



EPCS USER GUIDE

This document contains steps required to complete EPCS process

Scope/Purpose

This document has a limited scope and covers the following:

- EPCS Definitions
- Process Overview
- Identity Proofing Process
- Exostar Account Management
- Basic EPCS process in PracticeEHR
- Reports

(This document is in no way exhaustive and covers only basics on the above topics)

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1. Definitions:

I. **Process Overview**

Process overview is the list of tasks needs to perform by the Physician in order to complete Electronic Prescription of Controlled Substances process.

II. **Identity Proofing:**

Identity proofing (IDP) is a process in which Physician's identity is verified using Experian's verification process. This is intended to verify that a physician is who he/she says is.

III. **Exostar:**

Exostar is a third party vendor who offers Token Subscription and also performs Identity Proofing process.

IV. **Token Reference number:**

Token reference number is provided by Exostar once subscription payment is made by the physician and is used to start identity proofing process.

V. **License Key:**

A license key is provided by Exostar after subscription payment is made by the physician and is used to start the identity proofing process. License key is emailed by Exostar to the physician's individual email address.

VI. **Authy:**

Authy is a software application for iOS & Android devices which is available on Apple App Store and Google Play Store. Authy is a free application that you can download and install after purchasing the subscription. Upon completion of Identity Proofing process, Exostar will ask the physician to provide his/her cell phone number. Once Physician enters his/her cell phone number, an activation code is sent on provided cell phone number. By entering activation code in Authy it will be activated and can be used to generate soft OTP for EPCS.

VII. OTP:

OTP (One Time Password) is a 6 digit number that a physician obtains from a hardware token device or Authy which is then used in providing 2 factor authentications in e-prescription process.

VIII. Second Approver:

Second Approver is an individual (can be a physician or a non-physician) in a physician practice who has his/her Identity Proofing completed and is required to approve the physician who intends to do Electronic Prescription of Controlled Substances. Any provider whose identity proofing is completed can also be selected as a second approver. Second Approver will approve the provider whose identity proofing is completed by providing his two factors authentication (System Password & OTP). As per DEA requirement, every practice should have two individuals that initiates and completes the provider approval process. Similarly 2 individuals are required to revoke a physician's EPCS permissions.

IX. Webcam Proofing

If any physician got failed in Experian proofing, he/she can schedule a live webcam proofing with an Exostar proofer.

2. Process Overview:

Before walking through details here is the brief process overview of the tasks needs to perform by the Physician in order to complete Electronic Prescription of Controlled Substances process.

- i. Physician to request Practice Administrator for Initial Setup with information which is required to initiate the Identity Proofing process.
- ii. Physician to initiate the Identity Proofing process from PracticeEHR settings once initial setup is completed by the Practice Administrator.
- iii. Physician to purchase Subscription for OTP Token device from Exostar Web store (from within PracticeEHR).
- iv. Physician to Start Identity Proofing process once hardware OTP Token device is received.
- v. Physician to request Practice Administrator for First approval once identity proofing is completed.
- vi. Second approver to approve physician for EPCS. Once approved by the second approver Physician can start doing Electronic Prescription of Controlled Substances.

3. Identity Proofing Process in PracticeEHR:

Following are the steps which are to be performed by the Physician who intends to do Electronic Prescription of Controlled Substances.

Processes which are to be completed from this window (shown below) are to purchase OTP token and to do Identity Proofing process.

(Both of these processes are a one-time setup. Once these two steps are completed, physician does not need to do any of these two steps again)

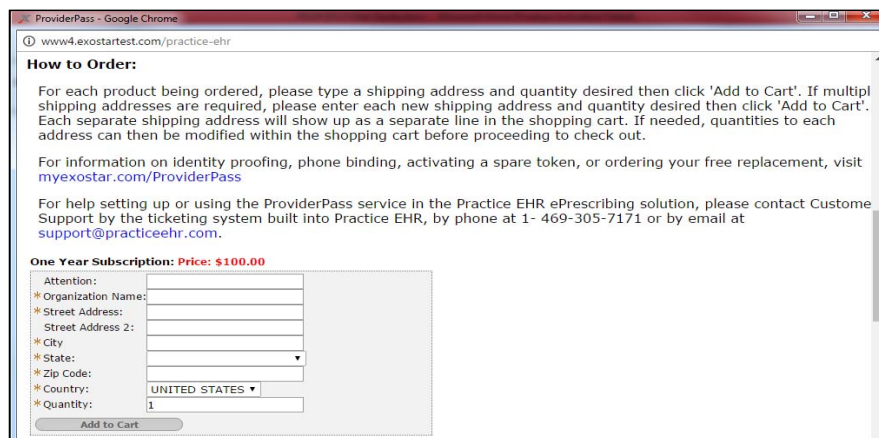
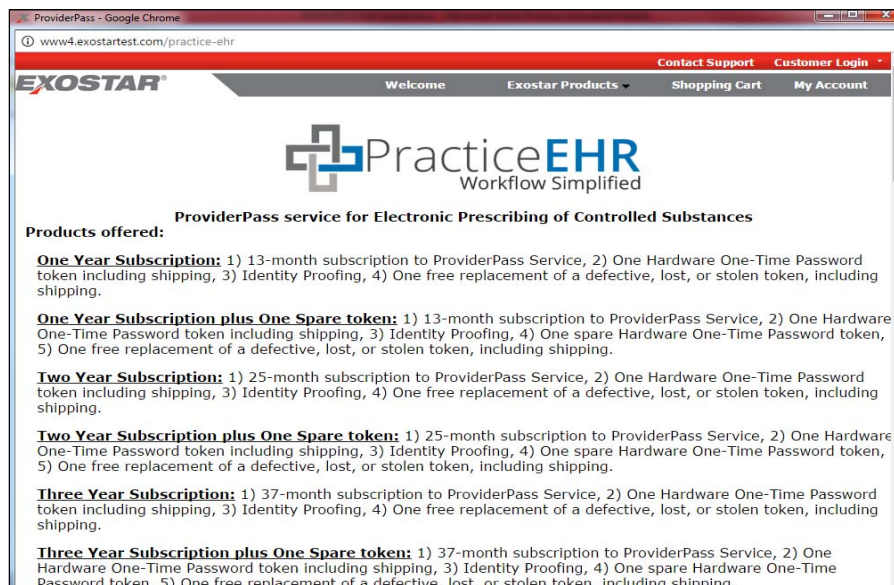
- Before starting the process of purchasing OTP token from within PracticeEHR, Physician is to request the practice administrator to set the physician up for EPCS in PracticeEHR Setup tab and check EPCS Settings check box.
- Once Practice administrator is done with this initial setup Practice Administrator will inform physician to initiate identity proofing process.
- Physician to log into PracticeEHR and go to settings
- Click on **EPCS Settings**.

Step 1: The first step is to buy the Hardware Token subscription from the Exostar Store. By clicking button **Order OTP Token** you will be redirected to the Exostar online store to buy the subscription.

- Click on **Order OTP Token** button

The screenshot shows the 'EPCS Settings' window in PracticeEHR. The 'Order OTP Tokens' section contains a note: 'Note: Follow the instructions on the Webstore to order OTP tokens and subscriptions for the EPCS authentication service. You should receive an email with the license key associated with your order. Please update that License Key here in order to complete the registration process.' Below the note are two input fields: 'Token Ref' and 'License Key'. A blue button labeled 'Order OTP Token' is positioned to the right of the 'Token Ref' field. A green button labeled 'Update Information' is centered below the 'License Key' field. The 'EPCS Registration' section below contains another note: 'Note: To successfully complete the registration process, you must have your OTP token in hand and be able to supply the following required information:'. The list of requirements includes: 'License key associated with your OTP token and EPCS authentication service subscription', 'OTP token's serial number', and 'One-time passwords (that will be generated using the OTP token)'. At the bottom of the window, the 'Registration Status' is shown as 'Not Started', with 'Refresh' and 'Start Registration' buttons.

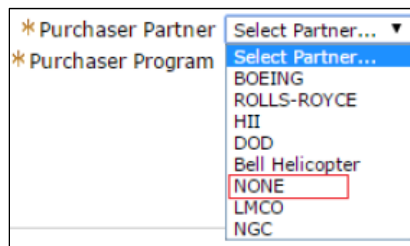
- A window containing Exostar store will be displayed from where physician can select the appropriate subscription model, fill out the required information and click Add to cart button



Once selected model is added to cart, provide your billing address, shipping address and credit card information to complete the purchase.

NOTE:

During the subscription purchase process, Exostar asks for Purchaser partner and Purchaser Program. Please select NONE from the given options (as shown in picture below).



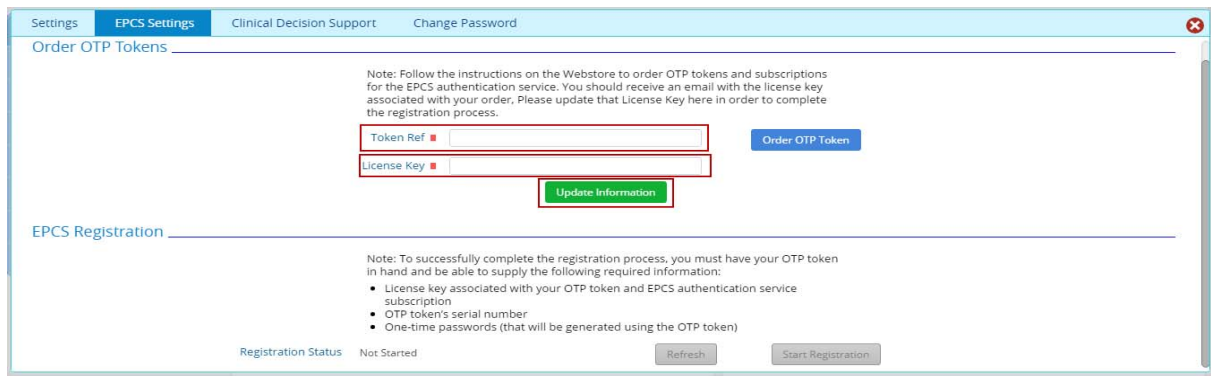
After the purchase is complete physician will receive following four emails from Exostar.

- I. Order Confirmation email. This email will confirm physician's order.
- II. Credit Card Sales Receipt email. This is to reflect the credit card financial transaction.
- III. License Key email. This email will contain a License Key which the physician will need to enter in SequelMed EHR to before Identity Proofing process can be started.
- IV. Tracking and shipping information email. This email will be generated after hardware token device is physically shipped out. Physician can use tracking number in the email to track the package.

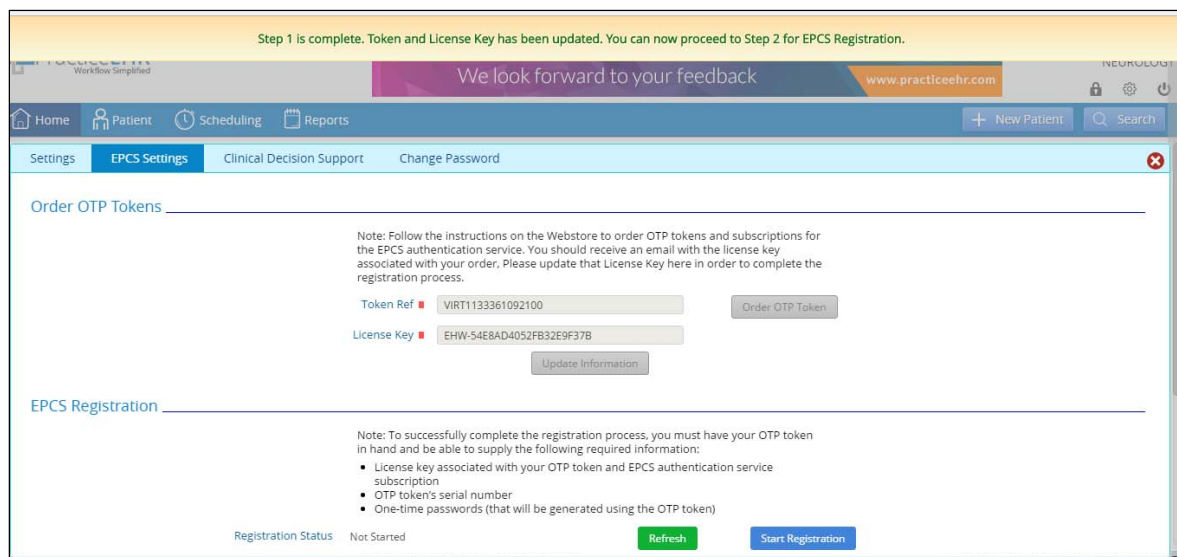
Token Reference number can be found on the back of hardware token device as shown in the picture below.



- After getting the Token Reference from the back of the hardware device (as shown in the picture above) and License Key, log into PracticeEHR and go to EHR settings.
- Enter token reference number in “Token Ref” field
- Enter license Key in “License Key” field and click on **Update Information** button.



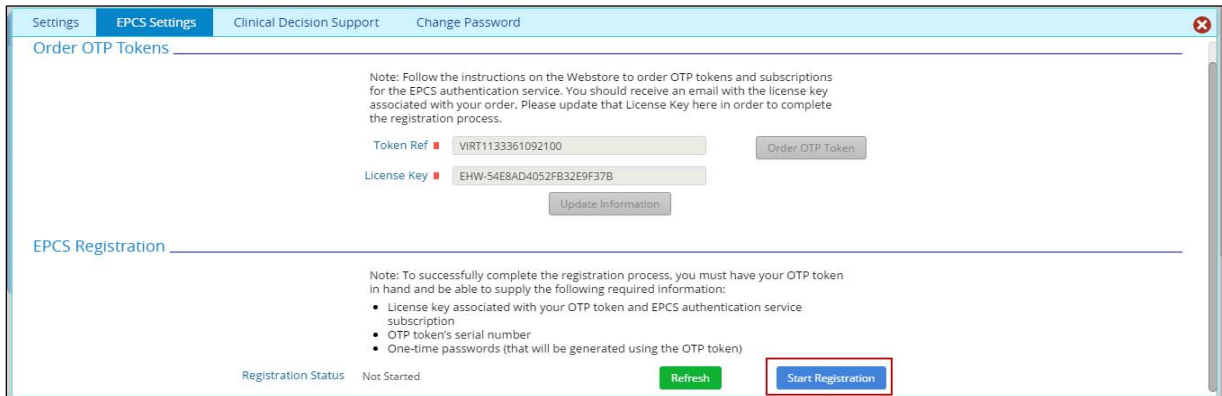
At this stage, application will prompt the physician that Step 1 is complete. Physician can now proceed to Step 2 (Identity Proofing).



Step 2:

Identity Proofing: Physician will perform the following steps to do their Identity Proofing.

- Click **Start Registration** button to start the Identity Proofing process.
(Ensure that step 1 is complete or the Start Registration button will be disabled)



- You will be directed to the Exostar’s Identity Proofing process.
- First step is to accept the user Subscription Agreement.



You must agree to the User Subscription Agreement to continue

By clicking the 'I Agree' button below, you will be deemed to have agreed to the terms of the User Subscription Agreement and all referenced documents for Second Factor Credential Authentication (SFCA) Service and to have duly executed it. Once clicked, EXOSTAR, by posting this agreement shall be deemed to have also duly executed it. If you click the I Disagree button, both parties shall be deemed to have not agreed to the terms of the agreement and you may not use the represented service.

View and Print: [User Subscription Agreement](#), [General Terms and Conditions](#), [Terms of Access](#), and [Privacy Policy](#)

Upon clicking the 'I Agree' button, these documents will also be sent to you by email.

- After accepting the Agreement, Personal information questions needs to be filled out which include Physician's Name, Address, Phone number, Date of Birth, and the last four digits of SSN

SOTP - Google Chrome

Secure | <https://sotp.exostartest.com/xosotp/pages/proofing/proofing.jsf>

Step 1: Confirm Profile | **Step 2: Verify Identity** | Step 3: Register One-Time Password Device

- Enter the indicated information below.
- Exostar will not store or update your profile with this information. This information is only used during the Identity Verification process.
- Need more information? [View our frequently asked questions](#)

Your full legal name is required. If the information below is incorrect, select 'Return to EHR' below to update your information.

*First Name: ALICE Middle Name: _____
 *Last Name: CHOW Suffix: _____

Enter your current home address below.

*Home Address: _____ * State: Select State
 *City: _____ *Zip Code: _____ ex:20001 or 20001-1234

Enter a phone number. If you do not have a home number, you can enter an alternate such as a mobile phone number.

Home Phone: 7044492195 (Numbers only) Alternate Phone: _____

This information is required for verifying your identity. Exostar will not store or update your profile with this information. Enter in your Date of Birth and the last 4 digits of your Social Security Number.

*Date of Birth: Month | January | Day | Year |
 *Social Security Number: _____ (Last 4 numbers only)

By agreeing to participate in the identity verification process, you hereby consent to the use of the information (including any personally identifiable information) that you provide here in in the identity verification process. You understand that by clicking on the I Agree button immediately following this notice, you are providing 'written instructions' to Exostar under the Fair Credit Reporting Act authorizing Exostar to obtain information from your personal credit profile or other information from Experian, solely to verify your identity. [View and Print](#)

You must click I Agree to continue to the next step.

- After filling the personal information above, personal financial information questions will be asked.
- The information is utilized by Experian to locate you in their database. Your identity will be verified using a combination of personal and financial information. You will be prompted to answer questions about yourself which a credit reporting agency will match to financial information they maintain in their database. Once the initial questions are answered, the full identity verification process may be completed online, or could require the use of a live webcam to complete.

- PracticeEHR does not capture, store or retain this personal and financial information provided during Identity Proofing process.
- As per Exostar, this information is not stored in or shared by Exostar. If Experian is not able to locate you based on a partial SSN, you may then be asked to enter your full, nine-digit SSN. Verification of your identity through Exostar's Partnering credit reporting agency, Experian, may appear on your credit report, but will not affect your credit score.

SOTP - Google Chrome
Secure | https://sotp.exostartest.com/xosotp/pages/proofing/proofing.jsf
Step 1: Confirm Profile | **Step 2: Verify Identity** | Step 3: Register One-Time Password Device

- The following are a set of personal questions from your personal credit profile that need to be answered to confirm your identity.
- Exostar does not store the questions or answers, nor does Exostar have any knowledge of the correct answers.
- Need more information? [View our frequently asked questions](#)

1. According to your credit profile, you may have opened a mortgage loan in or around July 2014. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select NONE OF THE ABOVE/DOES NOT APPLY.

CALIFORNIA FEDERAL

HOMESIDE LENDING

GMAC MORTGAGE

ABN AMRO MORTGAGE GROU

NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened a mortgage loan in or around July 2014. Please select the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which includes principal, interest, and escrow (escrow could include taxes and insurance if collected by lender). If you have not had a mortgage payment now or in the past, please select NONE OF THE ABOVE/DOES NOT APPLY.

\$3930 - \$4229

\$4230 - \$4529

\$4530 - \$4829

\$4830 - \$5129

NONE OF THE ABOVE/DOES NOT APPLY

3. Which of the following institutions do you have a bank account with? If there is not a matched bank name, please select NONE OF THE ABOVE.

HONOR SAVINGS

TEXAS BANK

AMERIBANK

WAUSAU MUTUAL

- If you answered the questions correctly, you will be redirected to Register your Hardware One-Time Password Token page (shown below).

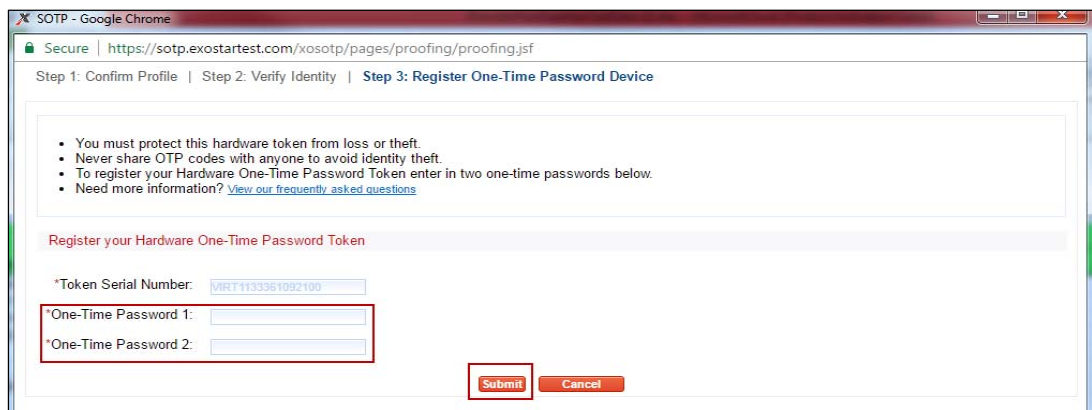
NOTE:

- If any of the questions were not answered correctly, physician will be given 1 more chance.
- If questions are still not answered correctly and/or Experian is not able to verify the identity of the physician, system will direct the physician to **“Web Cam Proofing Process”** described in **section 9** of this document.
- There is also a possibility for Exostar to send an Activation Code in postal mail at physician’s postal address in case Experian is not fully able to verify physician’s identity in their system. In such case, once activation code is received by the physician, physician will need to go into PracticeEHR, Settings, EPCS settings and click **“Resume Registration”** button. This is where Activation code will need to be entered and physician’s Identity Proofing will then be complete.

- Here you will be required to provide 2 one time passwords (OTP) from your hardware device (pictured below) that you received from Exostar



- Press the button on the hardware device you received once to get the first code.
- Enter this first code on the Hardware One-Time Password Token page.
- Wait 30 seconds for the code to disappear from the hardware device screen.
- Press the button on the hardware device again to get the second code.
- Enter this second code on the Hardware One-Time Password Token page.
- Click on **Submit** button.



SOTP - Google Chrome

Secure | https://sotp.exostartest.com/xosotp/pages/proofing/proofing.jsf

Step 1: Confirm Profile | Step 2: Verify Identity | Step 3: Register One-Time Password Device

- You must protect this hardware token from loss or theft.
- Never share OTP codes with anyone to avoid identity theft.
- To register your Hardware One-Time Password Token enter in two one-time passwords below.
- Need more information? [View our frequently asked questions](#)

Register your Hardware One-Time Password Token

*Token Serial Number:

*One-Time Password 1:

*One-Time Password 2:

- Hardware One Time Password registered to your account prompt will appear. Click complete to continue the process.



Registering Phone Number:

Registering a phone number to your ProviderPass account is highly recommended in order to access all available self-management functions later. If you register a phone number to your account, you will be able to resync, revoke, and add a new Hardware OTP token, as well as, deactivating a lost, stolen, or damaged token.

If you do not register a phone number to your account, you will not be able to deactivate your Hardware OTP token (in case it is lost or compromised) and will only be able to Resync or Revoke your Account.

IMPORTANT: If you revoke your Account, you will have to re-complete the Identity Proofing (IDP) process all over again in order to add a new Hardware OTP token to your active subscription in order to continue to do EPCS.

As a next step, you need to register your phone number. Text/Voice message will be sent to your phone containing the validation code that needs to be entered at this stage. Following steps needs to perform in order to register phone number.

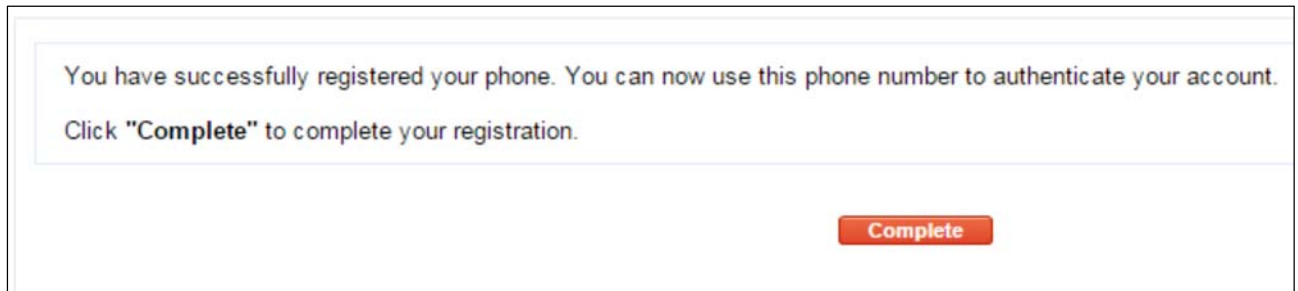
- i. Select the Delivery Method (via voice text or text) by which you wish to receive your verification code.
- ii. Enter a valid phone number. (No need to add dashes in phone number)
- iii. Confirm that phone number.
- iv. Click on **Send Code** button.

This screenshot shows the 'Register your phone' form. At the top, there are instructions: 'Enter a phone number below that is accessible to continue the registration process.', 'If you do not register a phone, and your Hardware One-Time Password Token becomes unusable, you will need to complete the full registration process again.', 'You may be subject to charges imposed by your telephone carrier for receiving the text messages. Exostar is not responsible for the payment of such charges.', and 'Need more information? [View our frequently asked questions](#)'. Below this is the form title 'Register your phone'. The form has four rows: 1. '* Delivery Method: Text message to my Phone' with a dropdown arrow and the text 'How do you wish to receive messages from Exostar?'. 2. '* Select Country: United States' with a dropdown arrow and the text 'Select a country instead of entering the full international dialing code in the phone number field.'. 3. '* Phone Number: +1-' followed by an input field and the text 'Enter numbers only. A verification code will be sent to this phone when you click "Send Code". It will take a moment for the code to arrive, and it will expire in 2 minutes. Check the guide above for help with entering a phone number.'. 4. '* Confirm Phone Number: +1-' followed by an input field. At the bottom, there are three buttons: 'Send Code' (highlighted with a red box), 'Cancel', and 'Skip all'.

- v. Screen will refresh and a field to enter Verification Code will be present.
- vi. Enter the verification code received on the screen shown below and click Submit button.

This screenshot shows the 'Register your phone' form after the 'Send Code' button was clicked. The form structure is identical to the previous screenshot, but with a new row: '* Verification Code:' followed by an input field, which is highlighted with a red box. The text to the right of this field says 'Enter the verification code sent to the number above. Each code expires after 2 minutes of clicking "Resend Code"'. At the bottom, there are four buttons: 'Resend Code', 'Submit' (highlighted with a red box), 'Cancel', and 'Skip all'.

- If entered code is correct, this will complete the Phone registration process
- Click complete button to proceed further.



Mobile Credential Registration:

Mobile Credential Registration is required if a physician wants to use software based token application described at the beginning of this document.

- Register the Mobile phone number so that you can use AUTHY app available on Apple App store and Google Play store. This app will generate the Soft OTP from your mobile device.
- Enter cell phone number and email address
- Click on **Register Phone** button

A screenshot of a web form titled "Mobile Credential Registration". At the top, it says "Step 1: Confirm Profile | Step 2: Verify Identity | Step 3: Register One-Time Password Device". Below this is a list of instructions: "Shared phone numbers or devices are not permitted.", "Never share OTP codes with anyone to avoid identity theft.", "To begin the registration process for the Mobile Credential, enter your phone number below and click the 'Register Phone' button.", "If you have already installed the Authy app, then the phone number and email address used during the installation must be used below.", "Ensure that your phone is turned on and connected.", "Need more information? [View our frequently asked questions](#)". The form fields include: "*Select Country:" with a dropdown menu showing "United States"; "*Phone Number:" with a field containing "+1-"; and "*Email Address:" with a text input field. At the bottom, there are three buttons: "Register Phone" (highlighted with a red box), "Skip to Next", and "Cancel".

- After clicking Register Phone button you can (if not already installed) install AUTHY app from Apple App store or Google Play store (based on your mobile device)
- Launch AUTHY application on your mobile device and ready OTP code displayed on your mobile device screen.

- Enter the One Time Password from the Authy App in Soft OTP field (as shown below) and click on submit button.

Step 1: Confirm Profile | Step 2: Verify Identity | Step 3: Register One-Time Password Device

- Shared phone numbers or devices are not permitted.
- Never share OTP codes with anyone to avoid identity theft.
- The One-Touch mode for binding the Mobile Credential is automatic.
- You may also use Soft OTP to bind the Mobile Credential.
- If you cancel out of the registration process before completion, you will need to repeat all steps in the process.
- Ensure that your phone is turned on and connected.
- Need more information? [View our frequently asked questions](#)

Mobile Credential Binding

Click to Approve with One-Touch One-Touch

OR Enter Soft OTP

*Soft OTP: Submit

Phone Number: +1-

Email Address:

Skip to Next Cancel

- Your Mobile Credential Registration is now completed successfully. Click on complete button.

Step 1: Confirm Profile | Step 2: Verify Identity | Step 3: Register One-Time Password Device

You have successfully registered your Mobile Credential to your account. You can now use your Mobile Credential to authenticate and sign electronic prescriptions.
Click "Complete" to proceed.

Complete

- Upon clicking complete button, you will be taken back to PracticeEHR EPCS Settings screen where the physician started IDP process from.
- At this time Identity Proofing process is now complete.

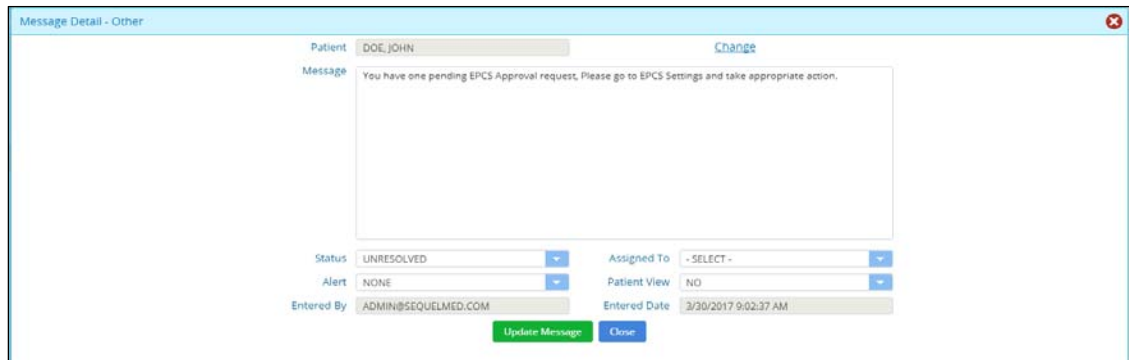
NOTE:

ALL PHYSICIANS SHOULD READ AND CAREFULLY FOLLOW THE EPCS PRESCRIBER RESPONSIBILITIES DOCUMENT PROVIDED BY SEQUEL. THESE ARE DEA REGULATIONS AND IT IS THE SOLE RESPONSIBILITY OF EVERY INDIVIDUAL PHYSICIAN TO FOLLOW THESE REGULATIONS. SEQUEL DOES NOT ASSUME ANY RESPONSIBILITY OF THESE PROVIDER RESPONSIBILITIES WHATSOEVER.

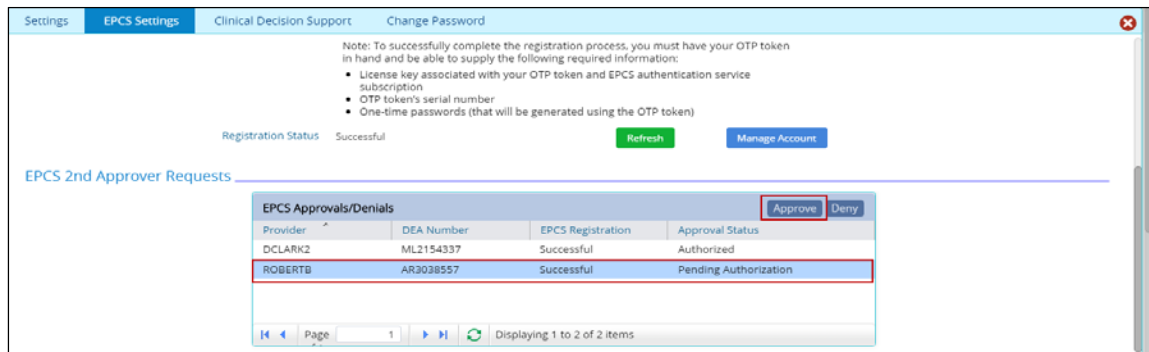
4. Access Controls in PracticeEHR:

Step 3: Perform following steps to complete step 3.

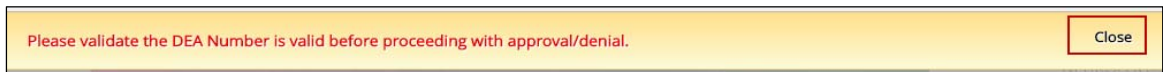
- Ask your practice admin to Allow EPCS from PracticeEHR Setup user also request to set one Physician as Second Approver whose identity proofing is completed.
- Once Allow EPCS checkbox is checked approval request will be sent to second approver



- Second approver will login PracticeEHR and go to EPCS settings
- Select physician record and click on approve



- Validation message will appear, click on Close button



- Carefully review the text and if agreed, check all check boxes given on below EPCS approval form.
- Enter two factors authentication (System password/Hard or Soft OTP) and click on Approve

- After click on approve confirmation message will be sent to the Physician to start doing EPCS.

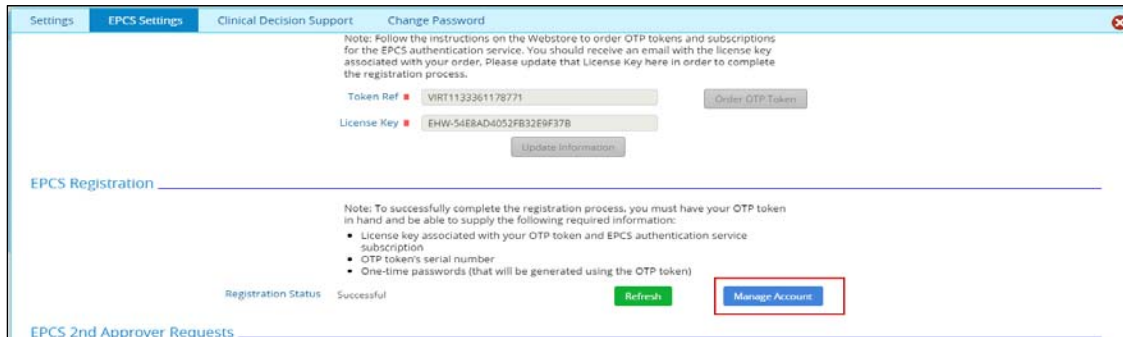
NOTE:

ONCE SECOND APPROVER APPROVED THE APPROVAL REQUEST ELECTRONIC PRESCRIPTION OF CONTROLLED SUBSTANCES PROCESS WILL BE COMPLETED. PHYSICIANS CAN START DOING ELECTRONIC PRESCRIPTION OF CONTROLLED SUBSTANCES.

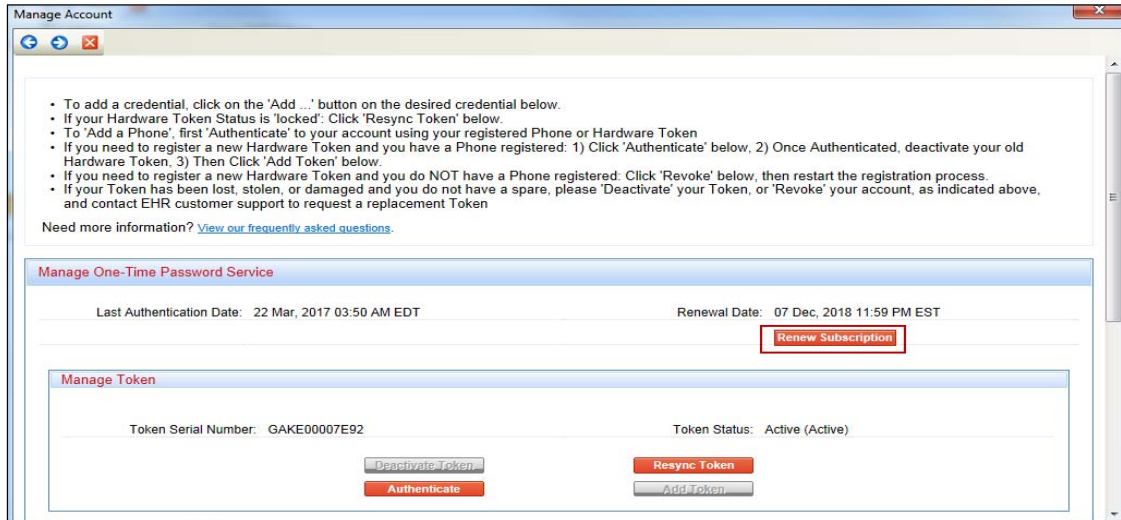
BELOW SECTIONS ARE ON A NEED TO DO BASIS FOR THE PHYSICIANS WHO INTEND TO DO ELECTRONIC PRESCRIPTION OF CONTROLLED SUBSTANCES. THESE SECTIONS CAN BE UTILIZED UPON DEMAND.

5. **Exostar Account Management:**

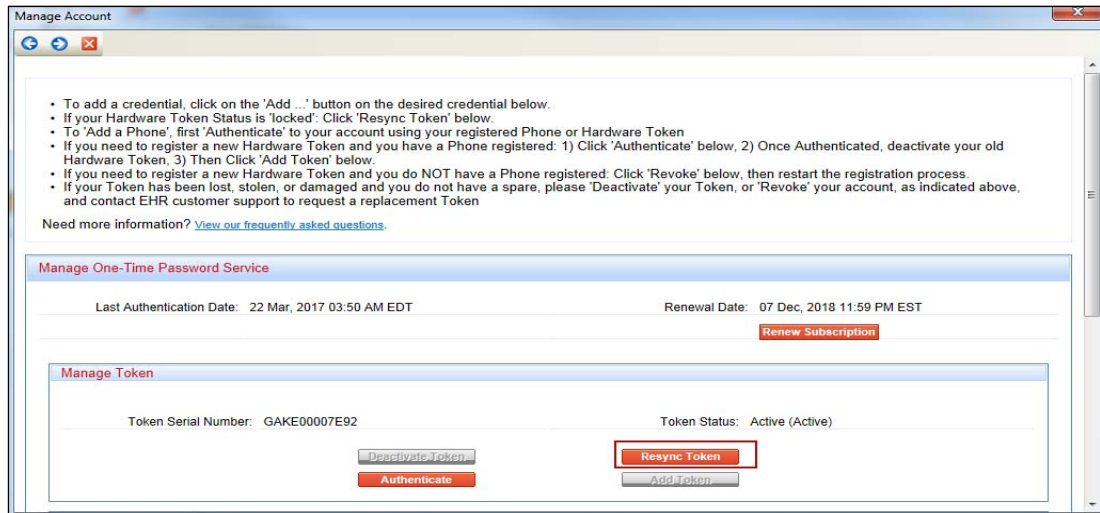
You can click on Manage Account button and perform below mentioned actions.



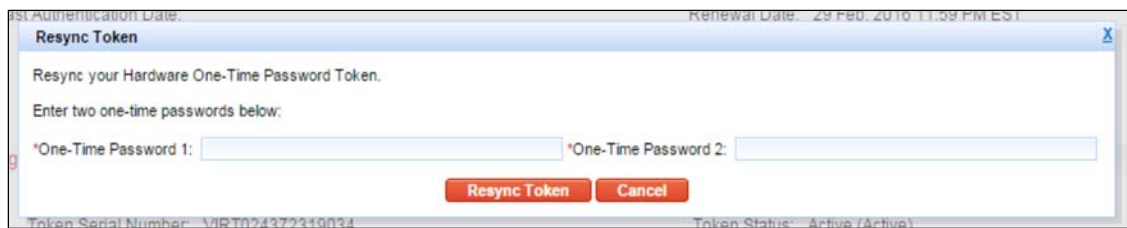
- **Renew Subscription if subscription expired**



- **Resync Token** in case if it is locked due to wrong OTP attempts.
 - i. To unlock your token, please click the **Resync Token** button.



- ii. You will be prompted to enter two one-time passwords from your HW OTP token.



- iii. After you have correctly entered your one-time passwords and click on **Resync Token**, your token will be resynced, and you will be able to use it again to sign for your controlled substances electronically.

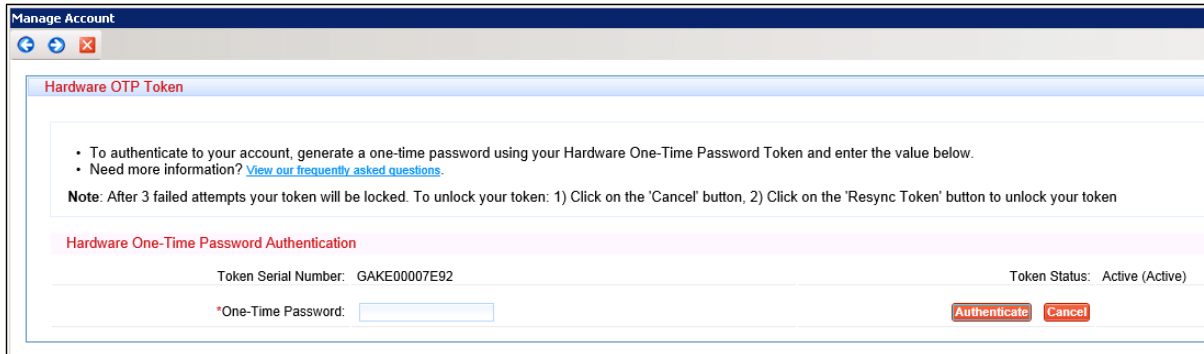
NOTE:

- There are certain conditions when your hardware device can get locked.
- If button on the hardware device was pressed more than 25 times, Exostar will put a temporary lock on your device which you can remove by going into account management and clicking Re-Sync Token
- If 3 or more wrong OTP code attempts are made, Exostar will put a temporary lock on your device which you can remove by going into account management and clicking Re-Sync Token
- If button on the hardware device was pressed more than 100 times, Exostar will put a hard lock on the device which can then only be unlocked by calling Exostar at their customer support number 703-793-7800

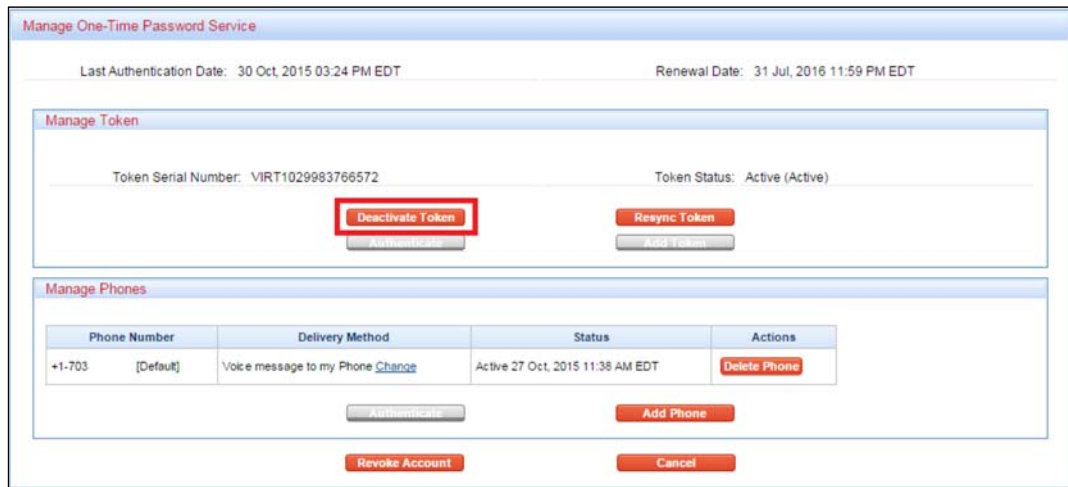
- **Deactivate Token** in case of lost, stolen or damaged token.

If your hardware token is lost or stolen and you need to register a new Hardware Token and you have a Phone registered, please follow the steps below.

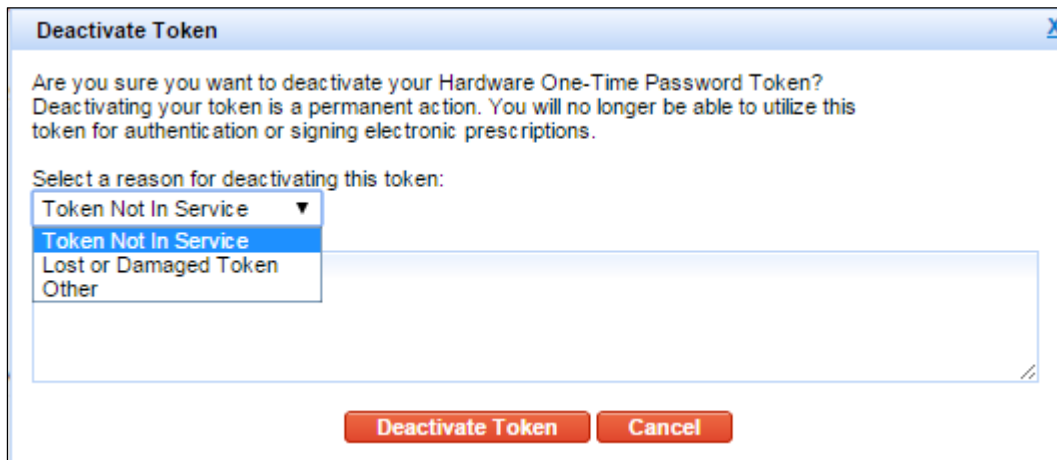
- I. Click '**Authenticate**'
- II. This will send a onetime passcode to your phone



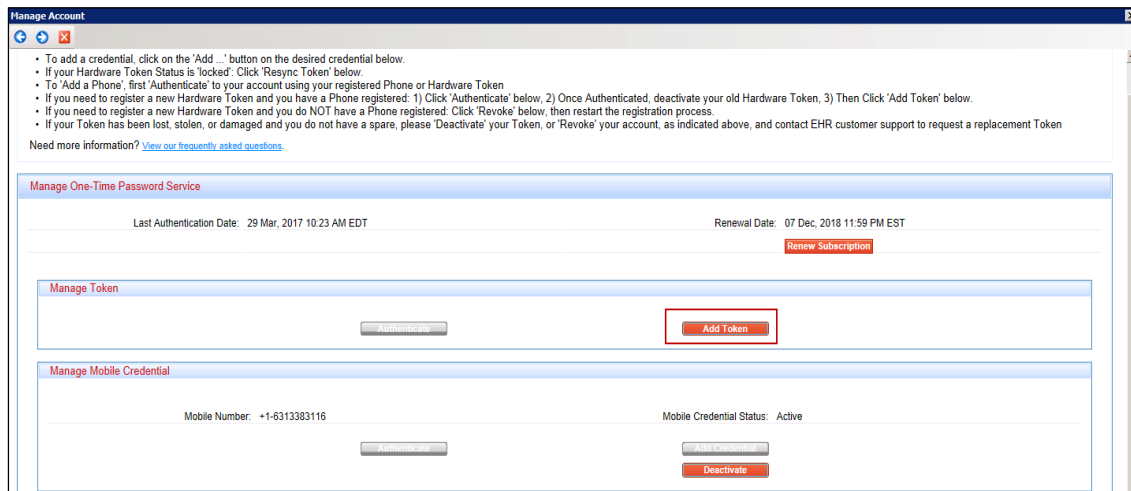
- III. Enter this one time passcode in the window shown above and click **Authenticate**.
- IV. Once authenticated, click **Deactivate Token** button.



- V. Enter reason to Deactivate and click deactivate Token button as shown below



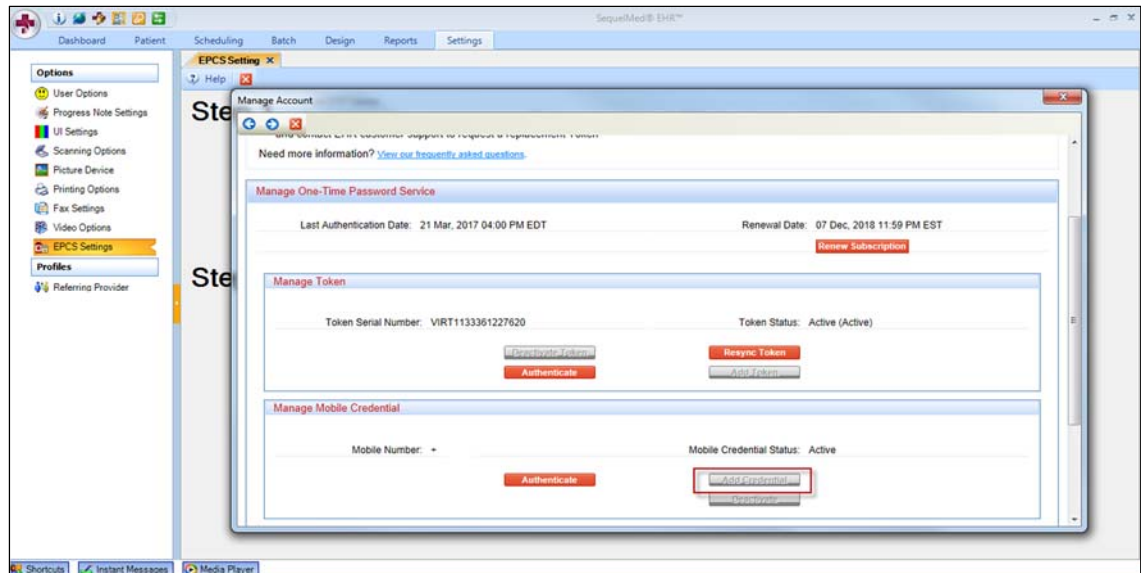
- VI. Once Token is Deactivated Click '**Add Token**' button to add new Token.



• **Manage Mobile Credentials:**

In case you have missed to add mobile credentials (Required for software based AUTHY application for mobile devices) while during identity proofing process, you can add mobile credentials from manage account.

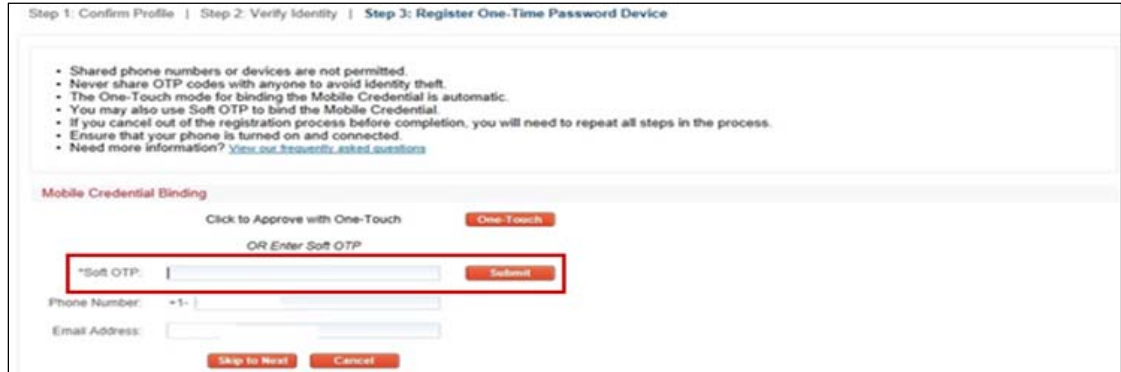
- i. Go to manage mobile credentials and click on Add Credentials.



- ii. Enter cell phone number and email address. Click on Register Phone button



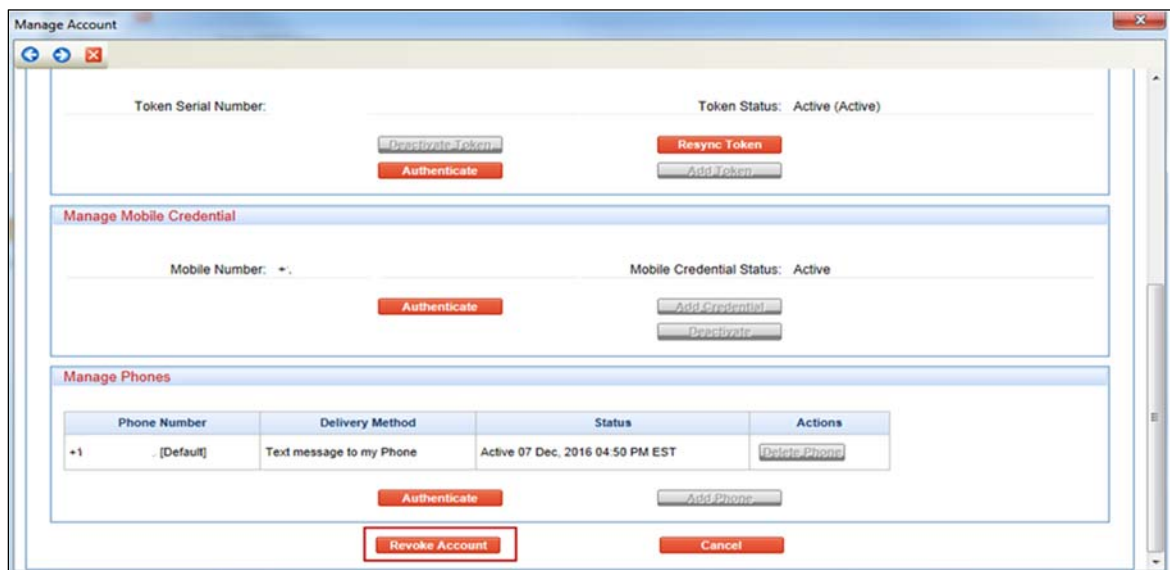
- iii. After clicking Register Phone button you can install (if not already installed) AUTHY app from Apple App store or Google Play store (based on your mobile device)
- iv. Launch AUTHY application on your mobile device and ready OTP code displayed on your mobile device screen.
- v. Enter the One Time Password from the Authy App in Soft OTP field (as shown below) and click on submit button.



vi. Your Mobile Credential Registration is now completed successfully

Revoke Exostar’s Account: In case physician is no longer in the practice or account needs to be revoked for any other reason, click Revoke Account button.

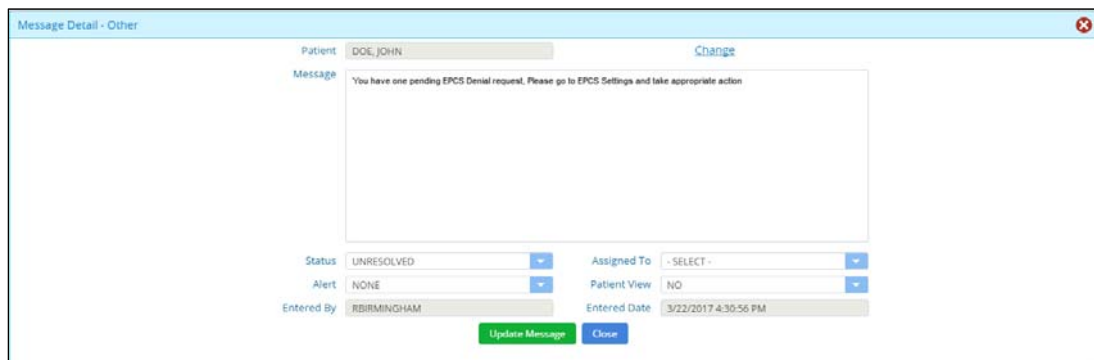
IMPORTANT: If you revoke your Account, you will have to re-complete the Identity Proofing (IDP) process all over again in order to add a new Hardware OTP token to your active subscription.



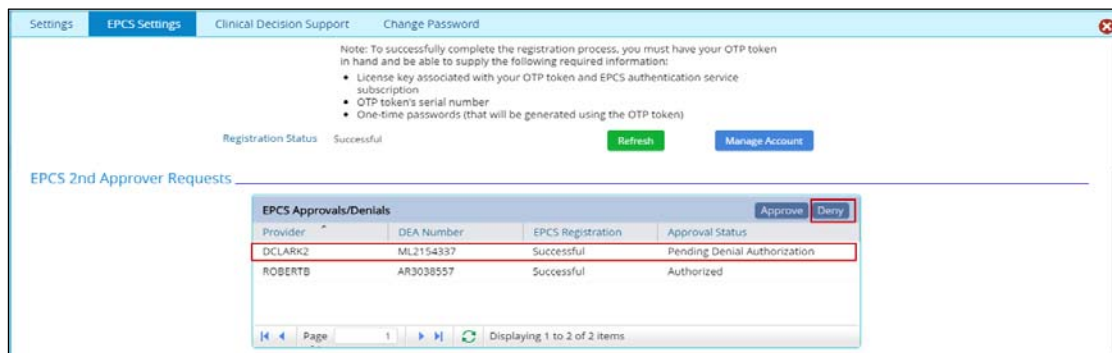
6. Revoke EPCS Access in PracticeEHR:

- Ask your practice admin to uncheck allow EPCS from SequelMed Security Application user in following cases.
 - If any Physician leaves the Practice
 - A hard token or any other authentication factor required by the two-factor authentication protocol is lost, stolen, or compromised. Physician can also deactivate in case of lost or stolen hardware token and add new token.
 - Physician DEA registration expires or terminated etc.

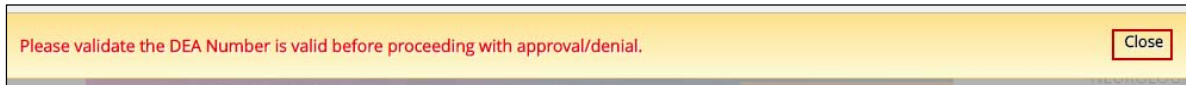
- Request will be sent to second approver for pending denial authorization on uncheck Allow EPCS.



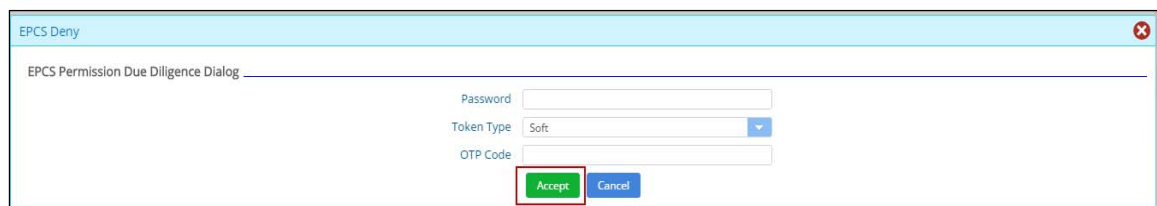
- Second approver will go to EHR EPCS Settings
- Select record and click on Deny



- Validation message will appear , click on Ok button



- Enter two factors authentication (System password/Hard or Soft Token)
- Click on Deny, access will be revoked



- Message will be sent to provider to notify that your access has been revoked.



7. e-Prescription:

Physician can follow these steps to do Electronic Prescription of Controlled Substances.

(Once second approver approved your approval request)

- Login EHR with your credentials
- Load any patient
- Go to Medication Management.
- Select any controlled substance drug and click on ePrescription. Rx Summary screen will appear.

- Check Ready to Sign check box and click on Sign & eRx.
- Enter two factors authentication (System password/Hard or Soft Token)
- Select token type and click on Sign & eRx.

Note:

Two factors authentication is also required to approve/approve with change refill request.

8. Reports:

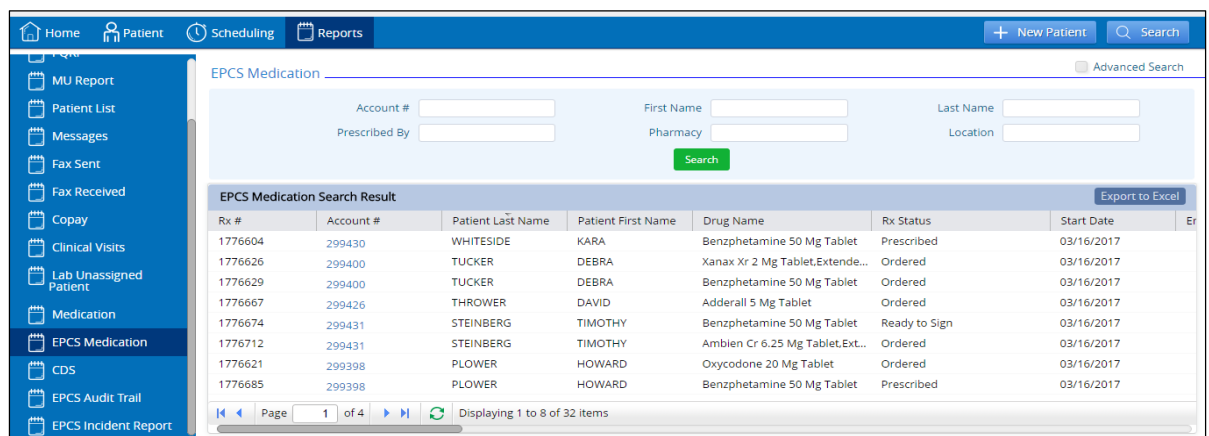
EPCS reports are available in reports. There are three types of reports available:

- I. EPCS Medication Report
- II. EPCS Audit Trail Report
- III. EPCS Incident Report

- **EPCS Medication**

(Reports → EPCS Medication)

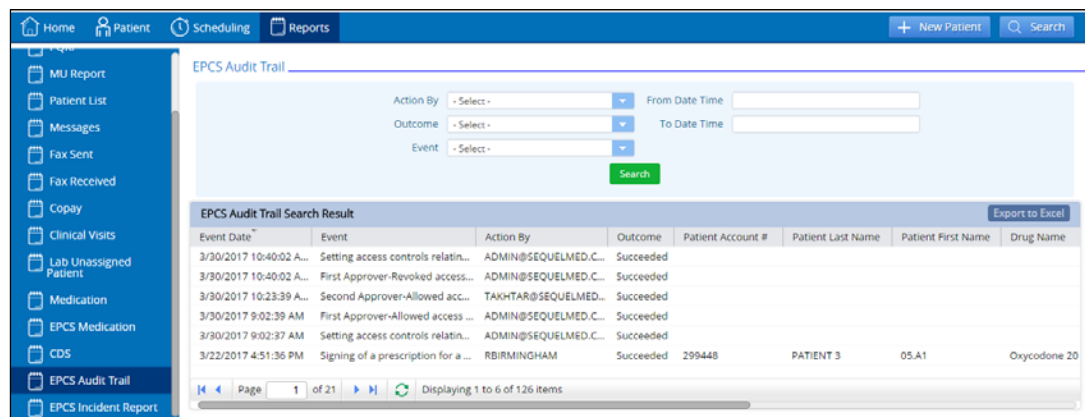
- You can view all your prescribed medications in this report
- EPCS Medication report will show one month's data by default. You can view your desired report with available criteria
- You can print report and export to excel as well



- **Audit Trail EPCS**

(Reports→EPCS Audit Trail)

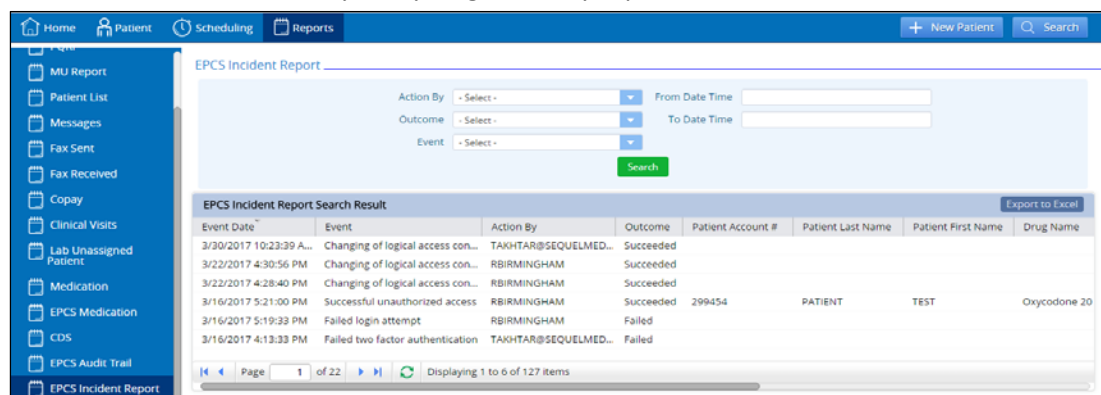
- All EPCS events are recorded in this report. You can view on daily basis with available criteria.
- You must report to practice admin/certificate authority if you found that any prescription issued using your DEA registration but you haven't signed that prescription or were not consistent with the prescription you had signed.



- **Incident Report**

(Reports→EPCS Incident Report)

- Certain actions are recorded in Incident Report. You must be checking this report on daily basis and notify Practice Admin/Certificate Authority if any illegal activity is performed.



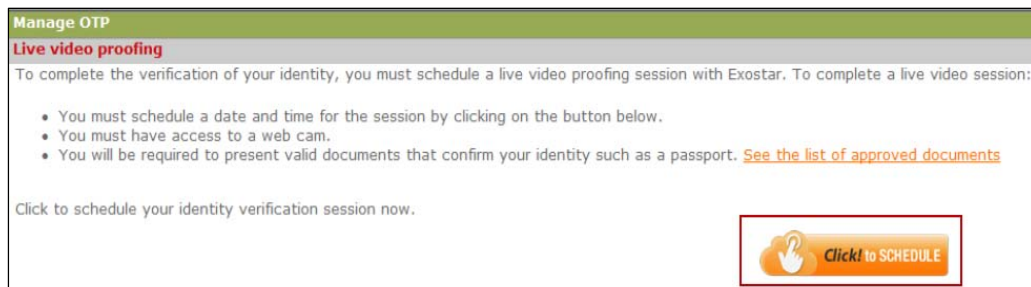
9. Webcam Proofing:

If any physician got failed in Experian proofing, he/she can schedule a live webcam proofing with an Exostar proofer. Follow below steps to schedule an appointment for Webcam Proofing.

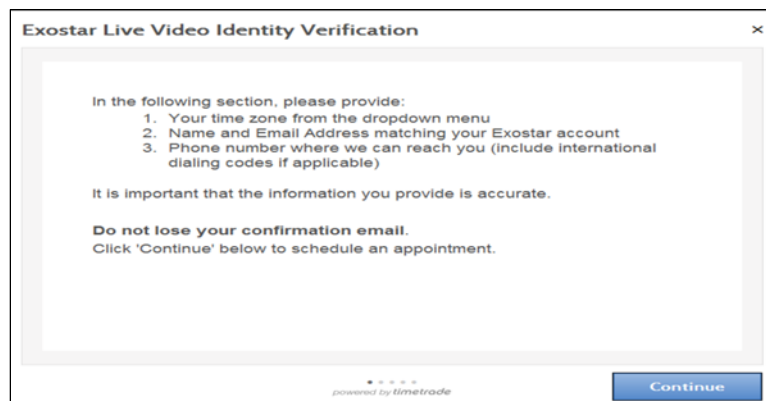
Important: You have 3 attempts to successfully complete the identity verification proofing before your license key becomes inactive. Once your license key becomes inactive, you will need to purchase a new ProviderPass subscription. After 2 failed Experian proofing attempts, you should switch to the alternative proofing method (webcam proofing).

To avoid your License Key Inactivation, PracticeEHR will automatically switch to Webcam Proofing on the third Identity Proofing attempt.

- i. Once you have failed Experian proofing, you will be redirected to schedule a ‘Live Video Proofing’. Click on **Click! To Schedule** button.



- ii. You will be redirected to the Exostar Live Video Identity Verification page. Click **Continue** button after you’ve carefully read the following instructions.



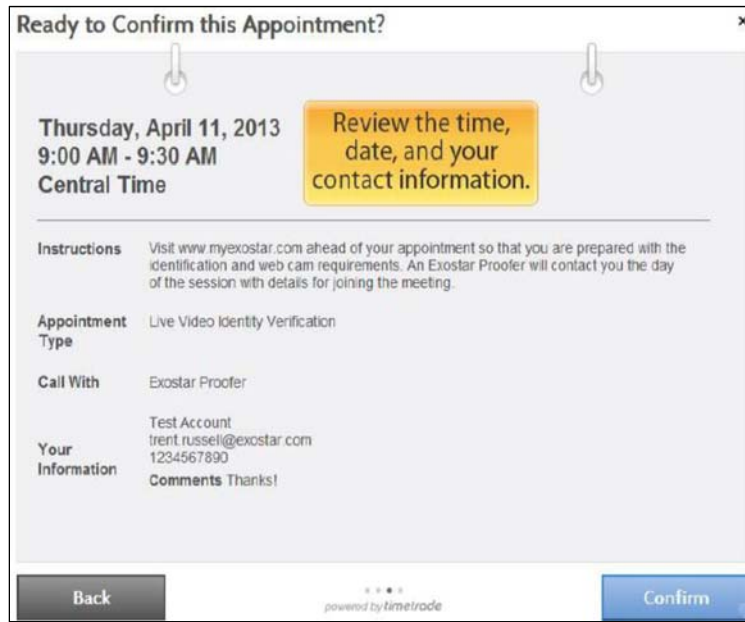
- iii. You will be redirected to a calendar where you can schedule your appointment with the Exostar Proofer. Select a date and time for your life proofing session then click **Continue**.

The screenshot shows a 'Select Date and Time' window. At the top, it displays 'April 2013' with navigation arrows, 'Week' and 'Month' views, and a 'Time Zone' dropdown set to '(-06:00) Central Time'. The calendar grid shows dates from 31st to 5th. For Thursday, April 11th, a dropdown menu is open, listing times from 3:00 AM to 7:00 PM in one-hour increments. A yellow callout box with the text 'Select a time for your session' points to the dropdown. At the bottom right, there is a blue 'Continue' button. The footer includes 'powered by timetrad'.

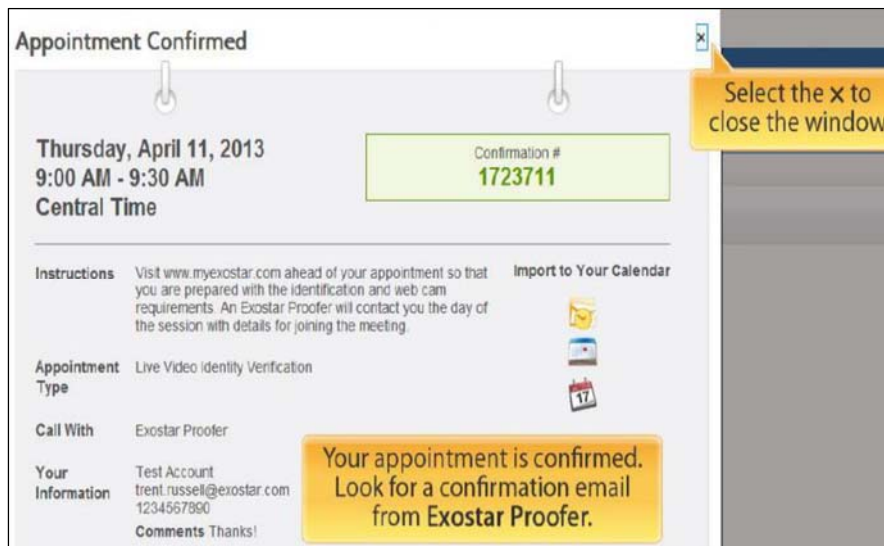
- iv. Enter your contact information and click on **Continue** button.

The screenshot shows a 'Provide Information' window. It contains several input fields: 'First name *', 'Last name *', 'Email *', 'Phone Number *', 'Company', and 'Comments'. The 'Comments' field is a large text area. At the bottom left is a grey 'Back' button, and at the bottom right is a blue 'Continue' button. The footer includes 'powered by timetrad'.

- v. You will be redirected to an appointment confirmation page. Review your information before clicking **Confirm** button.



- vi. Confirmation number will be displayed, and an email will be sent to the email address you have provided.



Webcam Proofing Quick Notes:

- Being a couple of minutes late to your meeting may result in rescheduling the appointment.
- Failure to attend a scheduled proofing session may result in additional charges.
- During the webcam proofing, you will meet with an Exostar proofer to verify your identity by showing two forms of government issued identification cards (i.e. driver's license, passport, etc.). Once the Exostar proofer verifies your identity, they will provide you with an activation code.
- The webcam proofing will take place using the Cisco WebEx application. It is recommended that you try to login to the WebEx application fifteen minutes prior to the scheduled appointment time to ensure that the WebEx opens and the necessary downloads are taken care of.

