Kepro

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.

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.

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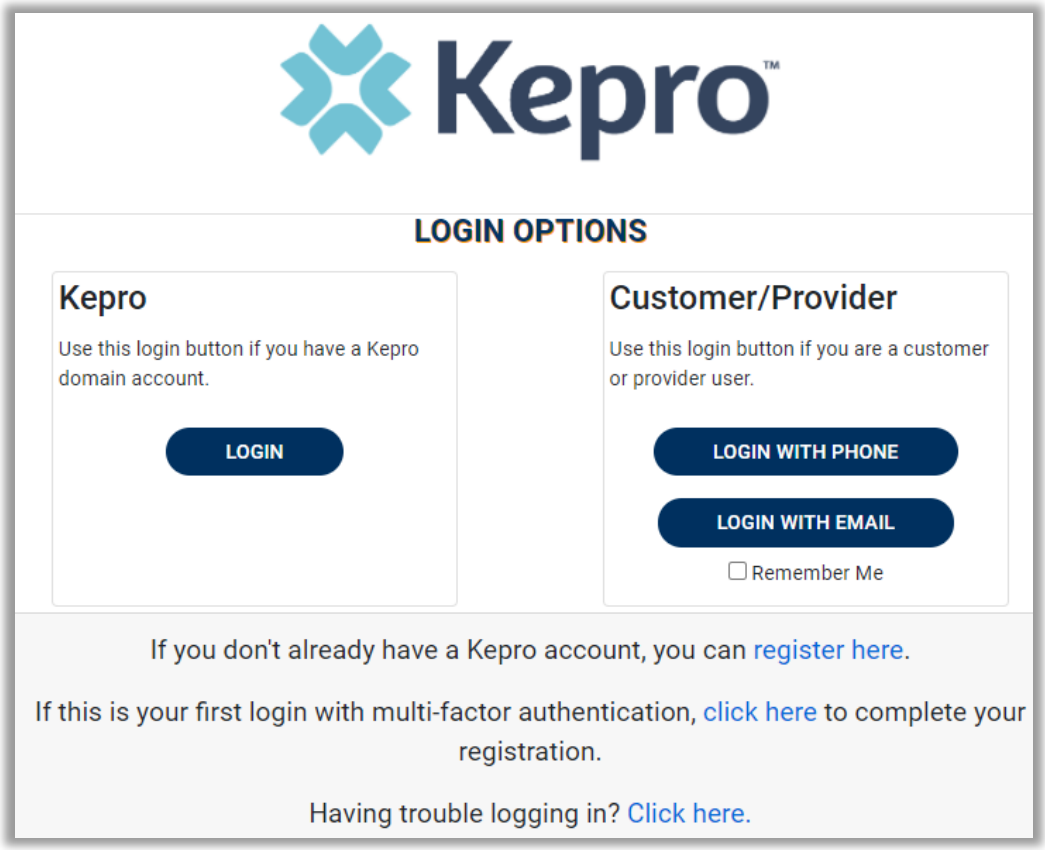
Customer or Provider Login

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.



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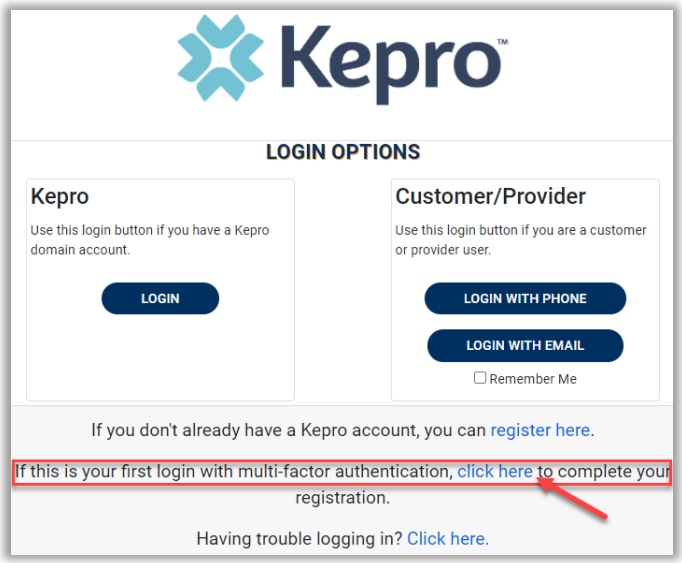
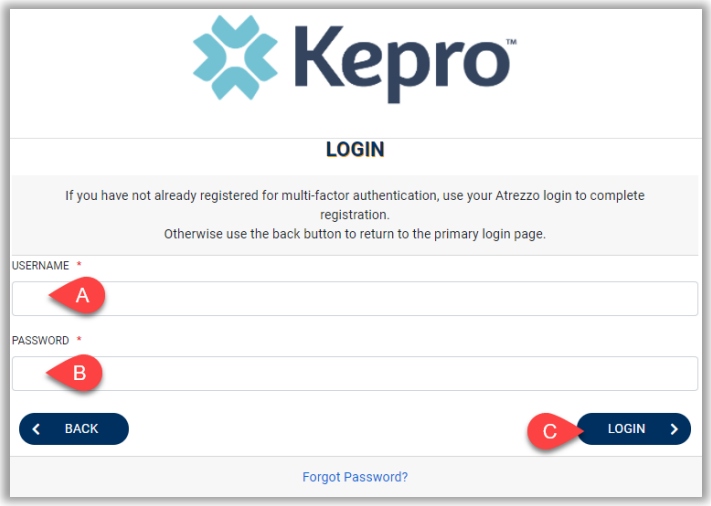
SECTION 1 – Current Portal User; MFA Registration only

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.



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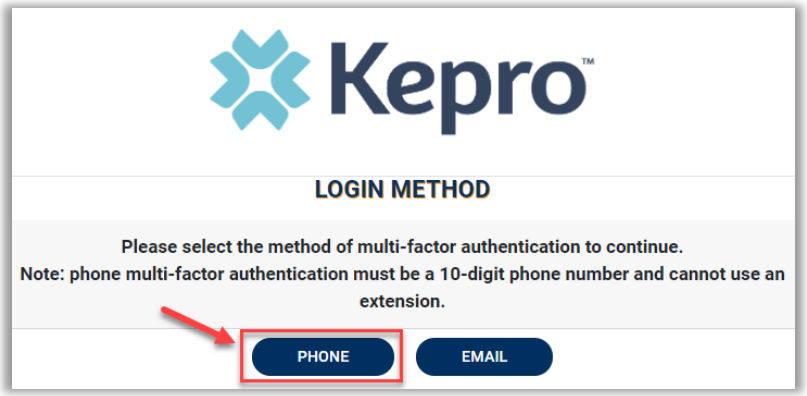
Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

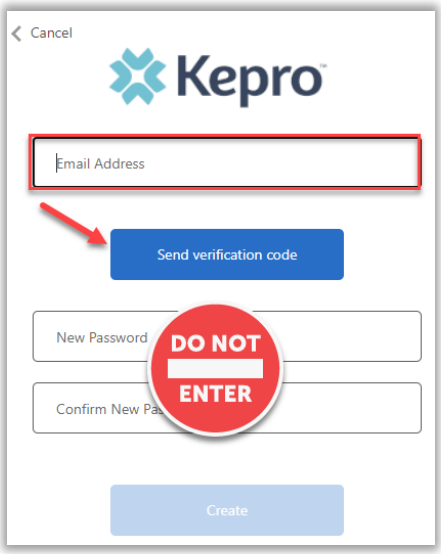
NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

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).

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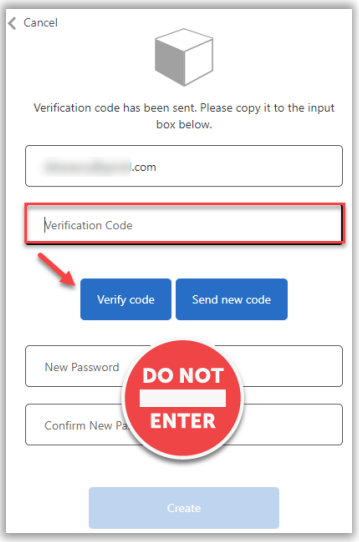
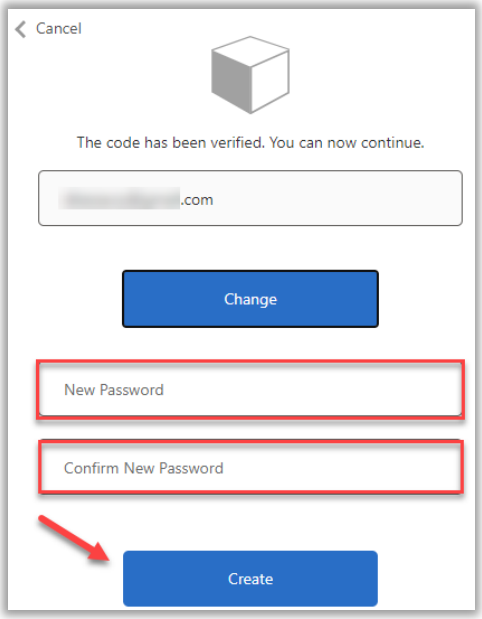
Enter the verification code sent to the email address entered; then click Verify Code.



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.



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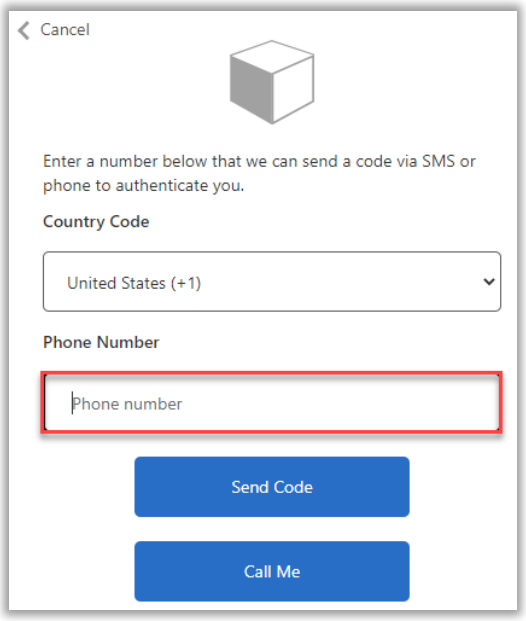
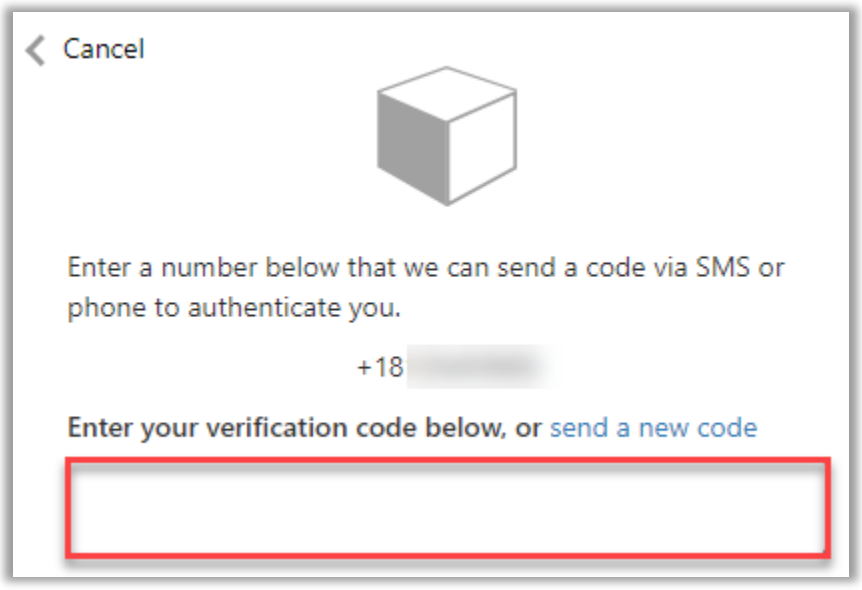
Enter your phone number and select Send Code or Call Me.



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

For SMS text authentication, enter the verification code received.



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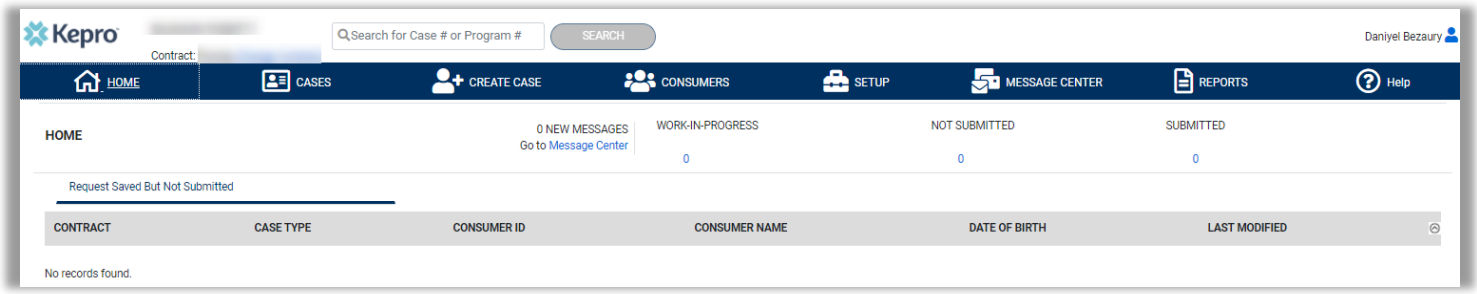
The system will automatically authenticate and display the home page.



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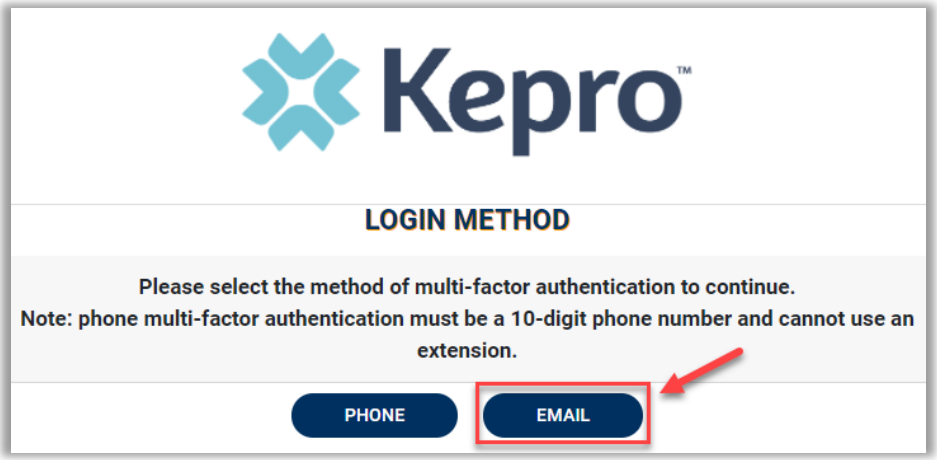
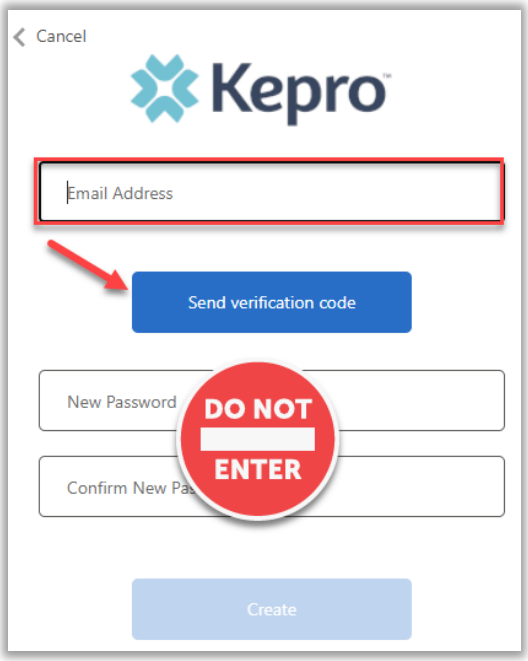
Email Verification

Click the EMAIL 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).

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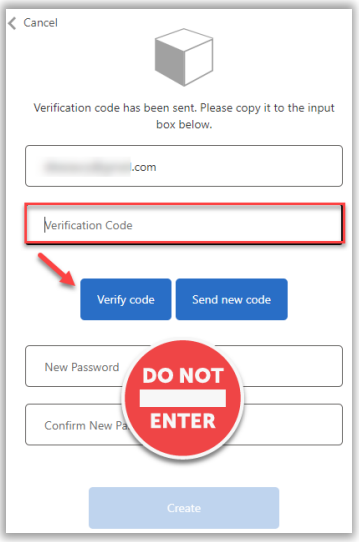

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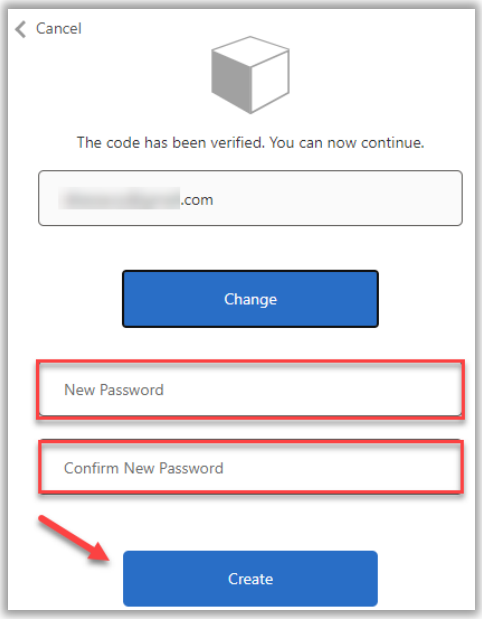

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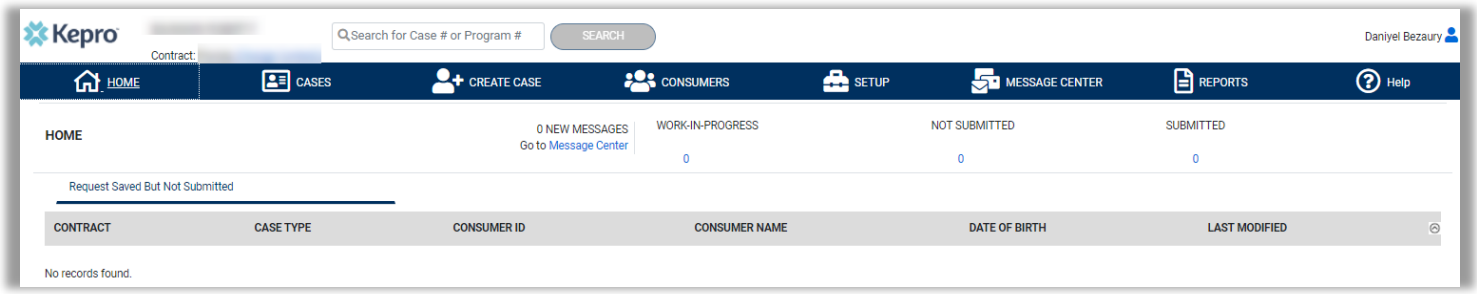

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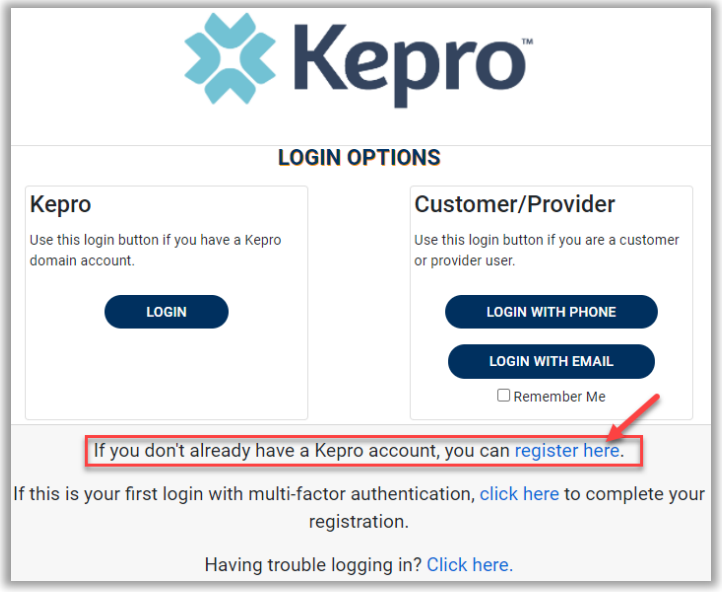
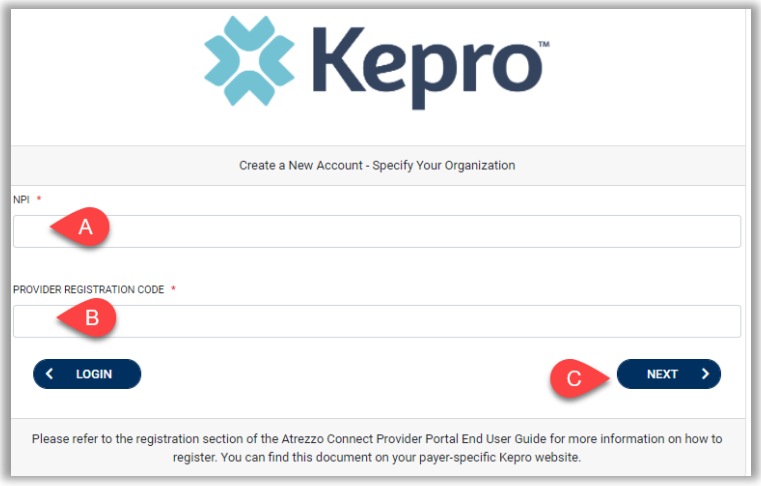
SECTION 2 – New Provider Registration & MFA Registration

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

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



Enter NPI and Registration Code, then click Next.



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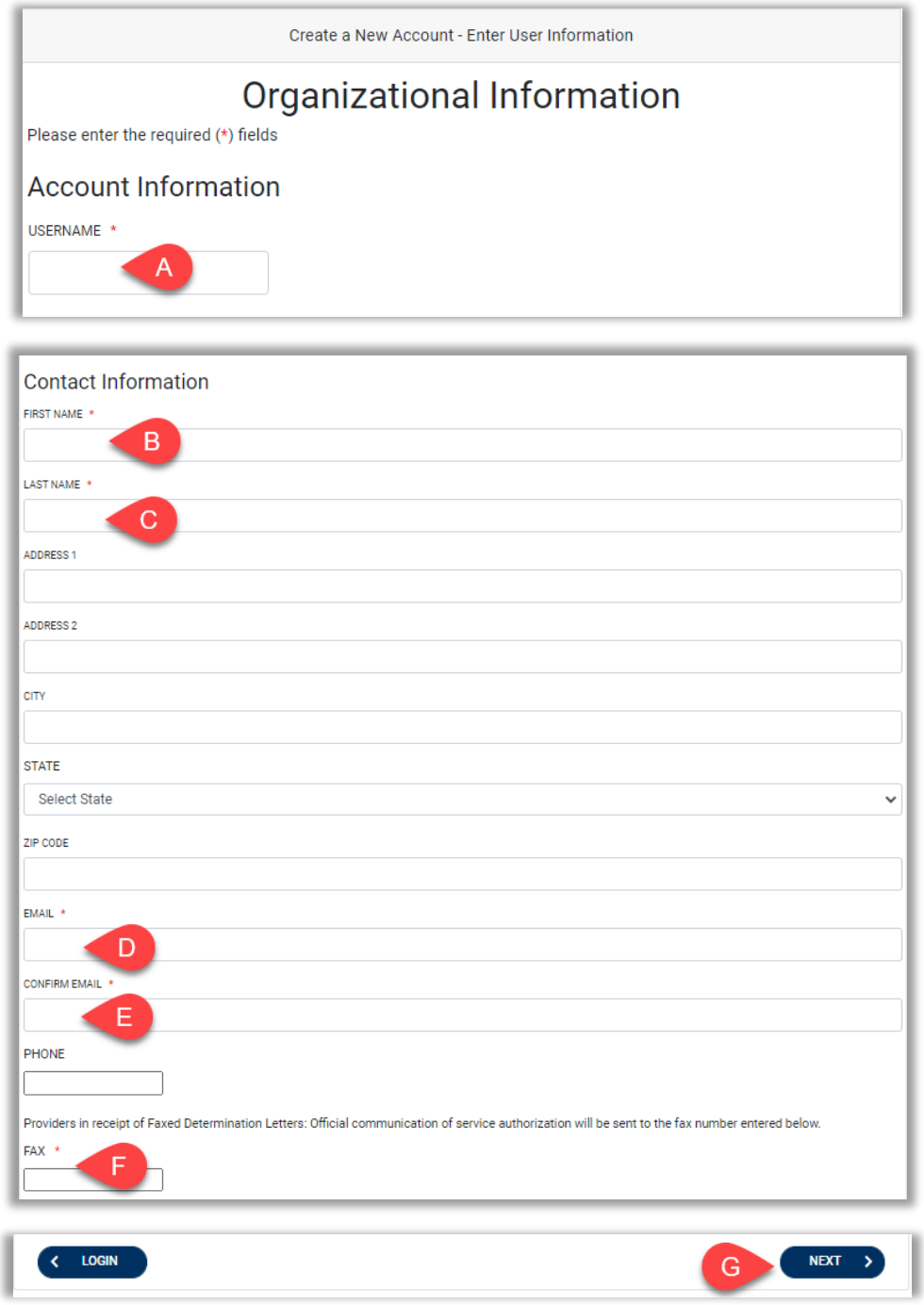
Create Username, and enter all required fields under Contact Information, then click Next.



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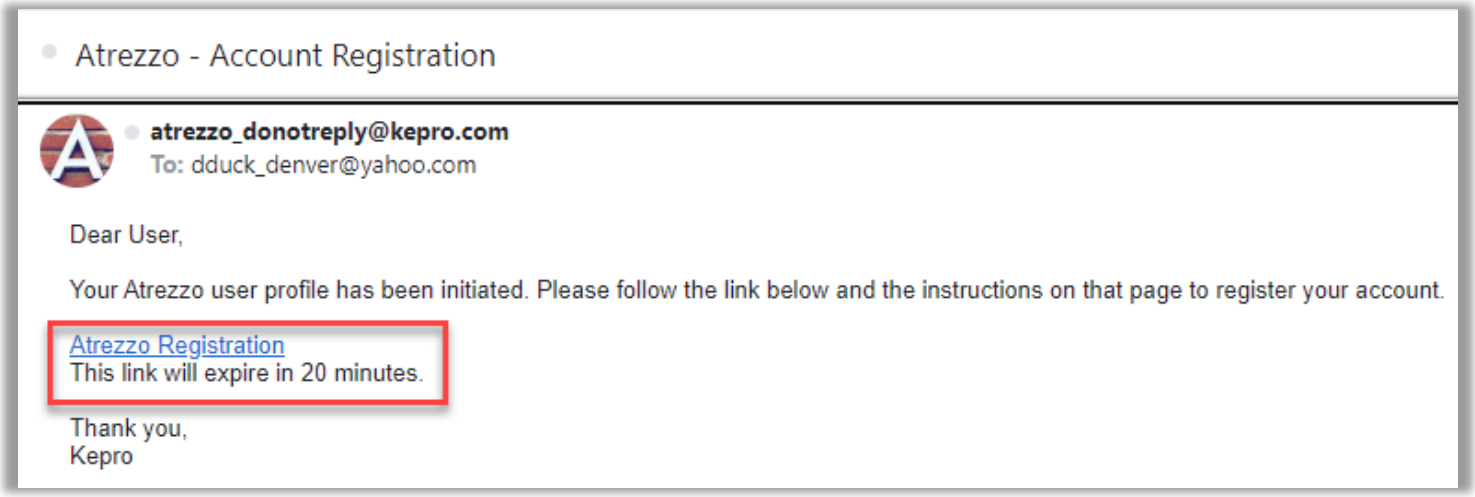
A message will display confirming the Registration is complete. To complete the Multi-Factor Authentication registration, you must click the link in your email within 20 minutes.



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

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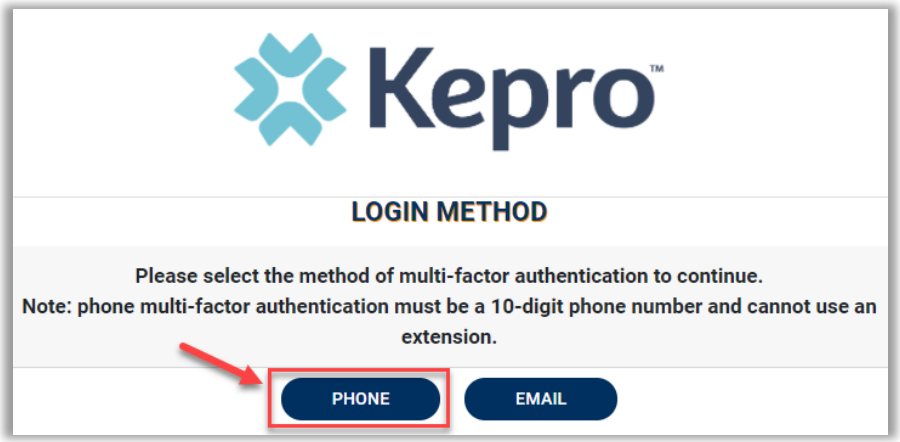
Phone Verification

Click the PHONE button



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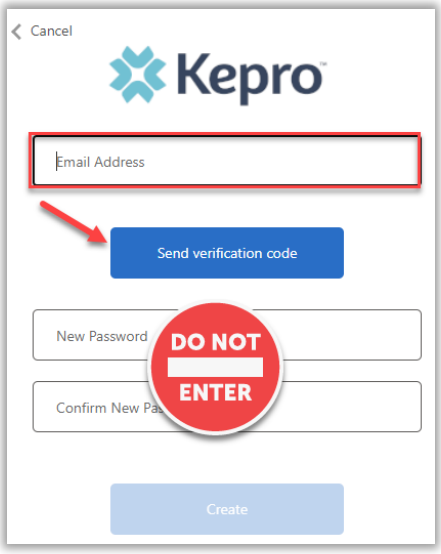
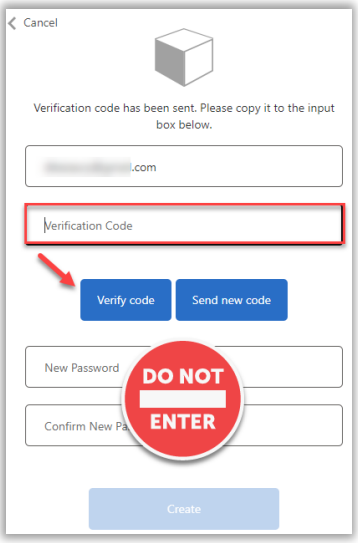
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



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.



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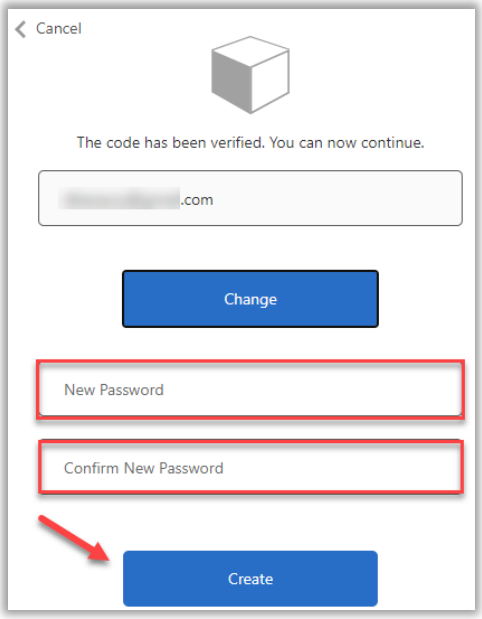
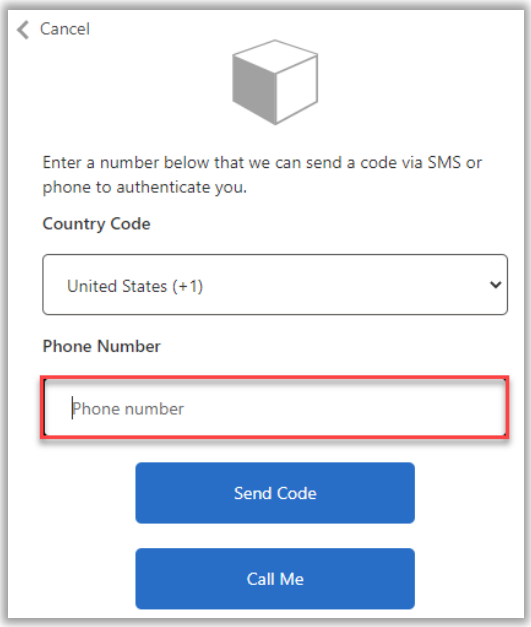


Enter your phone number and select Send Code or Call Me.



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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.

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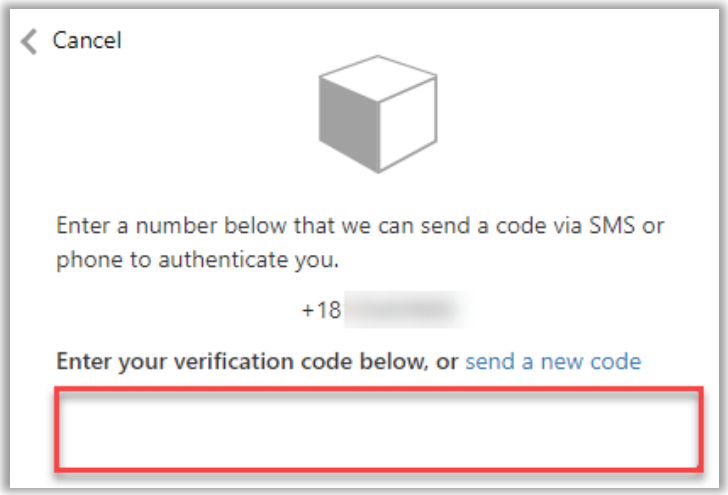
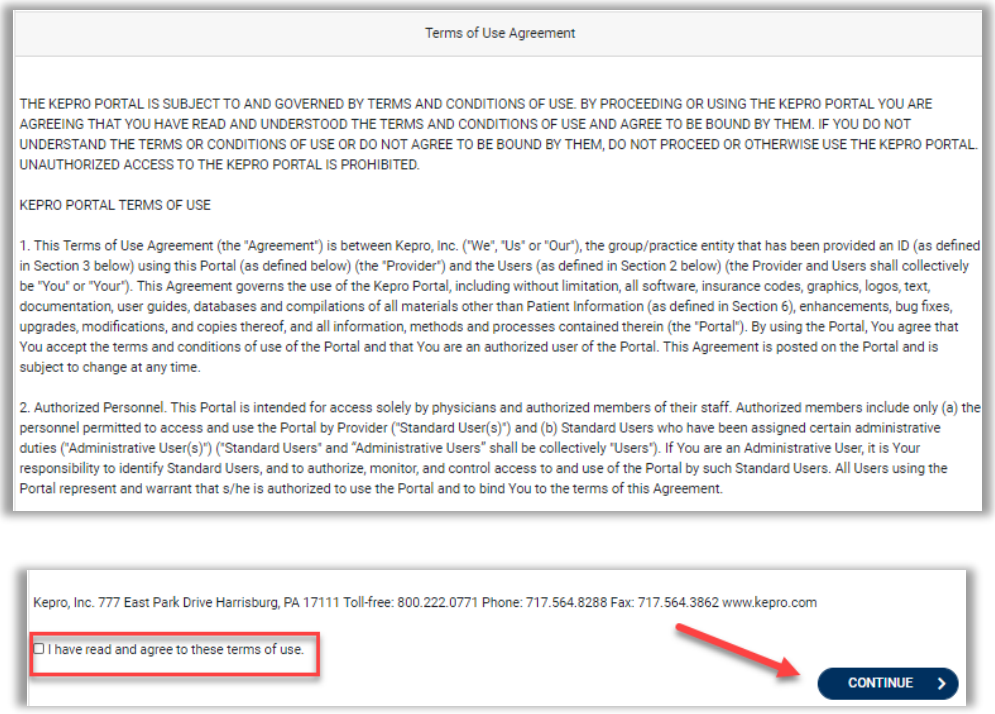


As a new user, you will need to read and agree to the Terms of Use.



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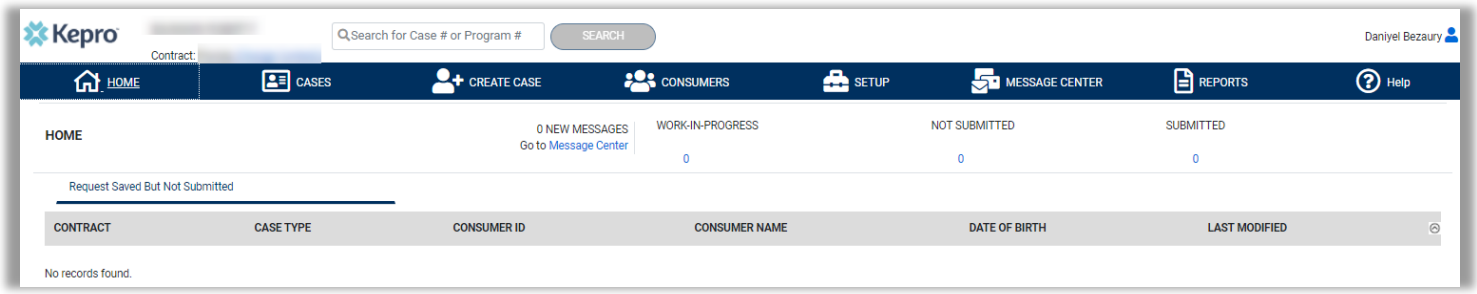

Email Verification

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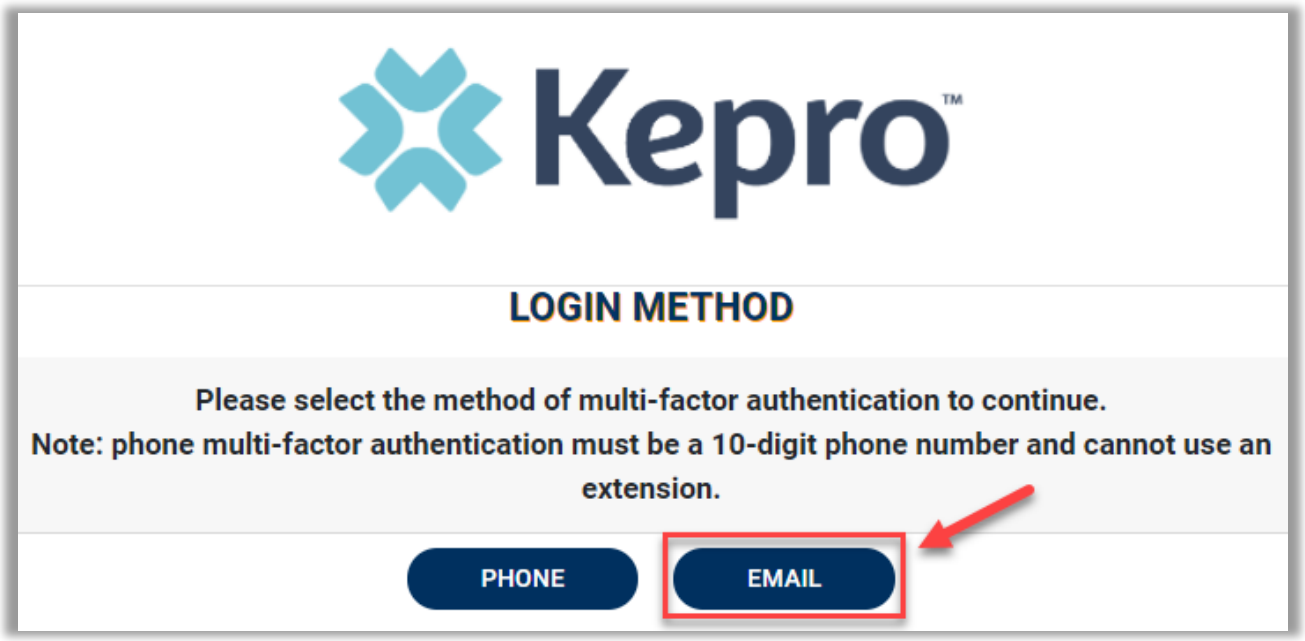

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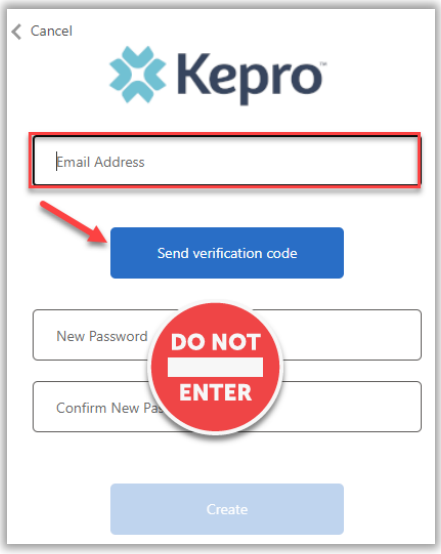
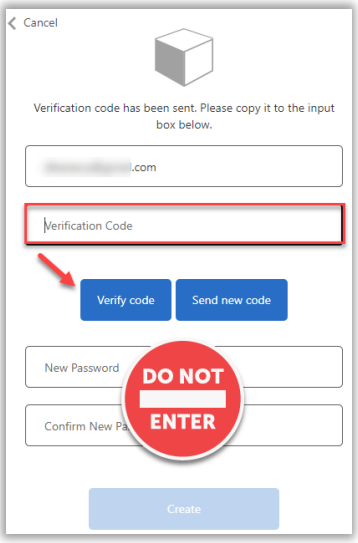
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



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.



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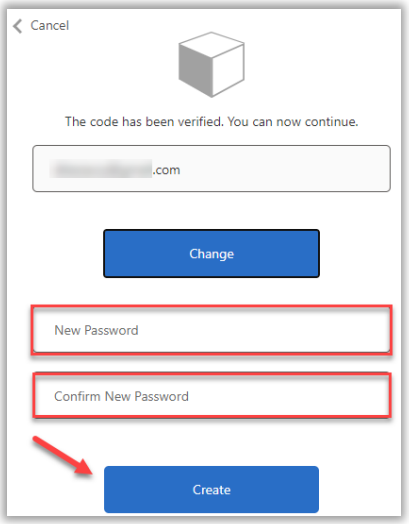

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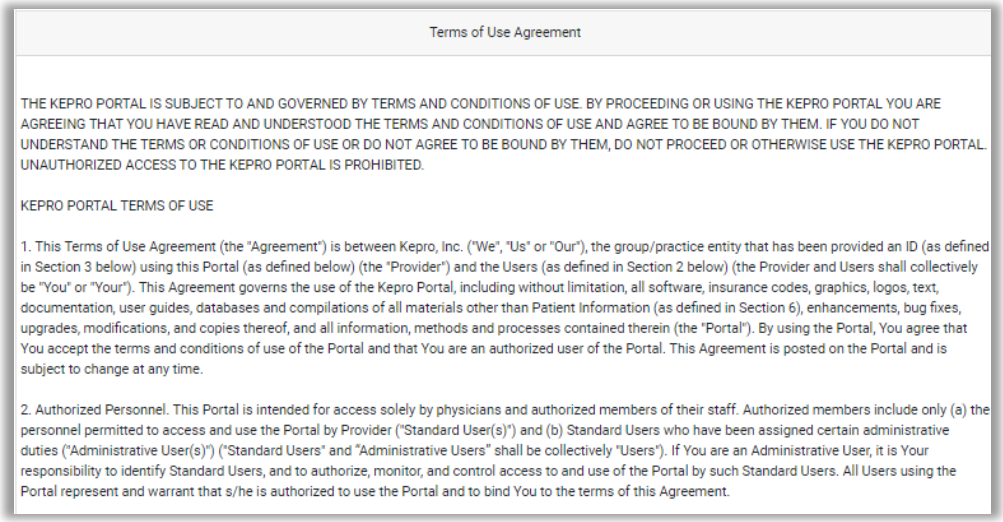

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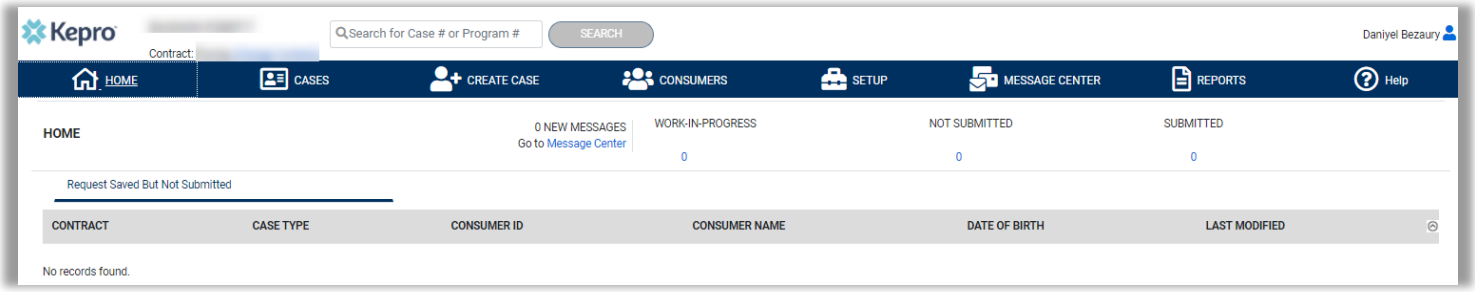
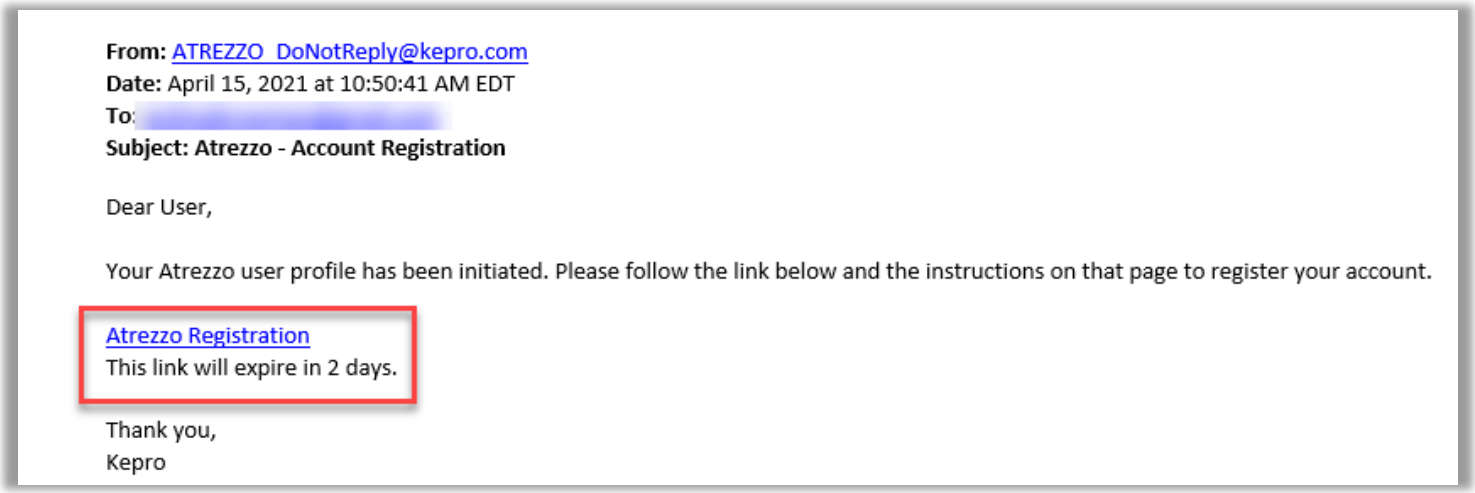


SECTION 3 – New User MFA Registration

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.



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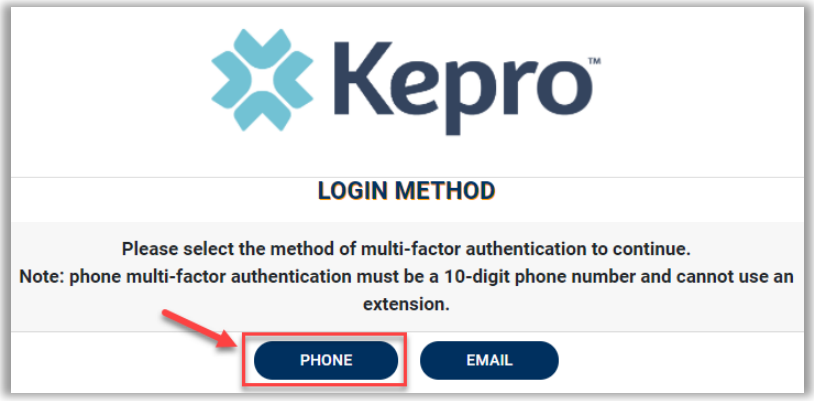
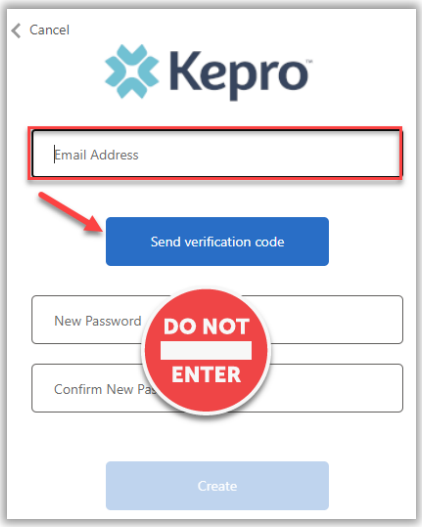


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



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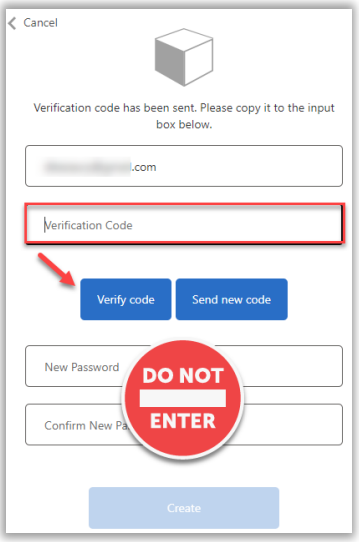

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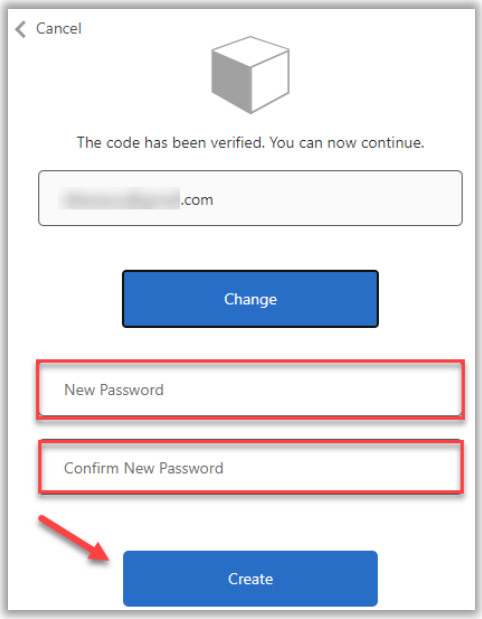

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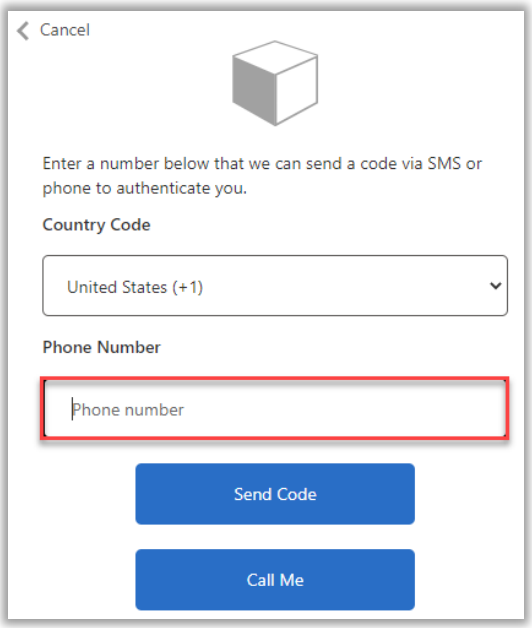

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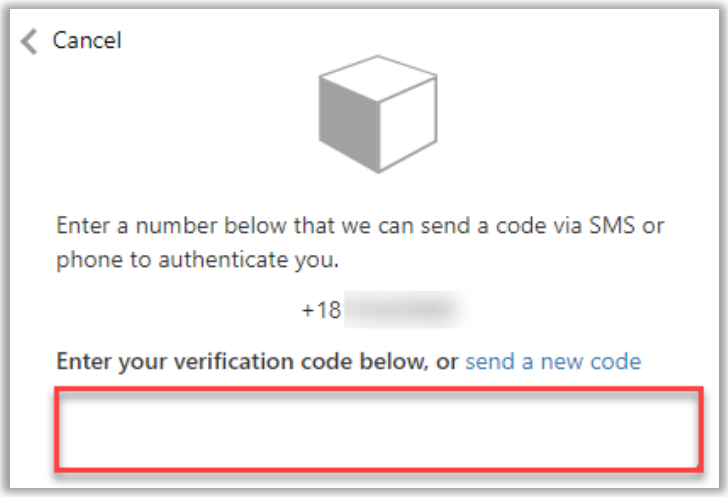

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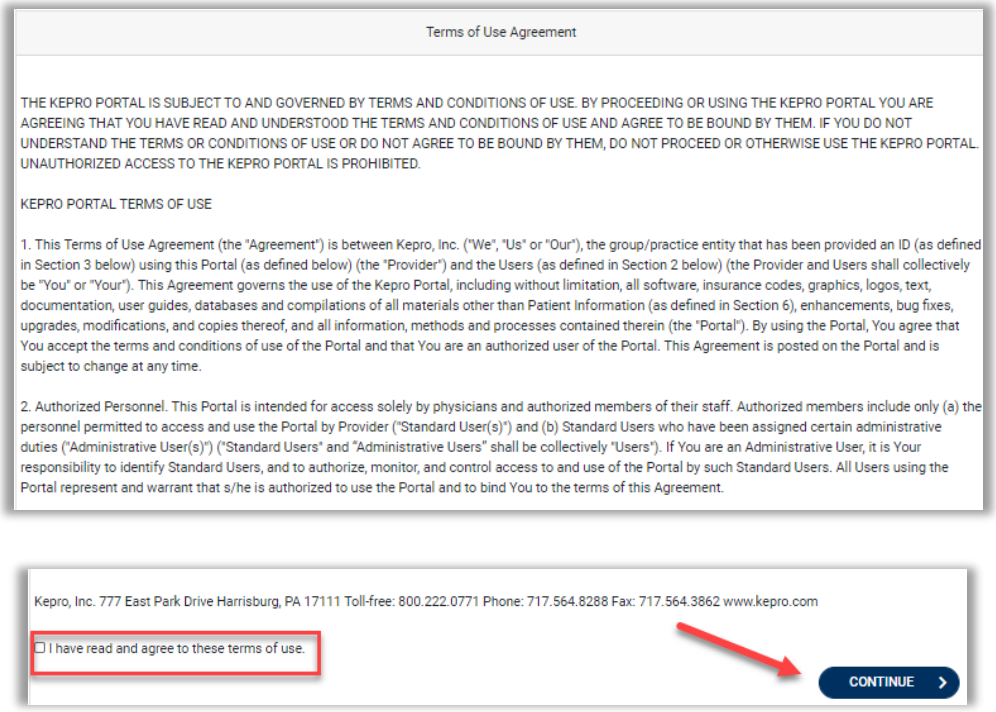
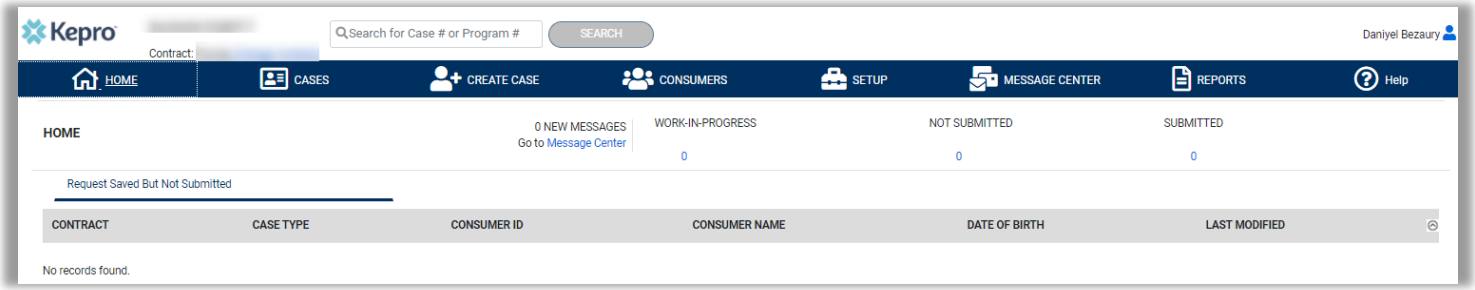
As a new user, you will need to read and agree to the Terms of Use.



The system will automatically authenticate and display the home page.



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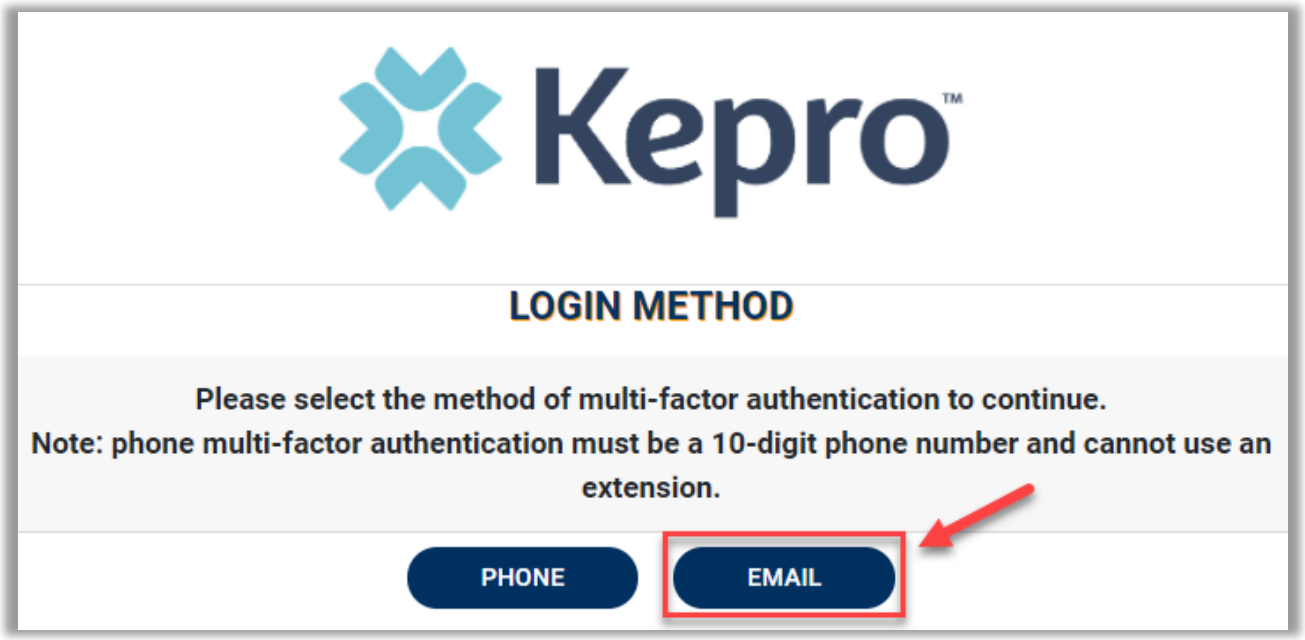
Email Verification

Click the EMAIL button



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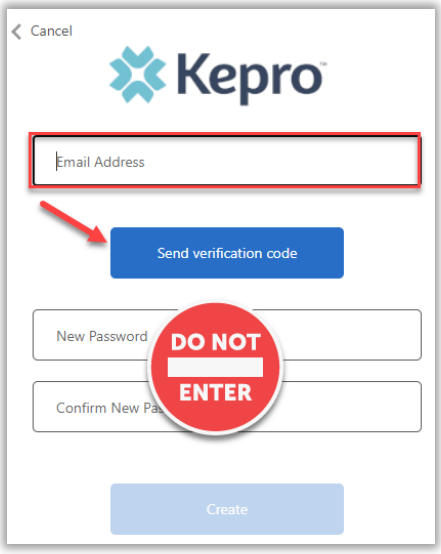
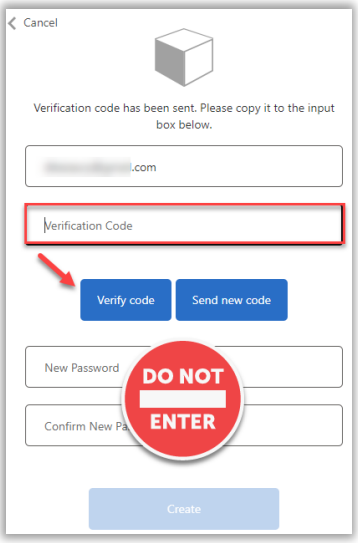
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



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).

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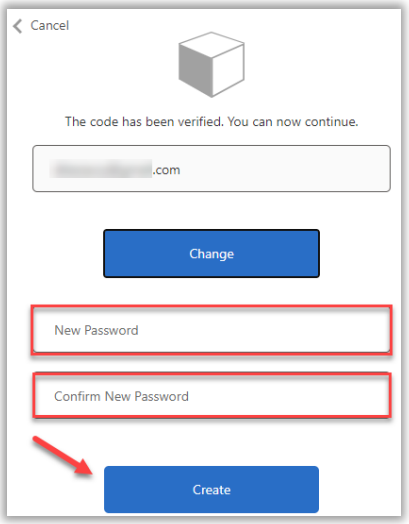
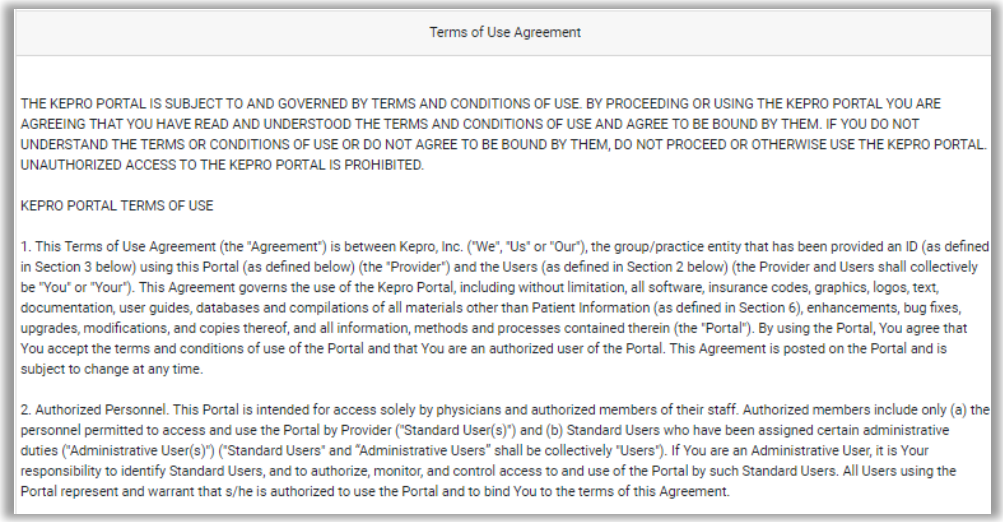
After email verification is complete, enter a new password, confirm the password, and click Create. This is creating a password for the Multi-Factor Authentication Registration.



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



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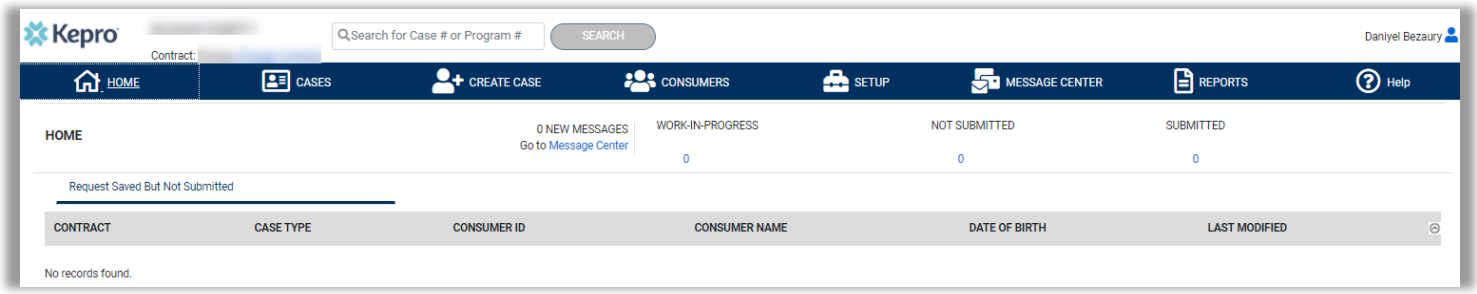
The system will automatically authenticate and display the home page.



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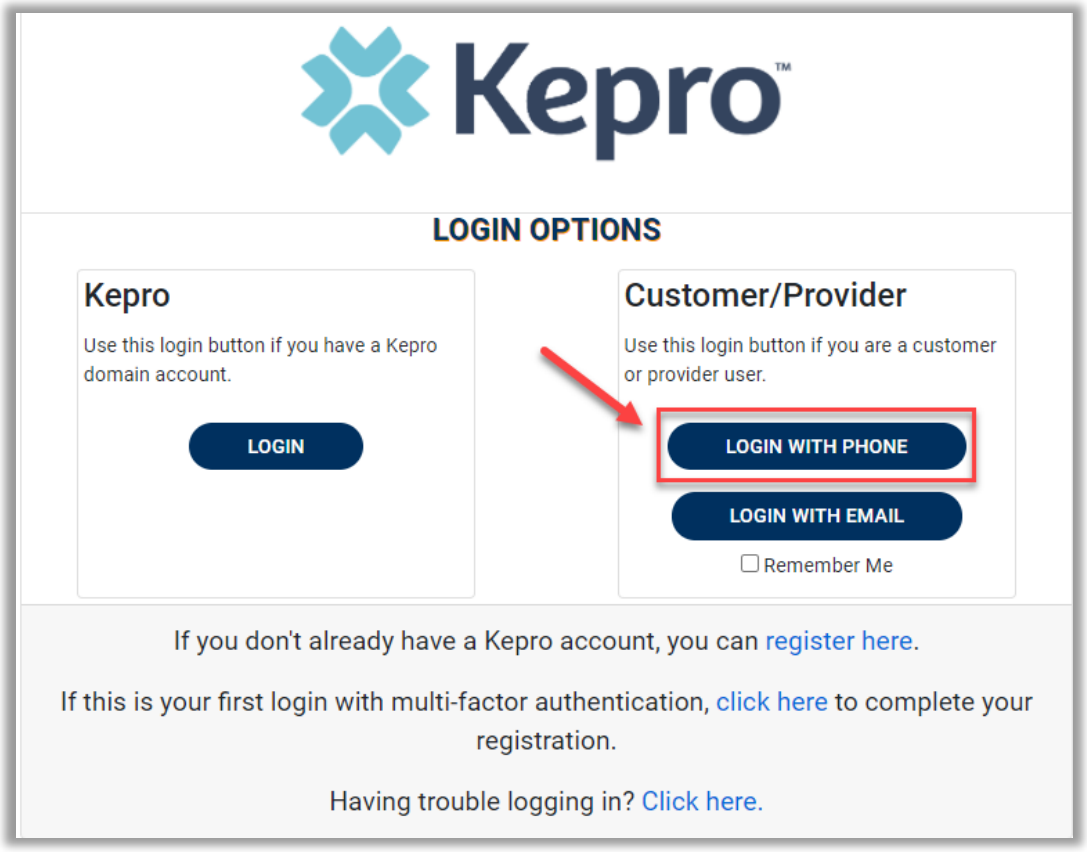
SECTION 4 – Phone Login

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



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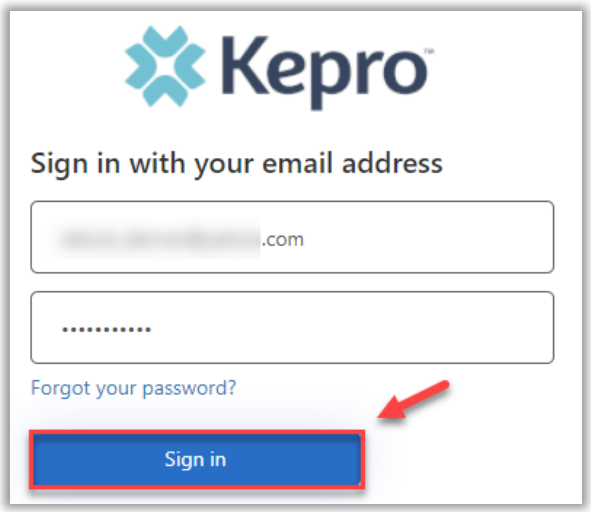
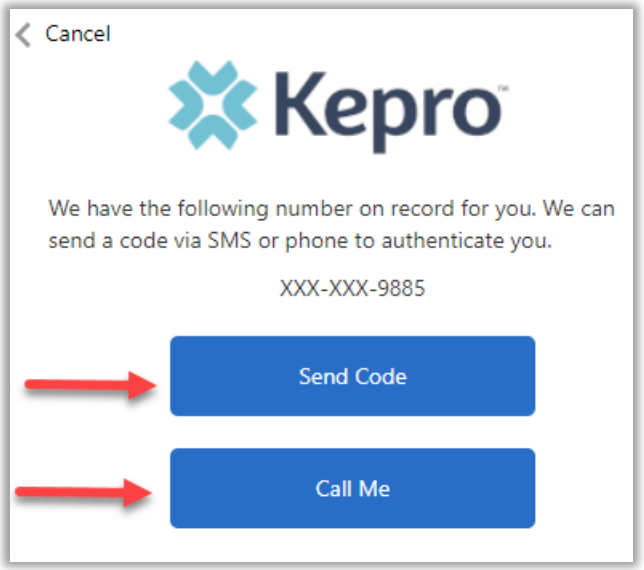
Enter the email address and password created during the registration process. Click Sign in



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.



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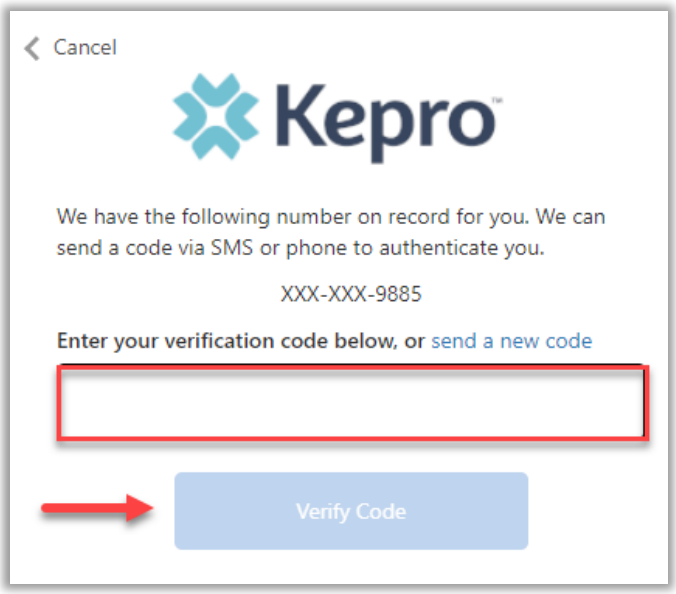
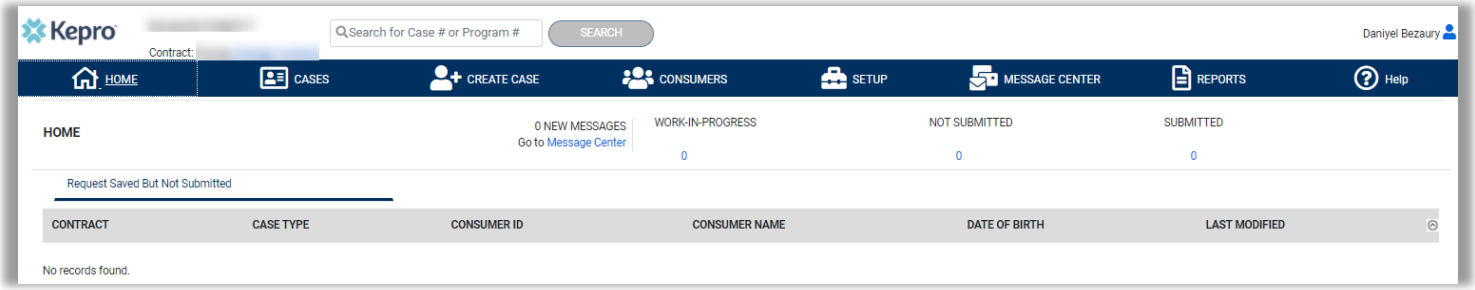
If Send Code option is selected, enter code received via text and click Verify Code.



Login will complete and the home screen will display.



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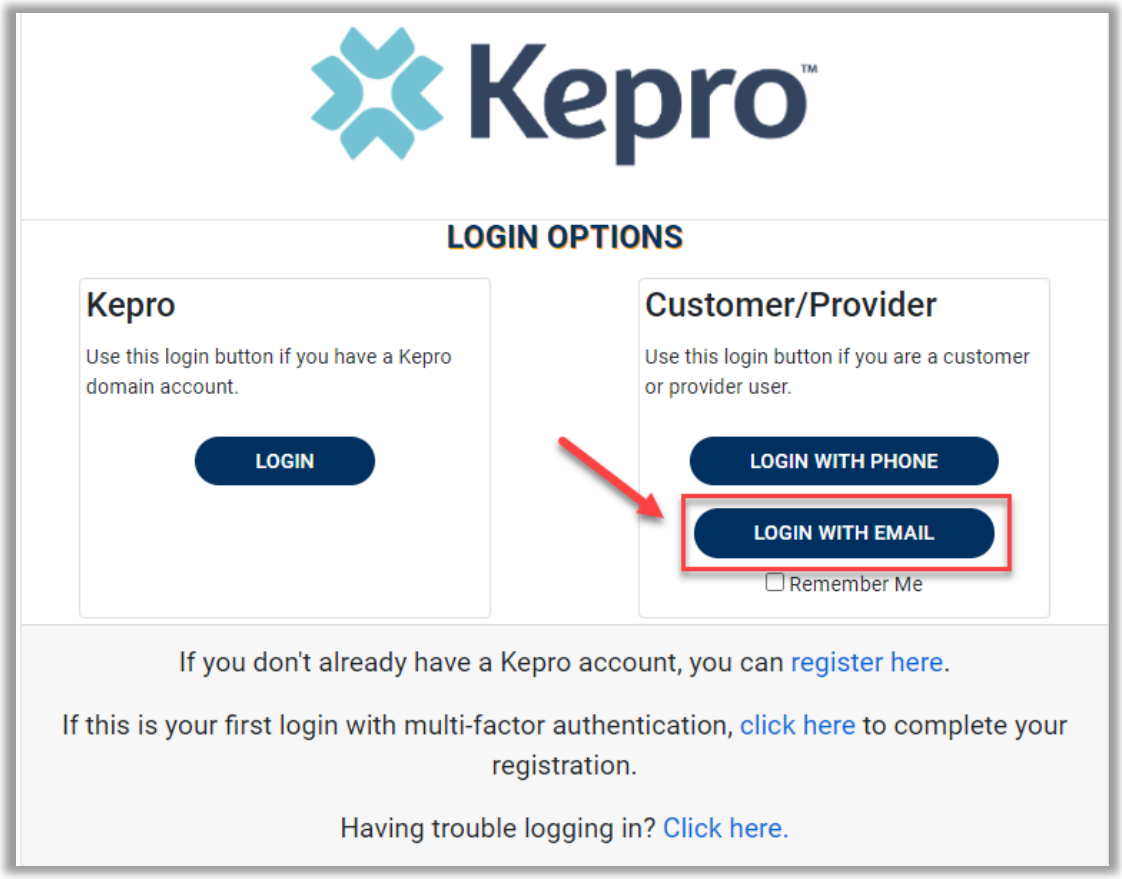
SECTION 5 – Email Login

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



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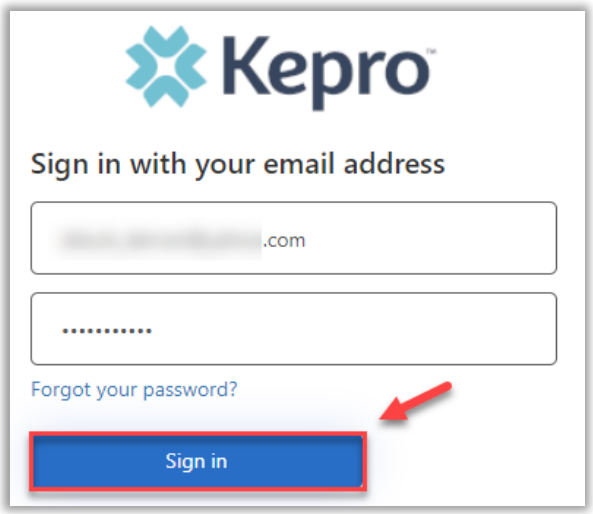
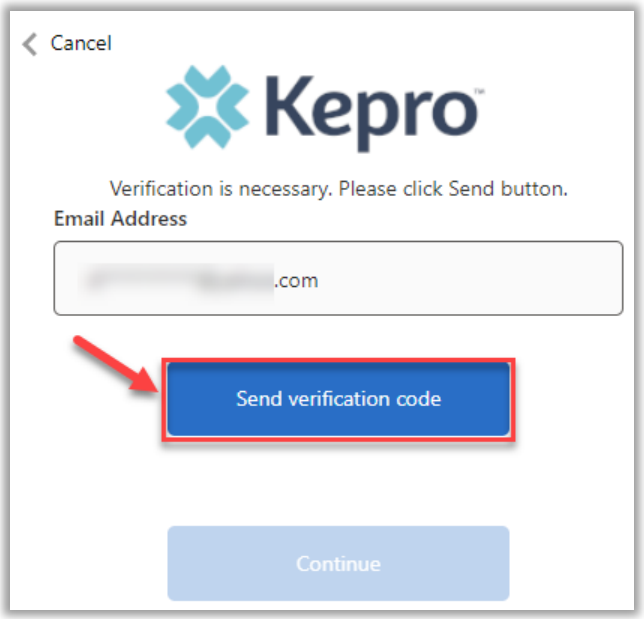
Enter the email address and password created during the registration process. Click Sign in



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.



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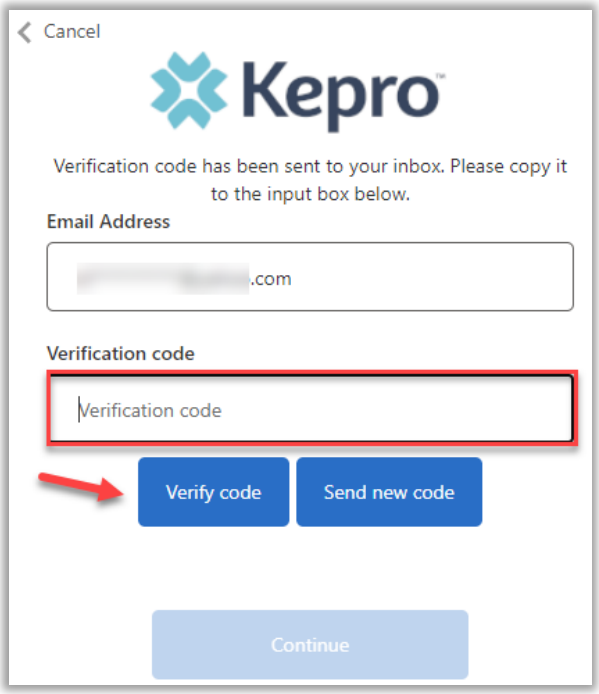
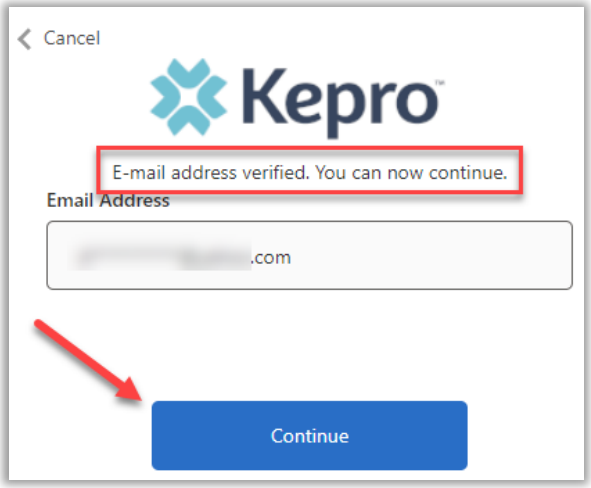
Enter verification code sent to the email address, then click Verify Code.



A message will appear confirming verification, click Continue.



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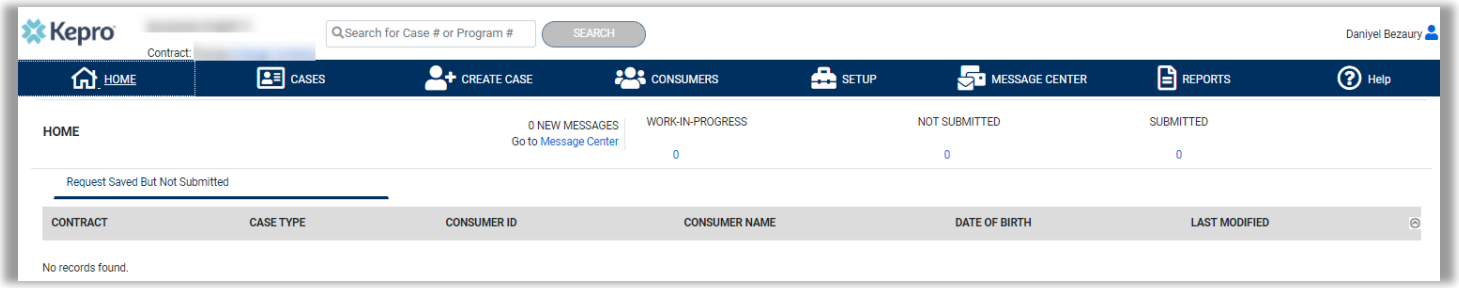
Login will complete and the home screen will display.

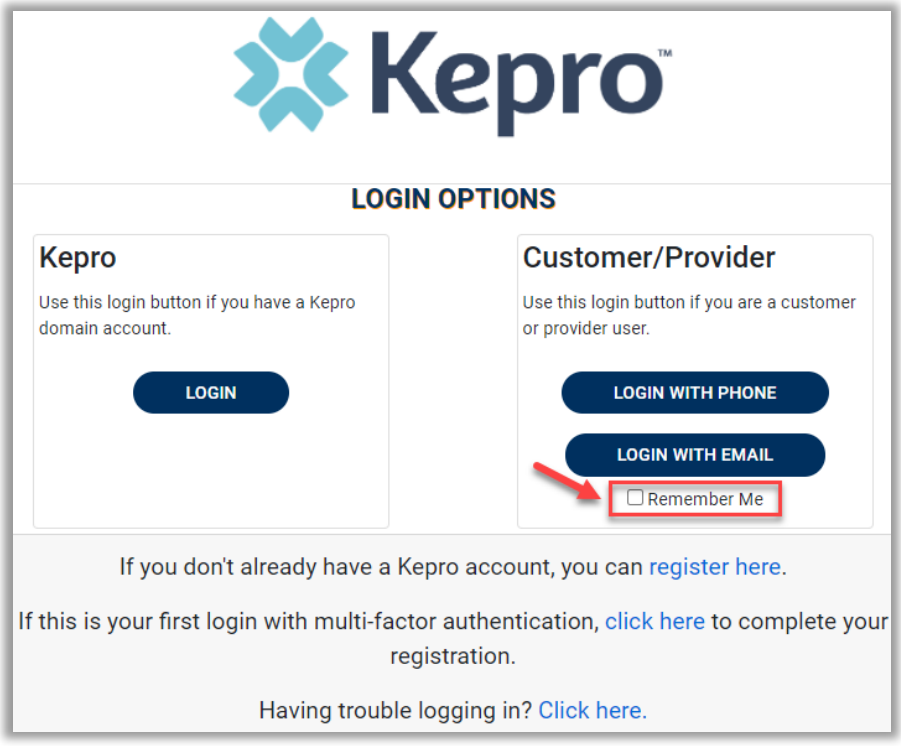


SECTION 6 – Remember Me functionality

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.



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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.

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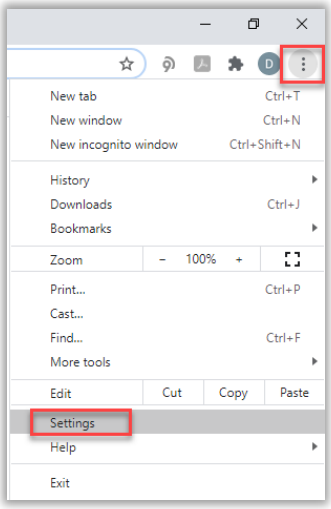
Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

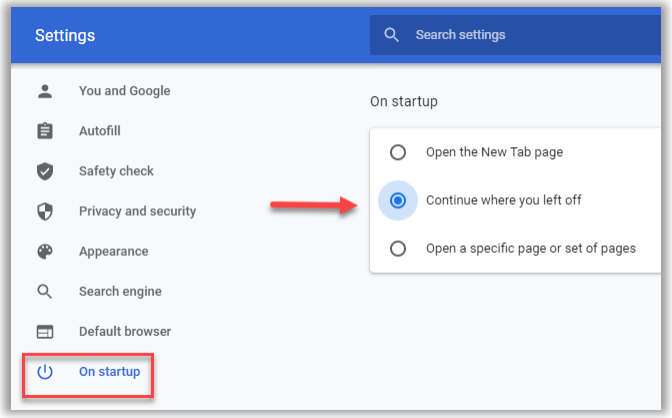
To set “continue where you left off” in Google Chrome, click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu

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



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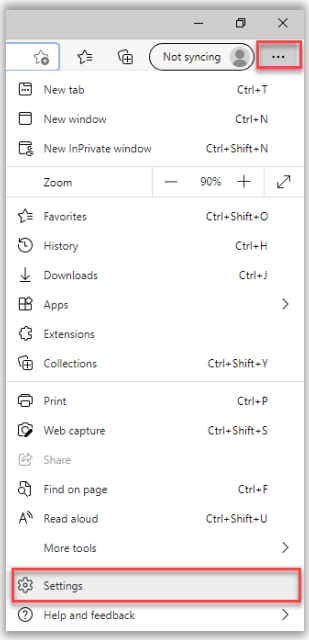
Edge Configuration

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

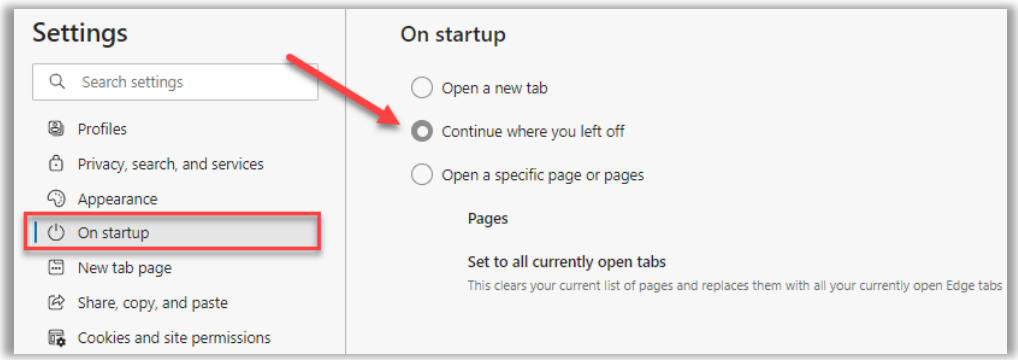
Click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu

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



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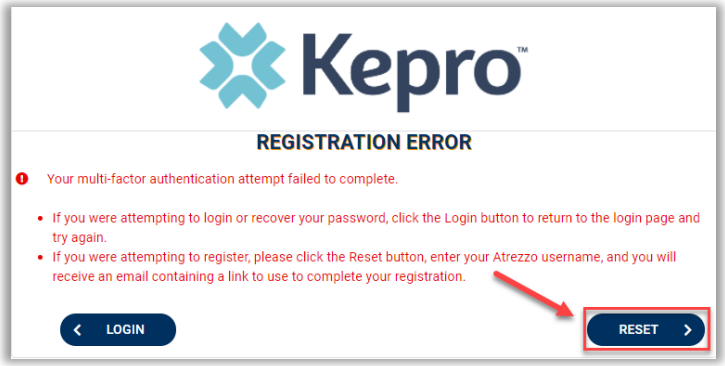
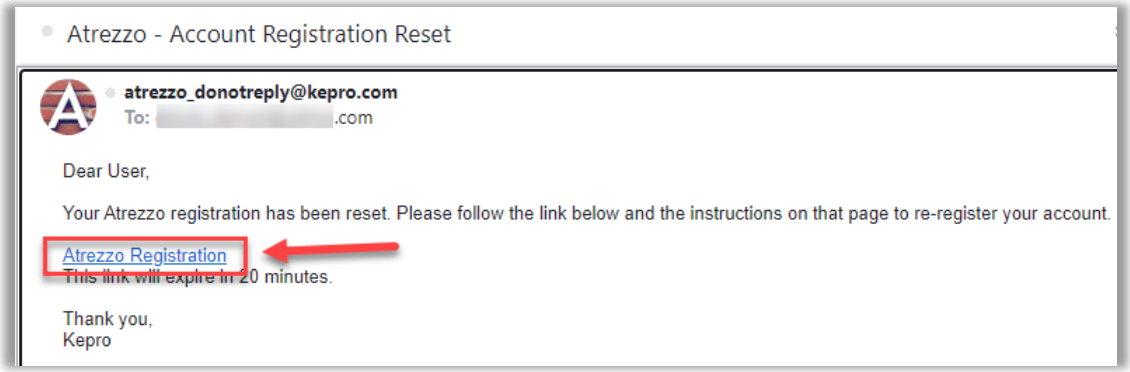
Registration Error Message

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.



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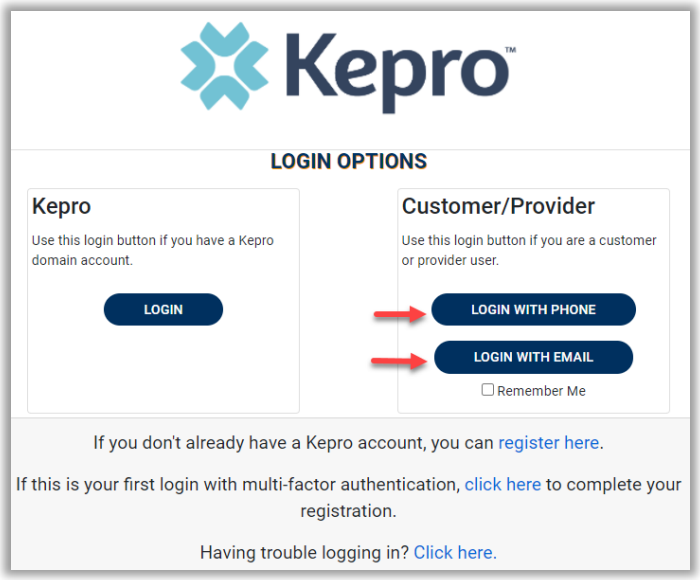
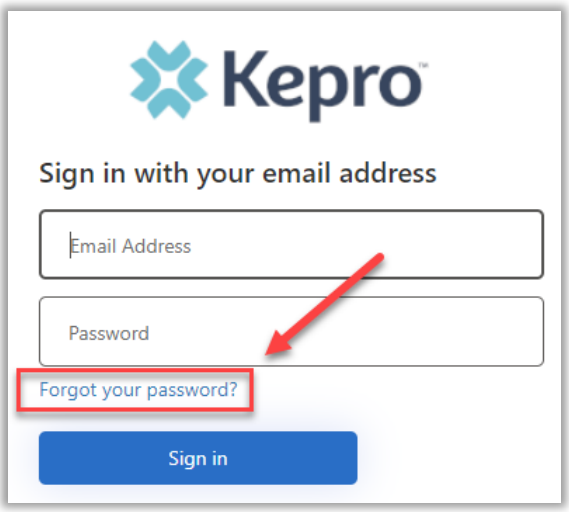
Forgot or Reset Password

Click your usual login method. Login with Phone or Login with Email under the Customer/Provider heading on the right-hand side of the login page.



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



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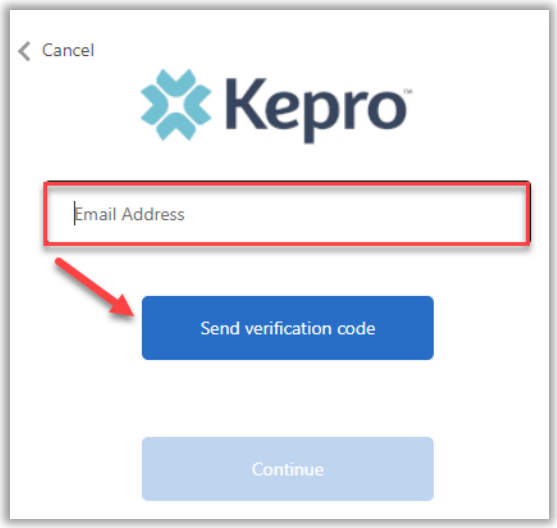
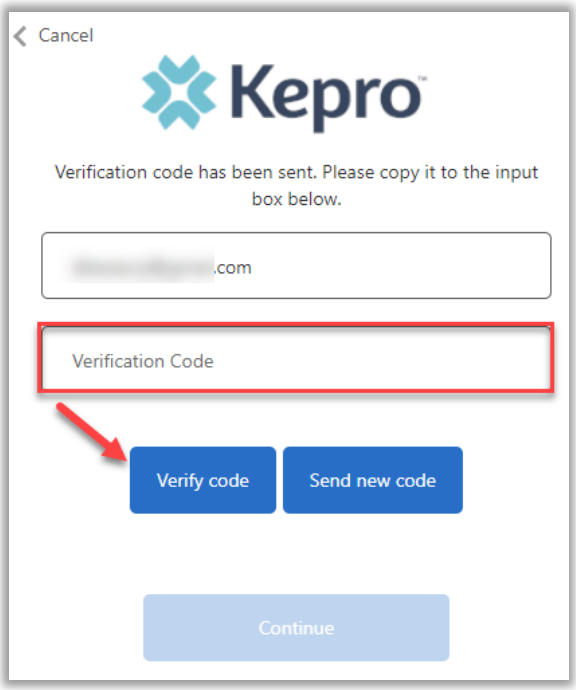
Enter email address and click the "Send verification code" button.



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



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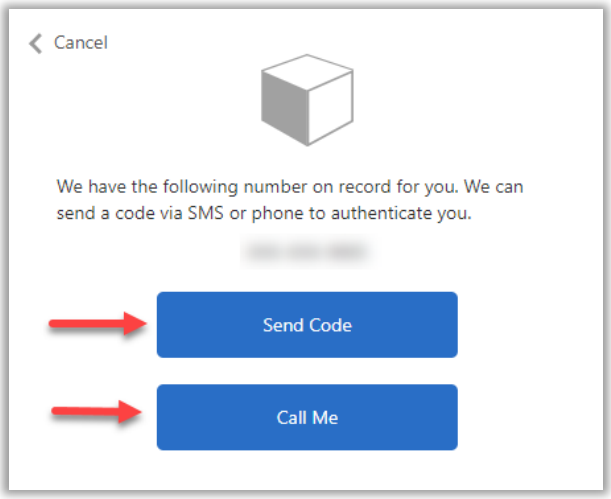
Click the "Continue" button.

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.



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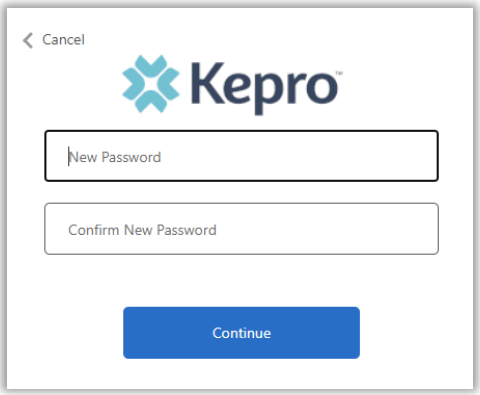
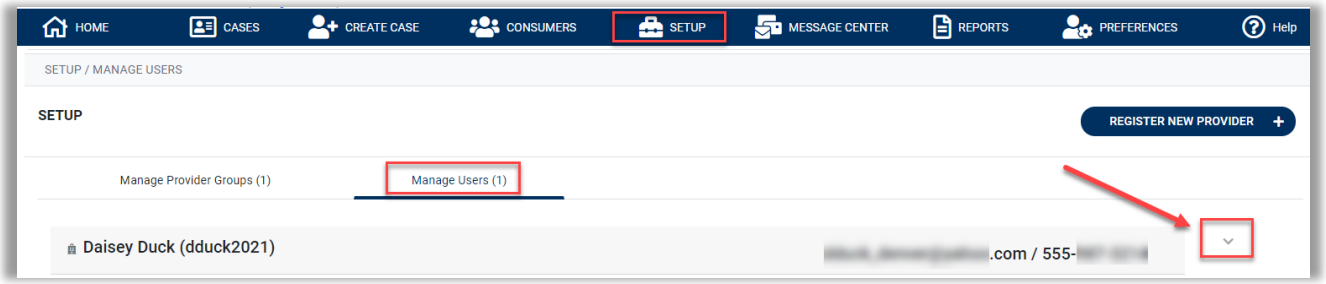
Once verification is complete, enter a new password and confirm the password. Click the "Continue" button. The home page will display once the reset password process is completed.



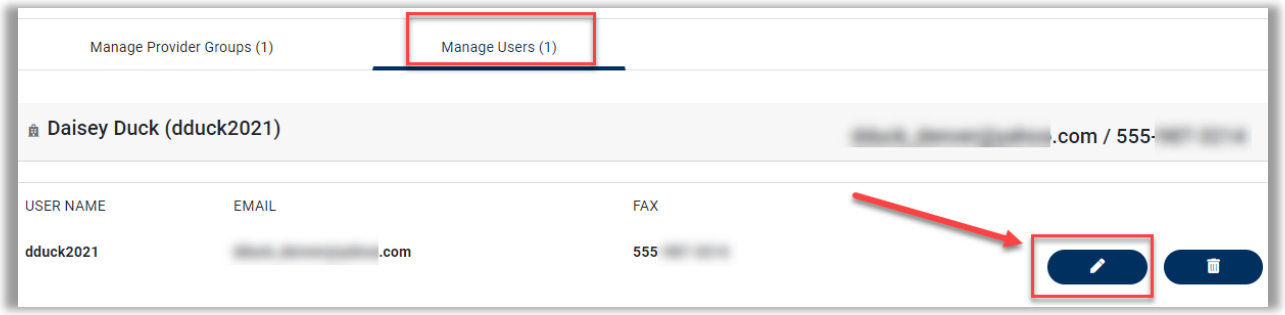
Provider Administrator Reset Registration

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

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



Click the pencil icon.



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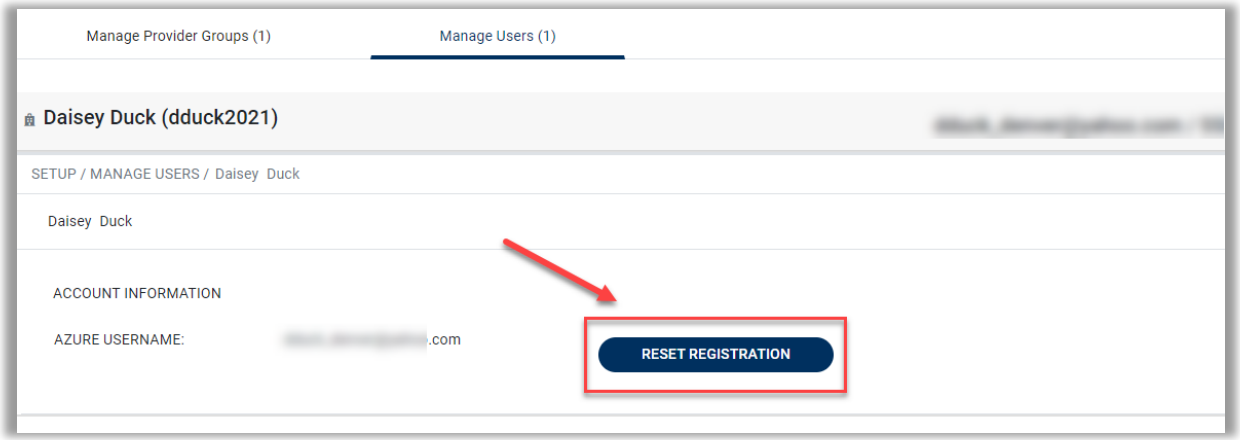
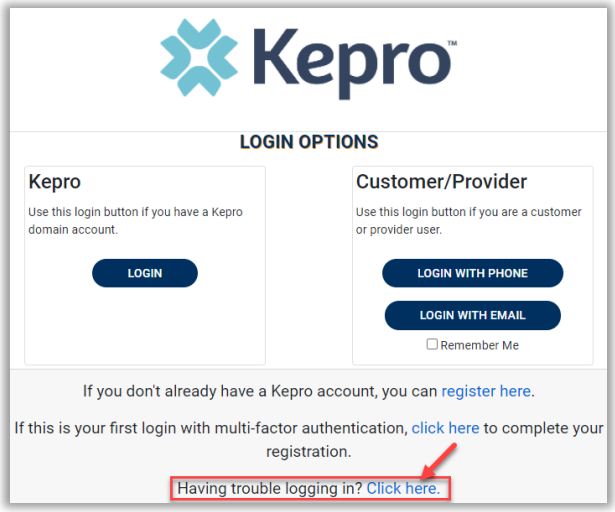
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



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.



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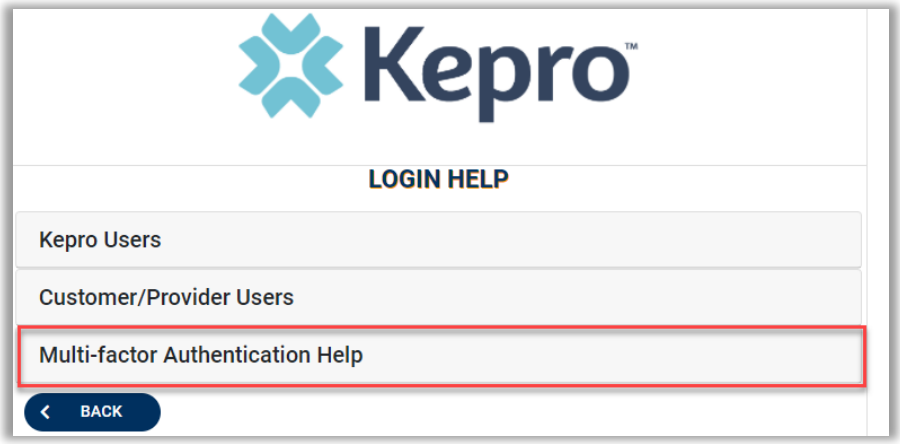
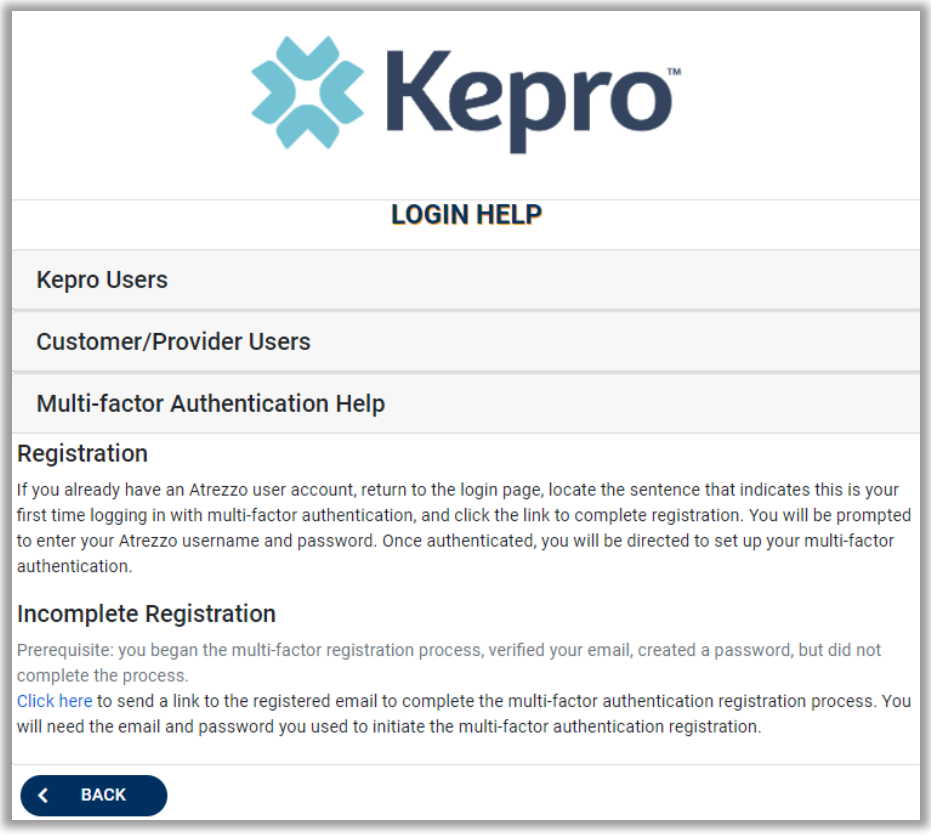
Click Multi-Factor Authentication Help



Follow the prompts for the assistance needed.



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