



Atrezzo User Guide

Troubleshooting MFA Registration and Login for Provider and Customer Users

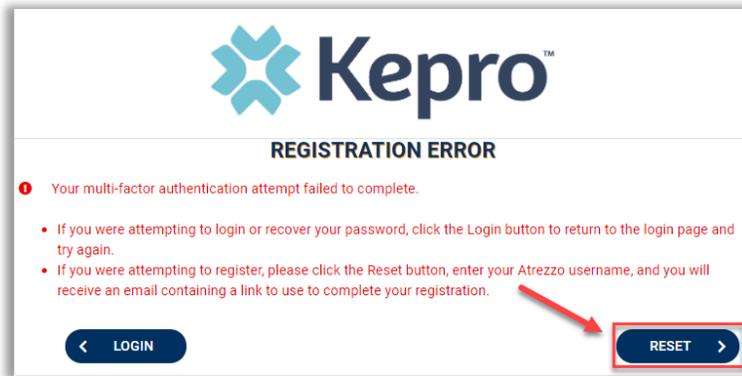


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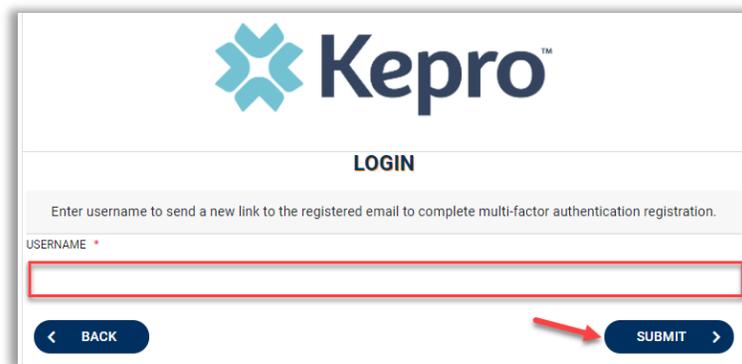
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Registration Error Message

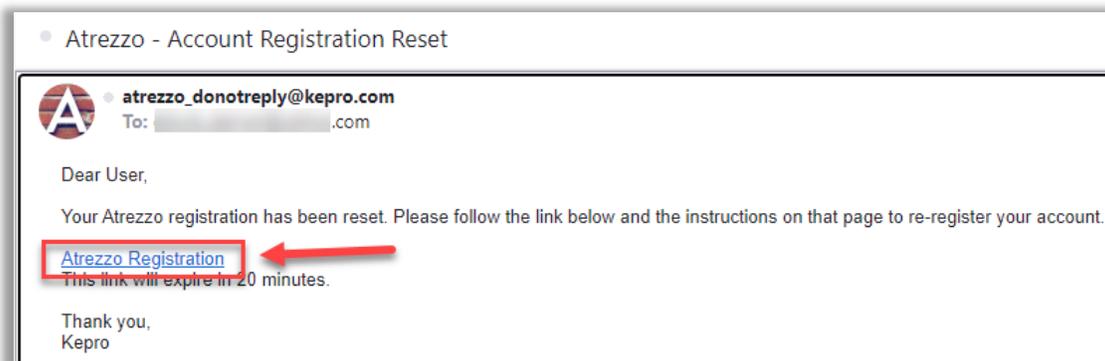
If a Registration Error message is received while attempting to register, click Reset.



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

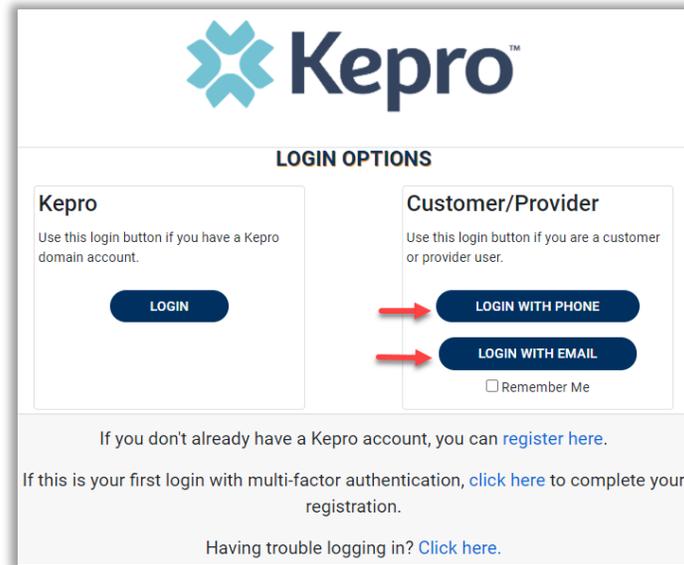


Click the link in the email, this will complete the registration process.



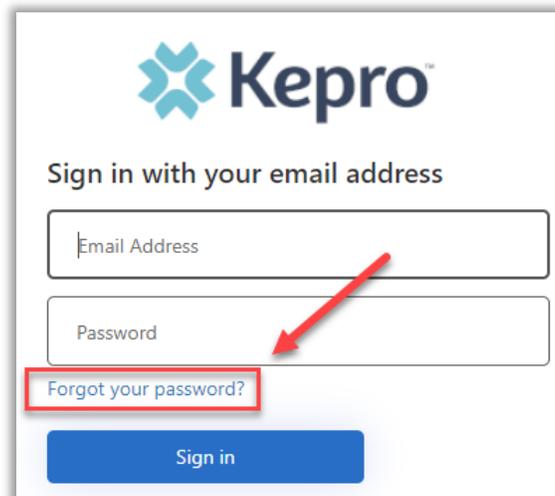
Forgot or Reset Password

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.



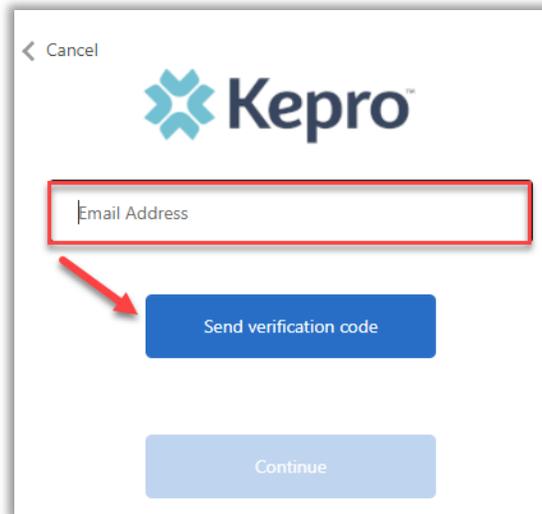
The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main columns: "Kepro" and "Customer/Provider". The "Kepro" column has a "LOGIN" button. The "Customer/Provider" column has "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, with red arrows pointing to them. Below these columns are instructions: "If you don't already have a Kepro account, you can [register here](#)." and "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](#)."

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



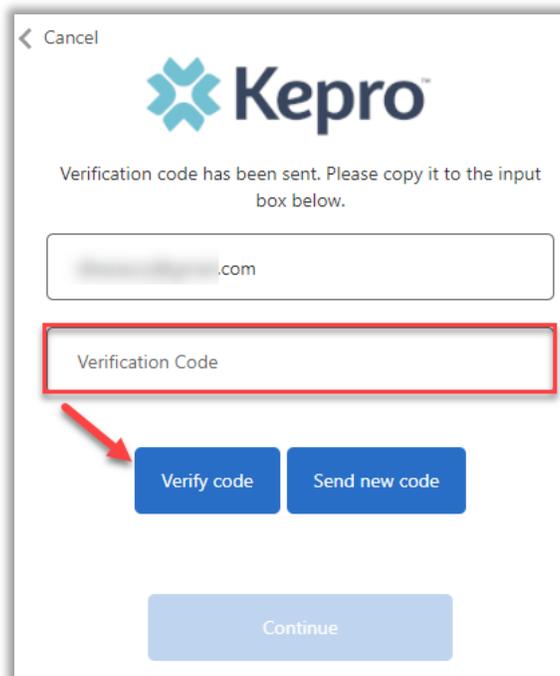
The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red arrow points to the "Forgot your password?" link below the password field. At the bottom is a "Sign in"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

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



The screenshot shows the Kepro registration interface. At the top left is a back arrow and the text "Cancel". The Kepro logo is centered at the top. Below the logo is a text input field labeled "Email Address" with a red border. A red arrow points from the bottom left 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.



The screenshot shows the Kepro verification screen. At the top left is a back arrow and the text "Cancel". The Kepro logo is centered at the top. Below the logo is the text "Verification code has been sent. Please copy it to the input box below." Below this text is a text input field containing a blurred email address followed by ".com". Below this field is a text input field labeled "Verification Code" with a red 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".

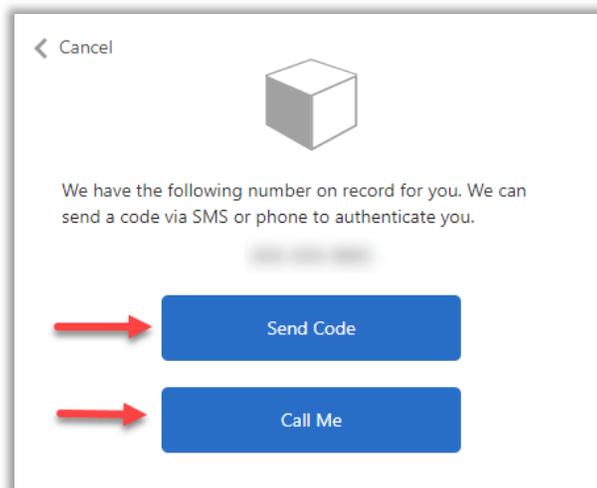


Click the "Continue" button.



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.





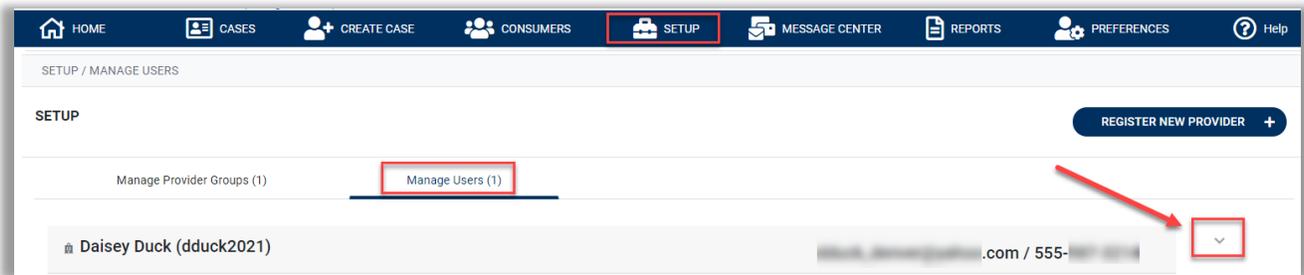
Once verification is complete, enter a new password and confirm the password. Click the "Continue" button. The home page will display once the reset password process is completed.

A screenshot of a mobile application interface for password reset. At the top left is a back arrow and the text "Cancel". In the center is the Kepro logo. Below the logo are two text input fields: the first is labeled "New Password" and the second is labeled "Confirm New Password". At the bottom center is a blue button with the text "Continue".

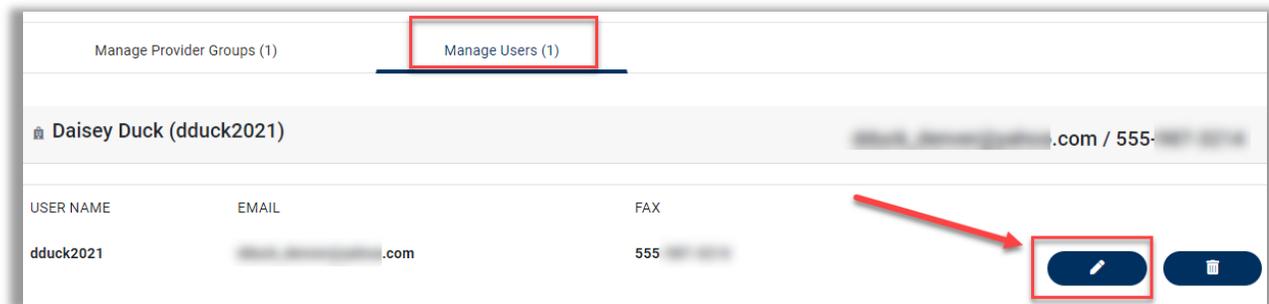
Provider Administrator Reset Registration

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

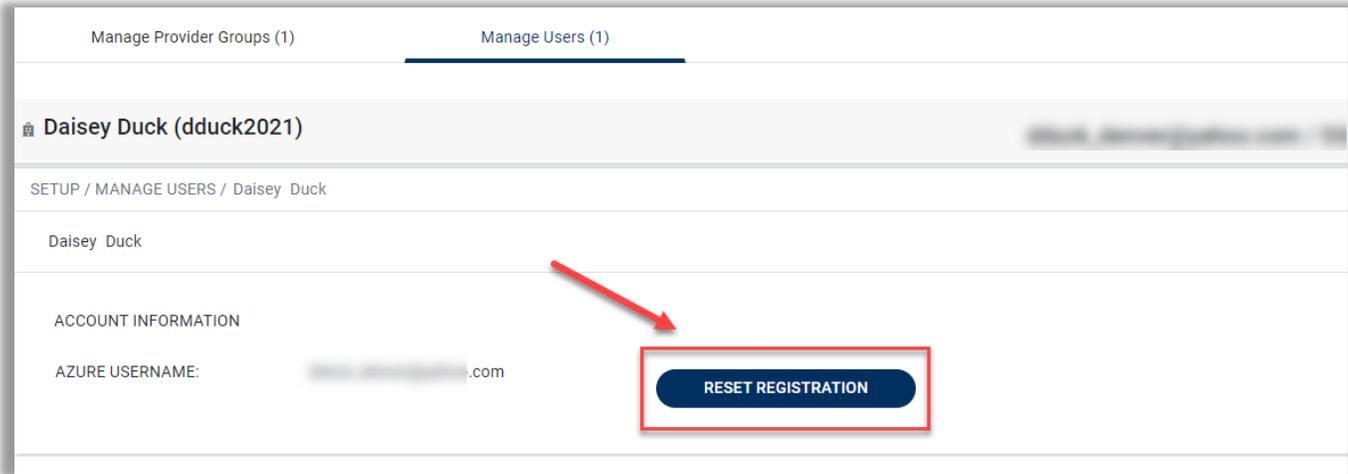
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



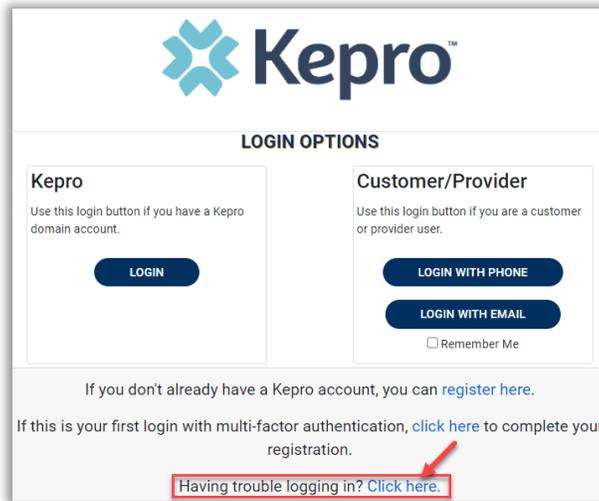
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



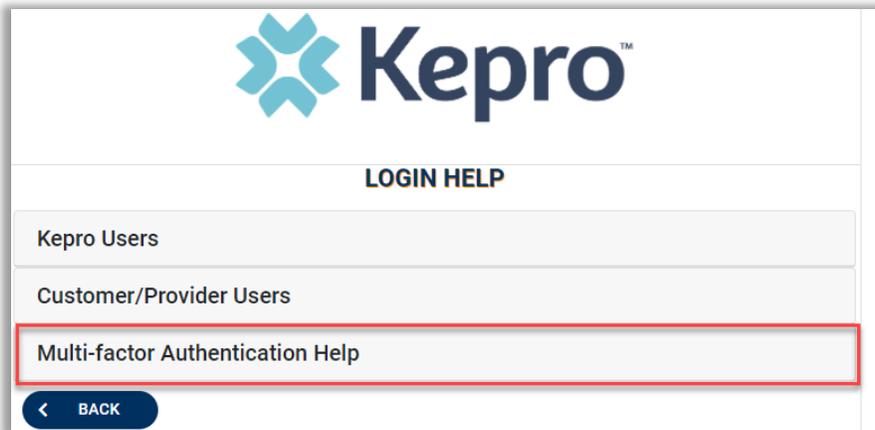
Having Trouble Logging In?

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.



LOGIN HELP

- Kepro Users
- Customer/Provider Users
- Multi-factor Authentication Help

Registration

If you already have an Atrezzo user account, return to the login page, locate the sentence that indicates this is your first time logging in with multi-factor authentication, and click the link to complete registration. You will be prompted to enter your Atrezzo username and password. Once authenticated, you will be directed to set up your multi-factor authentication.

Incomplete Registration

Prerequisite: you began the multi-factor registration process, verified your email, created a password, but did not complete the process.

[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.

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