



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.

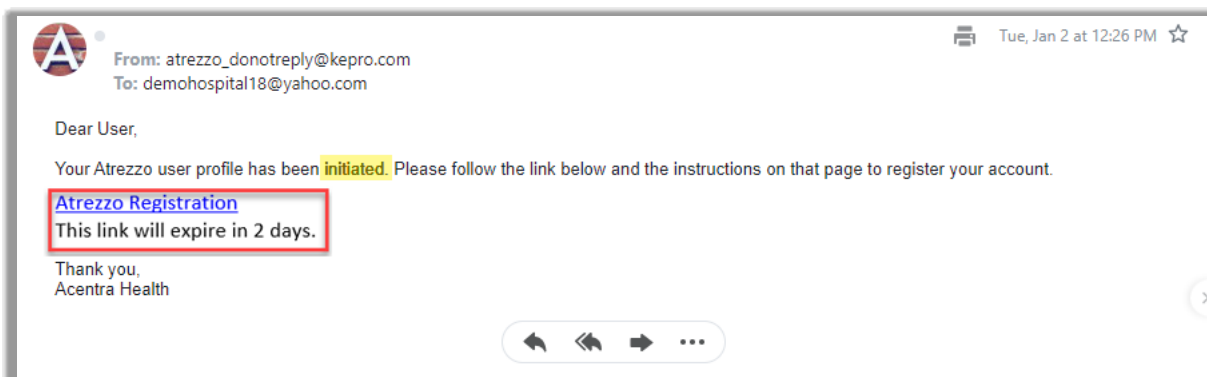
New Portal User MFA Registration

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.

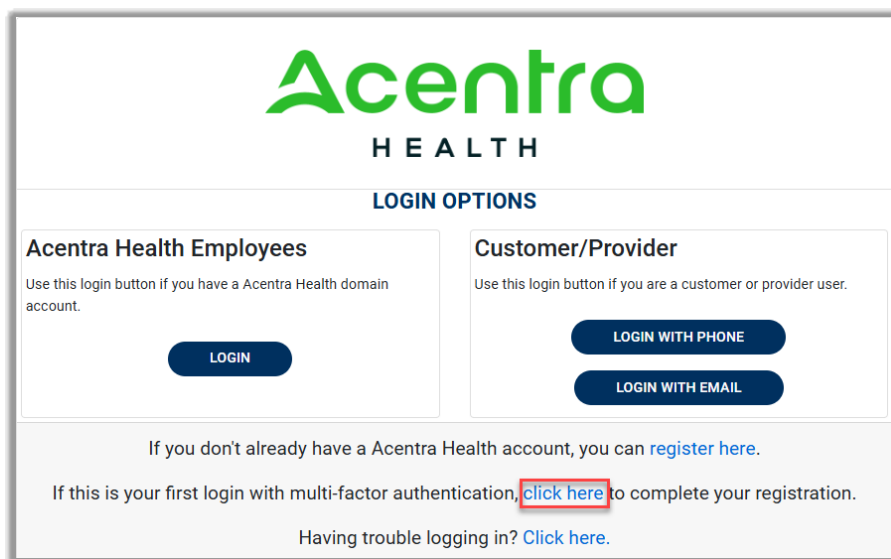


IMPORTANT: The Atrezzo Registration link will expire within 2 days of receipt. If you have not completed the registration process, see your Atrezzo Portal Administrator to have a new link sent via email.



Current Portal Users

Through the portal, select the link for “if this is your first login with multi-factor authentication, **click here** to complete your registration” on the Atrezzo login page.





You must first sign in with your existing Atrezzo account.

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LOGIN

If you have not already registered for multi-factor authentication, use your Atrezzo login to complete registration. Otherwise use the back button to return to the primary login page.

USERNAME * **A**

PASSWORD * **B**

BACK **LOGIN** **C**

[Forgot Password?](#)

Create a New Account

Whether user accesses account registration page through emailed registration link or portal login, you will be redirected to a page to set up a **new password** and to select your **MFA method**. When completed click **Submit**. **Note:** *Display Name and Email are pre-populated.*

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Create a New Account - Register User

Display Name
Test User

Email
test.user@example.com

New Password *

Confirm New Password *

Choose MFA Method *

Phone Email

Submit

Upon successful registration you will be redirected to login using the credentials you supply here.



NOTES:

- 1) When choosing an authentication method, you will be required to enter an email address for both options.
- 2) Phone registration will require a direct line with 10 digits; extensions are not supported.

Phone Verification

Enter the email address and newly created password, then click sign in.

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Sign in with your email address

Email Address

Email Address

Password

Password

[Forgot your password?](#)

Sign in

Enter your country code and phone number, then 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 the # key to complete verification.

< 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.

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

The page will automatically refresh to the home page.

A screenshot of the Acentra Health web application home page. The top navigation bar includes "Home", "Cases", "Create Case", "Consumers", "Setup", "Message Center" (with a red notification badge), "Reports", and "Preferences". Below the navigation is a "Change Context" button. The main content area is divided into sections: "HOME" with a "Messages for review or action" section containing a "Go to Message Center" button; "WORK-IN-PROGRESS" with a count of "14"; and "NOT SUBMITTED" with a count of "0". Below these is a "Request Saved But Not Submitted" section. At the bottom is a table header with columns: "CONTRACT", "CASE TYPE", "CONSUMER ID", "CONSUMER NAME", and "DATE OF BIRTH".

Email Verification

Enter your work email address and newly created password, then click Sign in.

A sign-in screen for Acentra Health. At the top is the "Acentra HEALTH" logo. Below the logo is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Red arrows point to the right side of each input field. Below the "Password" field is a blue link that says "Forgot your password?". At the bottom, there is a blue "Sign in" button with a red border.



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

< Cancel

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Verification is necessary. Please click Send button.

Email Address

s*****@gmail.com

Send verification code

Continue

Enter the code in the verification code box and click verify code

< Cancel

Acentra
HEALTH

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

Email Address

s*****@gmail.com

Verification code

Verification code

Verify code

Send new code

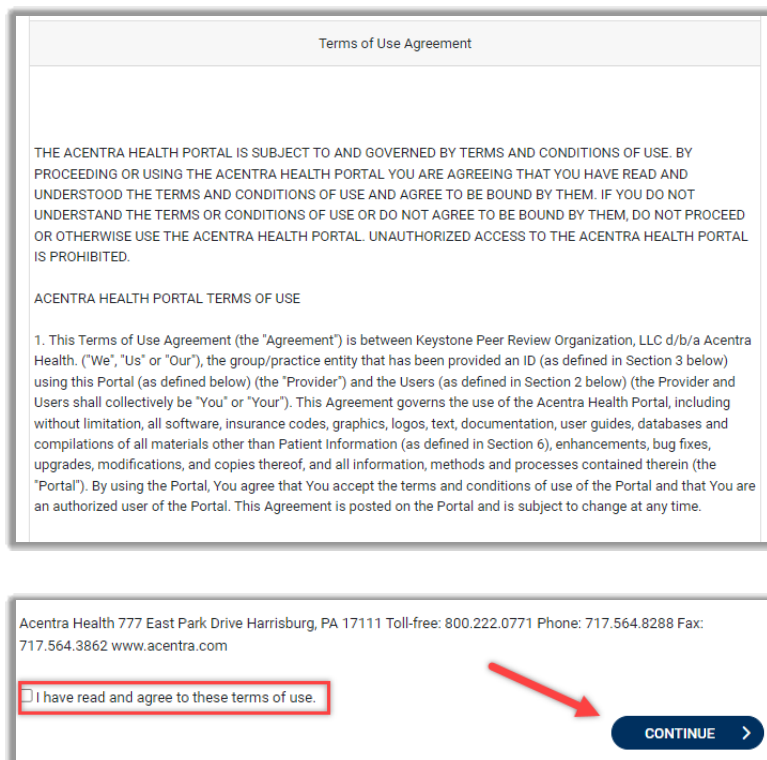
Continue



A message will appear confirming verification, select **Continue** to complete.

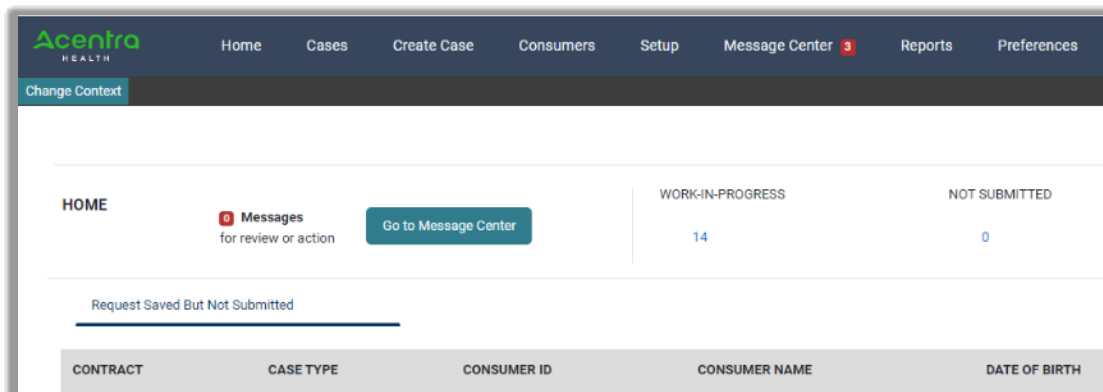


The **Terms of Use** will display, check the box at the bottom to agree to Terms of Use, then click **Continue**





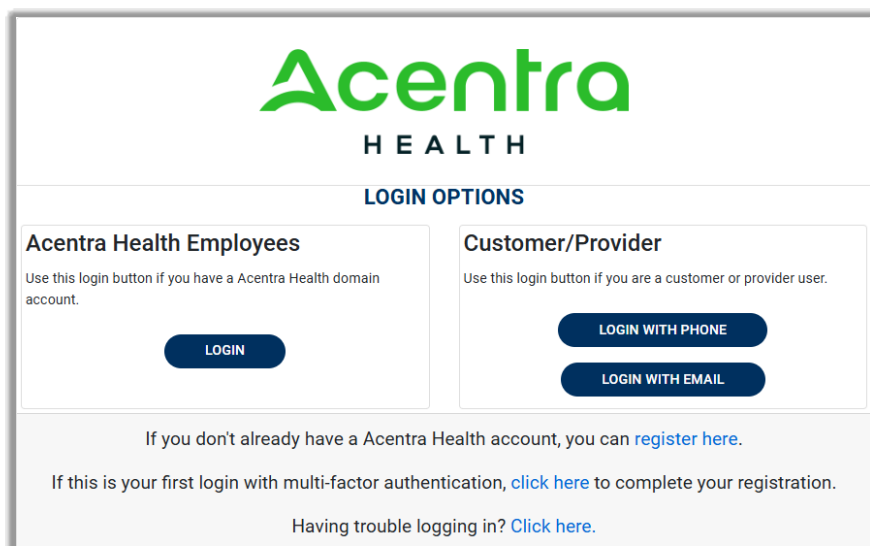
The system will automatically authenticate and display the home page.



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 (atrezzo.acentra.com), the login page will display.





Login With Phone

Click **Login With Phone** if you have registered MFA with a direct phone number and want to login via SMS text or voice call.

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LOGIN OPTIONS

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

LOGIN

Customer/Provider
Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

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](#).

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

Acentra
H E A L T H

Sign in with your email address

Email Address

Email Address

Password

Password

[Forgot your password?](#)

Sign in



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

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

Enter the code in the verification code box.

Cancel

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

+17178414402

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

The system will automatically refresh, and the home page will display.

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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
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Login With Email

Click **Login With Email** if you have registered MFA with an email address and want to login via emailed verification code.

From the login page, click **LOGIN WITH EMAIL**

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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

Customer/Provider
Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

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](#).

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

Acentra
H E A L T H

Sign in with your email address

Email Address

Email Address

Password

Password

[Forgot your password?](#)

Sign in



The email address will prepopulate from the sign in, click **Send Verification Code**.

< Cancel

Acentra
HEALTH

Verification is necessary. Please click Send button.

Email Address

s*****@gmail.com

Send verification code

Continue

NOTE: The verification code will expire within 30 seconds. Ensure the user has access to the email address at the time they are selecting **Send Verification Code** to avoid having to repeat the process.

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

< Cancel

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HEALTH

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

Email Address

s*****@gmail.com

Verification code

Verification code

Verify code Send new code

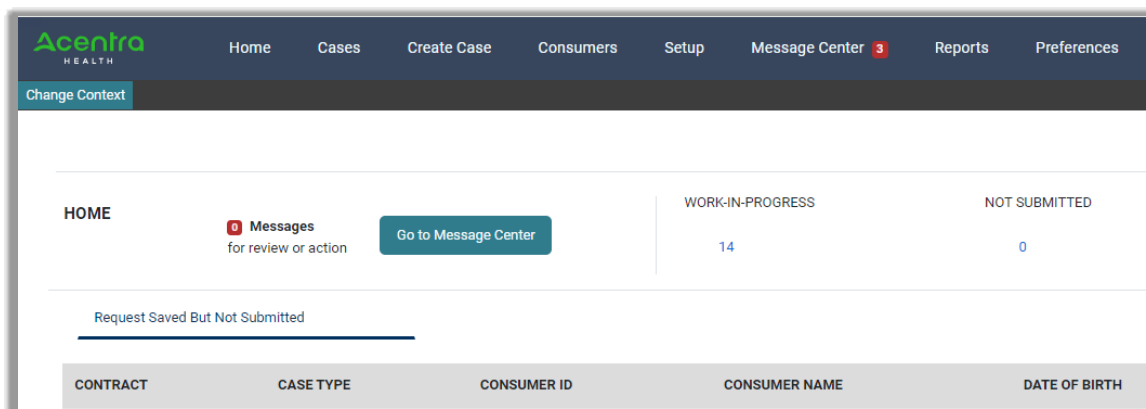
Continue



A message will appear confirming verification, select **Continue** to complete.

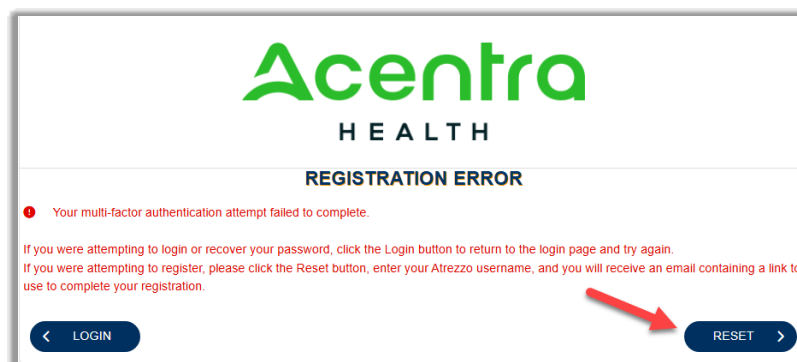


The system will automatically login and the home page will display.



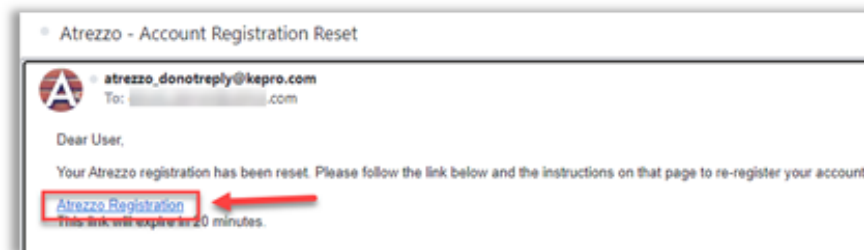
Registration Error Message

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.



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 text "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red box highlights the link "Forgot your password?". At the bottom is a blue "Sign in" button.

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

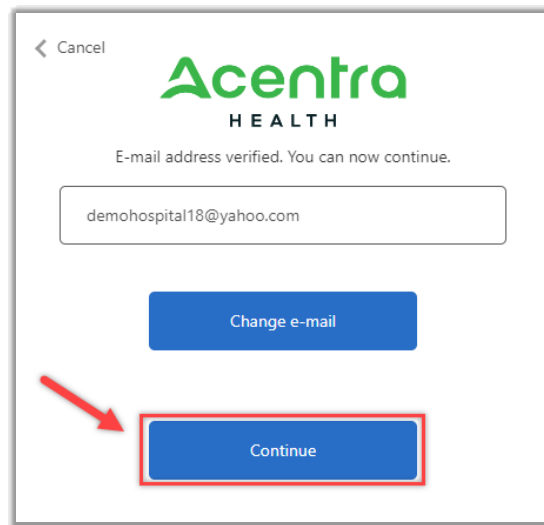
The screenshot shows the Acentra Health verification code screen. At the top left is a "Cancel" link. Below it is the Acentra Health logo. There is an "Email Address" input field with a red box around it. Below the input field is a blue "Send verification code" button with a red arrow pointing to it. At the bottom is a light blue "Continue" button.

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

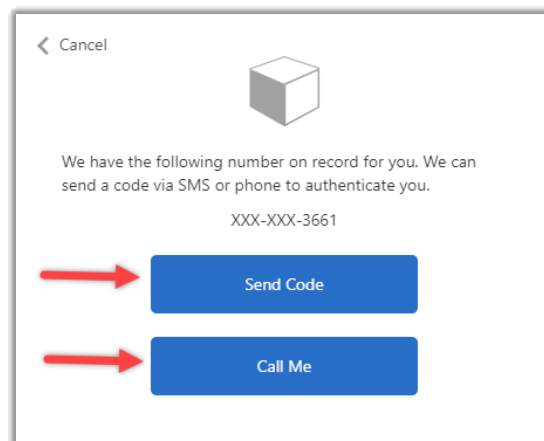
The screenshot shows the Acentra Health verification code entry screen. At the top left is a "Cancel" link. Below it is the Acentra Health logo. The text "Verification code has been sent to your inbox. Please copy it to the input box below." is displayed. There is an input field containing "demohospital18@yahoo.com". Below it is a "Verification Code" input field with a red box around it. Below the input field are two blue buttons: "Verify code" with a red arrow pointing to it, and "Send new code". At the bottom is a light blue "Continue" button.



Message will appear that email is verified. 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.

A screenshot of the Acentra Health password reset confirmation screen. At the top left is a back arrow and the word 'Cancel'. The Acentra Health 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 with a red arrow pointing to it from the left.

Having Trouble Logging In?

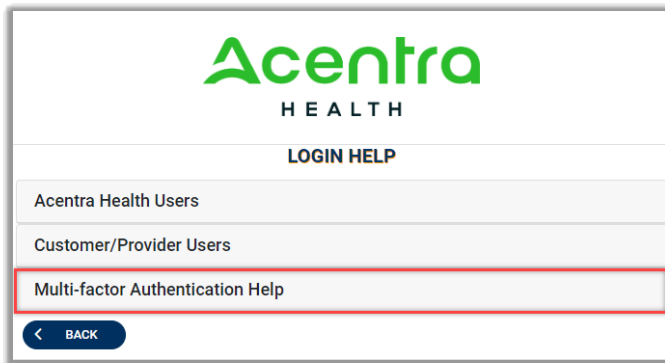
If you began the multi-factor registration process, verified your email, created a password, but did not complete the process, you will need to [Click here](#) to send a link to the registered email to complete the multi-factor authentication registration process. You will need the email and password 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.

A screenshot of the Acentra Health login options page. The Acentra Health logo is at the top. Below it is the heading 'LOGIN OPTIONS'. There are two main login sections: 'Acentra Health Employees' and 'Customer/Provider'. Each section has a 'LOGIN' button and a 'Remember Me' checkbox. At the bottom of the page, there is a link 'Having trouble logging in? Click here.' with a red arrow pointing to it.



Click **Multi-Factor Authentication Help**



Follow the prompts for the assistance needed.

