EPCS Passphrase Reset

Use the following link to reset your controlled substance passphrase:
https://ui.epcsdrfirst.com/pob/forgotpass

- Enter NPI number and either the serial number from the back of keyfob token (AVT directly precedes a series of numbers) or the credential ID displayed at the top of the VIP ACCESS application downloaded to your phone (SYMC directly precedes a series of numbers). Include the capital letters such as SYMC or AVT without spaces.

- Enter the email address on file for your EPCS account and a One Time Passcode (OTP) from whichever token you entered earlier (in VIP ACCESS, this is the 6 digit random security code that changes every 30 seconds; if using a keyfob, you will enter the random 6 digit numbers that appear on the keyfob screen)

- You will then be sent an email with a link to finish resetting your passphrase. Enter your NPI and credential id/serial number again.

- If successful, you will eventually be prompted to answer a security question that you would've created during the EPCS registration process. The answer needs to be entered exactly how you typed it when initially creating the security answer (be mindful of capitalization and spaces etc.)
- If successful, you will then be asked to change your passphrase. Passphrases must be at least 8 characters long and include a capital letter, a lowercase letter, and a number
    Avoid using any special characters (Do NOT include ! @ #'s etc.)
    Avoid using repeating characters (Avoid entering things like rr or 77)
    Avoid previously used verbiage/words from prior passphrases.