



Accelerating
Better Outcomes

ATREZZO USER GUIDE

Multi-Factor Registration and Login Process for New Portal 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 Does Multi-Factor Authentication Work?

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.

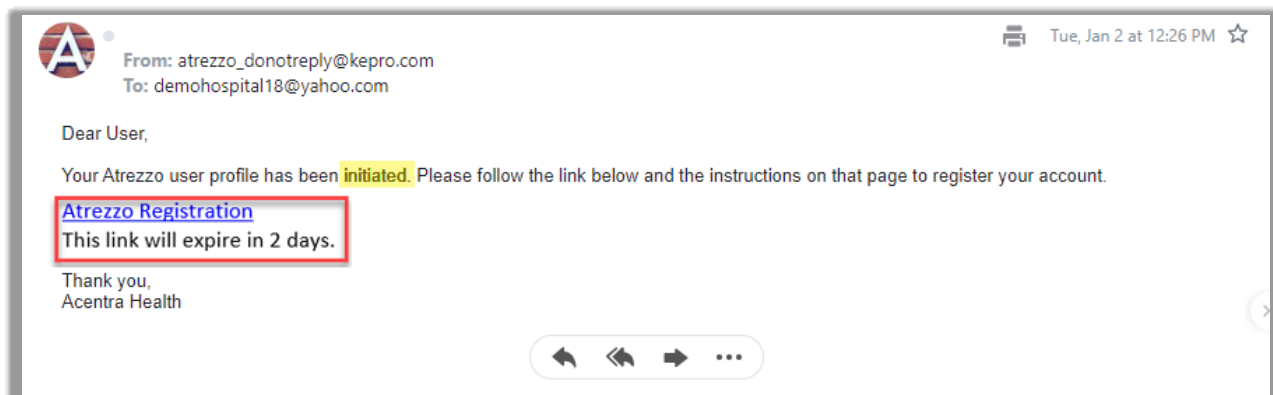


New Portal User MFA Registration

Use these instructions if you are a new portal user and need to register your Acentra account. The below instructions will guide you through completing the Multi-Factor Authentication (MFA) Registration, which is a one-time process.

Your Atrezzo Portal Administrator will create your account. The system will send an email with a link for Atrezzo Registration. Click the link to begin the MFA registration process.

IMPORTANT: The Atrezzo Registration link will expire within 2 days of receipt. If you have not completed the registration process, see your Atrezzo Portal Administrator to have a new link sent via email.



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

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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

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HEALTH

Email Address

Send verification code

New Password

Confirm New Password

Create

Enter the verification code received via email, then click **Verify Code**.

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

< Cancel

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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

New Password

Confirm New Password

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.

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

NOTE: When Call Me is selected, you will receive a phone call on the registered phone number and will be prompted to press a the # key to complete verification.



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

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.' This is followed by a plus sign and a greyed-out phone number field. Below that, the text says: 'Enter your verification code below, or [send a new code](#)'. At the bottom is a red-outlined text input field with a vertical cursor.

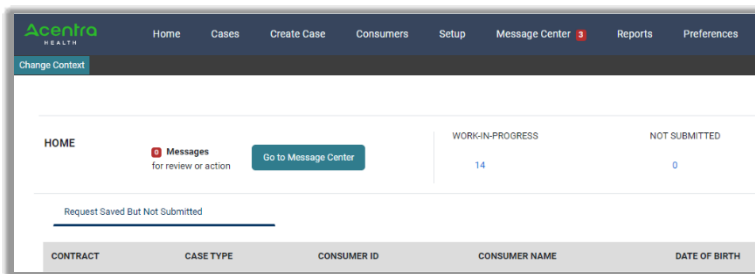
The **Terms of Use** will display, check the box at the bottom to agree to Terms of Use, then click **Continue**

A 'Terms of Use Agreement' screen. The title is centered at the top. The main body contains a paragraph of legal text: '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.' Below this is a section header 'ACENTRA HEALTH PORTAL TERMS OF USE' followed by a numbered list item: '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.'

Footer text: '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'. Below this is a checkbox with the text 'I have read and agree to these terms of use.' A red arrow points from the checkbox to a dark blue 'CONTINUE >' button.

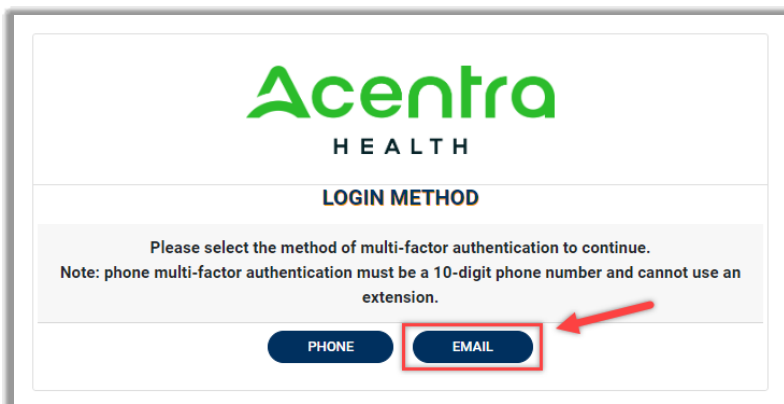


The system will automatically authenticate and display the home page.

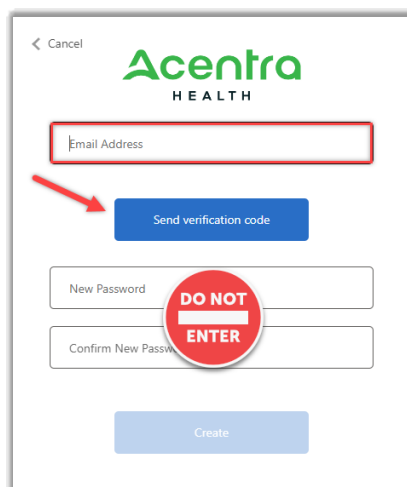


Email Verification

Click the **EMAIL** 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).



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.

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



The system will automatically authenticate and display the home page.

The screenshot shows the Acentra Health home page. At the top is a navigation bar with the Acentra Health logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center (with a red notification badge), Reports, and Preferences. Below the navigation bar is a 'Change Context' button. The main content area is divided into sections. On the left, under 'HOME', there is a notification for '3 Messages for review or action' with a 'Go to Message Center' button. To the right, there are two summary cards: 'WORK-IN-PROGRESS' with a count of 14, and 'NOT SUBMITTED' with a count of 0. Below these is a message 'Request Saved But Not Submitted'. At the bottom, there is a table header with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, and DATE OF BIRTH.



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.

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

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 "Acentra Health Employees" section has a "LOGIN" button and a "Remember Me" checkbox. The "Customer/Provider" section has "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox. Below these sections, there are instructions: "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](#)."

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**

This screenshot is identical to the previous one, but with a red box around the "LOGIN WITH PHONE" button in the "Customer/Provider" section and a red arrow pointing to it from the left.



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 masked password ".....". Below the password field is a blue link that says "Forgot your password?". At the bottom is a blue "Sign in" button, which is highlighted with a red rectangular 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 to complete verification.

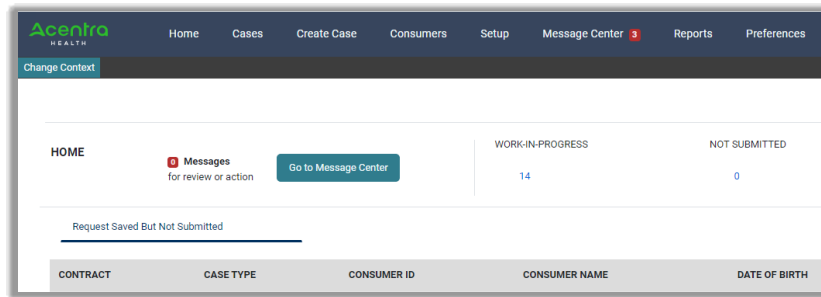
The screenshot shows a phone verification selection screen. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is the text: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." followed by the phone number "XXX-XXX-3661". 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.

The screenshot shows a verification code entry 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: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." followed by the phone number "XXX-XXX-3661". Below that is the text: "Enter your verification code below, or [send a new code](#)". At the bottom is a red-outlined rectangular input field for the verification code.

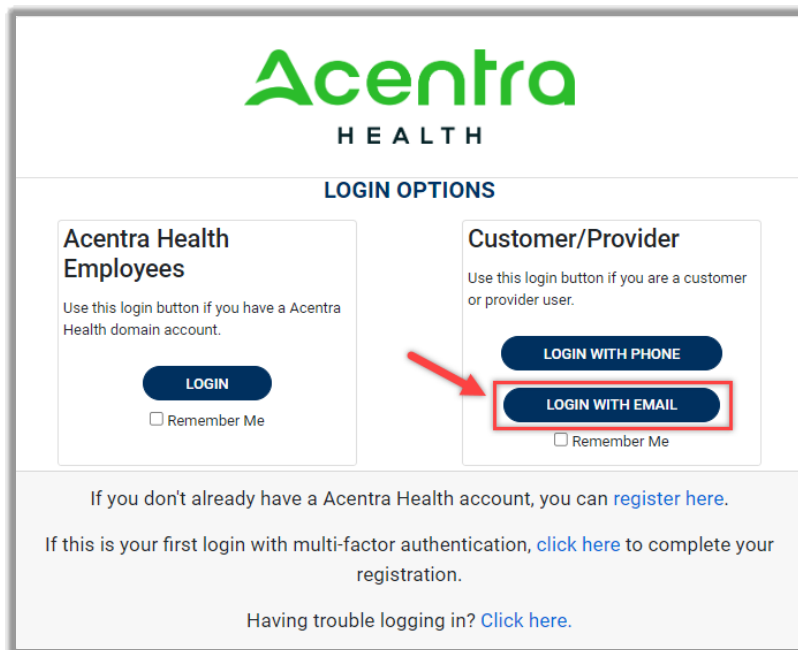


The system will automatically login and the home page will display.



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**

< Cancel

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Verification is necessary. Please click Send button.

Email Address

d*****@yahoo.com

Send verification code

Continue

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

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Sign in with your email address

DemoHospital18@yahoo.com

.....

[Forgot your password?](#)

Sign in

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.



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

< Cancel

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E-mail address verified. You can now continue.

Email Address

d*****@yahoo.com

Continue

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

< Cancel

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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

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

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Home Cases Create Case Consumers Setup Message Center 3 Reports Preferences

Change Context

HOME

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
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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 a 'Remember Me' checkbox. The right column is for 'Customer/Provider' and contains 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, along with a '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 instructions for new users and a link for those having trouble logging in.

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.

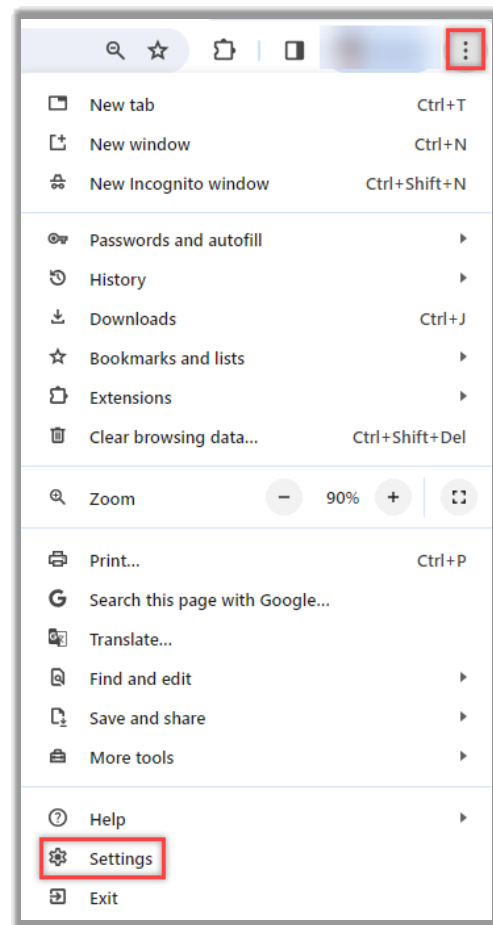


Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

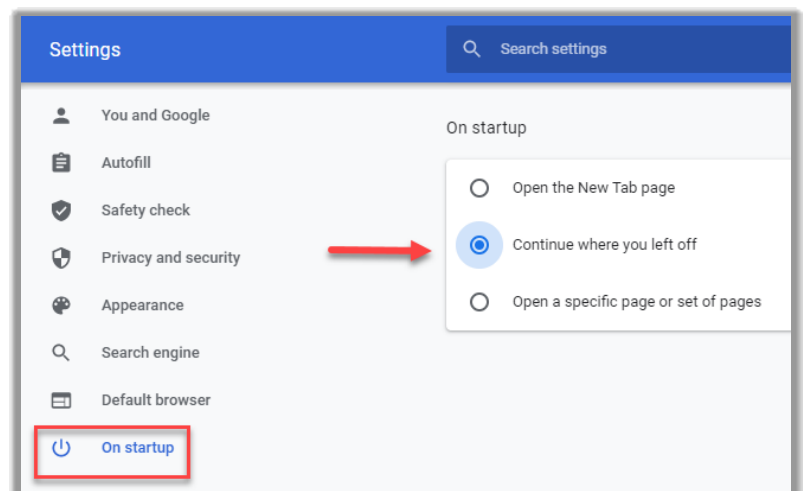
To set “continue where you left off” in Google Chrome, click the **three (3) menu dots** in the upper right corner of the browser.

Then click **Settings**.



Click **On startup** in the left menu

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



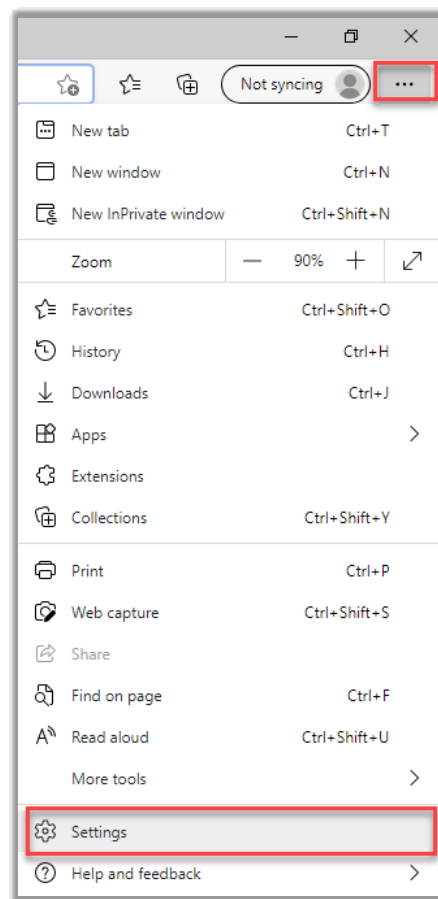


Edge Configuration

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

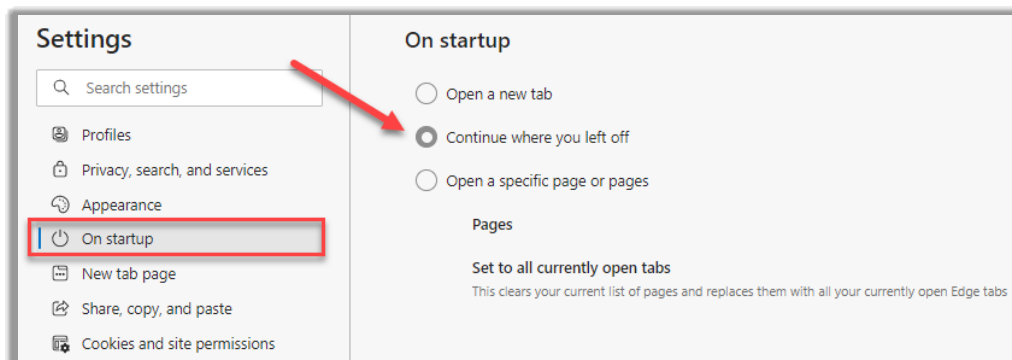
Click the three (3) menu dots in the upper right corner of the browser

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**

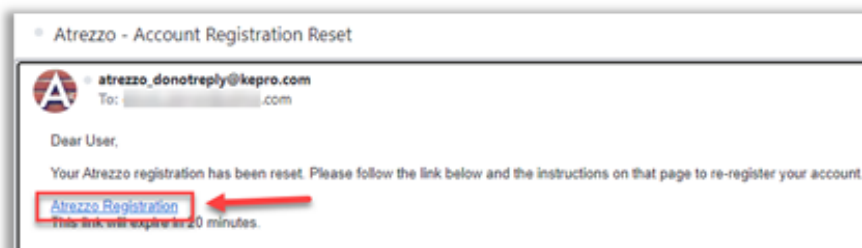


Enter username and click **Submit**.

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

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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

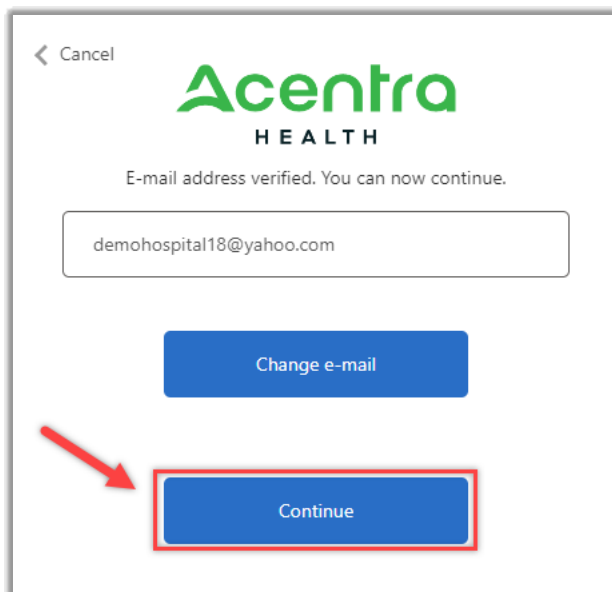
Verification Code

Verify code Send new code

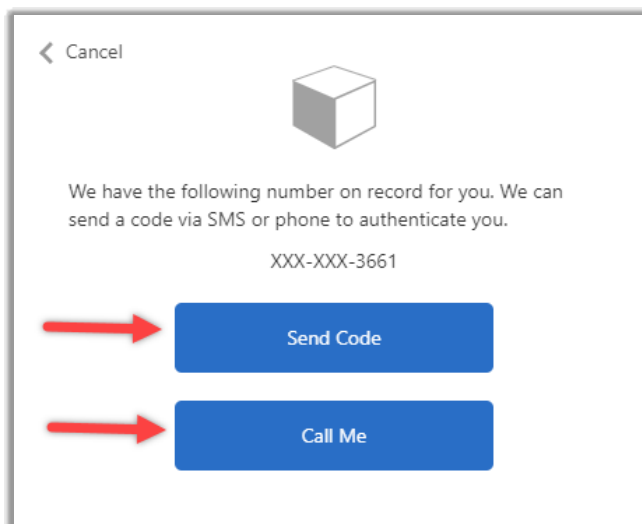
Continue



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.

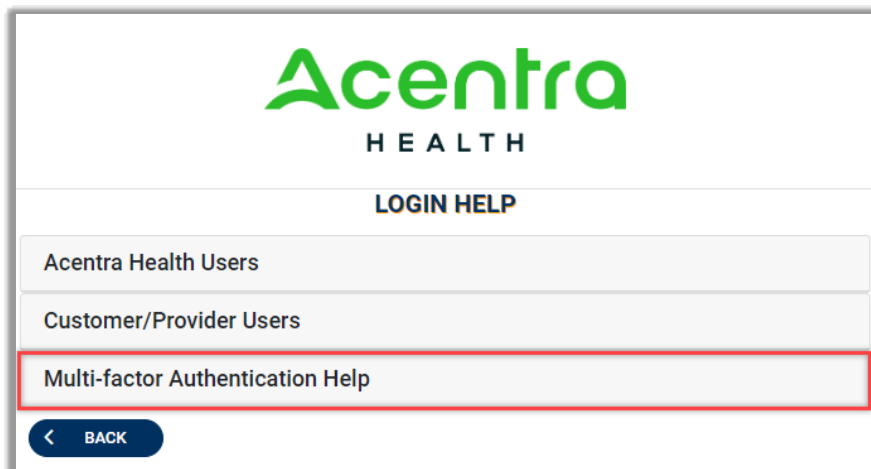


NOTE: *This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.*



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

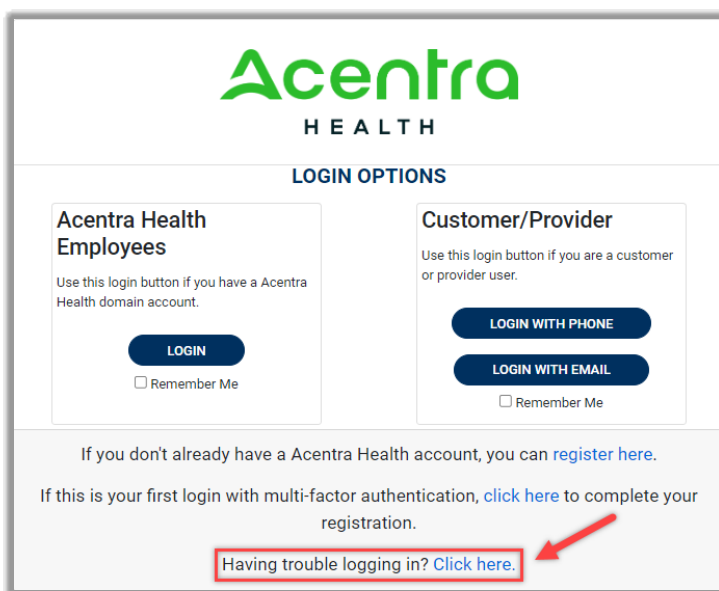
The home page will display once the reset password process is completed.



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.





Click **Multi-Factor Authentication Help**


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](#)

Follow the prompts for the assistance needed.