



Atrezzo User Guide

Multi-Factor First-Time Registration 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. You must register in the MFA process before you can log in.

Kepro
Use this login button if you have a Kepro domain account.

Kepro
Use this login button if you are a customer or provider user.

LOGIN

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

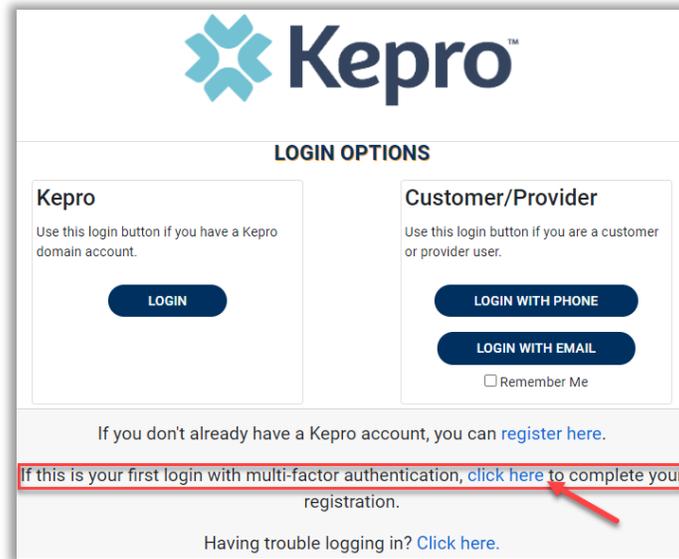
If you don't already have a Kepro account, you can [register here](#).

If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

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

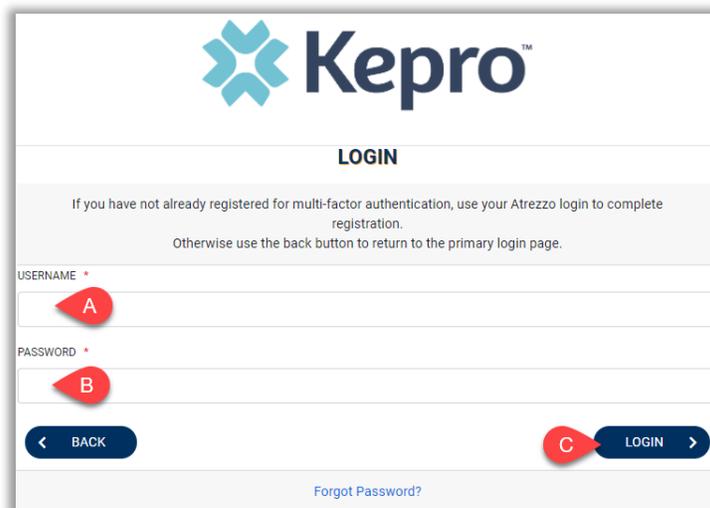
SECTION 1 – Current Portal User; MFA Registration

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' page. It features two main columns: 'Kepro' and 'Customer/Provider'. The 'Kepro' column has a 'LOGIN' button. The 'Customer/Provider' column has 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, along with 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.'

After you choose "click here" to begin the registration process, enter your current Atrezzo username and password and click Login.



The screenshot shows the 'LOGIN' page. It includes the Kepro logo and a heading 'LOGIN'. Below the heading, 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 circle with the letter 'A' is next to the USERNAME field, and a red circle with the letter 'B' is next to the PASSWORD field. At the bottom, there are two buttons: 'BACK' and 'LOGIN'. A red circle with the letter 'C' is next 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. **To register with a phone, see below. To register with email, skip to page 8.**

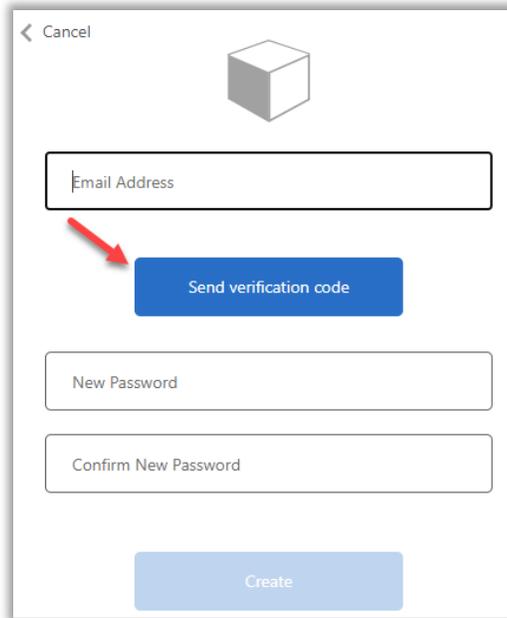
NOTE: When choosing an authentication method, **you will still be required to enter an email address** for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile). We recommend that you use your work email.

Phone Verification

Click the PHONE button

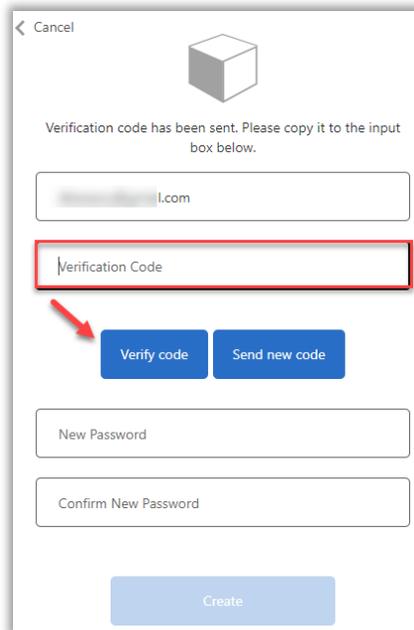
A screenshot of the Kepro login method selection screen. At the top is the Kepro logo. Below it is the heading "LOGIN METHOD". A grey box contains the text: "Please select the method of multi-factor authentication to continue. Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension." At the bottom are two buttons: "PHONE" and "EMAIL". A red arrow points to the "PHONE" button, which is also highlighted with a red rectangular border.

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



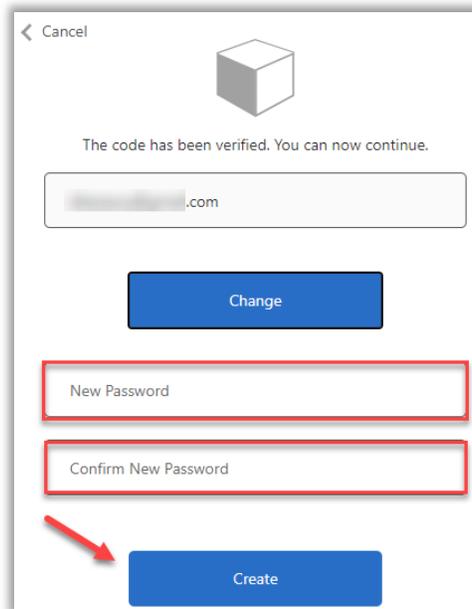
A screenshot of a mobile application registration screen. At the top left is a back arrow and the word 'Cancel'. In the center is a 3D cube icon. Below the icon is an input field labeled 'Email Address'. A red arrow points to a blue button labeled 'Send verification code'. Below this are two more input fields: 'New Password' and 'Confirm New Password'. At the bottom is a light blue button labeled 'Create'.

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



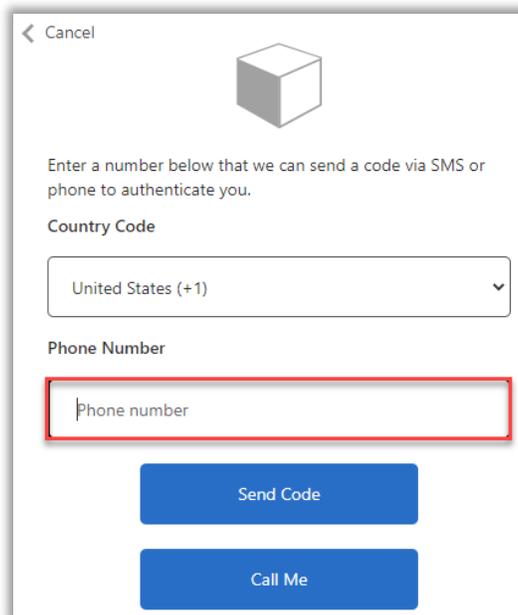
A screenshot of the same mobile application registration screen, but now showing a message: 'Verification code has been sent. Please copy it to the input box below.' Below the message is an input field containing a blurred email address followed by '.com'. Below that is an input field labeled 'Verification Code', which is highlighted with a red border. A red arrow points to a blue button labeled 'Verify code'. To its right is another blue button labeled 'Send new code'. Below these are the 'New Password' and 'Confirm New Password' input fields, and the 'Create' button at the bottom.

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



A mobile app screenshot showing a password creation screen. At the top, there is a back arrow and the word "Cancel". Below that is a 3D cube icon. The text reads: "The code has been verified. You can now continue." Below this 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", with a red arrow pointing to it from the left.

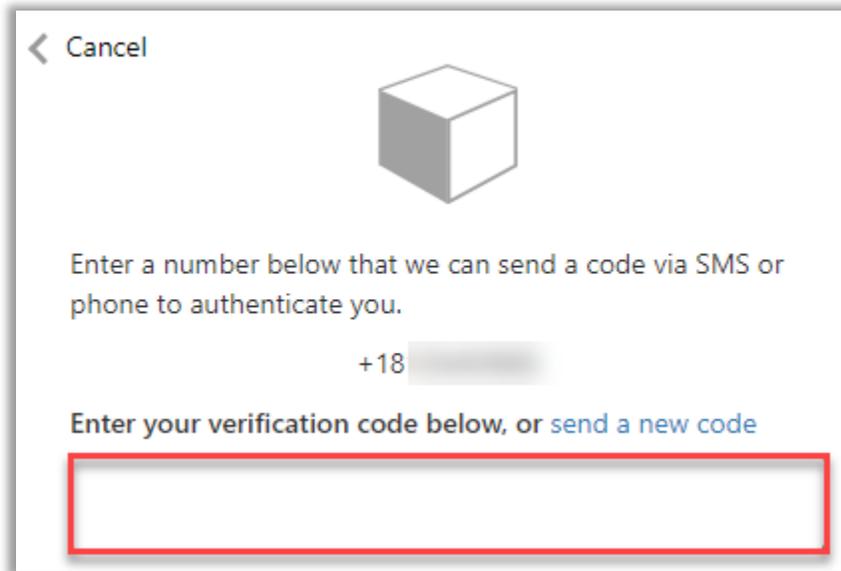
Enter your phone number and select Send Code or Call Me.



A mobile app screenshot showing a phone number entry screen. At the top, there is a back arrow and the word "Cancel". Below that is a 3D cube icon. The text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Below this is a "Country Code" section with a dropdown menu showing "United States (+1)". Underneath is a "Phone Number" section with a text input field containing "Phone number", outlined in red. At the bottom are two blue buttons: "Send Code" and "Call Me".

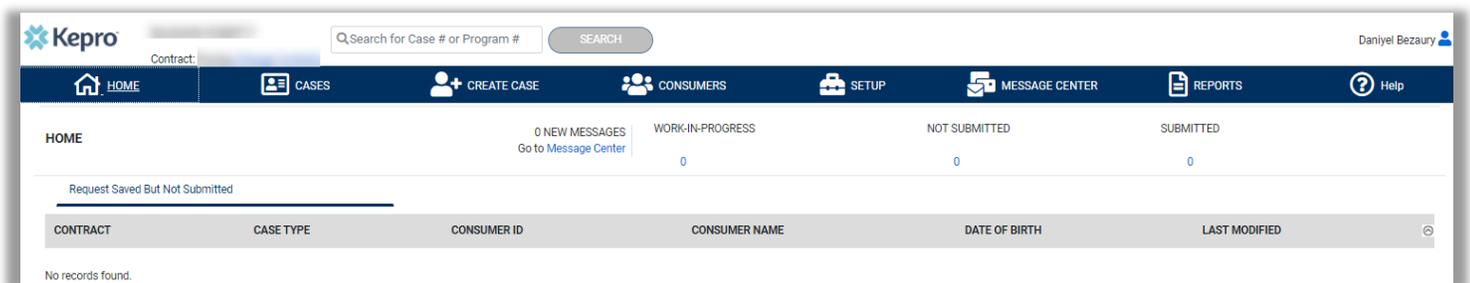
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



A mobile-style verification screen with a 'Cancel' button at the top left. 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 blurred area. Below that, the text says: 'Enter your verification code below, or send a new code'. At the bottom is a large, empty rectangular input field highlighted with a red border.

You are registered! The system will automatically authenticate and display your facility home page.



The dashboard features a top navigation bar with the Kepro logo, a search bar for 'Case # or Program #', and a user profile for 'Daniyel Bezaury'. Below this is a menu with icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, and REPORTS. The main content area shows a 'HOME' section with statistics: '0 NEW MESSAGES' (with a 'Go to Message Center' link), 'WORK-IN-PROGRESS' (0), 'NOT SUBMITTED' (0), and 'SUBMITTED' (0). A message 'Request Saved But Not Submitted' is displayed. Below the statistics is a table with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table currently shows 'No records found.'



Email Verification

Click the EMAIL button

A screenshot of the Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN METHOD". A grey instruction box contains the text: "Please select the method of multi-factor authentication to continue. Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension." At the bottom are two buttons: "PHONE" and "EMAIL". The "EMAIL" button is highlighted with a red rectangular border, and a red arrow points to it from the right.

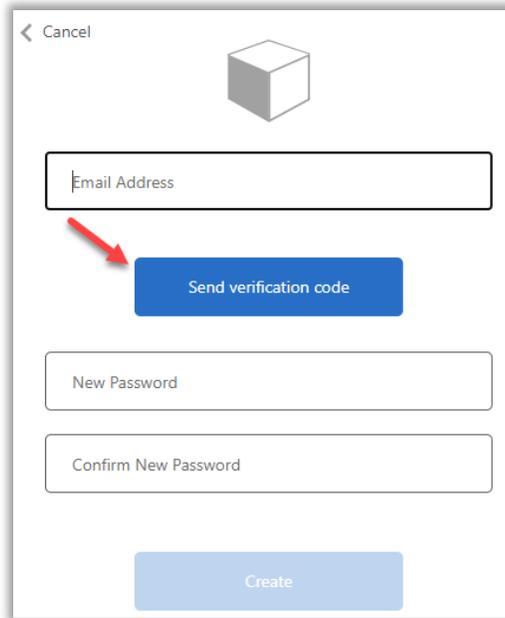
Kepro™

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.

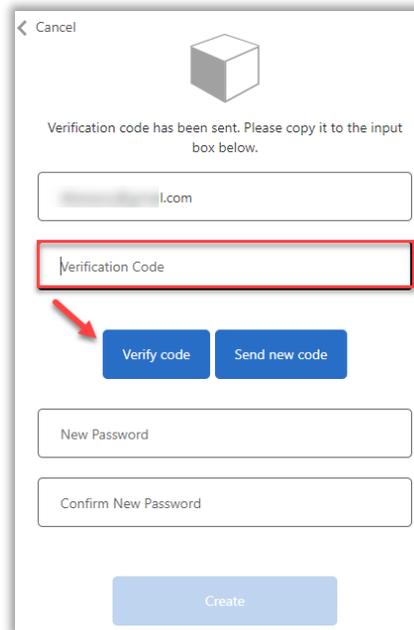
PHONE **EMAIL**

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



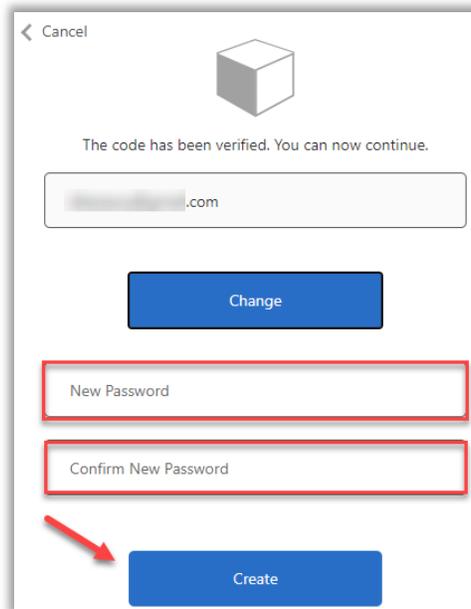
A screenshot of a mobile registration form. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an input field labeled "Email Address". A red arrow points to a blue button labeled "Send verification code". Below this are two more input fields: "New Password" and "Confirm New Password". At the bottom is a light blue button labeled "Create".

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



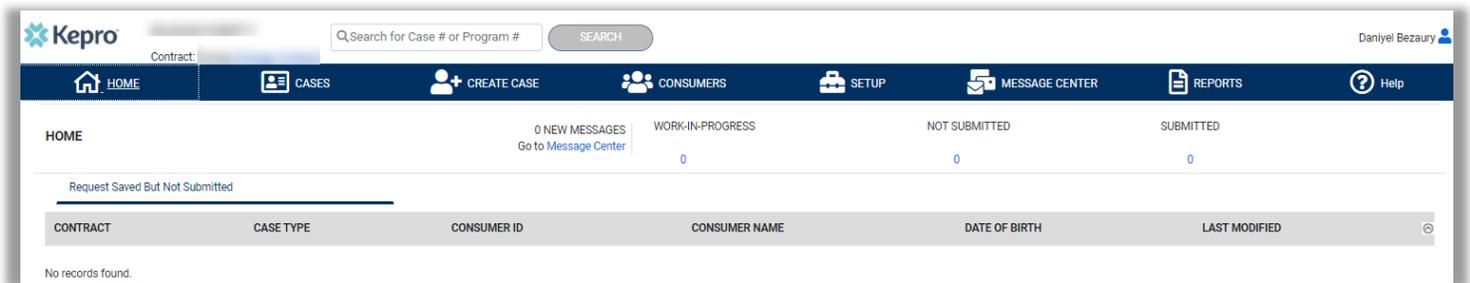
A screenshot of the same mobile registration form, but now showing a message: "Verification code has been sent. Please copy it to the input box below." Below the message is an input field containing a blurred email address followed by ".com". Below that is an input field labeled "Verification Code", which is highlighted with a red border. A red arrow points to a blue button labeled "Verify code". To its right is another blue button labeled "Send new code". Below these are the "New Password" and "Confirm New Password" input fields, and the "Create" button at the bottom.

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



A mobile application registration screen. 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 "The code has been verified. You can now continue." Below this 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", with a red arrow pointing to it from the left.

You are registered! The system will automatically authenticate and display your facility home page.



The Kepto home page interface. At the top left is the Kepto logo and a "Contract:" label. To the right is a search bar with the placeholder "Search for Case # or Program #" and a "SEARCH" button. On the far right is the user name "Daniyel Bezaury" with a profile icon. Below this is a dark blue navigation bar with icons and labels for "HOME", "CASES", "CREATE CASE", "CONSUMERS", "SETUP", "MESSAGE CENTER", "REPORTS", and "Help". The main content area shows a "HOME" section with a "Request Saved But Not Submitted" message. It features four summary cards: "0 NEW MESSAGES" with a "Go to Message Center" link, "WORK-IN-PROGRESS" with a count of "0", "NOT SUBMITTED" with a count of "0", and "SUBMITTED" with a count of "0". Below these is a table with columns: "CONTRACT", "CASE TYPE", "CONSUMER ID", "CONSUMER NAME", "DATE OF BIRTH", and "LAST MODIFIED". The table content is empty, with the text "No records found." at the bottom.