



Accelerating
Better Outcomes

ATREZZO USER GUIDE

Multi-Factor Registration and Login Process for Current Provider 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.

Customer/Provider Login

Customer and provider users are any users who do not have an Acentra account or acentra.com email address. These users should use the login button under the **Customer/Provider** heading on the right-hand side of the login page.

The screenshot shows the Acentra Health login page. At the top is the Acentra Health logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections:

- Acentra Health Employees:** Includes the text "Use this login button if you have a Acentra Health domain account." and a "LOGIN" button. Below the button is a "Remember Me" checkbox.
- Customer/Provider:** Includes the text "Use this login button if you are a customer or provider user." and two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Below these buttons is a "Remember Me" checkbox.

At the bottom of the page, there are three lines of text with links:

- "If you don't already have a Acentra Health 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](#)."



After entering the Atrazzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

Current Portal User; MFA Registration Only

As a Provider who uses Atrazzo currently, you will only need to complete MFA registration for the new portal. You will utilize your existing username and password. The below instructions will guide you through completing 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.

Acentra
H E A L T H

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.
LOGIN
 Remember Me

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 Acentra Health 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](#).



To begin the registration process,

enter your Atrezzo username

and password and click **Login**.

Select the best multi-factor authentication method for you, [Phone](#) or [Email](#), following the instructions below.

NOTES:

- 1) 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).
- 2) A phone registration will require a direct line with 10-digits; extensions are not supported.

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).

The screenshot shows the Acentra Health registration interface. At the top, there is a back arrow and the text 'Cancel'. Below that is the Acentra Health logo. A red box highlights the 'Email Address' input field. A red arrow points to the 'Send verification code' button. Below this are two input fields for 'New Password' and 'Confirm New Password', which are partially obscured by a red circular warning icon that says 'DO NOT ENTER'. At the bottom is a light blue 'Create' button.

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).

The screenshot shows the Acentra Health registration interface at the 'Verify Code' step. At the top, there is a back arrow and the text 'Cancel'. Below that is the Acentra Health logo. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this message is an input field containing the email address 'demohospital18@yahoo.com'. A red box highlights the 'Verification Code' input field. A red arrow points to the 'Verify code' button. To its right is a 'Send new code' button. Below these are two input fields for 'New Password' and 'Confirm New Password', which are partially obscured by a red circular warning icon that says 'DO NOT ENTER'. At the bottom is a light blue 'Create' button.



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.

Cancel

The code has been verified. You can now continue.

.com

Change

New Password

Confirm New Password

Create

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

NOTE: 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.

Cancel

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

United States (+1)

Phone Number

Phone number

Send Code

Call Me

For SMS text authentication, enter the verification code received. The page will automatically refresh.

Cancel

Enter a number below that we can send a code via SMS or phone to authenticate you.

+18

Enter your verification code below, or [send a new code](#)



The **Terms of Use** will display, check the box at the bottom to agree to Terms of Use, then click **Continue**

Terms of Use Agreement

THE ACENTRA HEALTH PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE ACENTRA HEALTH 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 ACENTRA HEALTH PORTAL. UNAUTHORIZED ACCESS TO THE ACENTRA HEALTH PORTAL IS PROHIBITED.

ACENTRA HEALTH PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between Keystone Peer Review Organization, LLC d/b/a Acentra Health. ("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 Acentra Health 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.

Acentra Health 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.acentra.com

I have read and agree to these terms of use.

CONTINUE >

The system will automatically authenticate and display the home page.

Acentra HEALTH

Home Cases Create Case Consumers Setup Message Center 3 Reports Preferences

Change Context

HOME 4 Messages for review or action [Go to Message Center](#)

WORK-IN-PROGRESS 14

NOT SUBMITTED 0

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH
----------	-----------	-------------	---------------	---------------

Email Verification

Click the **EMAIL** button

Acentra
HEALTH

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.

IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

< Cancel

Acentra
HEALTH

Email Address

Send verification code

New Password

Confirm New Password

DO NOT
ENTER

Create

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.

< Cancel

The code has been verified. You can now continue.

.com

Change

New Password

Confirm New Password

Create



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I have read and agree to these terms of use.

CONTINUE >

The system will automatically authenticate and display the home page.

Acentra
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[Home](#)
[Cases](#)
[Create Case](#)
[Consumers](#)
[Setup](#)
[Message Center 3](#)
[Reports](#)
[Preferences](#)

[Change Context](#)

HOME

3 Messages
for review or action

Go to Message Center

WORK-IN-PROGRESS

14

NOT SUBMITTED

0

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH



Login With Phone

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**

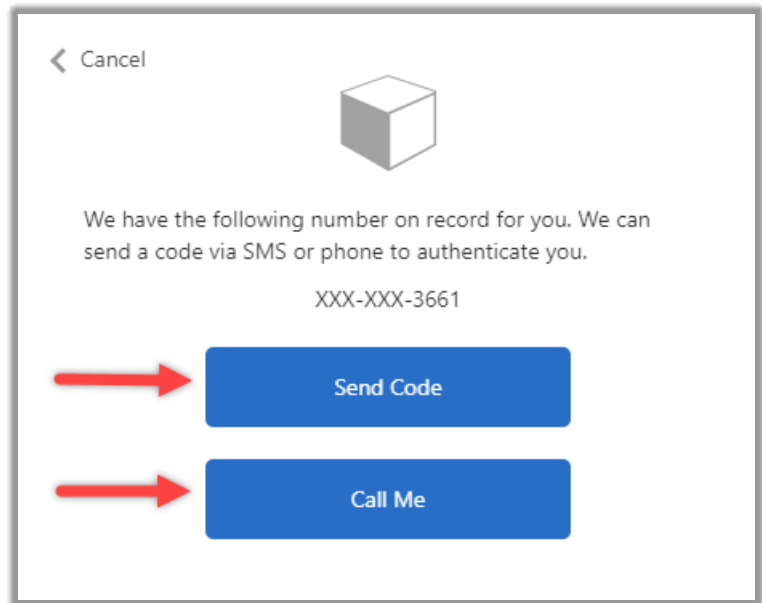
The screenshot shows the Acentra Health login page. At the top is the Acentra Health logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections: "Acentra Health Employees" and "Customer/Provider". The "Customer/Provider" section contains two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH PHONE" button is highlighted with a red box, and a red arrow points to it from the left. Below the login options, there is a link to register and a link for multi-factor authentication registration. At the bottom, there is a link for users having trouble logging in.

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

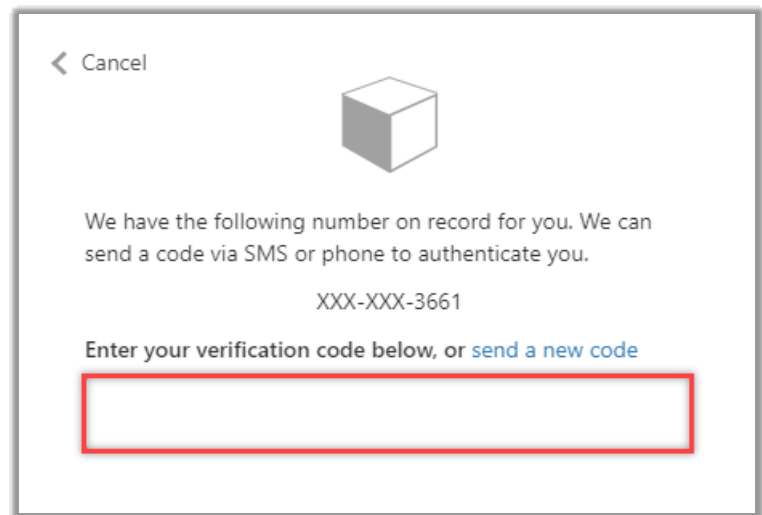
The screenshot shows the Acentra Health sign-in page. At the top is the Acentra Health logo. Below it is the heading "Sign in with your email address". There are two input fields: one for the email address (containing "DemoHospital18@yahoo.com") and one for the password (containing "....."). Below the password field is a link for "Forgot your password?". At the bottom, there is a blue "Sign in" button highlighted with a red box, and a red arrow points to it from the right.



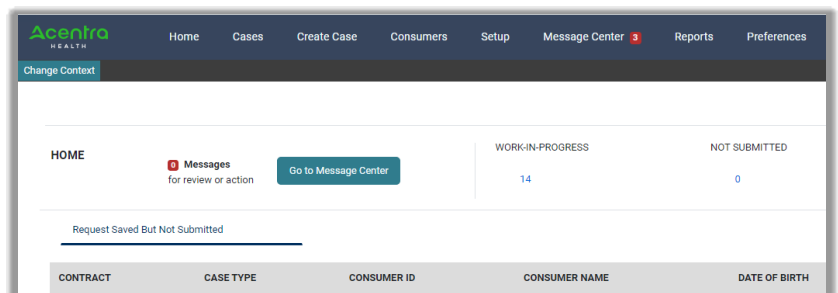
Confirm the phone number on file to receive a verification code. Select **Send Code** for an SMS text verification code or **Call Me** for a voice call to complete verification.



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



The system will automatically login and the home page will display.





Login With Email

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 Acentra Health login page. At the top is the Acentra Health logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections: "Acentra Health Employees" and "Customer/Provider". The "Customer/Provider" section contains two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH EMAIL" button is highlighted with a red rectangular box, and a red arrow points to it from the left. Below the login options, there are three lines of text: "If you don't already have a Acentra Health account, you can [register here](#).", "If this is your first login with multi-factor authentication, [click here](#) to complete your registration.", and "Having trouble logging in? [Click here](#)."

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

The screenshot shows the Acentra Health sign-in page. At the top is the Acentra Health logo. Below it is the heading "Sign in with your email address". There are two input fields: the first contains the email address "DemoHospital18@yahoo.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 "Sign in" button, which is highlighted with a red rectangular box and a red arrow points 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.

< Cancel

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Verification is necessary. Please click Send button.

Email Address

d*****@yahoo.com

Send verification code

Continue

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

< Cancel

Acentra
HEALTH

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

d*****@yahoo.com

Verification code

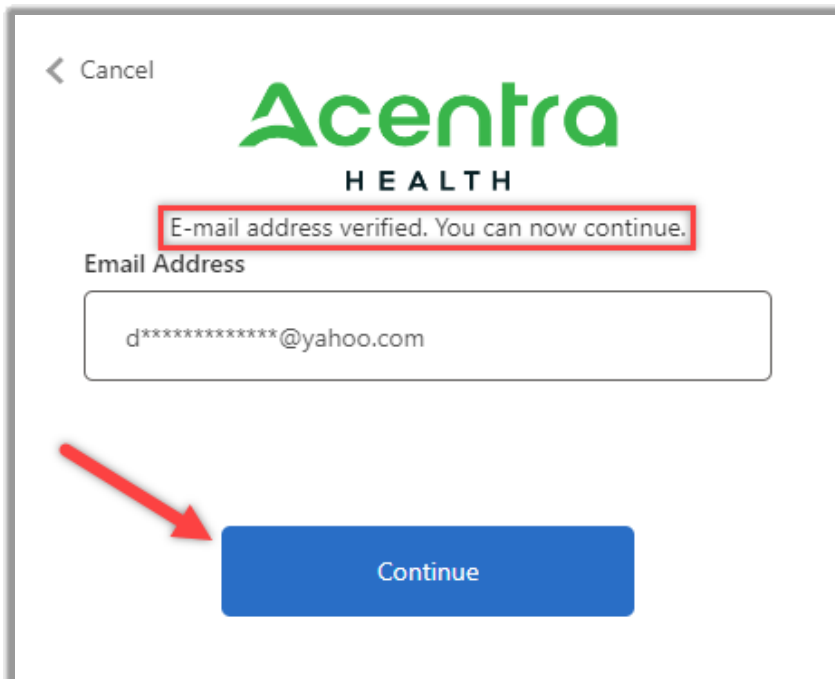
Verification code

Verify code Send new code

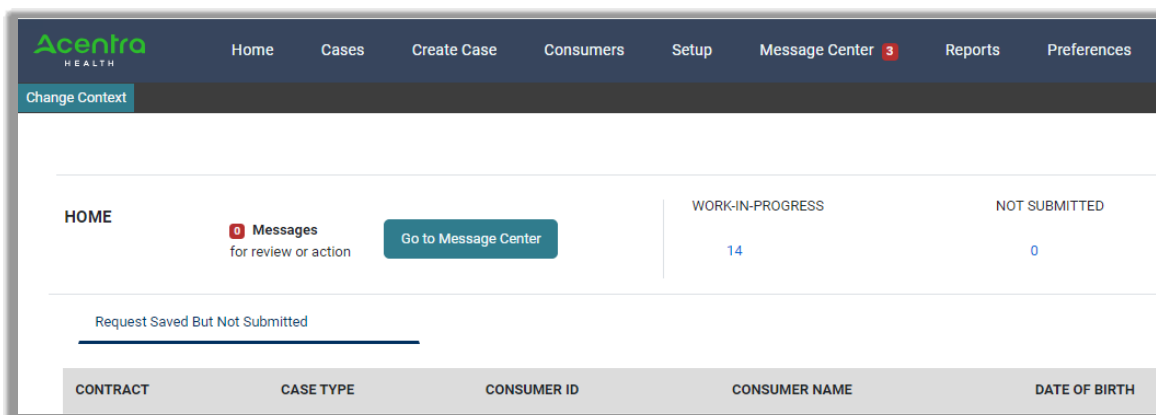
Continue



A message will appear confirming verification, click **Continue**.



The system will automatically login and the home page will display.





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**.

The screenshot shows the Acentra Health login interface. At the top is the Acentra Health logo. Below it is the 'LOGIN OPTIONS' section, which is divided into two columns. The left column is for 'Acentra Health Employees' and contains a 'LOGIN' button and an unchecked 'Remember Me' checkbox. The right column is for 'Customer/Provider' and contains 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, along with an unchecked 'Remember Me' checkbox. A red arrow points to the 'Remember Me' checkbox in the Customer/Provider section, which is also highlighted with a red box. Below the login options, there are three lines of text: 'If you don't already have a Acentra Health account, you can [register here](#).', 'If this is your first login with multi-factor authentication, [click here](#) to complete your registration.', and 'Having trouble logging in? [Click here](#).'

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 to configure the system to continue where you left off when last logged in.

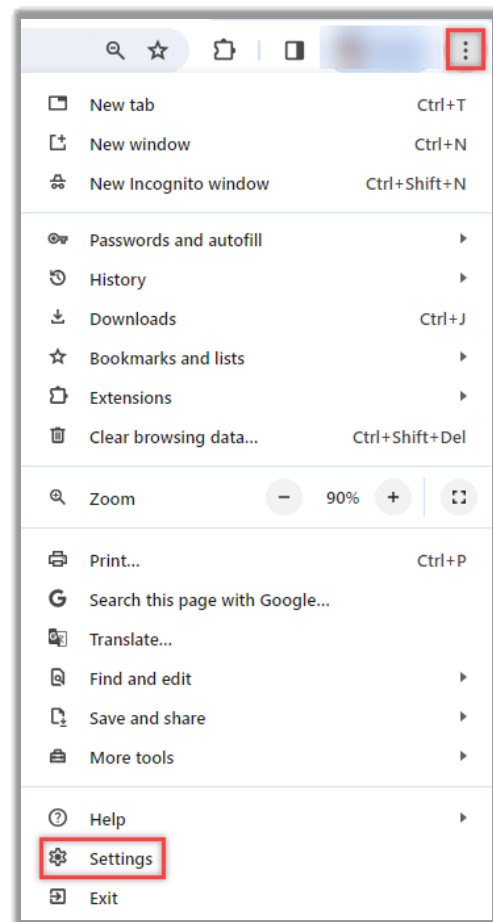


Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

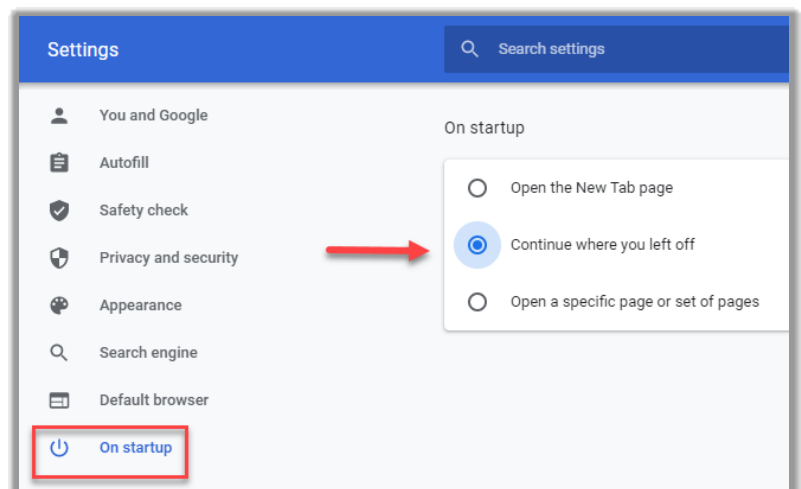
To set “continue where you left off” in Google Chrome, click the **three (3) menu dots** in the upper right corner of the browser.

Then click **Settings**.



Click **On startup** in the left menu

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



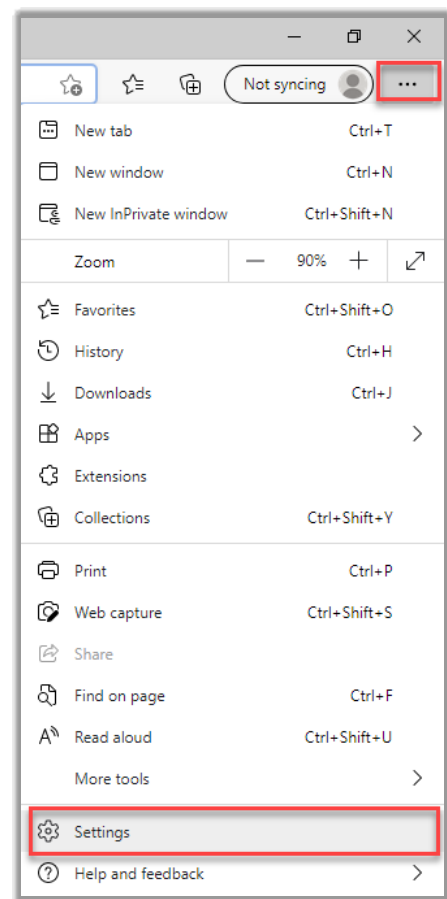


Edge Configuration

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

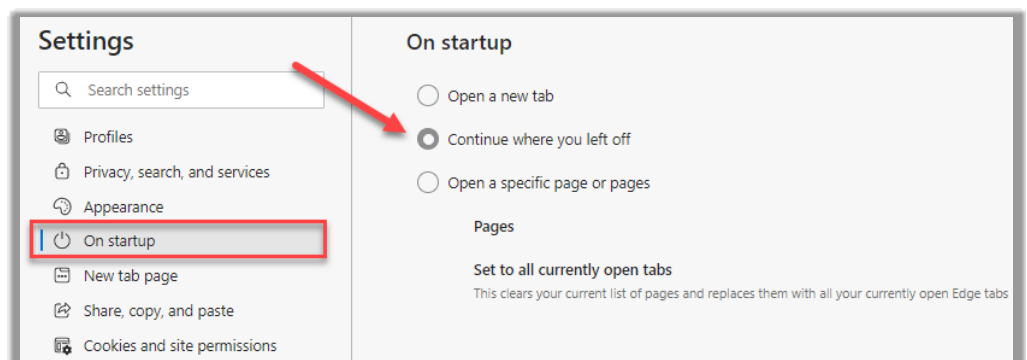
Click the three (3) menu dots in the upper right corner of the browser

Then click **Settings**.



Click **On startup** in the left menu

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





Registration Error Message

If a registration error message is received when attempting to Register, click **Reset**

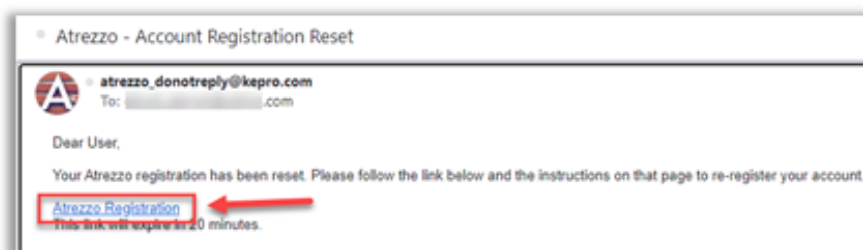


Enter username and click **Submit**.

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

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

The screenshot shows the Acentra Health login page. At the top is the Acentra Health logo. Below it is the heading "LOGIN OPTIONS". There are two main sections: "Acentra Health Employees" and "Customer/Provider". The "Acentra Health Employees" section has a "LOGIN" button and a "Remember Me" checkbox. The "Customer/Provider" section has a "LOGIN WITH PHONE" button and a "LOGIN WITH EMAIL" button, both with "Remember Me" checkboxes. Two red arrows point from the "Customer/Provider" section towards the "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons. Below the login options, there are three lines of text: "If you don't already have a Acentra Health account, you can [register here](#).", "If this is your first login with multi-factor authentication, [click here](#) to complete your registration.", and "Having trouble logging in? [Click here](#)."

On the next page, select **Forgot your password**

The screenshot shows the Acentra Health sign-in page. At the top is the Acentra Health logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?" which is highlighted with a red box. At the bottom is a blue "Sign in" button.



Enter email address and click **Send verification code**

< Cancel

Acentra
HEALTH

Email Address

Send verification code

Continue

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

< Cancel

Acentra
HEALTH

Verification code has been sent to your inbox. Please copy it to the input box below.

demohospital18@yahoo.com

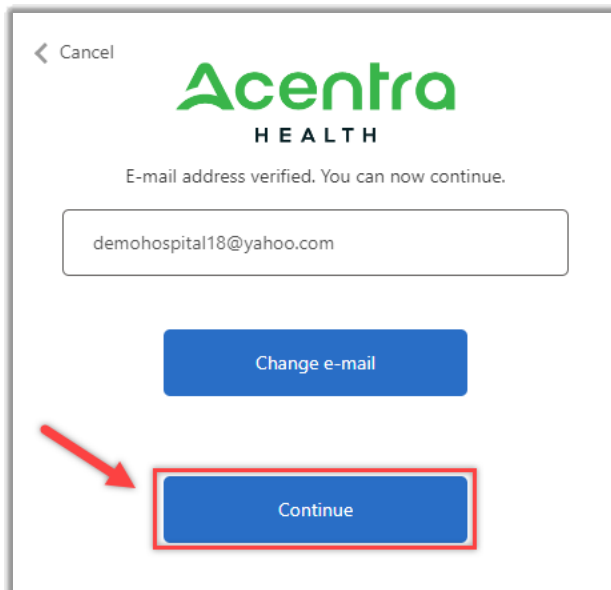
Verification Code

Verify code Send new code

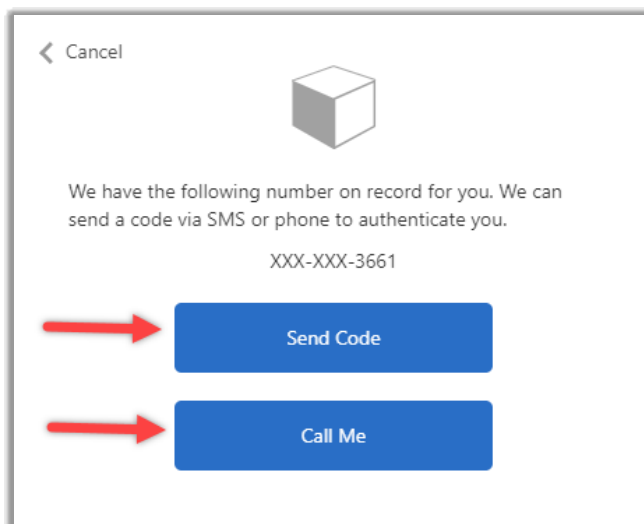
Continue



Click **Continue**



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.



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.*



Once verification is complete, enter a new password and confirm the password. Click **Continue**.

The home page will display once the reset password process is completed.

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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H E A L T H

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.
LOGIN
 Remember Me

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 Acentra Health 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.](#)



Click **Multi-Factor Authentication Help**

Acentra
HEALTH

LOGIN HELP

- Acentra Health Users
- Customer/Provider Users
- Multi-factor Authentication Help**

< BACK

Follow the prompts for the assistance needed.

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LOGIN HELP

- Acentra Health 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.

< BACK