



# Atrezzo User Guide

## New Facility and MFA Registration Provider and Customer Users

## New Provider Registration & MFA Registration

New to Atrezzo? You need to register for a Kepro facility account. Instructions on how to get a code can be found below and on our website at [NEPASRR@kepro.com](mailto:NEPASRR@kepro.com)

### Helpful Hints

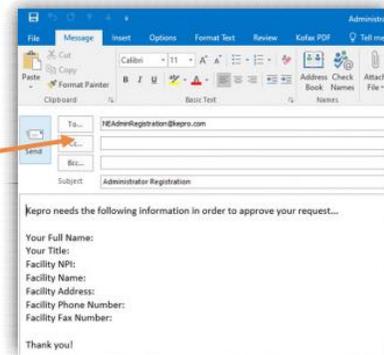
- You will need the NPI for your facility, not for a specific physician.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

### Ready to Register?

- You will need to designate a Provider Administrator for your facility. This person will need to add and manage all other users of the Provider Portal.
- The Provider Administrator should visit <http://NEpasrr.kepro.com> and click on the link shown below labeled "please click here to send us an email."
- Complete the email form and click Send.
- You will receive a response email from NEAdminregistration@kepro.com with your registration code.

### Registration

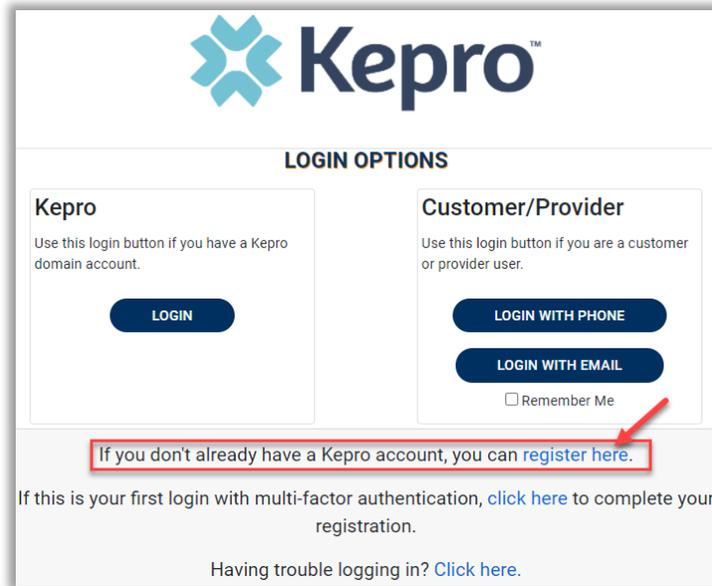
To register as the account administrator of your facility, please [click here](#) to send us an email. Complete all of the requested information within the email before sending. You will receive a registration code to access Kepro's Provider Portal at <https://portal.kepro.com>.



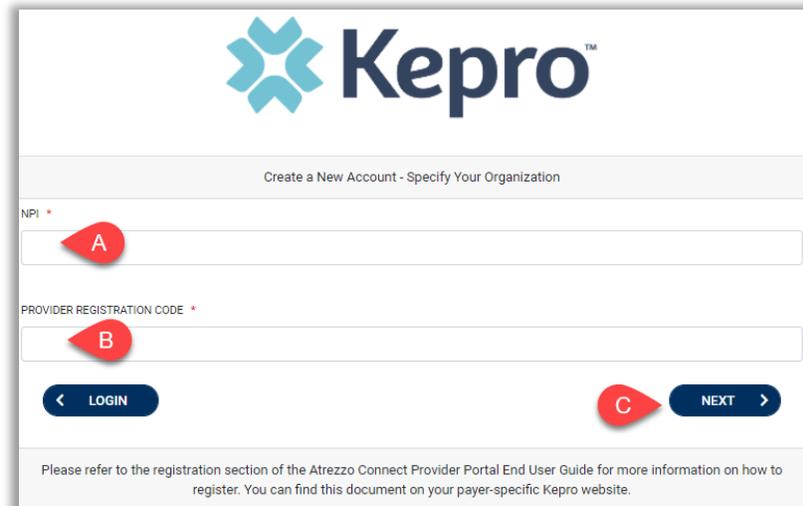
Once you have a response email from Kepro with the registration code, the next set of instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time process.



From the login screen at <https://portal.kepro.com/> click the link to register for a Kepro Account.



Enter your facility NPI and the Registration Code that we sent via email, then click Next.



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 \*

#### Contact Information

FIRST NAME \*

LAST NAME \*

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State ▼

ZIP CODE

EMAIL \*

CONFIRM EMAIL \*

PHONE

Providers in receipt of Faxed Determination Letters: Official communication of service authorization will be sent to the fax number entered below.

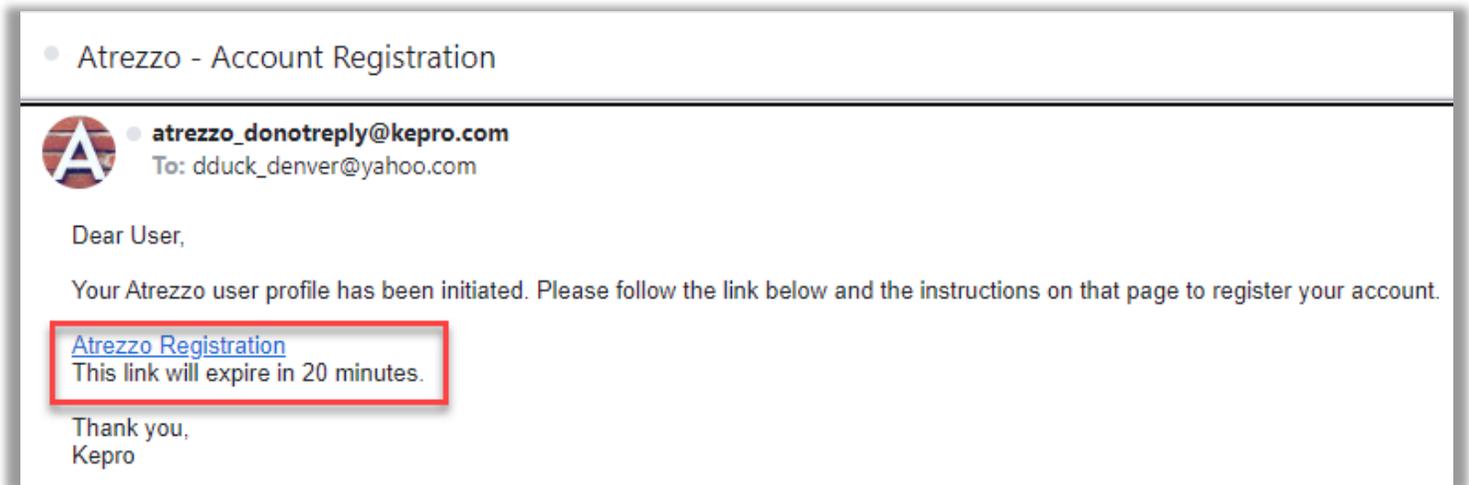
FAX \*

[← LOGIN](#) [NEXT →](#)



A message will display confirming the Registration is complete. You will receive an email to the account that you entered (see D and E on prior page).

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 (mobile or landline) with 10-digits; extensions are not supported.

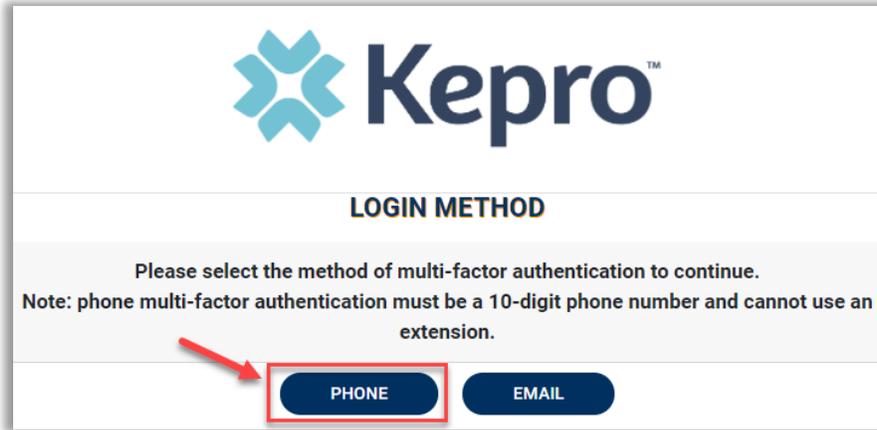
**NOTE:** When choosing an authentication method, **you will be required to enter an email address** for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Want to register by **phone**? Continue on to the next page.

Want to register by **email**? Skip to page 10.

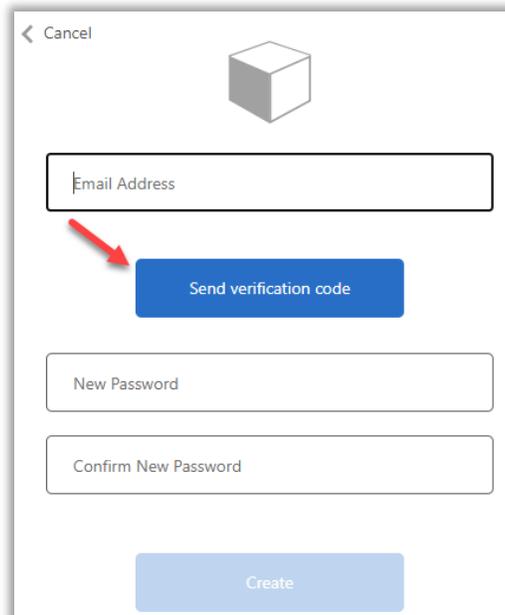
## Phone Verification

Click the PHONE button



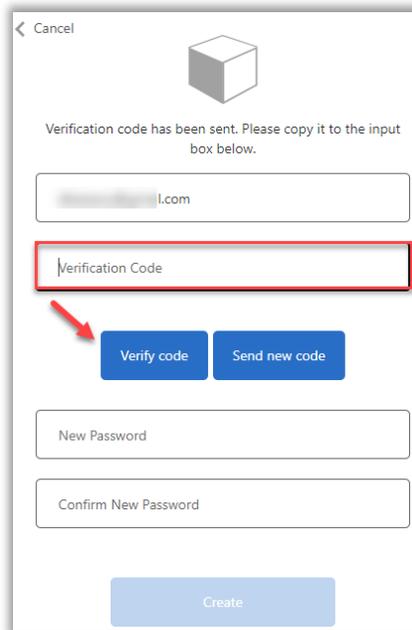
The image shows a mobile application screen for the 'Kepro' login method selection. At the top is the Kepro logo. Below it, the text 'LOGIN METHOD' is centered. A grey box contains the instruction: 'Please select the method of multi-factor authentication to continue. Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension.' At the bottom, there 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.



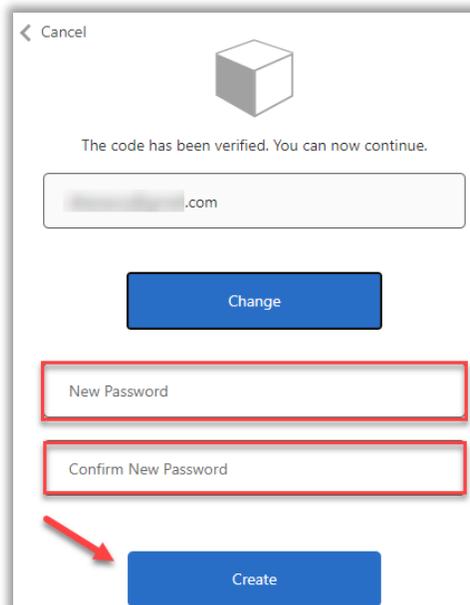
The image shows a mobile application registration form. At the top left is a '<' Cancel button. In the center is a 3D cube icon. Below the icon is an 'Email Address' input field. A red arrow points to the 'Send verification code' button, which is blue. Below this are 'New Password' and 'Confirm New Password' input fields. At the bottom is a light blue 'Create' button.

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



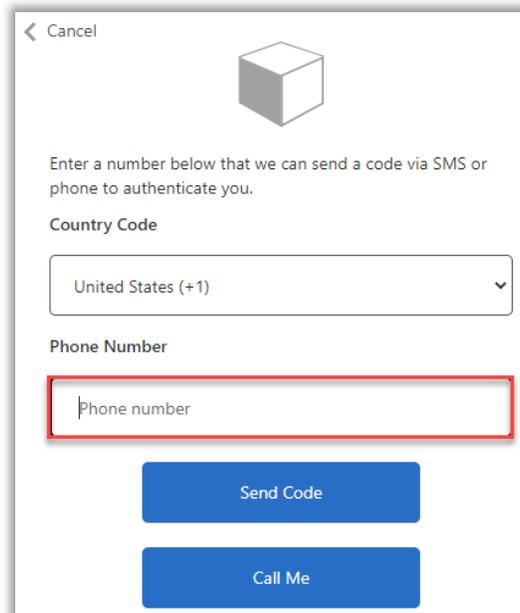
A mobile app interface for verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads: "Verification code has been sent. Please copy it to the input box below." There are three input fields: the first is a blurred email address ending in ".com"; the second is labeled "Verification Code" and is highlighted with a red border; the third is labeled "New Password". Below the "Verification Code" field are two blue buttons: "Verify code" (with a red arrow pointing to it) and "Send new code". Below the "New Password" field is another input field labeled "Confirm New Password". At the bottom is a light blue "Create" button.

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



A mobile app interface for password creation. 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: "The code has been verified. You can now continue." There are three input fields: the first is a blurred email address ending in ".com"; the second is labeled "New Password" and is highlighted with a red border; the third is labeled "Confirm New Password" and is also highlighted with a red border. Below the "Confirm New Password" field is a blue "Create" button with a red arrow pointing to it.

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" dropdown menu currently showing "United States (+1)". Below that is a "Phone Number" text input field with a red border around it. 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 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 text input field containing "+18" followed by a greyed-out area. Below that is the text: "Enter your verification code below, or send a new code" in blue. At the bottom is a large empty text input field with a red border around it.



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** >

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

The screenshot shows the Kepro home page. At the top left is the Kepro logo. A search bar is present with the text "Search for Case # or Program #". The user's name "Daniyel Bezaury" is displayed in the top right corner. Below the search bar is a navigation menu with icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, and REPORTS. The main content area shows a "HOME" section with a "Request Saved But Not Submitted" message. Below this 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 dark blue buttons: "PHONE" and "EMAIL". The "EMAIL" button is highlighted with a red rectangular border, and a red arrow points to it from the right.

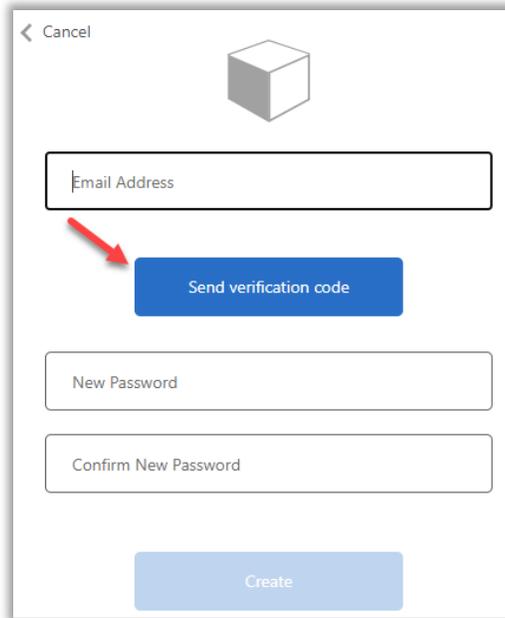
**Kepro™**

**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.

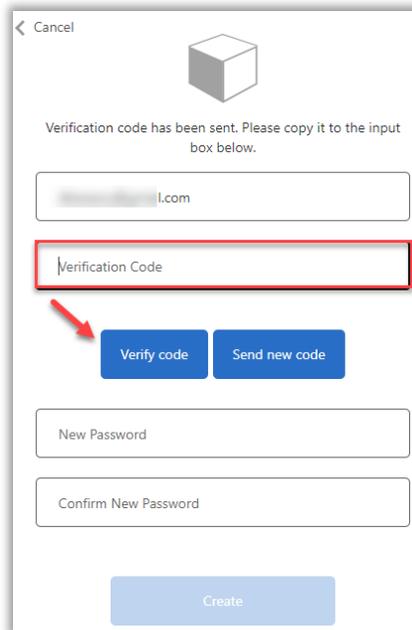
**PHONE** **EMAIL**

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



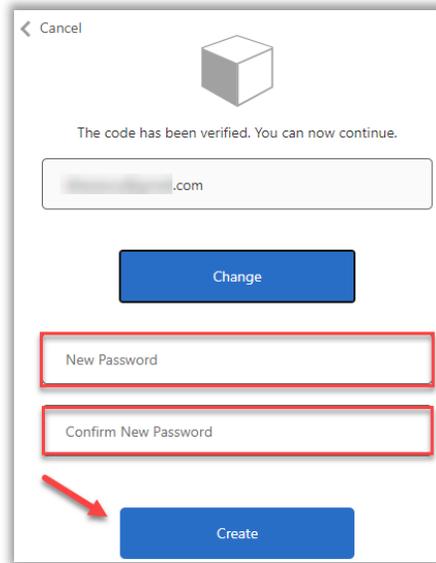
A screenshot of a mobile registration form. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an "Email Address" input field. A red arrow points to a blue button labeled "Send verification code". Below this are "New Password" and "Confirm New Password"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

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

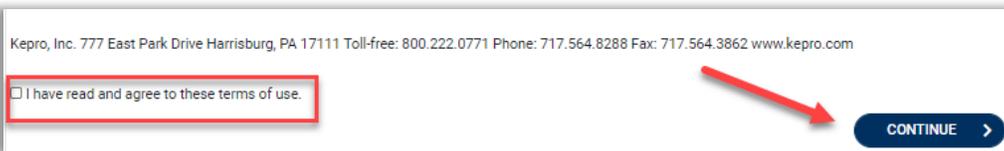
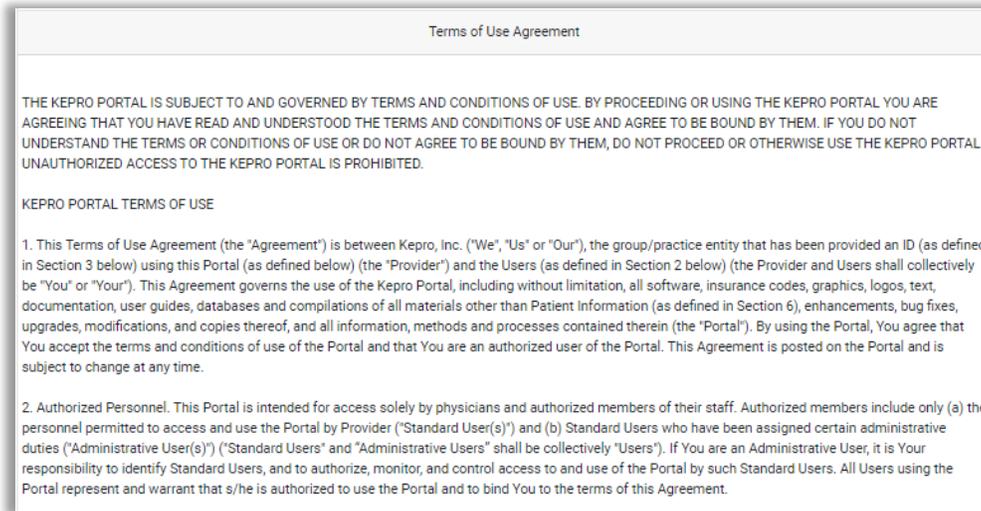


A screenshot of the same mobile registration form, but now showing a message: "Verification code has been sent. Please copy it to the input box below." Below the message is a partially filled email address input field. A red box highlights a "Verification Code" input field. A red arrow points to a blue button labeled "Verify code", which is next to a "Send new code" button. Below these are "New Password" and "Confirm New Password" input fields. At the bottom is a light blue "Create" button.

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



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





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

Kepro 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.					