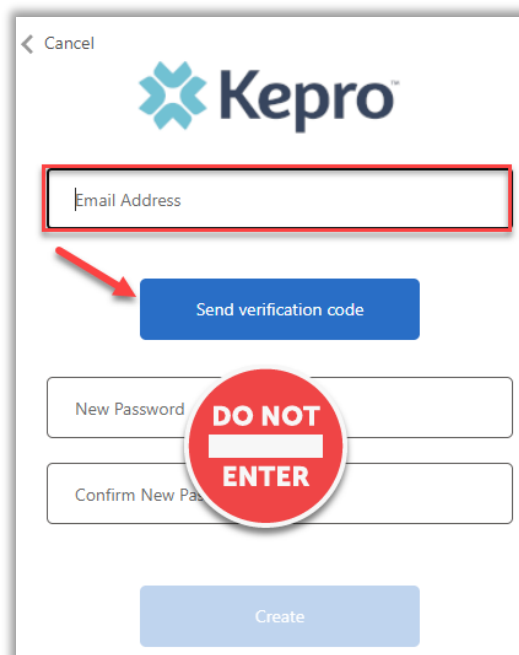
## Email Verification

Click the EMAIL button



The screenshot shows the 'LOGIN METHOD' screen of the Kepro application. At the top is the Kepro logo. Below it, the text 'Please select the method of multi-factor authentication to continue.' is displayed, followed by a note: 'Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension.' At the bottom, there are two buttons: 'PHONE' and 'EMAIL'. The 'EMAIL' button is highlighted with a red rectangle, and a red arrow points to it from the right.

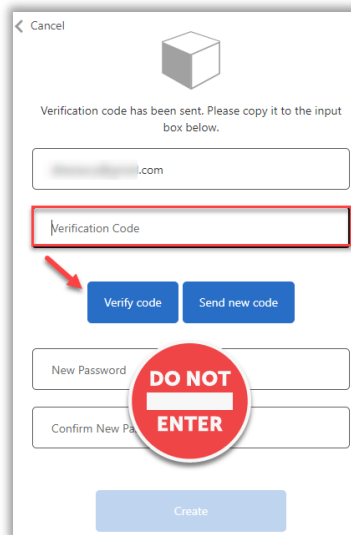
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



The screenshot shows the email verification screen of the Kepro application. At the top is the Kepro logo. Below it is a text input field labeled 'Email Address', which is highlighted with a red rectangle. Below the input field is a blue button labeled 'Send verification code', with a red arrow pointing to it from the left. Below the button are two text input fields: 'New Password' and 'Confirm New Password'. A large red circular overlay with the text 'DO NOT ENTER' is positioned over these two fields. At the bottom of the screen is a light blue button labeled 'Create'.

**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.



Cancel

Verification code has been sent. Please copy it to the input box below.

.com

Verification Code

Verify code Send new code

New Password

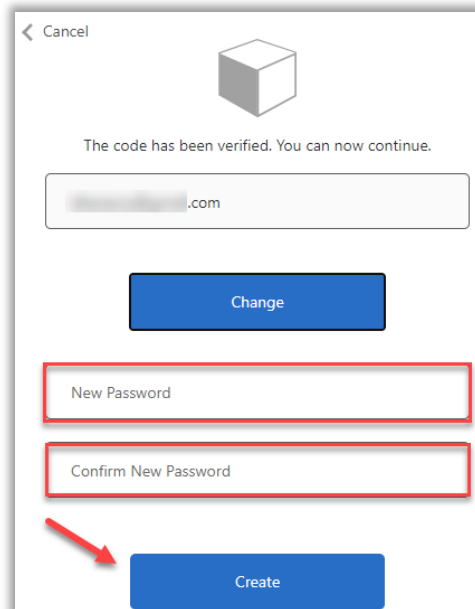
Confirm New Password

Create

**DO NOT ENTER**

**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.



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:

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

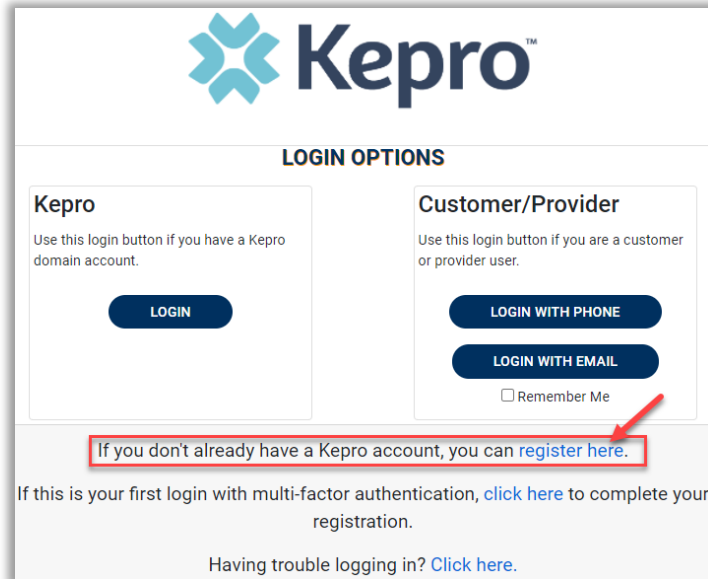
Request Saved But Not Submitted

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

## SECTION 2 – New Provider Registration & MFA Registration

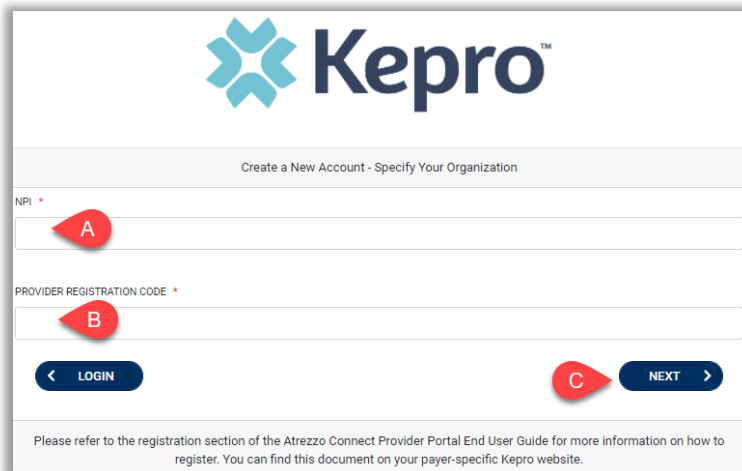
Use these instructions if you are a new provider and need to register for a Kepro account. The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time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

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



The image shows the Kepro login 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 red box highlighting the text: "If you don't already have a Kepro account, you can [register here](#)." A red arrow points to this link. Below the red box, it says: "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." At the bottom, it says: "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. It has two input fields: "NPI" and "PROVIDER REGISTRATION CODE". A red circle with the letter "A" is next to the NPI field, and a red circle with the letter "B" is next to the PROVIDER REGISTRATION CODE field. At the bottom, there are two buttons: "LOGIN" and "NEXT". A red circle with the letter "C" is next to the "NEXT" button. Below the buttons, there is a small text block: "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 \*

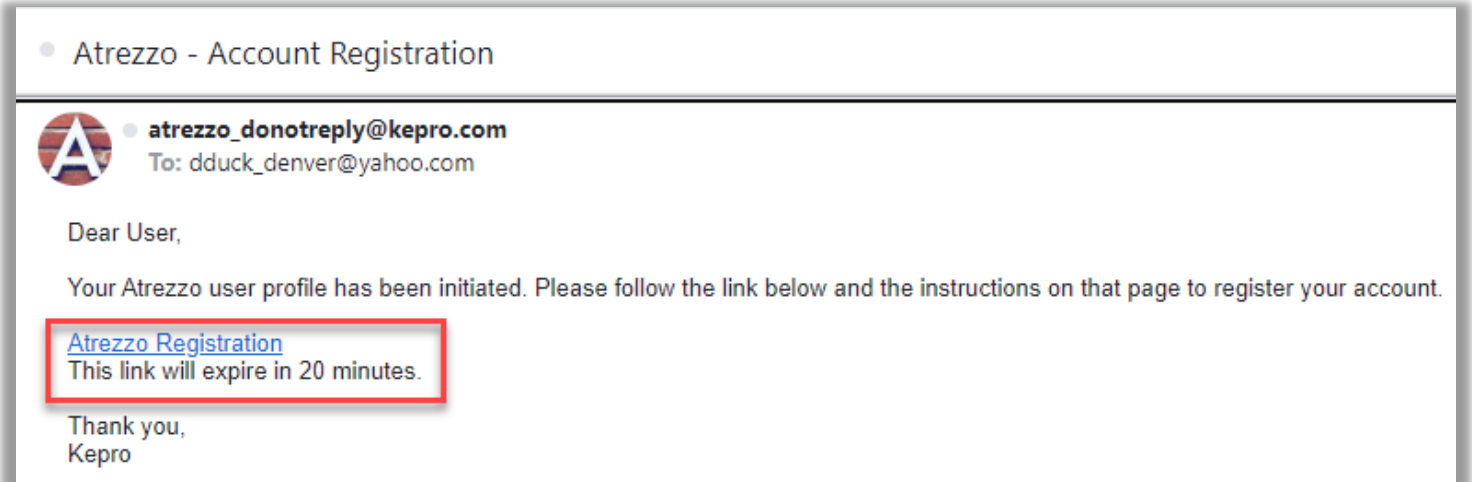
F

< 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.

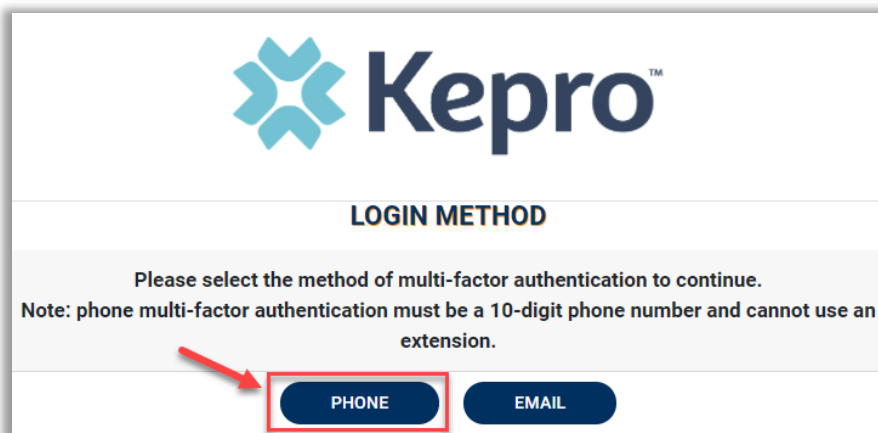


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

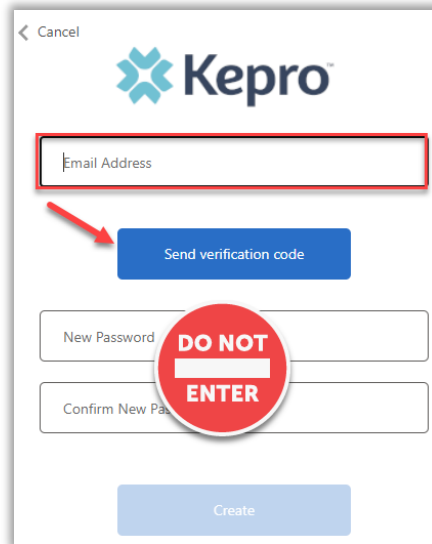
**NOTE:** When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

### Phone Verification

Click the PHONE button



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

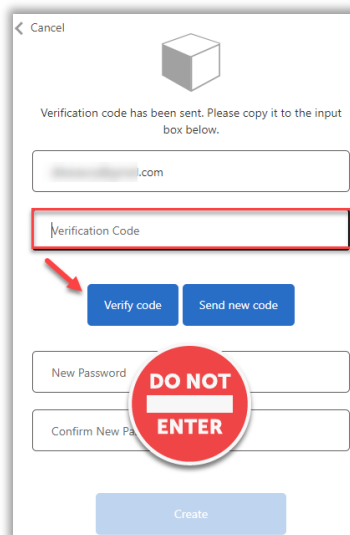


The screenshot shows the registration interface with the following elements:

- Top left: < Cancel
- Logo: Kepro™
- Input field: Email Address (highlighted with a red border)
- Button: Send verification code (indicated by a red arrow)
- Input fields: New Password and Confirm New Password (both partially obscured by a red circular overlay)
- Overlay: A red circle with a white horizontal bar and the text "DO NOT ENTER" in white.
- Button: Create

**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.



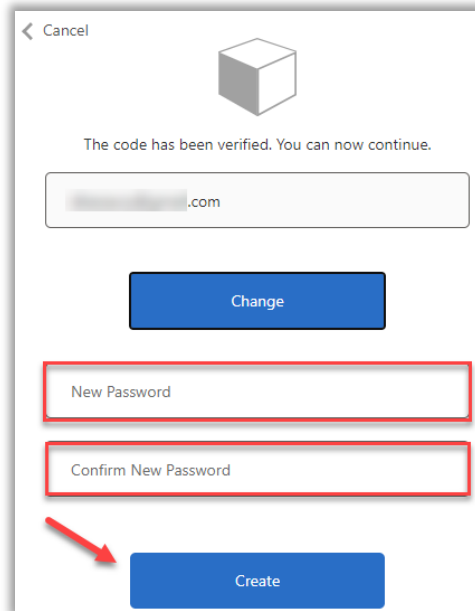
The screenshot shows the verification interface with the following elements:

- Top left: < Cancel
- Icon: A 3D cube
- Text: Verification code has been sent. Please copy it to the input box below.
- Input field: [Redacted]@example.com
- Input field: Verification Code (highlighted with a red border)
- Buttons: Verify code (indicated by a red arrow) and Send new code
- Input fields: New Password and Confirm New Password (both partially obscured by a red circular overlay)
- Overlay: A red circle with a white horizontal bar and the text "DO NOT ENTER" in white.
- Button: Create

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

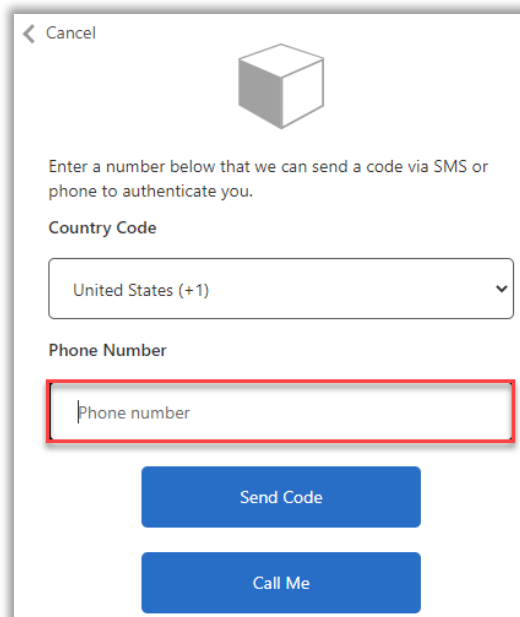


After email verification is complete, enter a new password, confirm the password, and click Create. This is creating a password for the Multi-Factor Authentication Registration.



The screenshot shows a mobile app interface for password creation. 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 in red. At the bottom is a blue button labeled "Create", which is also pointed to by a red arrow.

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



The screenshot shows a mobile app interface for phone number entry. 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 in red. At the bottom are two blue buttons: "Send Code" and "Call Me".

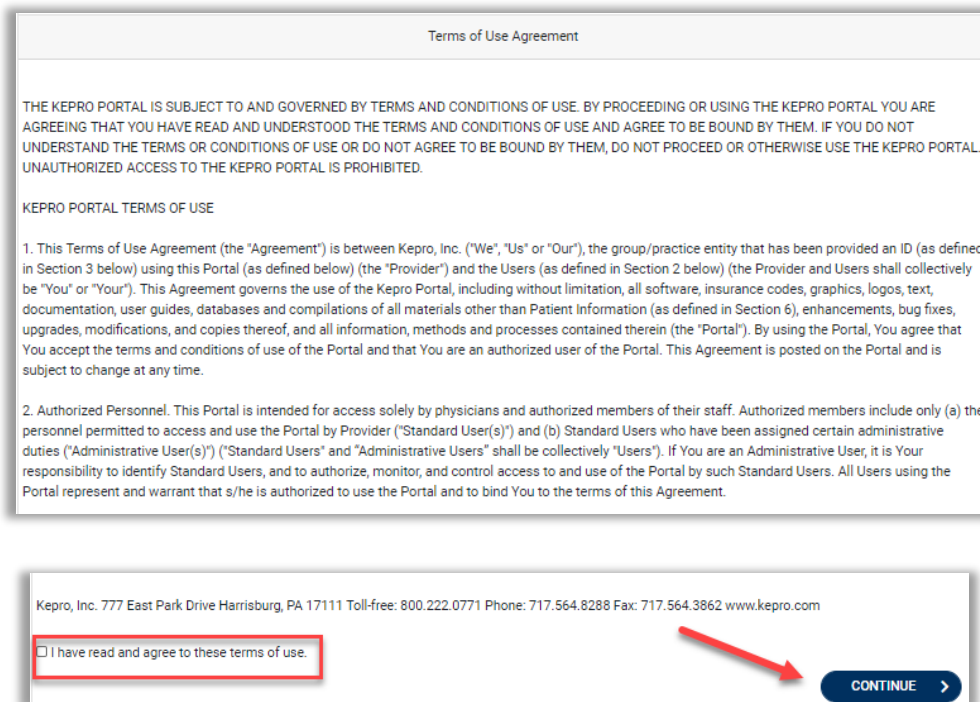
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



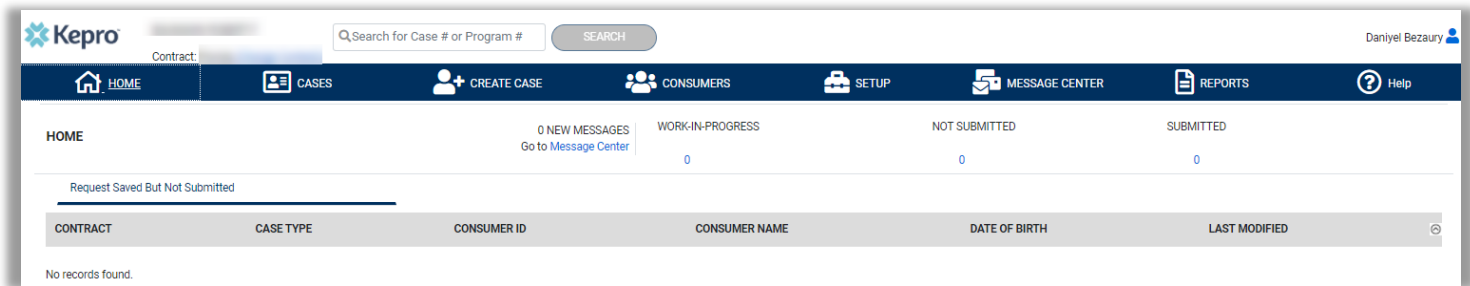
A mobile app screen for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field containing "+18" followed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



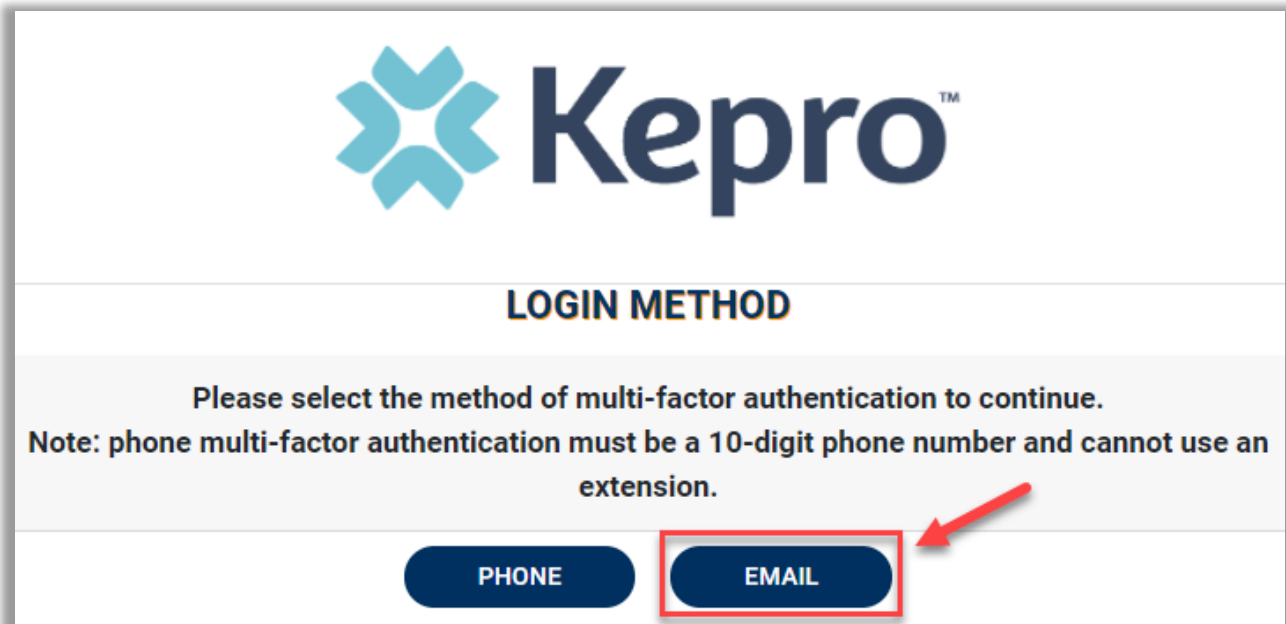
A screen titled "Terms of Use Agreement". The main body contains the following text:  
THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE 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.  
  
KEPRO PORTAL TERMS OF USE  
  
1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the Kepro Portal, including without limitation, all software, insurance codes, graphics, logos, text, documentation, user guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.  
  
2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard User(s)") and (b) Standard Users who have been assigned certain administrative duties ("Administrative User(s)"). ("Standard Users" and "Administrative Users" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.  
  
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 this checkbox to a blue "CONTINUE" button with a right-pointing arrow.

The system will automatically authenticate and display the home page.

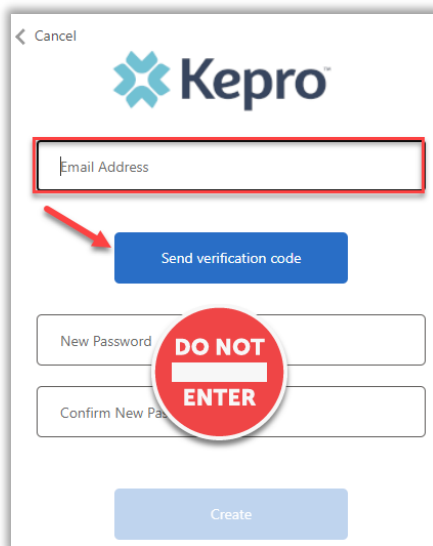


## Email Verification

Click the EMAIL button



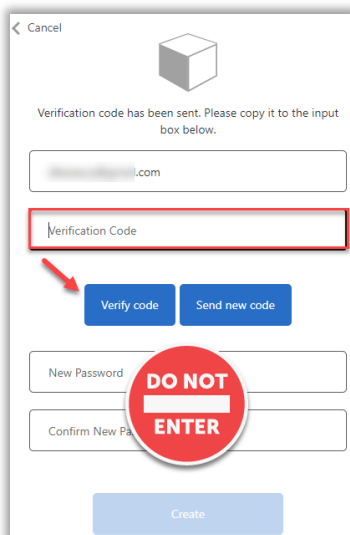
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



The screenshot shows the registration screen in the Kepro mobile app. At the top, there is a back arrow and the word "Cancel". Below this is the Kepro logo. A red rectangular box highlights the "Email Address" input field. A red arrow points from this box to a blue button labeled "Send verification code". Below the button are two input fields for "New Password" and "Confirm New Password", which are partially obscured by a large red circular overlay with the text "DO NOT ENTER". 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).**

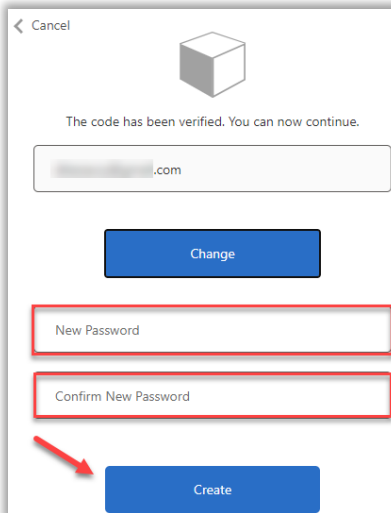
Enter the verification code sent to the email address entered; then click Verify Code.



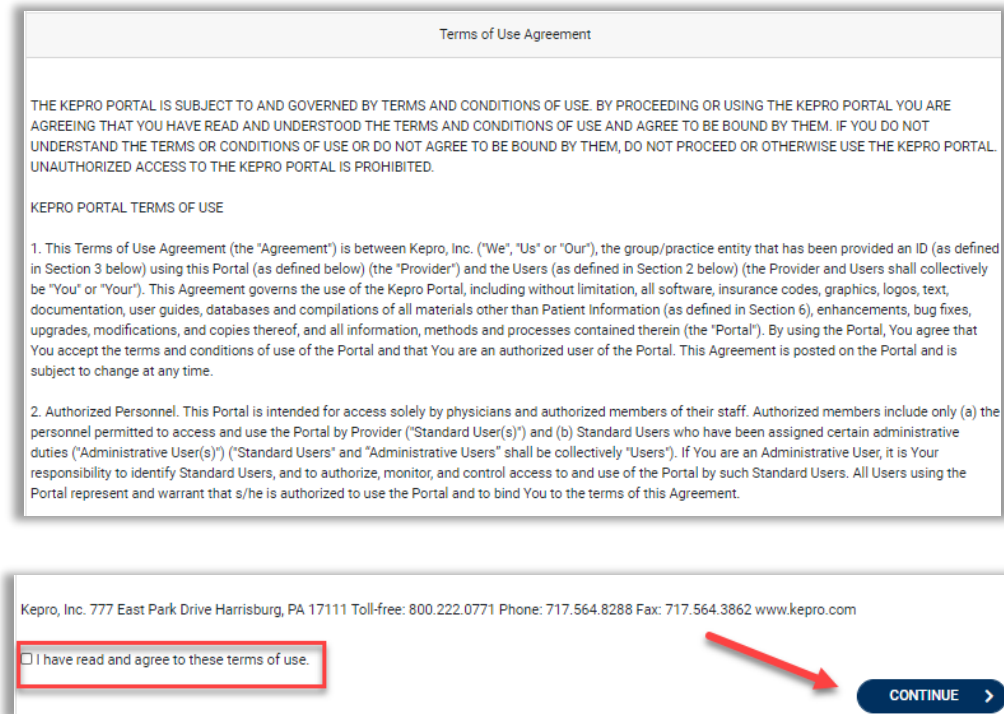
The screenshot shows the verification screen in the Kepro mobile app. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon and the text "Verification code has been sent. Please copy it to the input box below." There is an input field for the email address, which is partially obscured by a red rectangular box. Below this box is another red rectangular box highlighting the "Verification Code" input field. A red arrow points from this box 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 input fields for "New Password" and "Confirm New Password", which are partially obscured by a large red circular overlay with the text "DO NOT ENTER". 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.

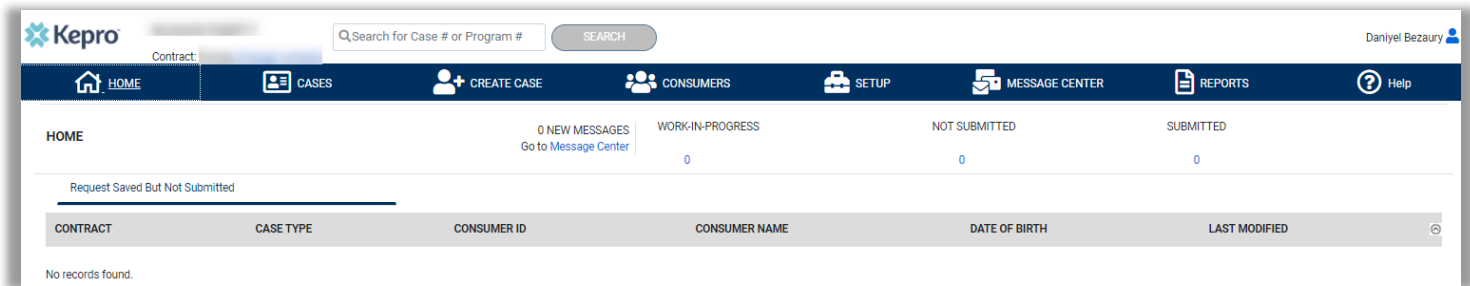


As a new user, you will need to read and agree to the Terms of Use.





The system will automatically authenticate and display the home page.



### SECTION 3 – New User MFA Registration

Use these instructions if you are a new user and need to complete MFA registration. The below instructions will guide you through completing the Multi-Factor Authentication (MFA) Registration, which is a one-time process.

A new user will receive an email with a link to complete the MFA registration process after the Provider Administrator has created their username. As a new user, you must click the link in the email and follow the MFA registration process in order to complete the access request.

To complete the Multi-Factor Authentication registration, you must click the link in your email within 2 days.

**From:** [ATREZZO DoNotReply@kepro.com](mailto:ATREZZO_DoNotReply@kepro.com)

**Date:** April 15, 2021 at 10:50:41 AM EDT

**To:** [Redacted]

**Subject:** Atrezzo - Account Registration

Dear User,

Your Atrezzo user profile has been initiated. Please follow the link below and the instructions on that page to register your account.

[Atrezzo Registration](#)

This link will expire in 2 days.

Thank you,  
Kepro

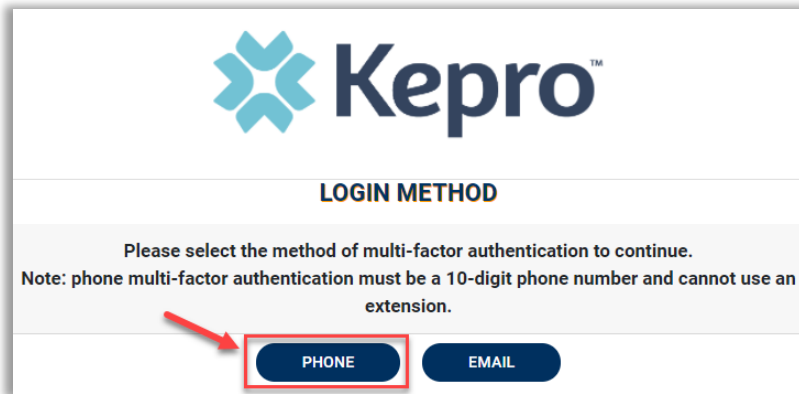


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

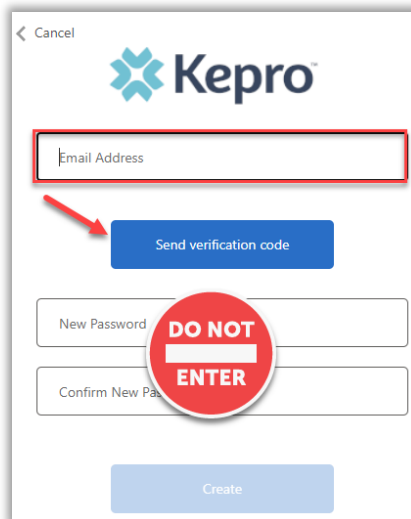
**NOTE:** When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

### Phone Verification

Click the PHONE button

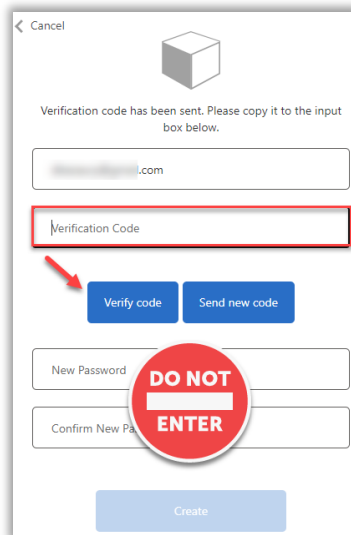
The image shows a mobile app screen titled "Kepro LOGIN METHOD". Below the title, it says "Please select the method of multi-factor authentication to continue." and "Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension." At the bottom, there are two buttons: "PHONE" and "EMAIL". A red arrow points to the "PHONE" button.

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

The image shows a mobile app screen titled "Kepro". It has a "Cancel" button at the top left. Below the title is an "Email Address" input field. Below that is a "Send verification code" button. Below that are two input fields for "New Password" and "Confirm New Password". A red circle with a white bar and the text "DO NOT ENTER" is overlaid on the password fields. At the bottom is a "Create" button. A red arrow points to the "Send verification code" 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.



Cancel

Verification code has been sent. Please copy it to the input box below.

.com

Verification Code

Verify code Send new code

New Password

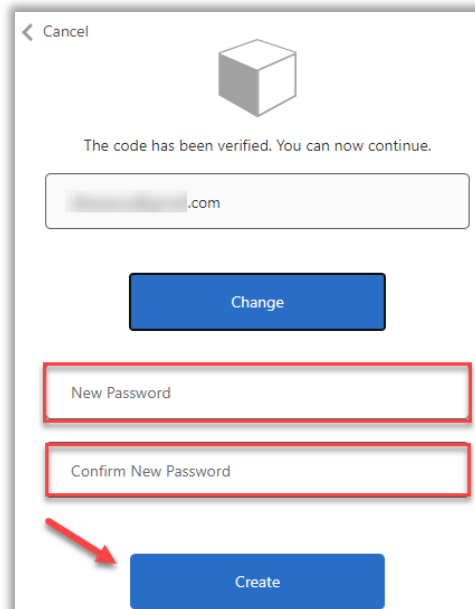
Confirm New Password

Create

**DO NOT ENTER**

**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.



Cancel

The code has been verified. You can now continue.

.com

Change

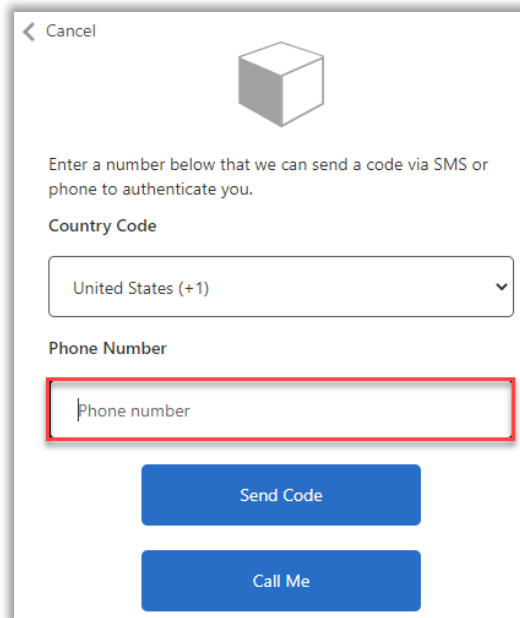
New Password

Confirm New Password

Create



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



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 is the text: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a "Country Code" section with a dropdown menu showing "United States (+1)". Below that is a "Phone Number" section with a text input field containing the placeholder "Phone number". At the bottom are two blue buttons: "Send Code" and "Call Me". A red rectangular box highlights the "Phone number" input field.

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 verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D 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." Underneath is a country code "+18" followed by a blurred area. Below that is the text: "Enter your verification code below, or [send a new code](#)". At the bottom is a large text input field. A red rectangular box highlights this input field.

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

Terms of Use Agreement

THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. IF YOU DO NOT UNDERSTAND THE TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE KEPRO PORTAL. UNAUTHORIZED ACCESS TO THE KEPRO PORTAL IS PROHIBITED.

**KEPRO PORTAL TERMS OF USE**

1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the Kepro Portal, including without limitation, all software, insurance codes, graphics, logos, text, documentation, user guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.


2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard User(s)") and (b) Standard Users who have been assigned certain administrative duties ("Administrative User(s)"). ("Standard Users" and "Administrative Users" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.

Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com

☐ I have read and agree to these terms of use.

[CONTINUE >](#)

The system will automatically authenticate and display the home page.

Daniyel Bezaury

HOME
CASES
CREATE CASE
CONSUMERS
SETUP
MESSAGE CENTER
REPORTS
Help

**HOME**

Request Saved But Not Submitted

0 NEW MESSAGES  
Go to Message Center

WORK-IN-PROGRESS  
0

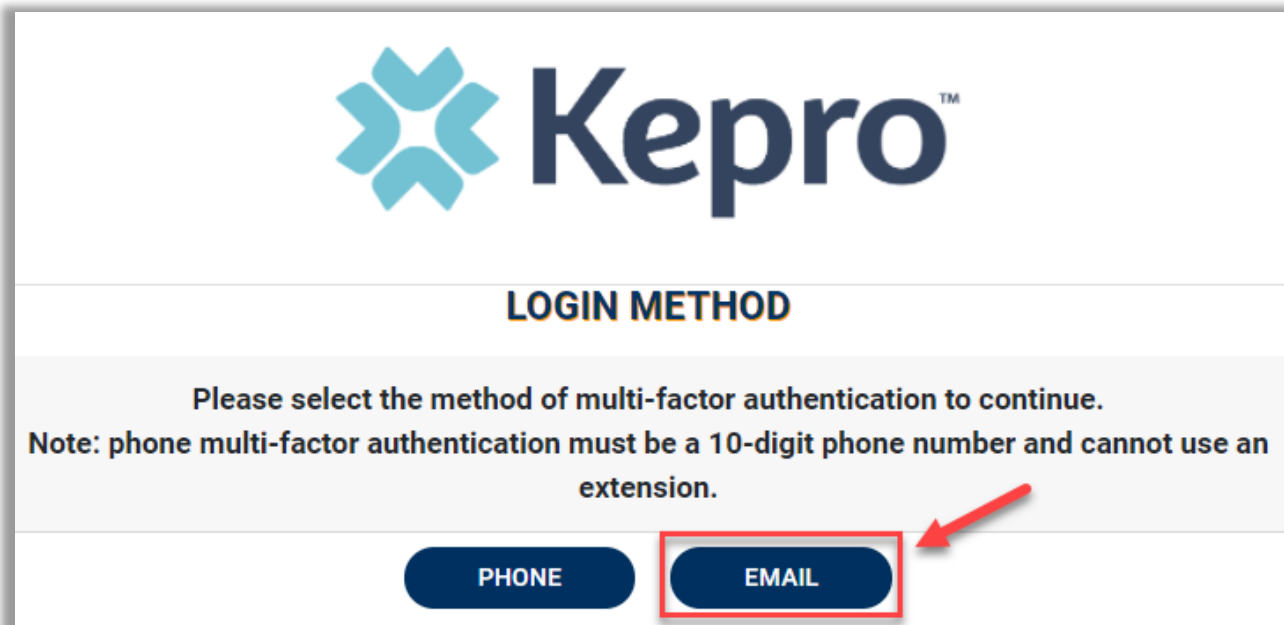
NOT SUBMITTED  
0

SUBMITTED  
0

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

## Email Verification

Click the EMAIL button



The image shows a login screen for Kepro. At the top is the Kepro logo. Below it is a section titled "LOGIN METHOD". Inside this section, there is a prompt: "Please select the method of multi-factor authentication to continue." followed by a note: "Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension." At the bottom of the section are two buttons: "PHONE" and "EMAIL". The "EMAIL" button is highlighted with a red rectangular border, and a red arrow points to it from the right.

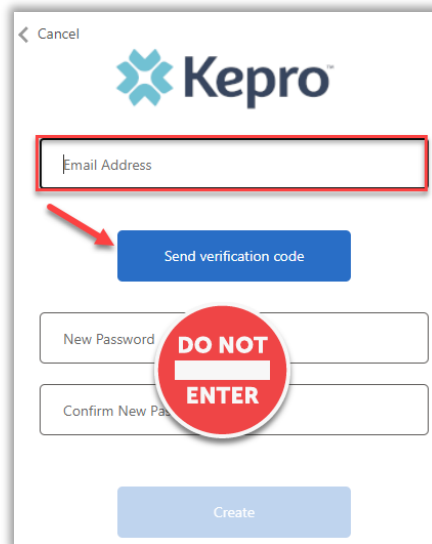
**Kepro™**

**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**

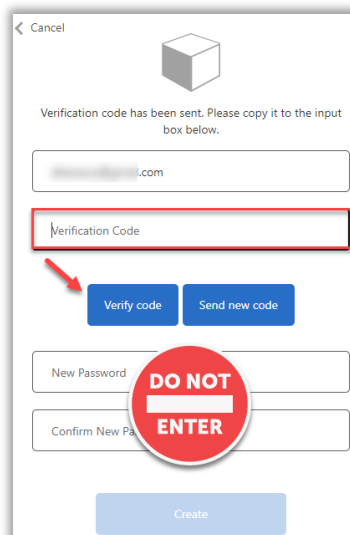
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



The screenshot shows the registration screen in the Kepro mobile app. At the top, there is a back arrow and the word "Cancel". Below that is the Kepro logo. A red rectangle highlights the "Email Address" input field. Below the email field is a blue button labeled "Send verification code", with a red arrow pointing to it. Below the button are two input fields for "New Password" and "Confirm New Password". A red circular stamp with the text "DO NOT ENTER" is overlaid on these password 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).**

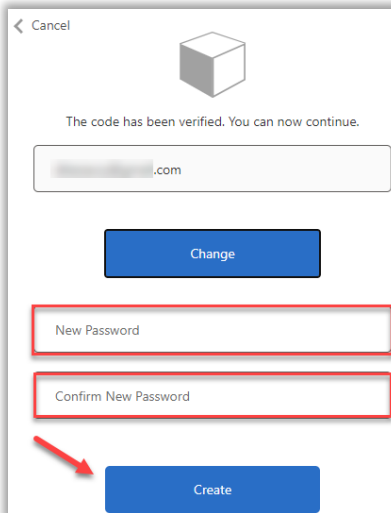
Enter the verification code sent to the email address entered; then click Verify Code.



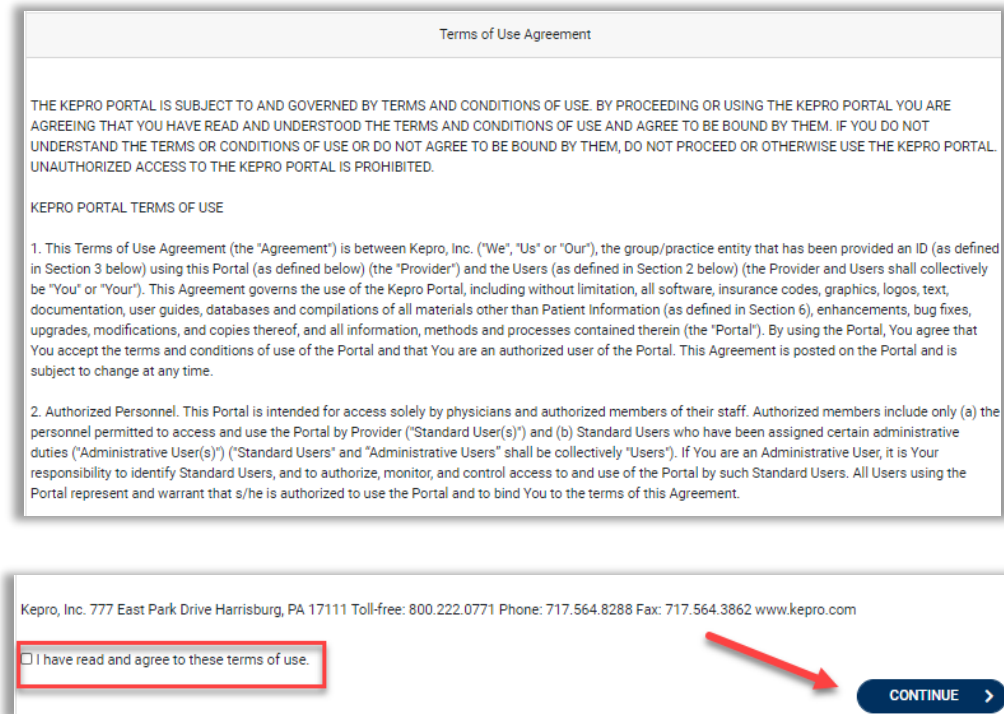
The screenshot shows the verification screen in the Kepro mobile app. At the top, there is a back arrow and the word "Cancel". Below that is a 3D cube icon. The text "Verification code has been sent. Please copy it to the input box below." is displayed. Below this text is an input field for the email address, which is partially filled with "example.com". Below the email field is a red rectangle highlighting the "Verification Code" input field. Below the verification code field are two blue buttons: "Verify code" and "Send new code", with a red arrow pointing to the "Verify code" button. Below the buttons are two input fields for "New Password" and "Confirm New Password". A red circular stamp with the text "DO NOT ENTER" is overlaid on these password 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.



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:

Search for Case # or Program #

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

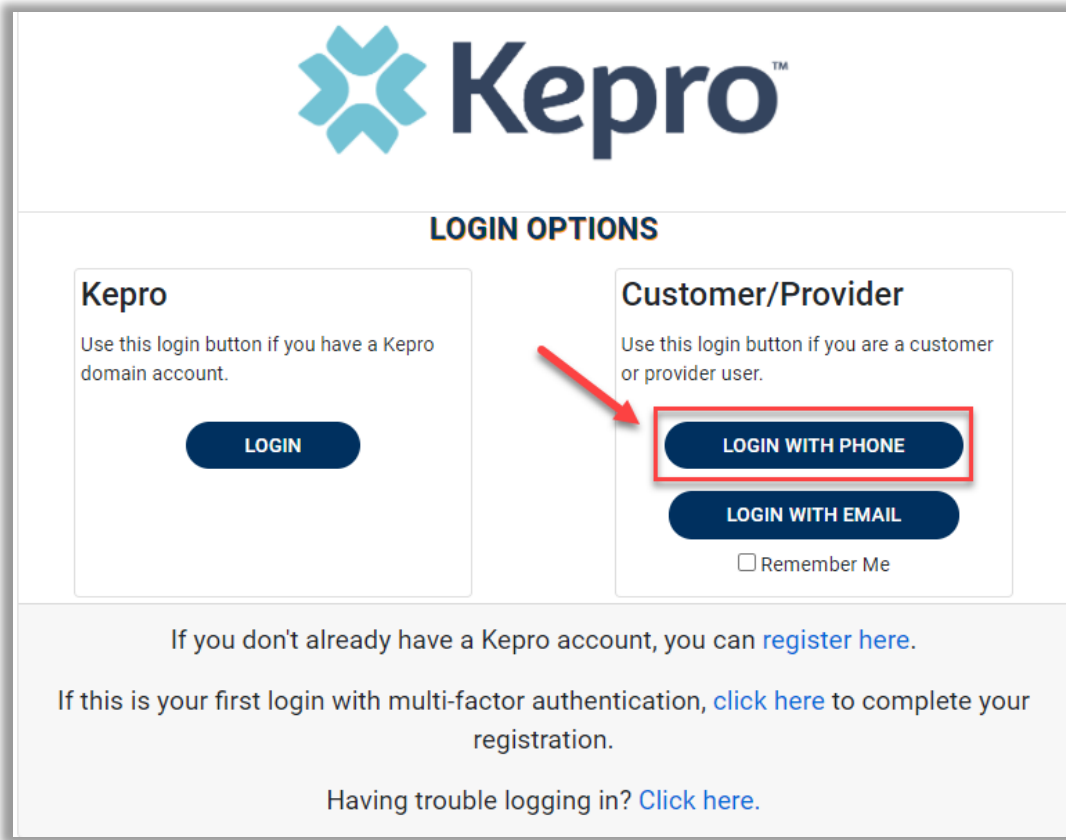
Request Saved But Not Submitted

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

## SECTION 4 – 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



**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.

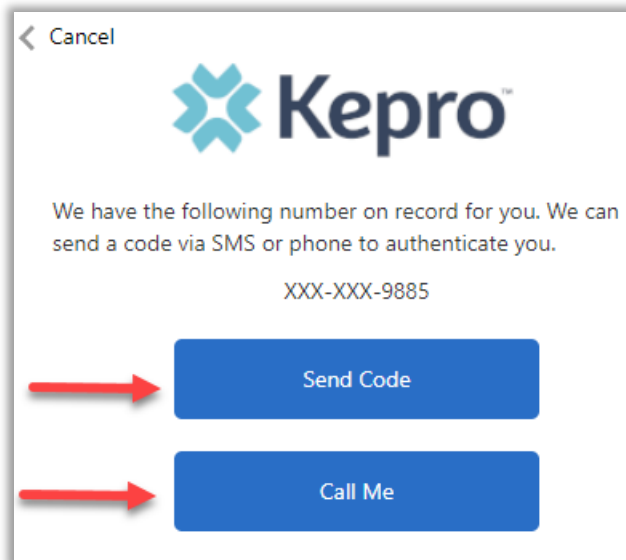
Having trouble logging in? [Click here](#).

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



The image shows 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 link that says "Forgot your password?". At the bottom is a blue "Sign in" button, which is highlighted with a red rectangle and a red arrow pointing to it from the right.

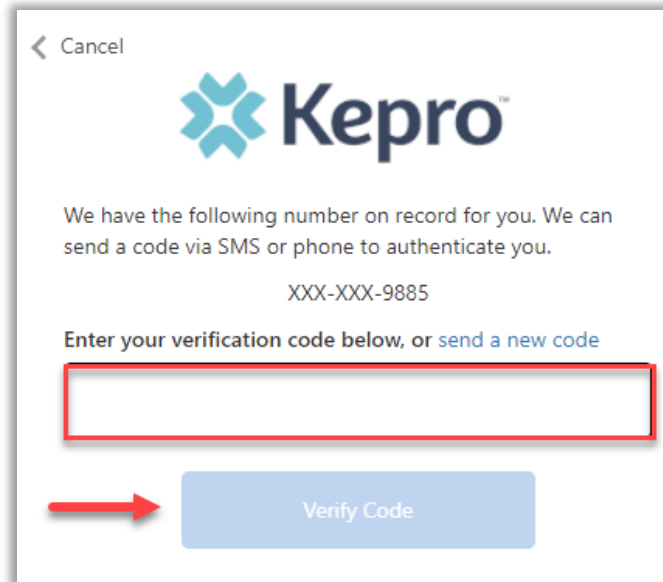
Confirm the phone number on file to receive a verification code. Select Send Code for an SMS text verification code or Call Me for a voice call prompting to press the # to complete verification.




The image shows the Kepro phone 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". At the bottom are two blue buttons: "Send Code" and "Call Me". Red arrows point to each of these buttons from the left.



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




Cancel



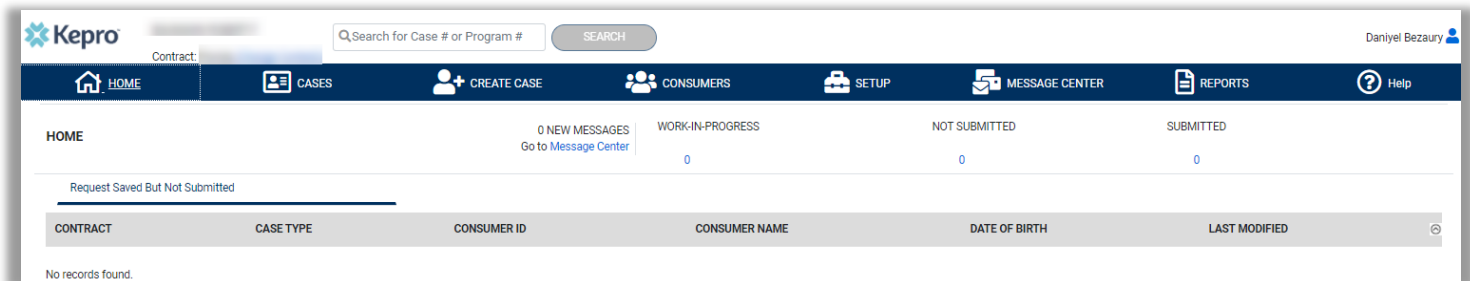
We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-9885

Enter your verification code below, or [send a new code](#)

 [Verify Code](#)

Login will complete and the home screen will display.



Kepro

Contract: [redacted]  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

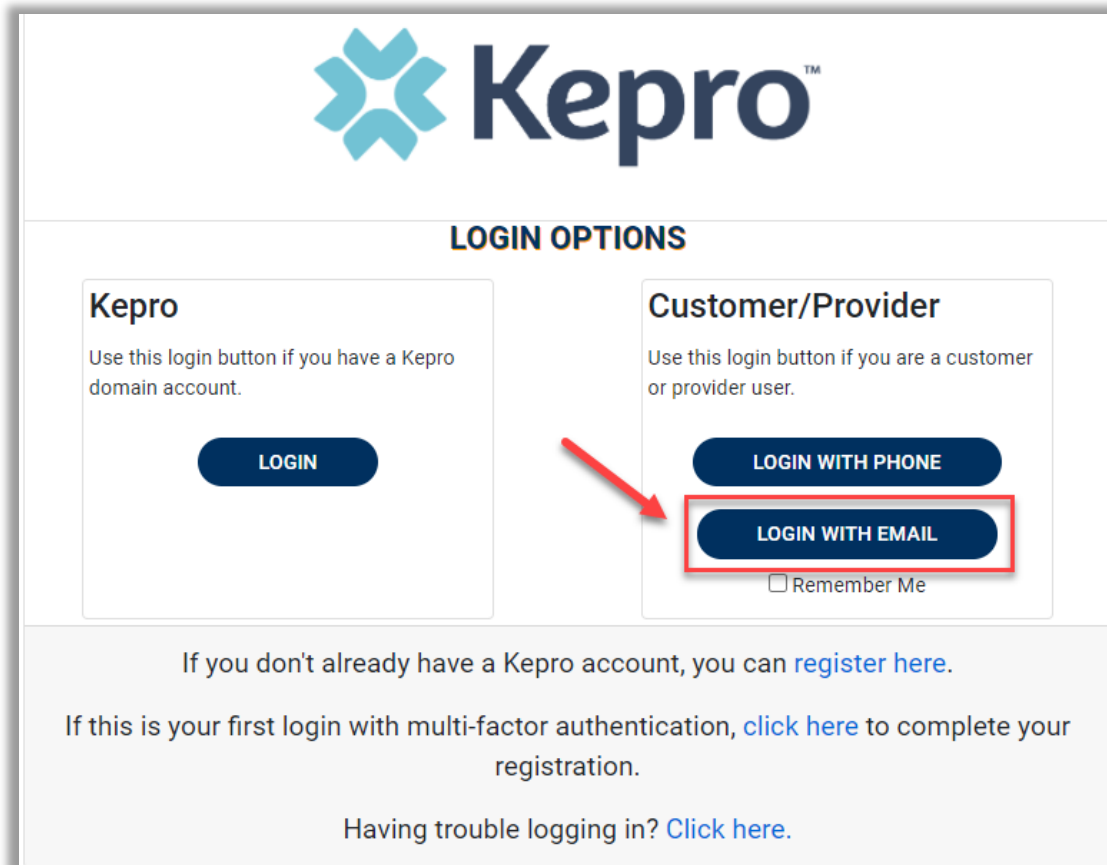
Request Saved But Not Submitted

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

## SECTION 5 – 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 login sections: "Kepro" and "Customer/Provider". The "Kepro" section has a "LOGIN" button. The "Customer/Provider" section has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH EMAIL" button is highlighted with a red box, and a red arrow points to it from the left. Below the buttons is a "Remember Me" checkbox. At the bottom of the login area, there are three lines of text: "If you don't already have a Kepro account, you can [register here](#).", "If this is your first login with multi-factor authentication, [click here](#) to complete your registration.", and "Having trouble logging in? [Click here](#)."



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

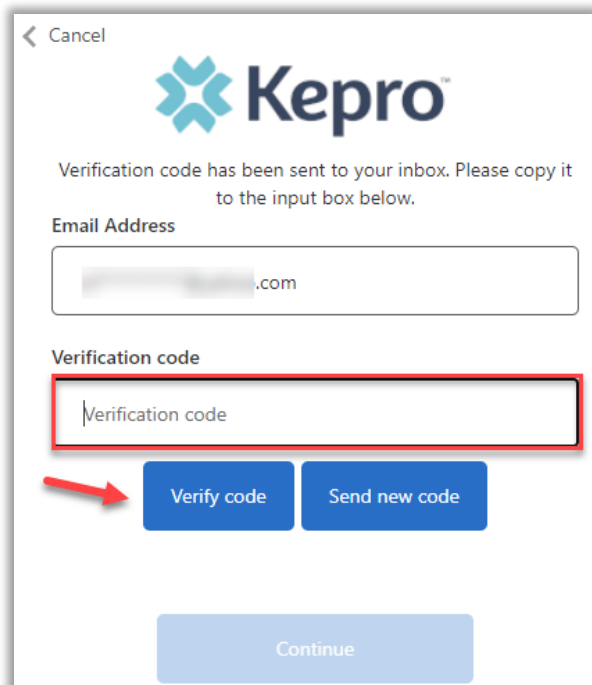
A screenshot of the Kepro sign-in interface. At the top is the Kepro logo. Below it, the text "Sign in with your email address" is displayed. There are two input fields: the first for an email address (partially filled with "example@.com") and the second for a password (filled with dots). Below the password 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 rectangular 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.

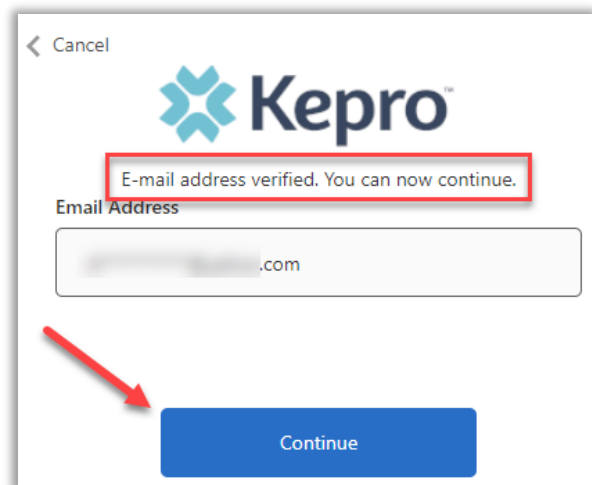
A screenshot of the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text "Verification is necessary. Please click Send button." is displayed. Below this is the label "Email Address" followed by an input field containing "example@.com". Below the input field is a blue button labeled "Send verification code", which is highlighted with a red rectangular 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.



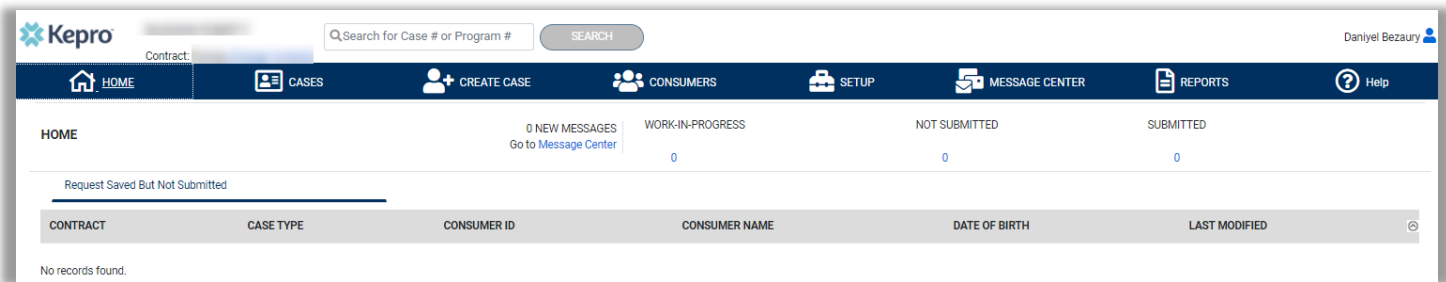
The screenshot shows the Kepro verification interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" (containing a blurred address ending in ".com") and "Verification code" (containing the placeholder text "Verification code"). The "Verification code" field is highlighted with a red border. 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 is a light blue "Continue" button.

A message will appear confirming verification, click Continue.



The screenshot shows the Kepro verification confirmation screen. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it, a message in a red-bordered box states: "E-mail address verified. You can now continue." There is one input field: "Email Address" (containing a blurred address ending in ".com"). Below the input field is a blue "Continue" button. A red arrow points to the "Continue" button.

Login will complete and the home screen will display.

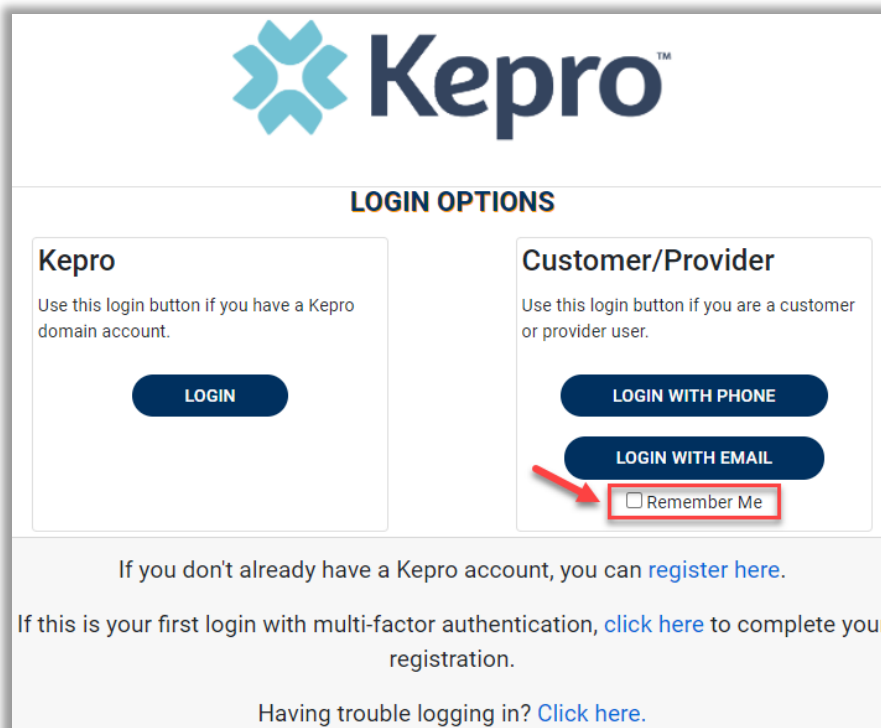


## SECTION 6 – Remember Me functionality

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.

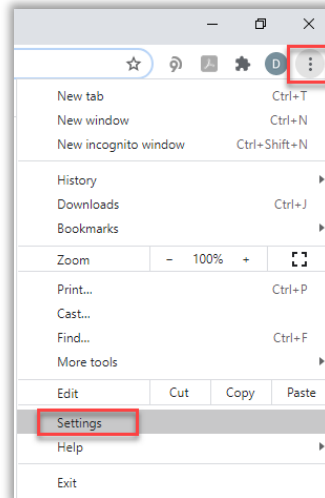
**NOTE:** This feature will only work if the browser is configured to “continue where you left off” by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the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

## Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

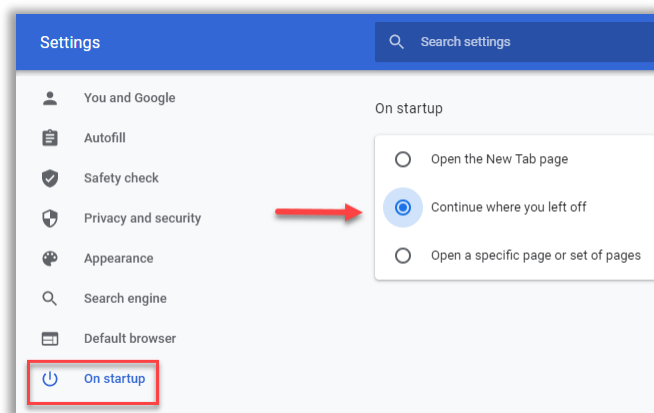
To set “continue where you left off” in Google Chrome, click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



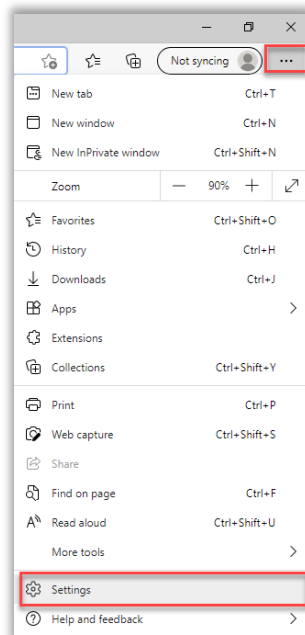
Click On startup in the left menu

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

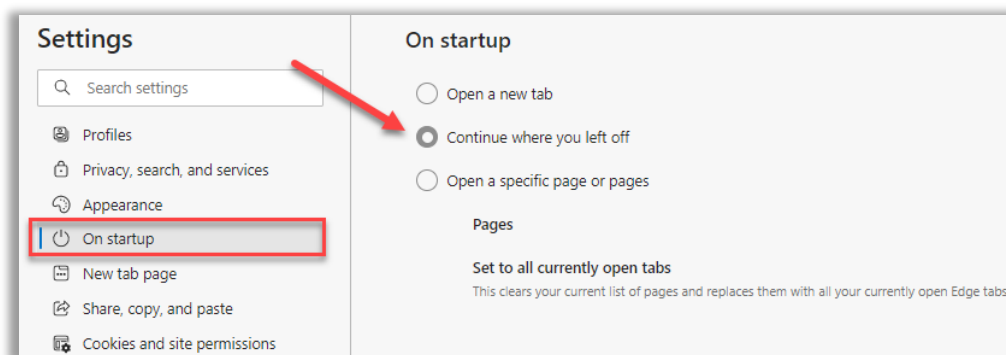


## Edge Configuration

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.



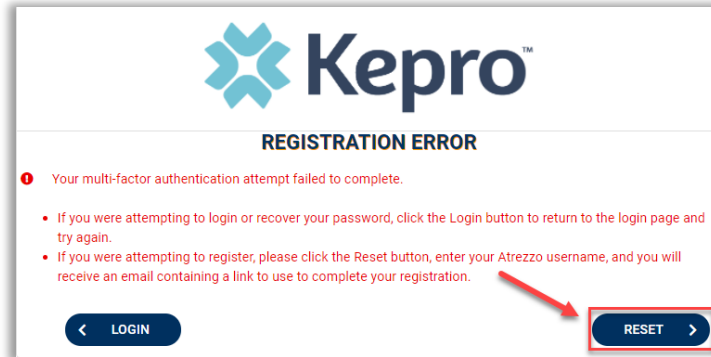
Click On startup in the left menu  
Then click the selection for “Continue where you left off”.



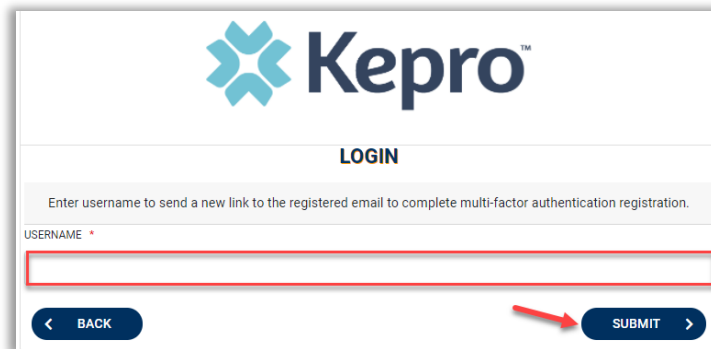


## Registration Error Message

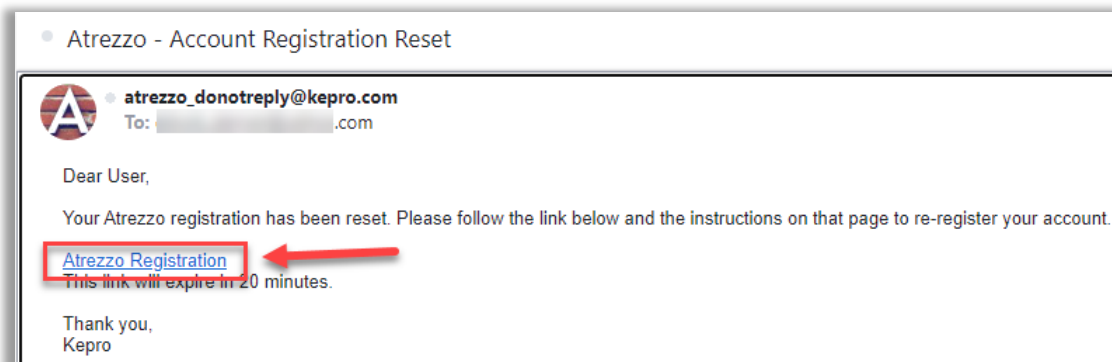
If a Registration Error message is received while attempting to register, click Reset.



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

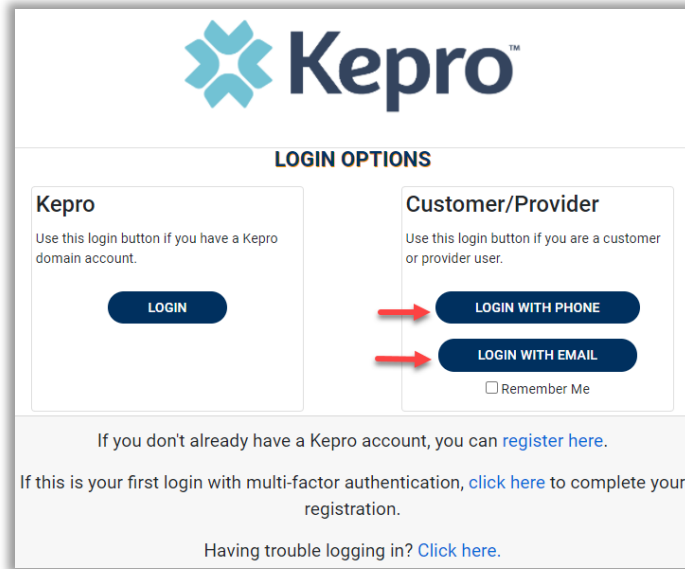


Click the link in the email, this will complete the registration process.



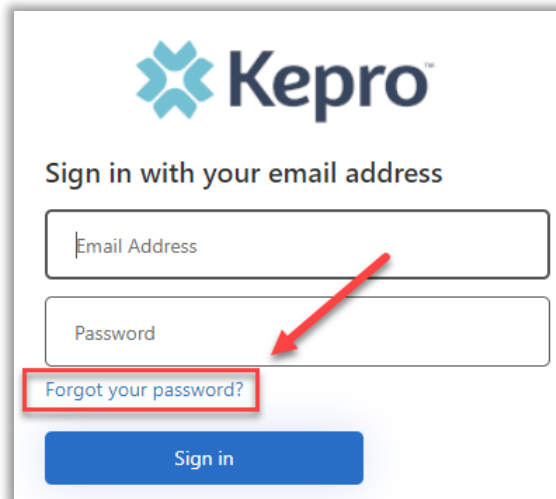
## Forgot or Reset Password

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.



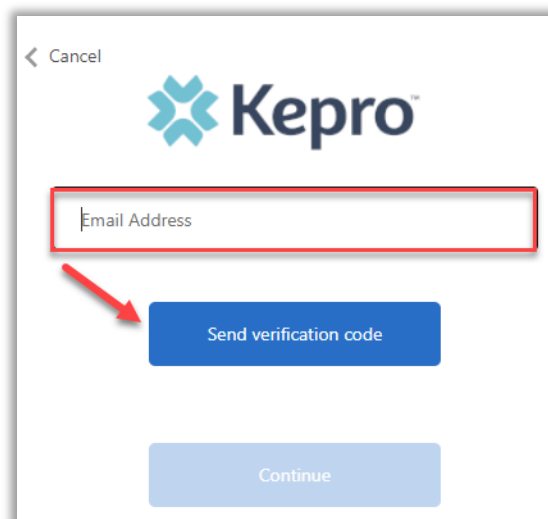
The image shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main sections: "Kepro" and "Customer/Provider". The "Kepro" section has a "LOGIN" button. The "Customer/Provider" section has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", both of which are highlighted with red arrows. Below these sections, there is a "Remember Me" checkbox. At the bottom, there are three links: "register here", "click here" (for multi-factor authentication), and "Click here" (for trouble logging in).

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



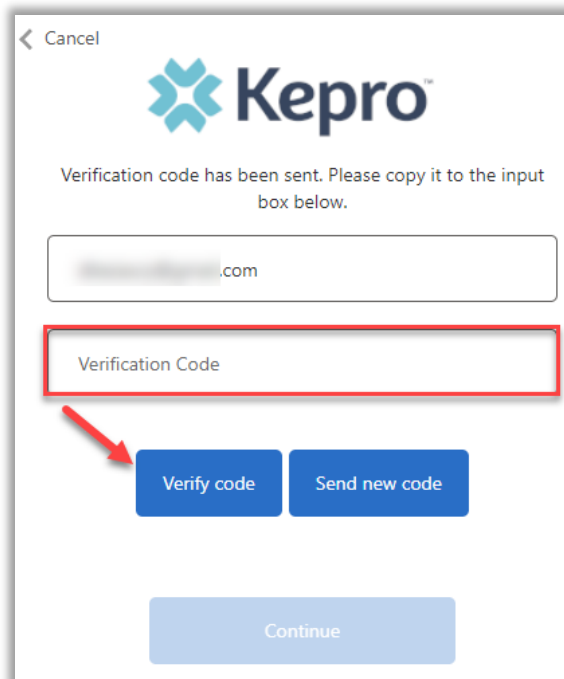
The image shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?" which is highlighted with a red box and a red arrow.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

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



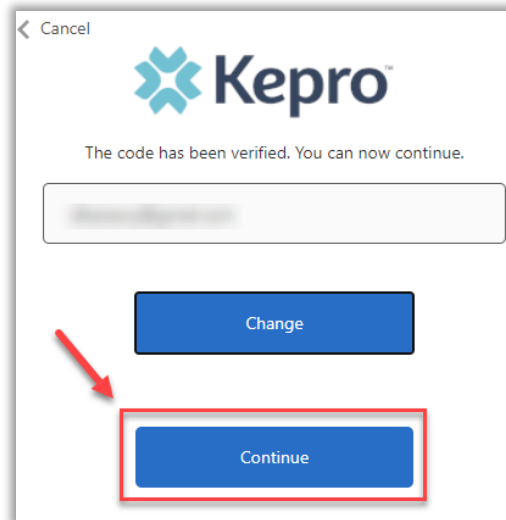
A screenshot of the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it is a text input field labeled "Email Address" with a red rectangular border. A red arrow points from the bottom right of this field to a blue button labeled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



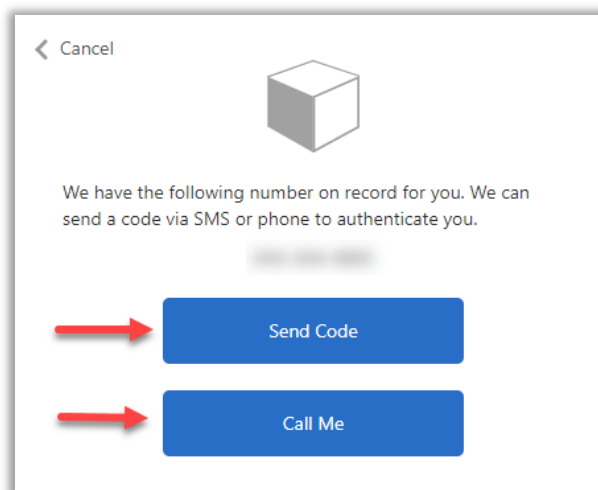
A screenshot of the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it is a message: "Verification code has been sent. Please copy it to the input box below." Below this message is a text input field containing a blurred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

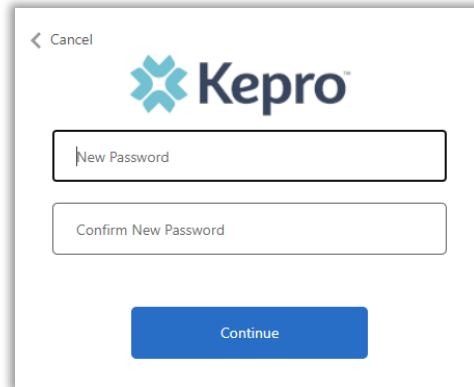


**NOTE:** This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.

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.

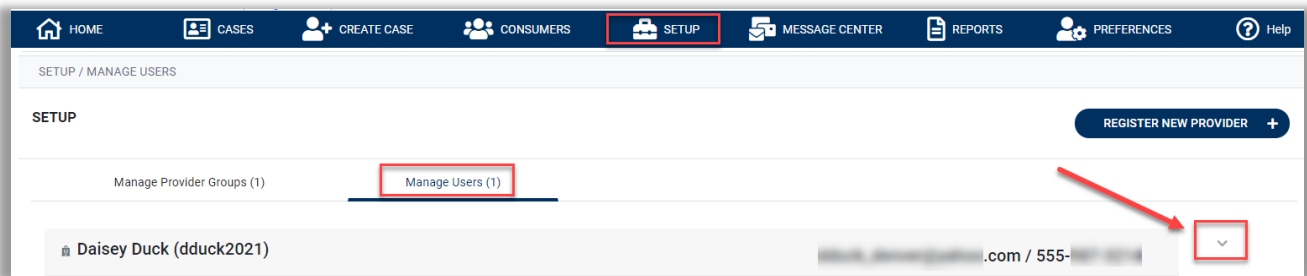


A modal dialog box with the Kepro logo at the top. It contains two input fields: "New Password" and "Confirm New Password". Below the fields is a blue "Continue" button. A "Cancel" link is in the top left corner.

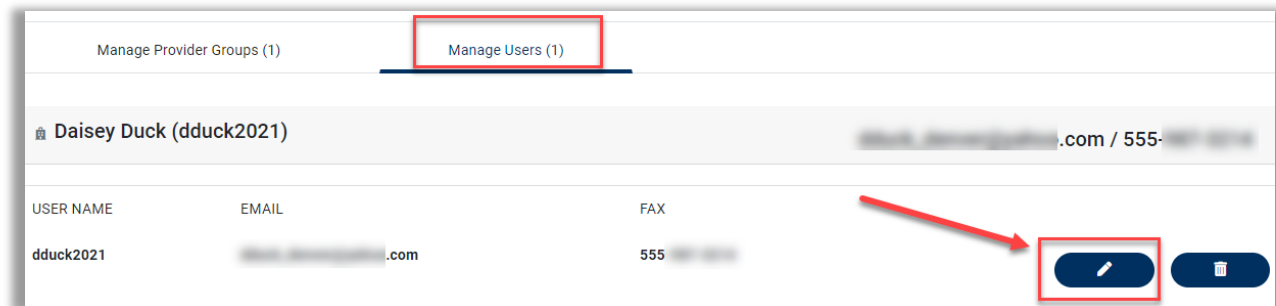
## Provider Administrator Reset Registration

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

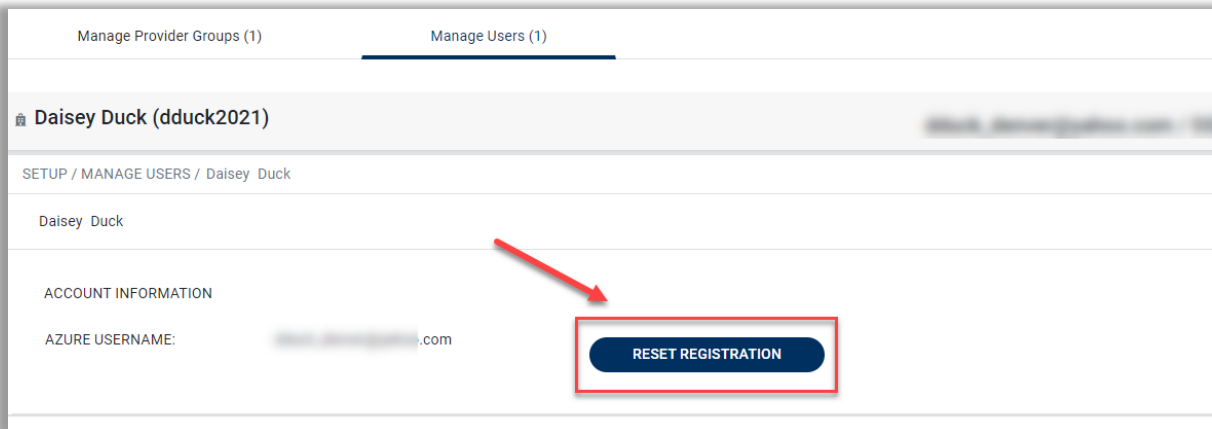
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



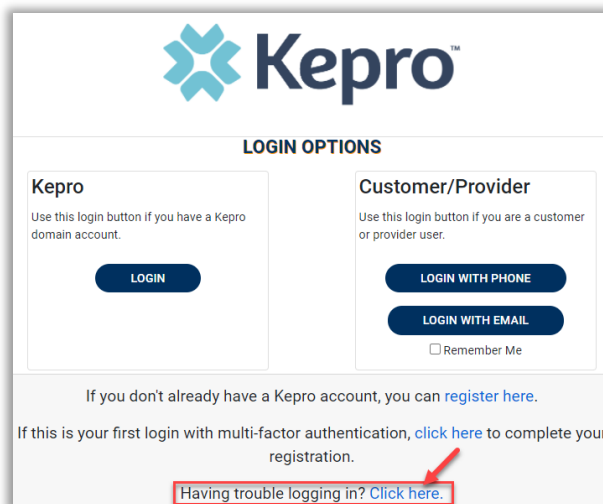
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



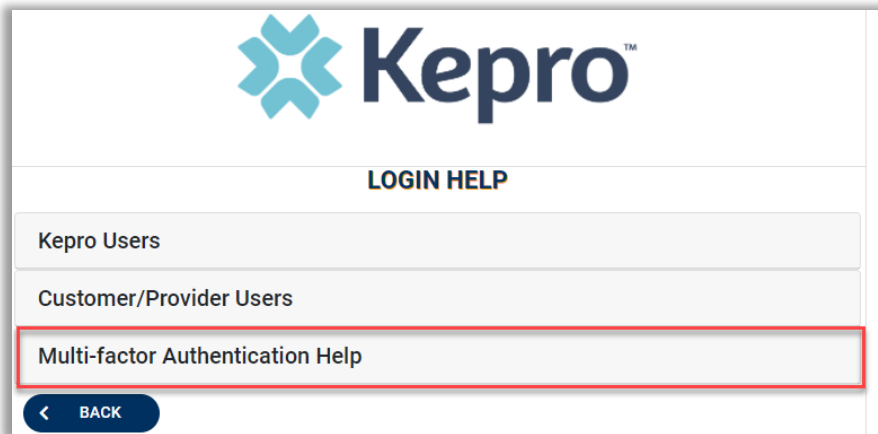
## Having Trouble Logging In?

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.

