



# Atrezzo User Guide

## Multi-Factor Registration Provider and Customer 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.

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### 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 or Provider Login

Customer and provider users are any users who do not have a Kepro account or kepro.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 Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

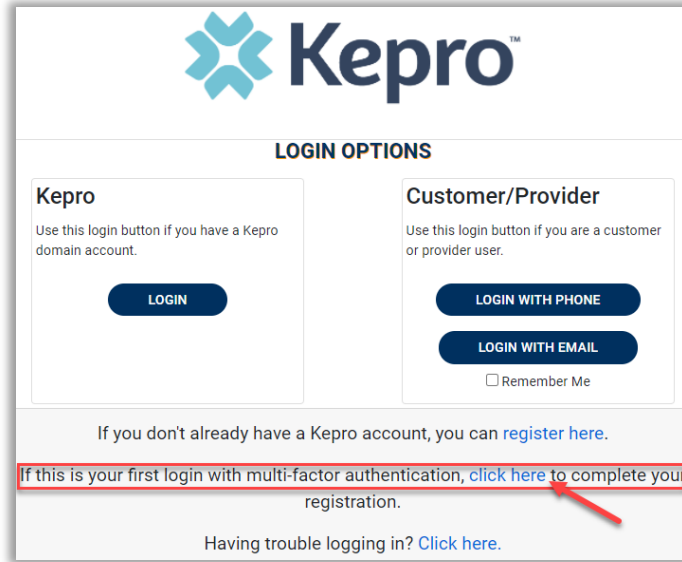
The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login boxes. The left box is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." and a "LOGIN" button. The right box is titled "Customer/Provider" and contains 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 checkbox labeled "Remember Me". At the bottom of the page, there are three lines of text: "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.", and "Having trouble logging in? [Click here](#)."



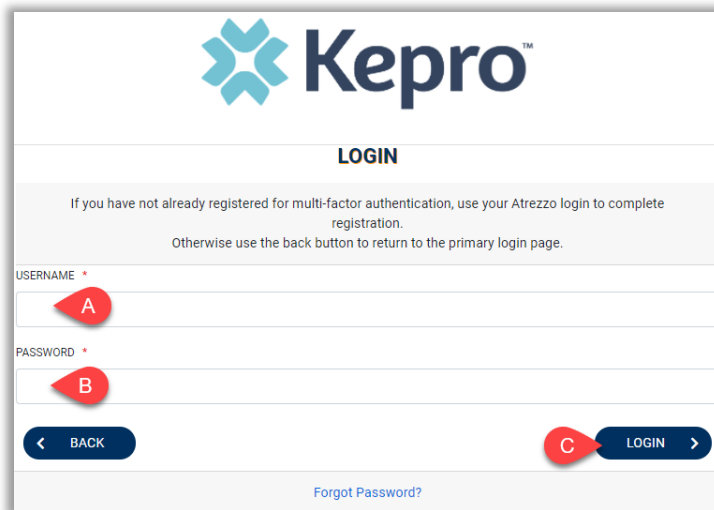
## SECTION 1 – Current Portal User; MFA Registration only

Use these instructions if you are a customer or provider user and you already have an Atrezzo username and password. The below instructions will guide you through completing the 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.



To begin the registration process, enter your Atrezzo username and password and click Login.





Select the best multi-factor authentication method for you. A phone registration will require a direct line 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).

## Phone Verification

Click the PHONE button

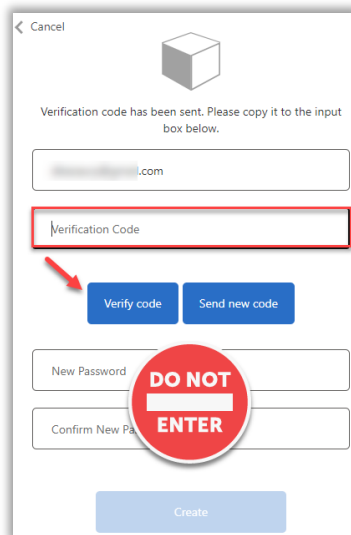
The image shows a Kepro login screen titled "LOGIN METHOD". It asks the user to select a multi-factor authentication method. There are two buttons: "PHONE" and "EMAIL". A red arrow points to the "PHONE" button.

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

The image shows a Kepro registration screen. It has a "Cancel" button at the top left. Below the Kepro logo is an "Email Address" input field. A red arrow points to the "Send verification code" button. Below that are "New Password" and "Confirm New Password" input fields. A red circular warning with a white bar across it says "DO NOT ENTER". At the bottom is a "Create" button.

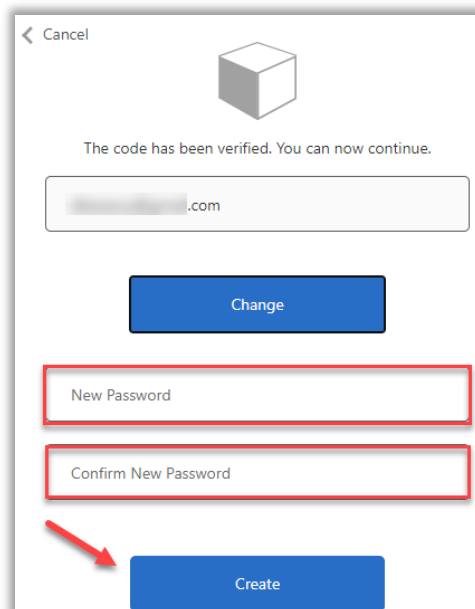
**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**

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

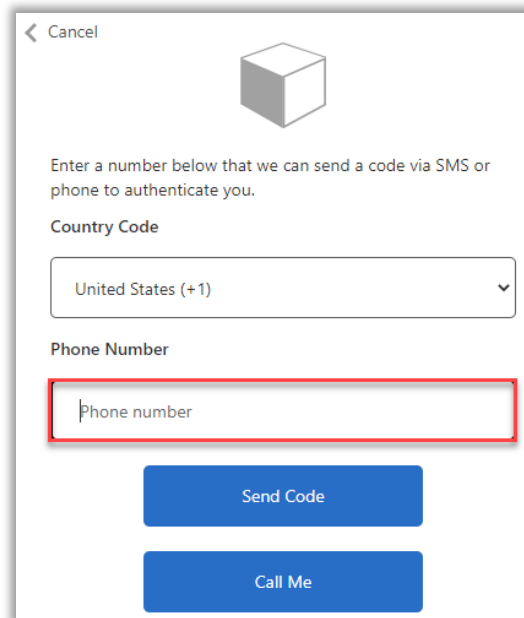


**IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).**

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.



A screenshot of a mobile application interface 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 set to "United States (+1)". Below that is a "Phone Number" input field with a red border and the placeholder text "Phone number". 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.

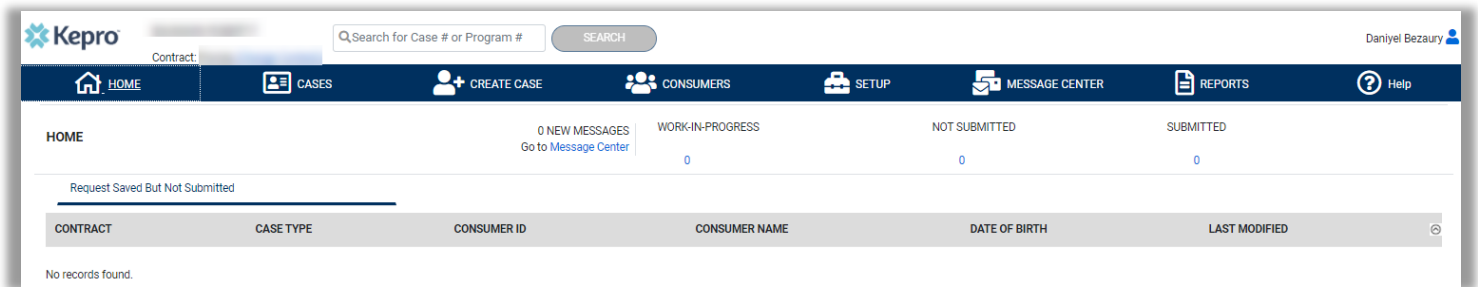
For SMS text authentication, enter the verification code received.



A screenshot of a mobile application 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 is the text: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a partially obscured phone number starting with "+18". Below that is the text: "Enter your verification code below, or [send a new code](#)". At the bottom is a large empty input field with a red border.

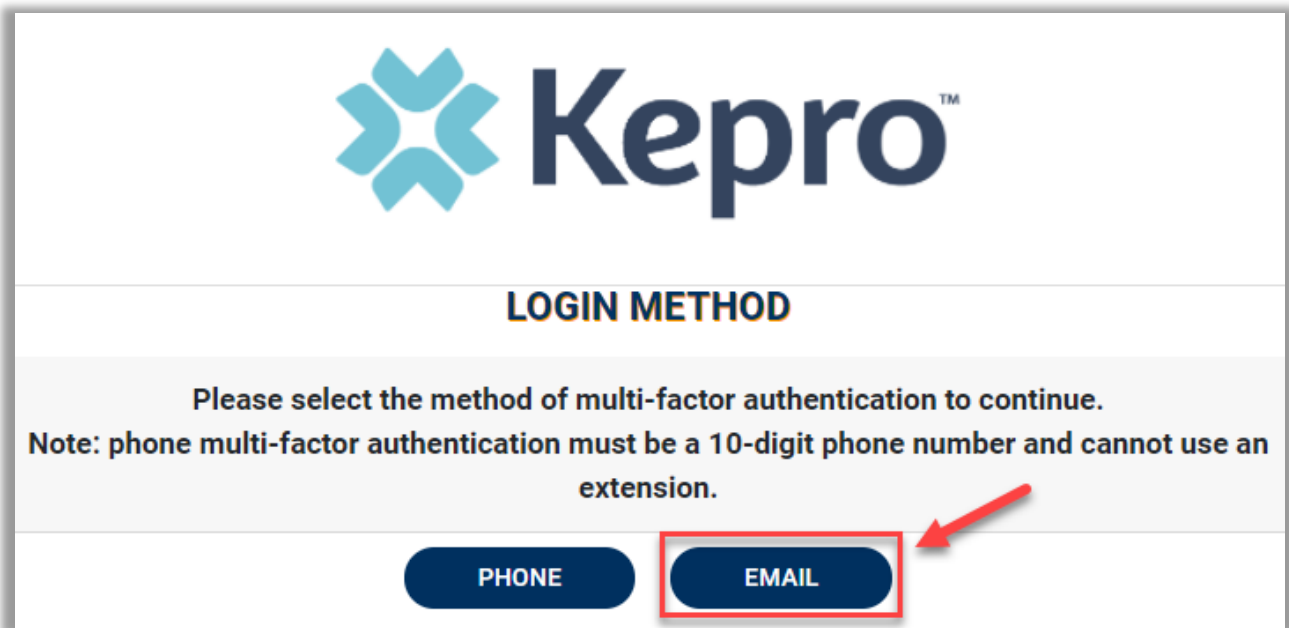


The system will automatically authenticate and display the home page.

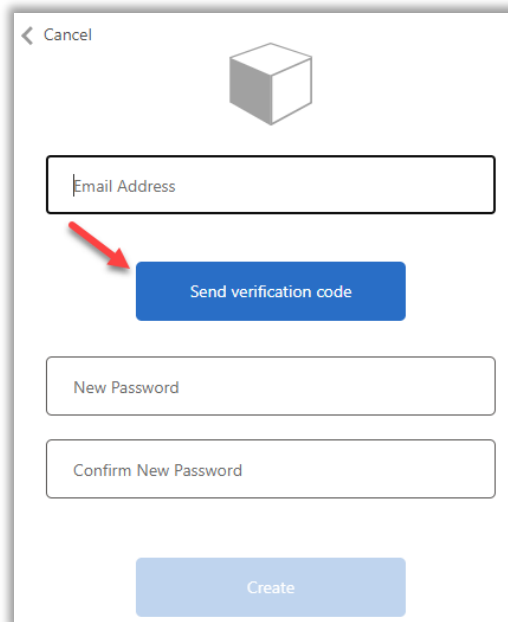


## Email Verification

Click the EMAIL button

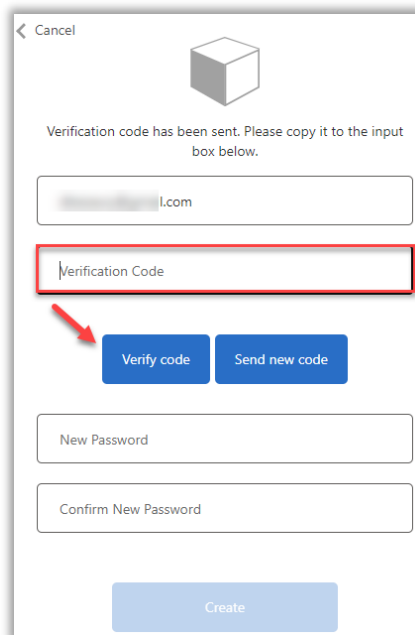


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



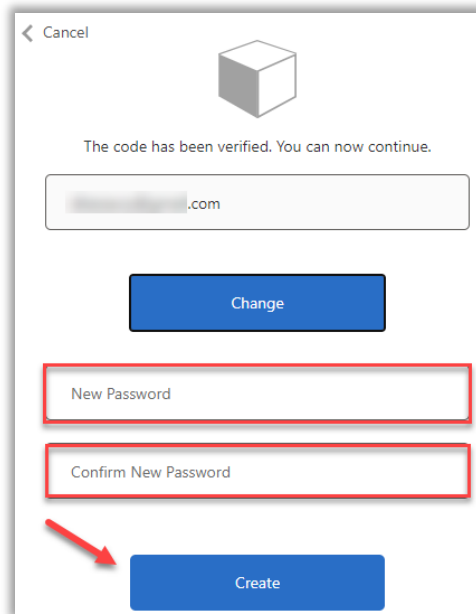
A screenshot of a mobile registration form. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an "Email Address" input field. A red arrow points to a blue "Send verification code" button. Below this are "New Password" and "Confirm New Password"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



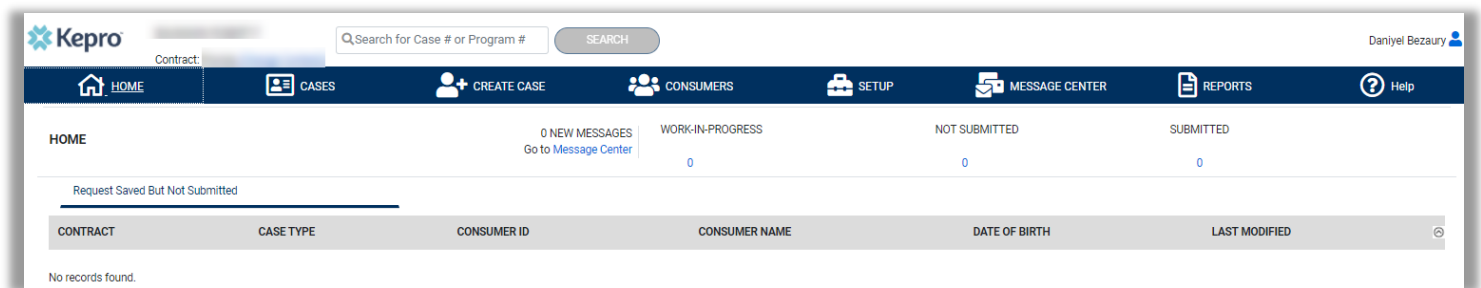
A screenshot of the registration form after a verification code has been sent. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is the text "Verification code has been sent. Please copy it to the input box below." Below this is an email input field with a greyed-out address and ".com". A red box highlights the "Verification Code" input field. A red arrow points to a blue "Verify code" button. Next to it is a blue "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.



A mobile application screen for password change. 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.

The system will automatically authenticate and display the home page.

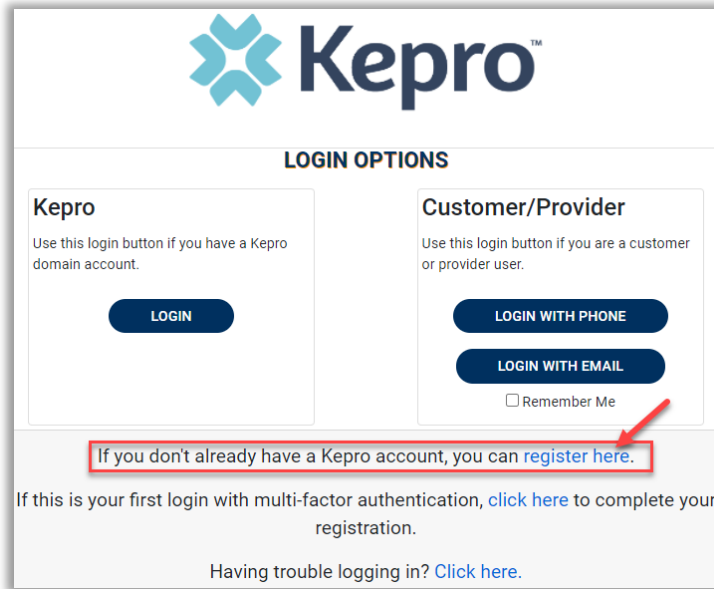


The Kepto home page dashboard. The top navigation bar includes the Kepto logo, a search bar with the placeholder "Search for Case # or Program #", and the user name "Daniyel Bezaury". Below the navigation bar are icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, and REPORTS. The main content area shows a "HOME" section with a "Request Saved But Not Submitted" message. It features a table with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table currently displays "No records found." Above the table, there are statistics for "0 NEW MESSAGES", "WORK-IN-PROGRESS", "NOT SUBMITTED", and "SUBMITTED".

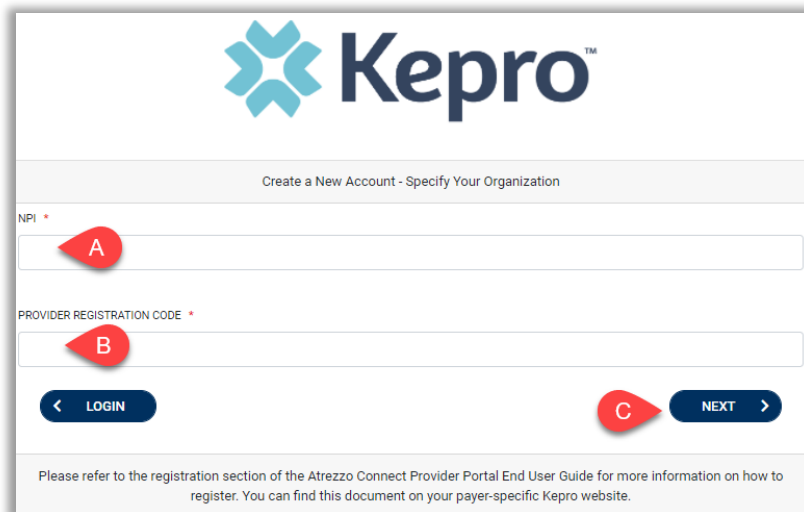
## SECTION 2 – New Provider Registration & MFA Registration

Use these instructions if you are a new provider and need to register for a Kepro account. The below 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, click the link to register for a Kepro Account.



Enter NPI and Registration Code, 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.

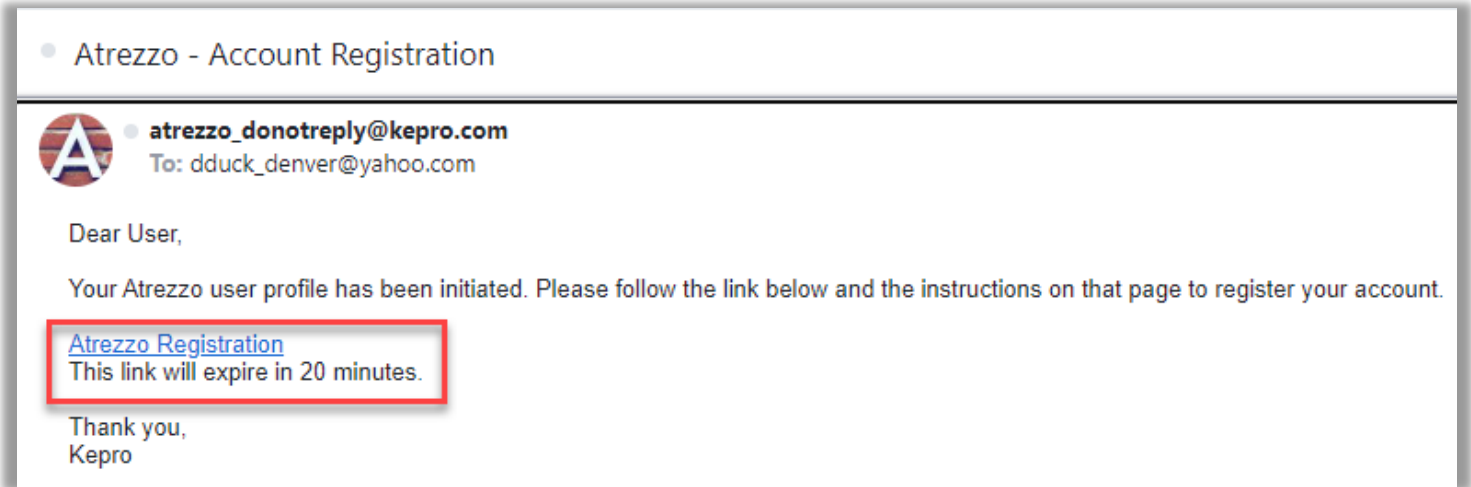
FAX \*

< LOGIN NEXT >



A message will display confirming the Registration is complete. To complete the Multi-Factor Authentication registration, you must click the link in your email within 20 minutes.

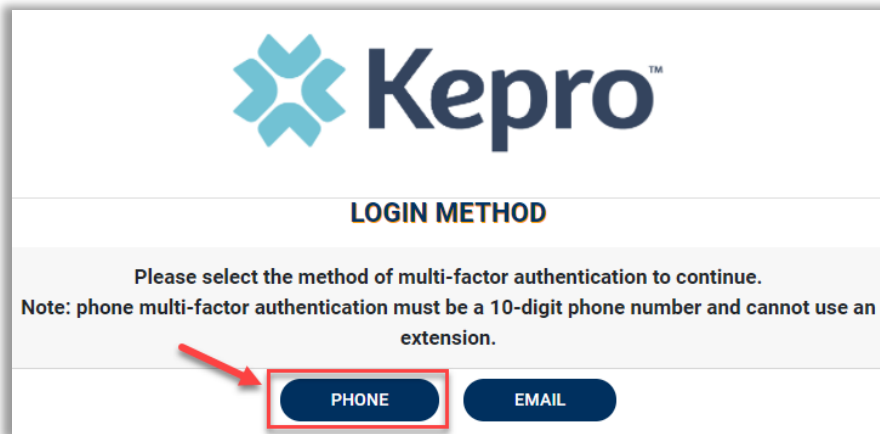


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

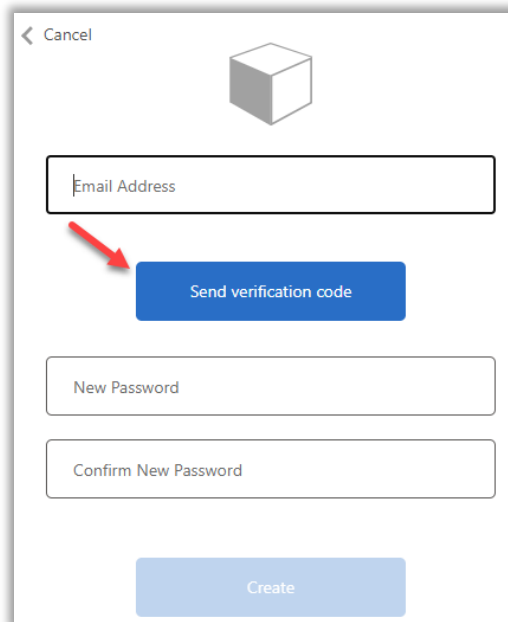
**NOTE:** When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

### Phone Verification

Click the PHONE button

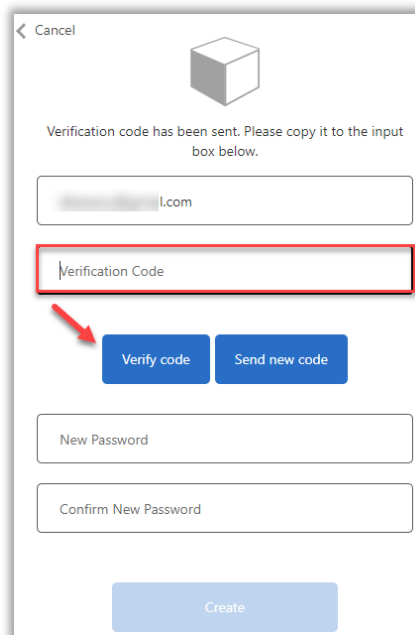


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



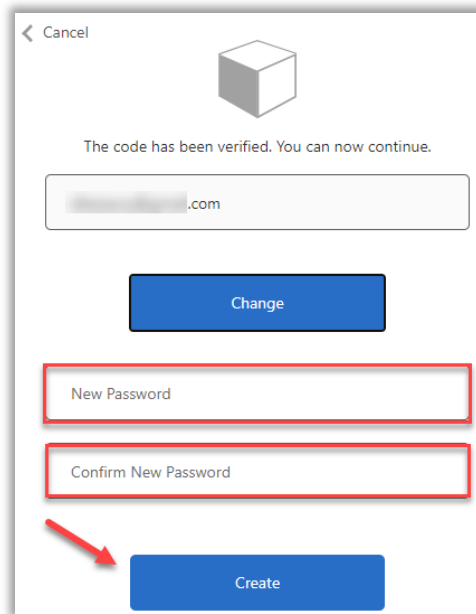
A screenshot of a mobile registration form. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an input field labeled "Email Address". A red arrow points to a blue button labeled "Send verification code". Below this are two more input fields: "New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



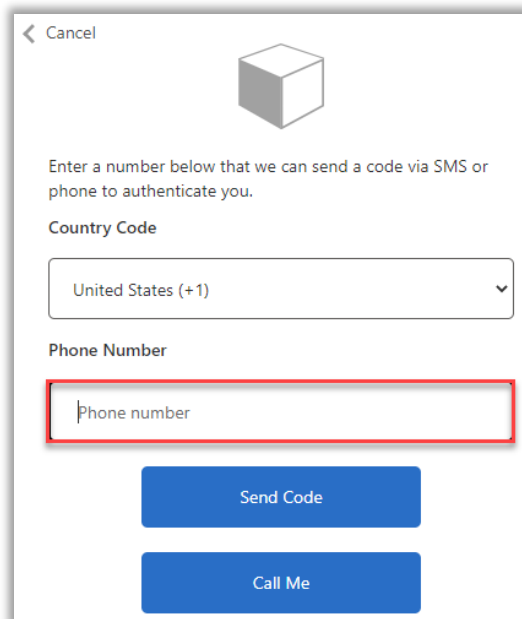
A screenshot of the same mobile registration form, but now showing a verification step. Below the "Email Address" field, there is a message: "Verification code has been sent. Please copy it to the input box below." Below this message is an input field containing a blurred email address followed by ".com". 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 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 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.

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




A mobile app interface for phone number entry. 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." 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".



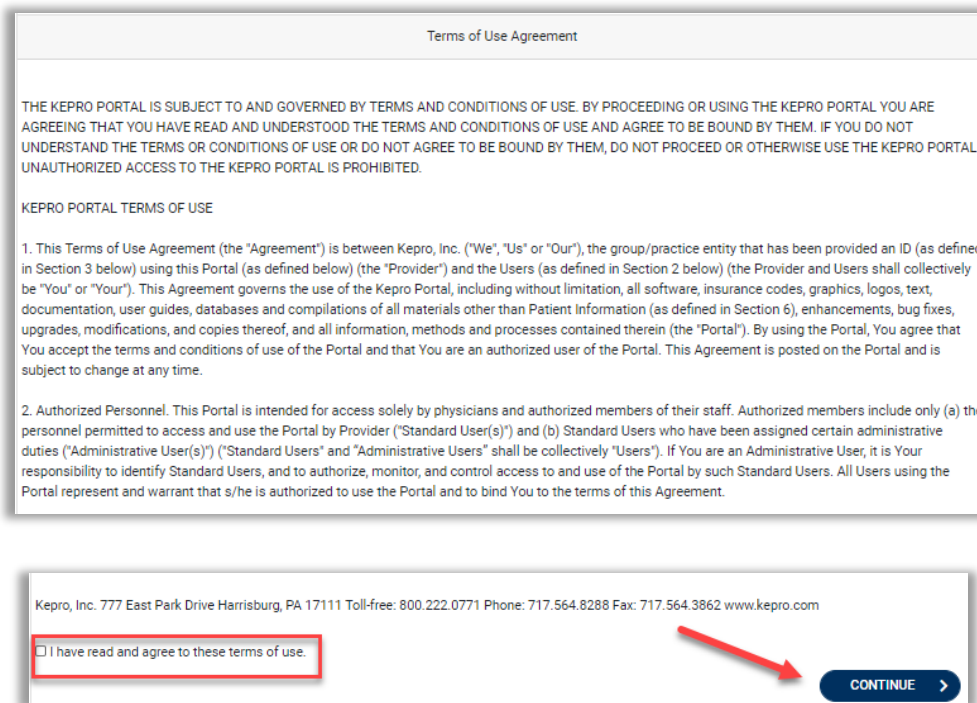
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



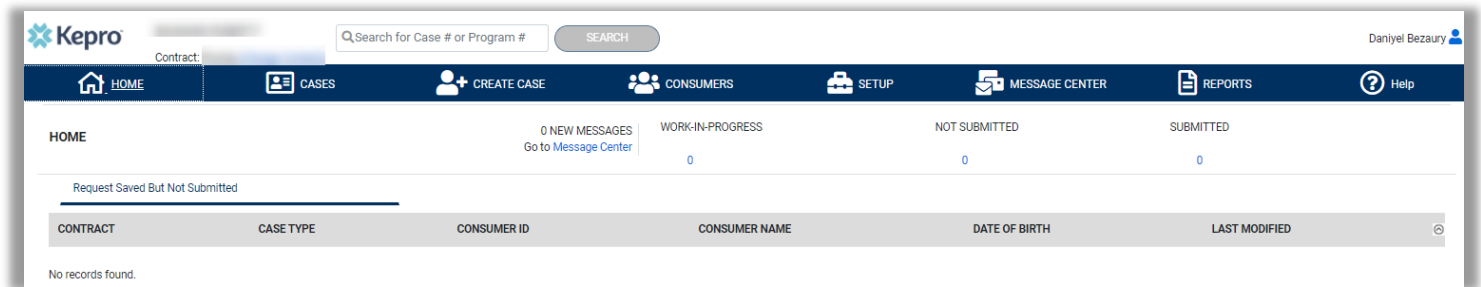
A screenshot of a mobile application screen for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field containing "+18" followed by a blurred area. Below the input field, the text says: "Enter your verification code below, or send a new code". At the bottom is a large, empty rectangular text input field with a red border.

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



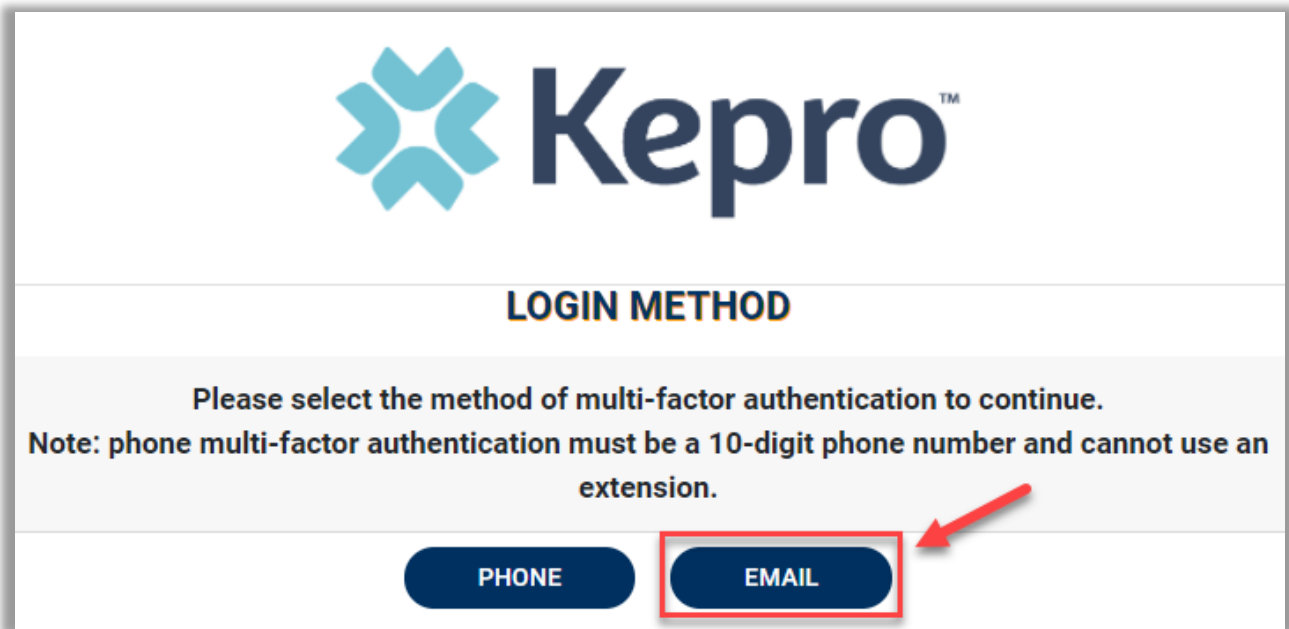
A screenshot of a "Terms of Use Agreement" screen. The title "Terms of Use Agreement" is at the top. The main text contains a disclaimer: "THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD 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." Below this is the heading "KEPRO PORTAL TERMS OF USE" followed by two numbered paragraphs of terms. At the bottom, there is contact information: "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". Below the contact info is a checkbox with the text "I have read and agree to these terms of use." and a red arrow pointing to a blue "CONTINUE" button with a right-pointing chevron.

The system will automatically authenticate and display the home page.

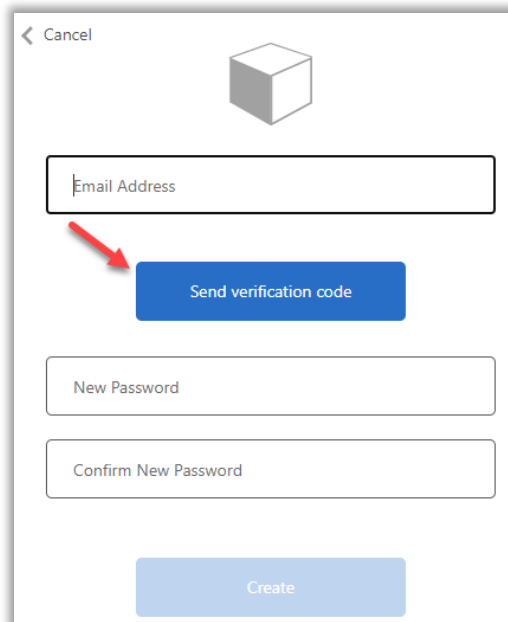


## Email Verification

Click the EMAIL button

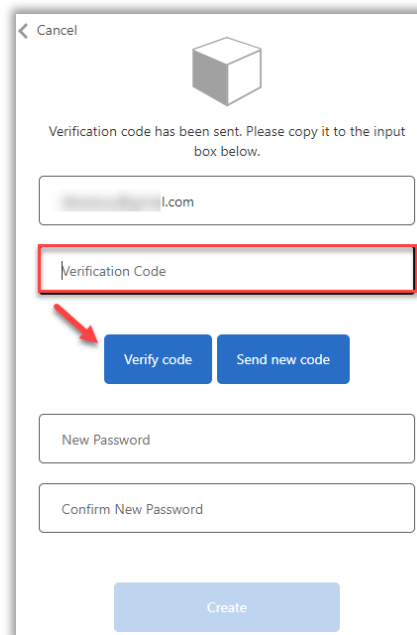


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



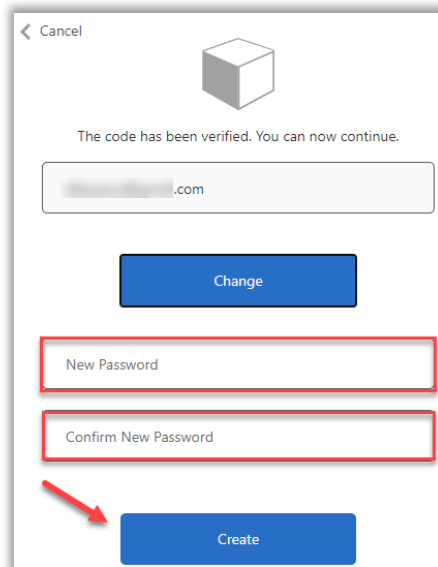
A screenshot of a mobile application registration screen. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is an input field labeled "Email Address". A red arrow points to a blue button labeled "Send verification code". Below this button are two more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

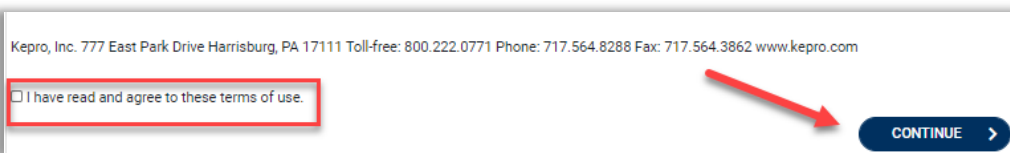
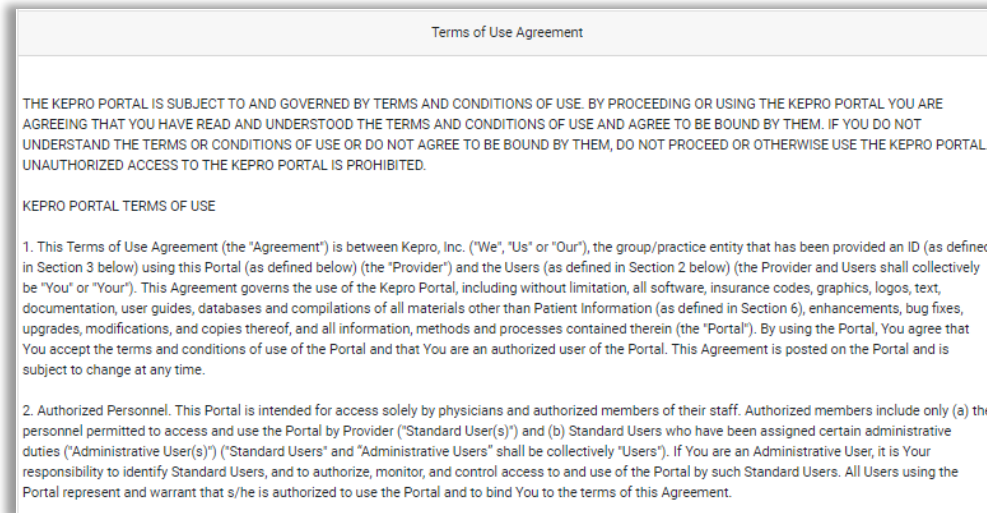


A screenshot of the same mobile application registration screen, but now showing a verification step. The "Email Address" field is filled with a blurred email address ending in ".com". Below it is a new input field labeled "Verification Code", which is highlighted with a red border. A red arrow points 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" fields, and the "Create" button at the bottom.

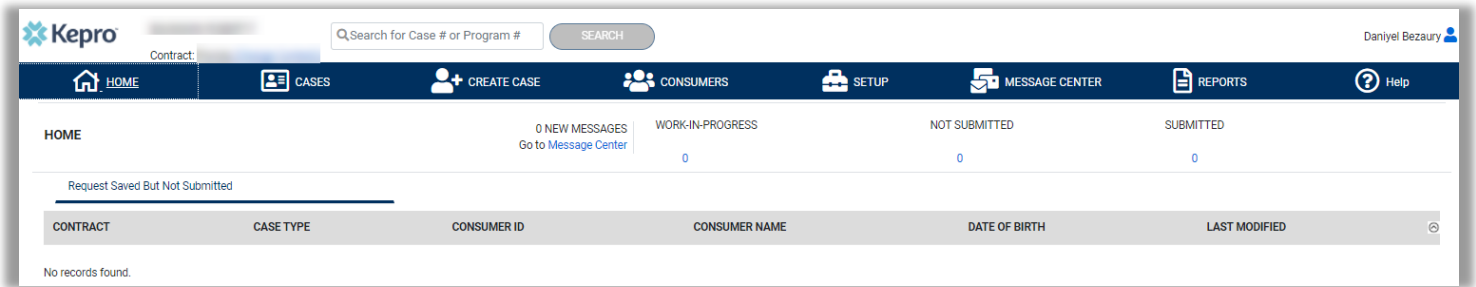
Enter a new password, confirm the password, and click Create.



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



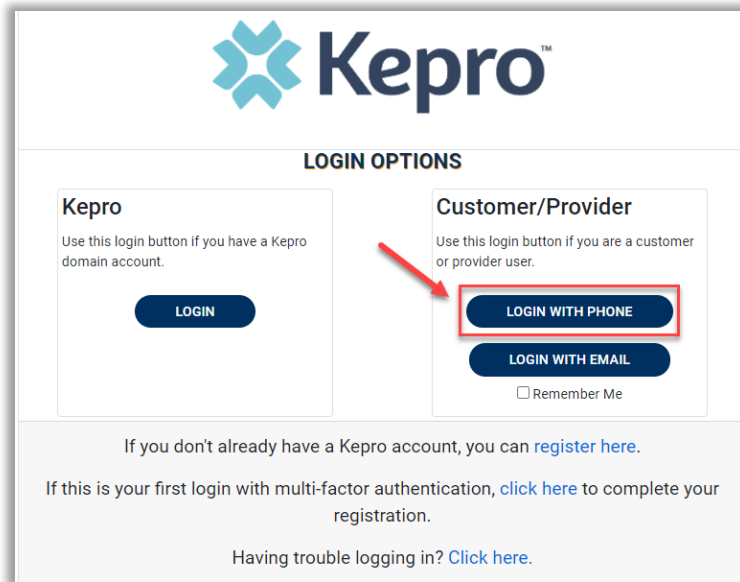
The system will automatically authenticate and display the home page.



### SECTION 3 – Phone Login

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





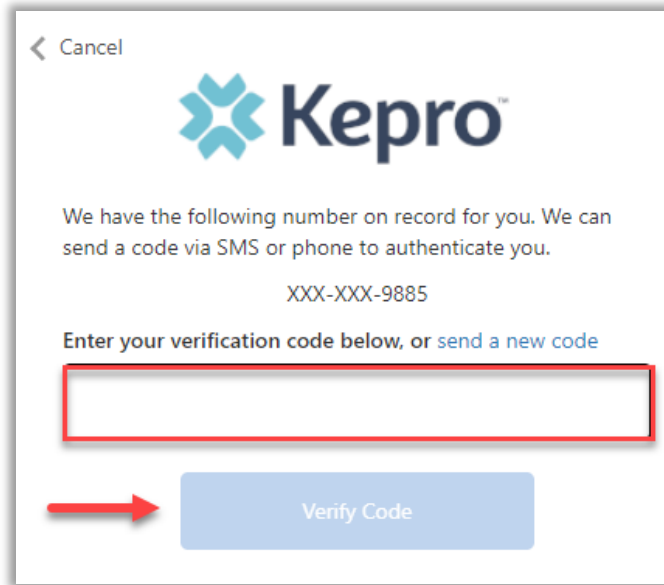
Enter the email address and password created during the registration process. Click Sign in

The image shows a mobile application sign-in screen for Kepro. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: the first contains a blurred email address followed by ".com", and the second contains a blurred password represented by dots. Below the password field is a link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in". A red arrow points to the "Sign in" button.

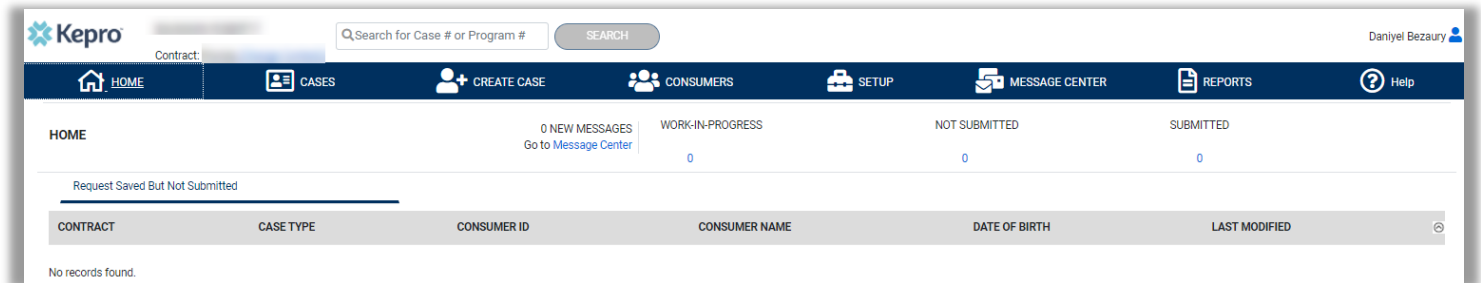
Confirm the phone number on file to receive a verification code. Select Send Code for an SMS text verification code or Call Me for a voice call prompting to press the # to complete verification.

The image shows a mobile application verification screen for Kepro. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this text is the phone number "XXX-XXX-9885". At the bottom are two blue buttons: "Send Code" and "Call Me". Red arrows point to each of these buttons.

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



Login will complete and the home screen will display.





## SECTION 4 – Email Login

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 Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections: "Kepro" and "Customer/Provider". The "Kepro" section has a "LOGIN" button. The "Customer/Provider" section has two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". The "LOGIN WITH EMAIL" button is highlighted with a red box, and a red arrow points to it from the left. Below the buttons is a "Remember Me" checkbox. At the bottom of the login area, there are three lines of text: "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.", and "Having trouble logging in? [Click here](#)."





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

The image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: the first contains a blurred email address followed by ".com", and the second contains a blurred password. Below the password field is a link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in", which is highlighted with a red border and a red arrow pointing 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.

The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text "Verification is necessary. Please click Send button." is displayed. Underneath is the heading "Email Address" followed by an input field containing a blurred email address and ".com". Below the input field is a blue button labeled "Send verification code", which is highlighted with a red border and a red arrow pointing to it from the left. At the bottom of the screen is a light blue button labeled "Continue".



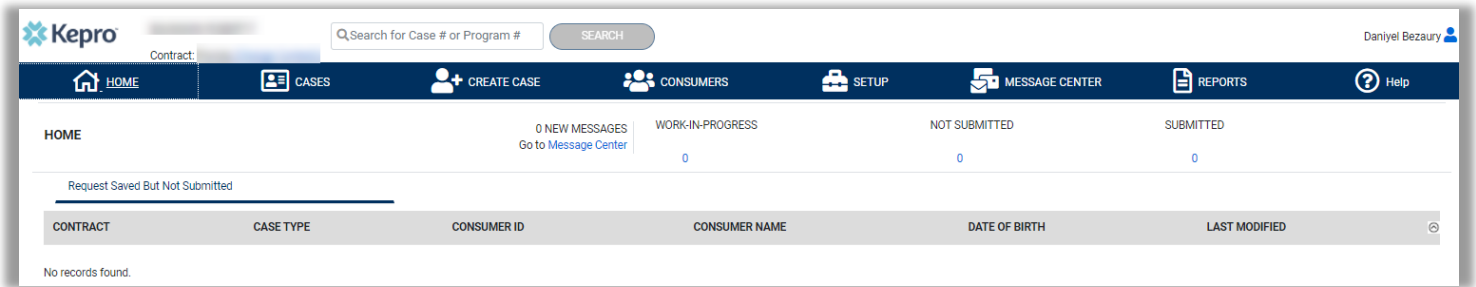
Enter verification code sent to the email address, then click Verify Code.

A mobile application screen for Kepro. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo, the text reads: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" with a blurred email address and ".com", and "Verification code" with the placeholder text "Verification code". Below the "Verification code" field is a red rectangular box. Underneath are two blue buttons: "Verify code" and "Send new code". A red arrow points to the "Verify code" button. At the bottom center is a light blue "Continue" button.

A message will appear confirming verification, click Continue.

A mobile application screen for Kepro. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo, a red rectangular box contains the text: "E-mail address verified. You can now continue." Below this is the "Email Address" field with a blurred email address and ".com". At the bottom center is a blue "Continue" button. A red arrow points to the "Continue" button.

Login will complete and the home screen will display.

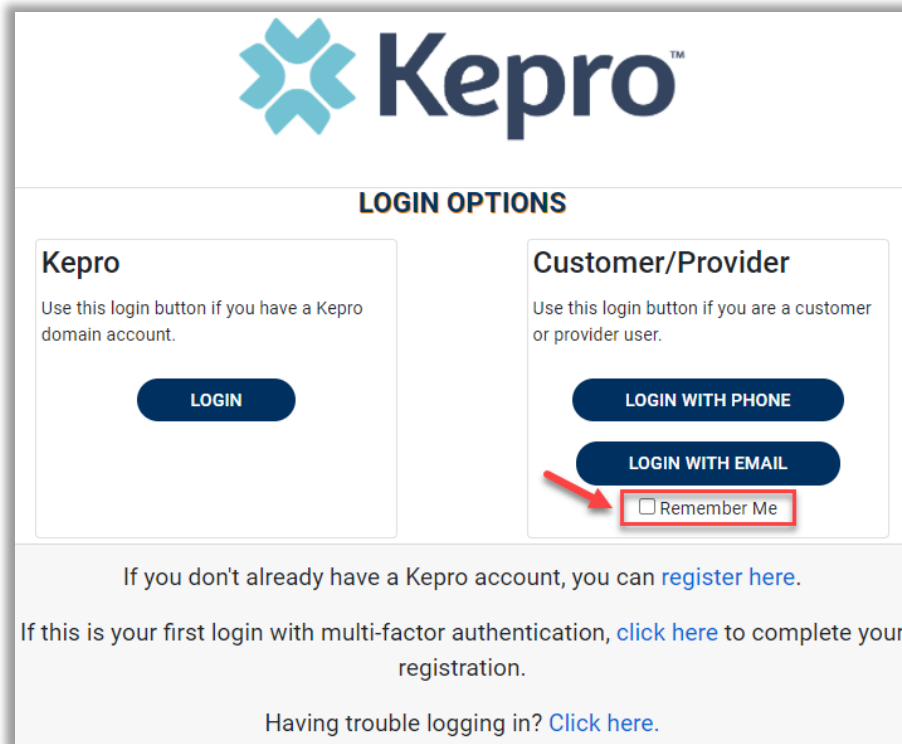


## SECTION 5 – Remember Me functionality

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 Atrrezzo credentials or MFA for four (4) hours.

To use this feature, check Remember Me box then click Login with Phone or Login with Email.



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.

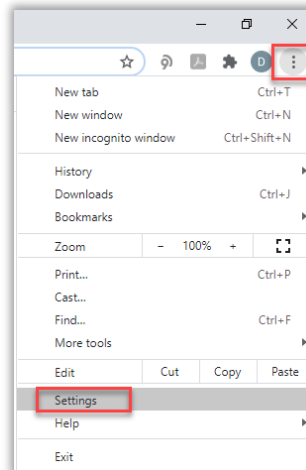
## Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

To set “continue where you left off” in Google Chrome,

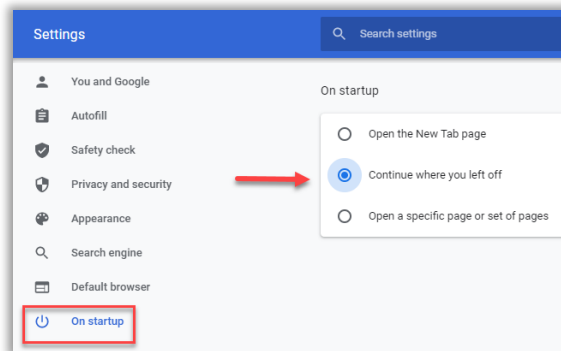
Click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu

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

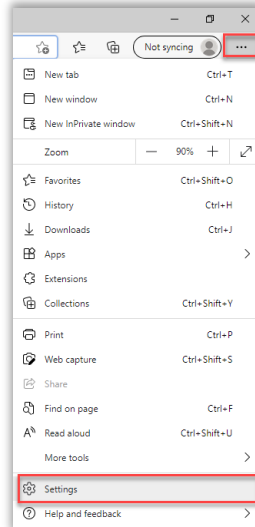


## Edge Configuration

To set "continue where you left off" feature in Microsoft Edge,

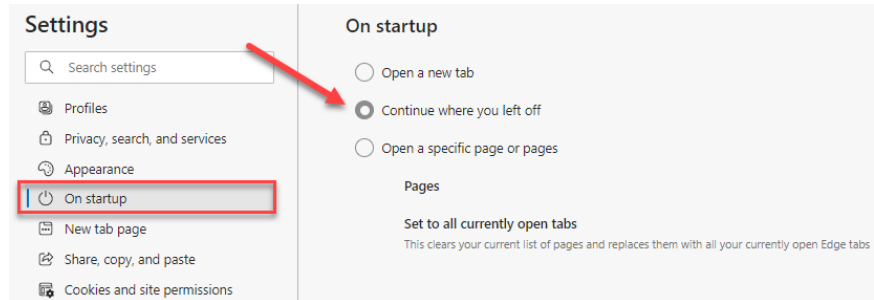
Click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu

Then click the selection for "Continue where you left off".

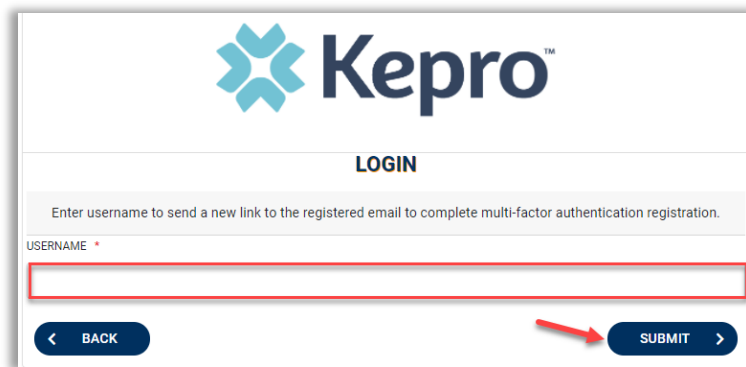


## Registration Error Message

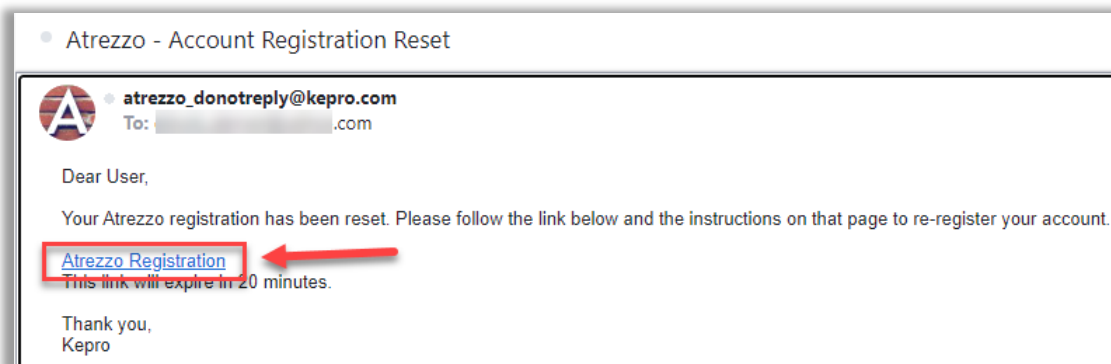
If a Registration Error message is received while attempting to register, click Reset.



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

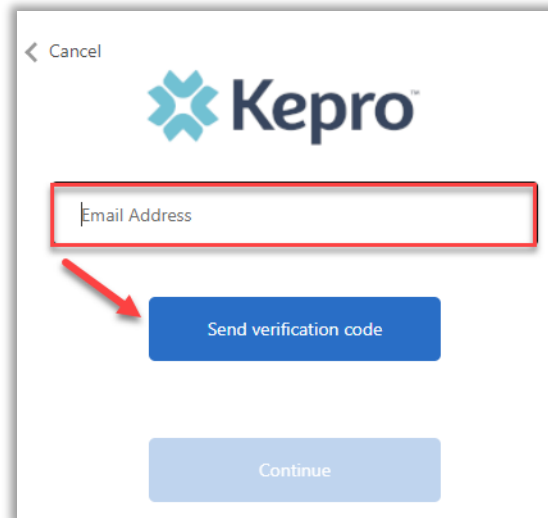
Click your usual login method. Login with Phone or Login with Email under the Customer/Provider heading on the right-hand side of the login page.

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. The left column is titled "Kepro" and contains a "LOGIN" button. The right column is titled "Customer/Provider" and contains two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Two red arrows point from the "Customer/Provider" heading to these two buttons. Below the buttons is a "Remember Me" checkbox. At the bottom of the page, there are three lines of text: "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.", and "Having trouble logging in? [Click here](#)."

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

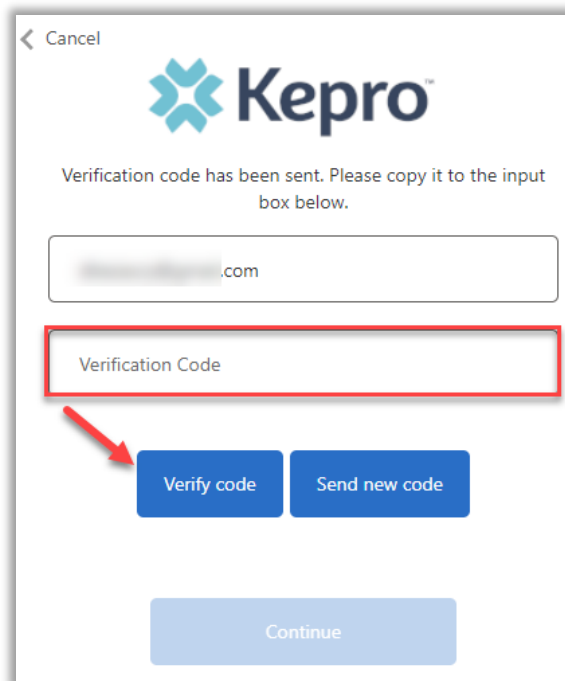
The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red arrow points from the "Forgot your password?" link to the "Password" field. The "Forgot your password?"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

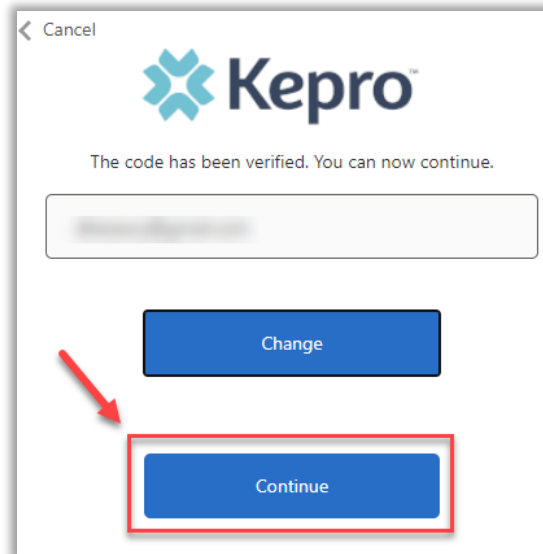


The screenshot shows the Kepro verification interface. At the top left is a back arrow and the text "Cancel". The Kepro logo is centered at the top. Below the logo is the text "Verification code has been sent. Please copy it to the input box below." Below this text is a text input field containing a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



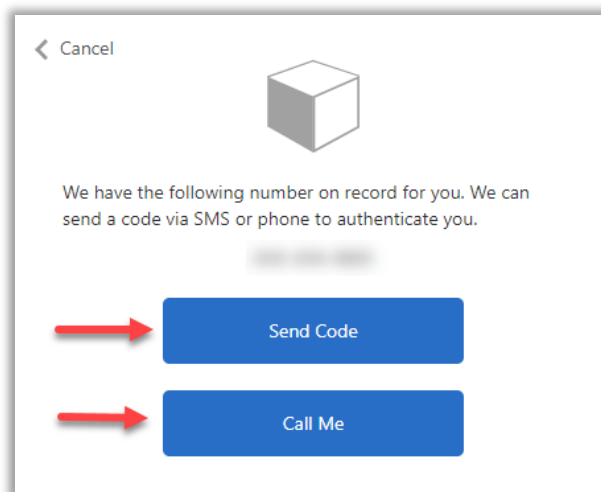


Click the "Continue" button.

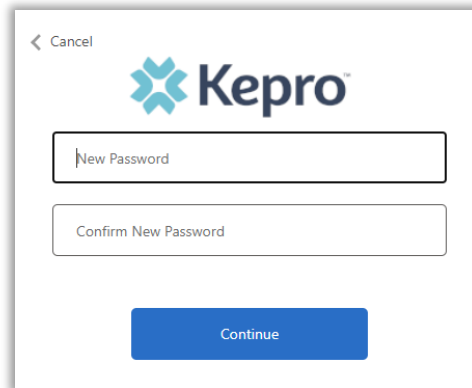


**NOTE:** This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.

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.

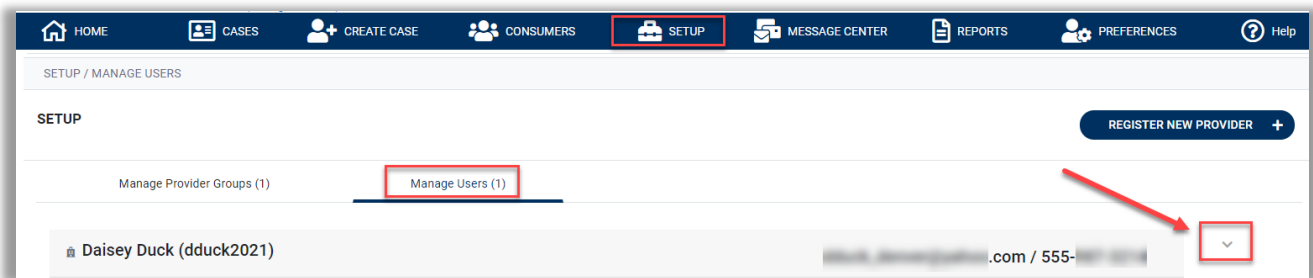


A mobile-style form with a back arrow and "Cancel" text at the top left. The Kepro logo is centered at the top. Below the logo are two input fields: "New Password" and "Confirm New Password". At the bottom is a blue "Continue" button.

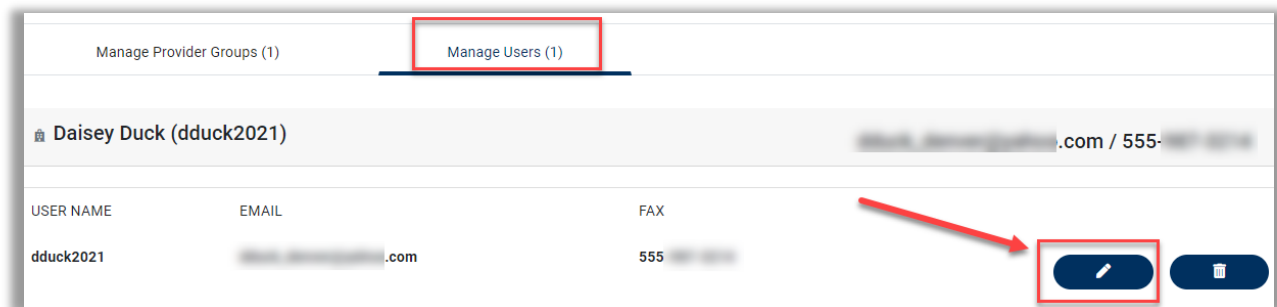
## Provider Administrator Reset Registration

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

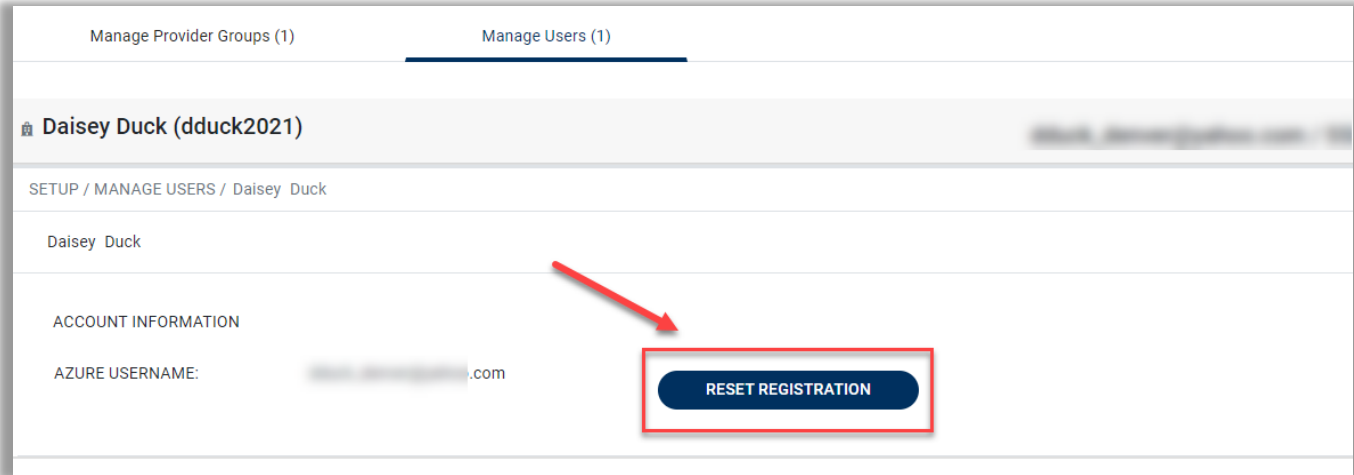
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



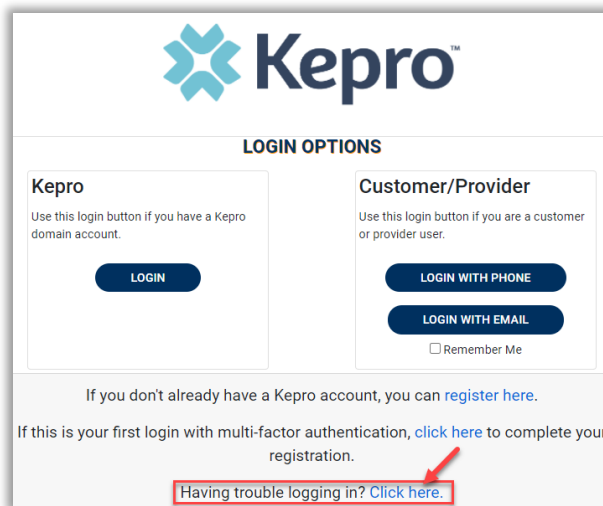
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



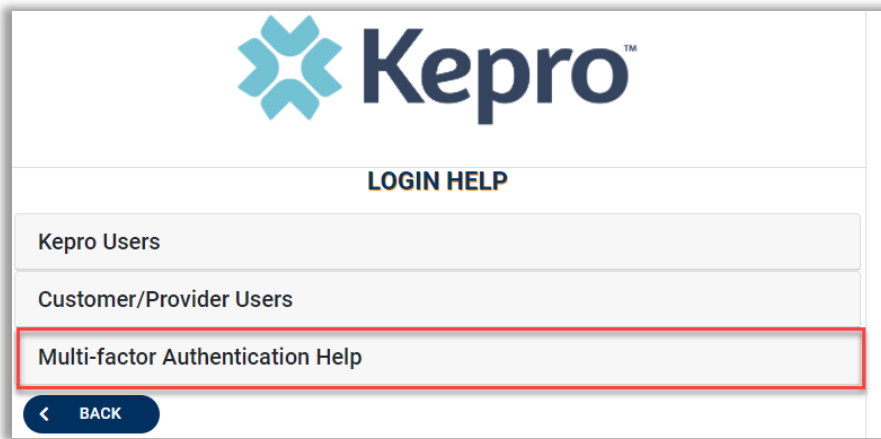
## Having Trouble Logging In?

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.

