



# Atrezzo User Guide

## Multi-Factor Authentication – Logging in for Current Provider and Customer Users



## Customer or Provider Login

Our log in page has changed. After entering the Atrezzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display as shown below. If you have already registered with the MFA process, you can now log in.

**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.

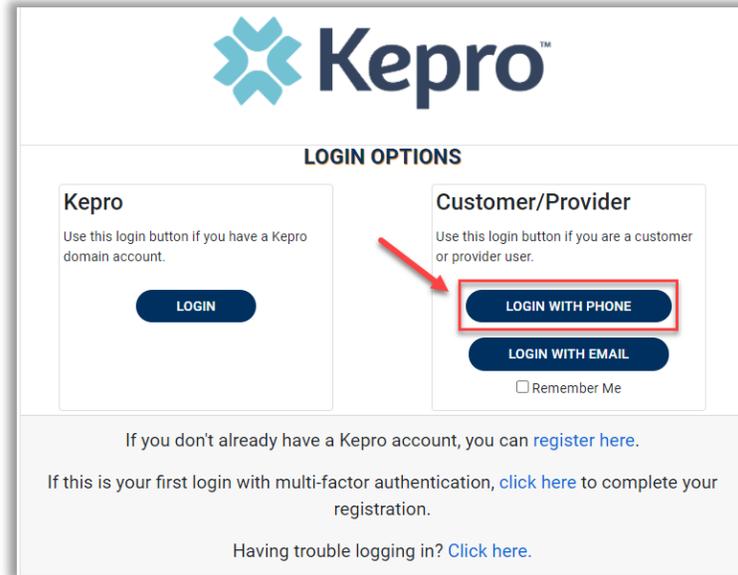
Having trouble logging in? [Click here](#).



## 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. If you only registered with an email address, skip to page 6.

From the login page, click Login With Phone





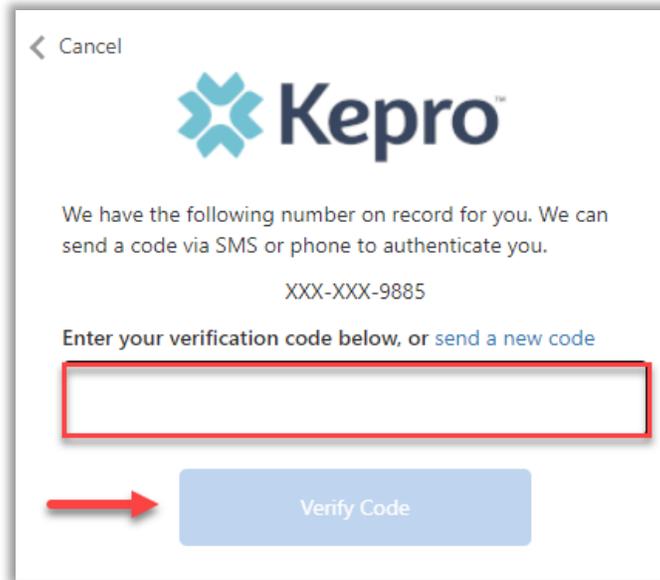
Enter the email address and password created during the registration process. Click Sign in

The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: the first for an email address (partially obscured by a grey box) 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 "Sign in" button, which is highlighted with a red border and a red arrow pointing to it from the right.

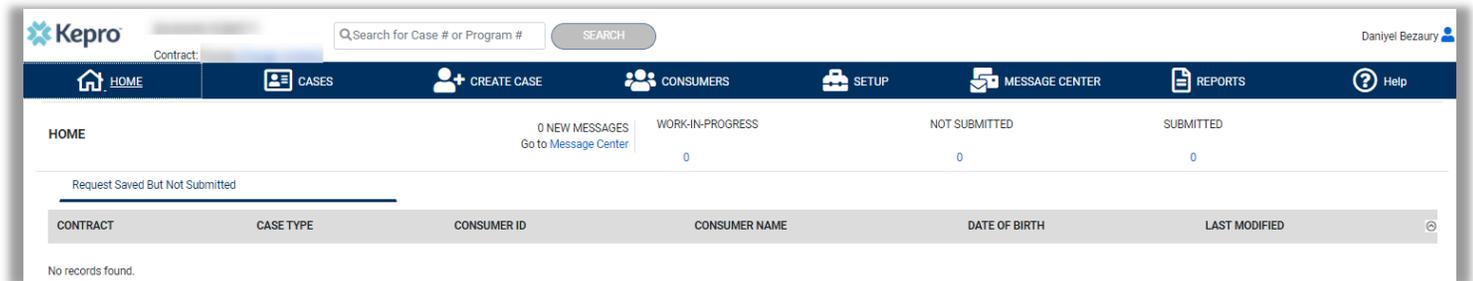
Confirm the phone number on file to receive a verification code. Select Send Code for an SMS text verification code or Call Me for a voice call prompting to press the # to complete verification.

The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below is the Kepro logo. The text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this is the phone number "XXX-XXX-9885". At the bottom are two blue buttons: "Send Code" and "Call Me". Red arrows point to each of these buttons from the left.

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



Login will complete and your facility home screen will display.





## 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 options:

- Kepro**: Use this login button if you have a Kepro domain account. Below this is a "LOGIN" button.
- Customer/Provider**: Use this login button if you are a customer or provider user. Below this are 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. Below these buttons is a checkbox labeled "Remember Me".

Below the login options, 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.
- 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 is the text "Sign in with your email address". There are two input fields: the first contains a blurred email address followed by ".com", and the second contains a series of dots representing a password. 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 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.

The image shows 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. Underneath is the label "Email Address" followed by an input field containing a blurred email address and ".com". Below the input field is a blue button labeled "Send verification code", which is highlighted with a red 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.

A mobile application screen for Kepro. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text reads: "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" which is highlighted with a red border and contains the text "Verification code". Below the input fields are two blue buttons: "Verify code" (with a red arrow pointing to it) and "Send new code". At the bottom is a light blue "Continue" button.

A message will appear confirming verification, click Continue.

A mobile application screen for Kepro. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. A message "E-mail address verified. You can now continue." is displayed in a white box with a red border. Below the message is the "Email Address" input field, which is now disabled and contains a blurred address ending in ".com". At the bottom is a blue "Continue" button, with a red arrow pointing to it.



Login will complete and your facility home screen will display.

Kepro Contract: [redacted]   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.					