ePrescribe Token Management

Keyfob — VIP Access App — Serial # — OTP

Why do I need a token?
The token generates a secure code that allows DrFirst to verify that you are eligible to send prescriptions electronically.

What's the difference between the keyfob & the VIP Access app?
They serve the same purpose and you only need to use one or the other when transmitting. We set you up with both to ensure you have a backup in case one doesn't work or you lose the keyfob. **The keyfob is also referred to as a hard token while the VIP Access phone apps are referred to as soft tokens.**

I don't remember my password.
The HCA PSS teams are not able to reset passwords. Providers must either reset their own password or call the DrFirst Service Desk at 866-263-6512 for assistance. See the back of this flyer for password reset instructions. Note: You must have your keyfob or VIP access token enabled to self-reset passwords and must know the email account your token was registered with.

What does OTP mean?
OTP stands for One Time Password. The OTP is either the six digits in the digital display on the keyfob or the six digits in the circle of the VIP access app.

I got a new phone and my VIP access token doesn't work.
Each time you get a new phone, the serial number changes on the VIP Access app, regardless of if you restore from backup. Providers must sign into the DrFirst website and register the new serial number as a new token in order to continue using their VIP Access token on a new device. Instructions on how to do this are on the back of this flyer. Note: You must have your keyfob to register a new phone token.

Contact our 24/7 **Service Desk at 888-252-3397** for assistance.

Reset ePrescribe Passphrase

Important: Make sure you have a token available - you will not be able to reset your passphrase without it.

1. Visit https://ui.epcsdrfirst.com/pob/login and click "Forgot Passphrase"
2. Enter your NPI number and either the serial number on the back of the keyfob or the Credential ID from the VIP Access app, depending on what you are using, then click Next Step.
3. Ensure that the Token field is set to either the keyfob or phone, depending on what you are using.
   Enter the email address you were originally registered for ePrescribe with.
   In the OTP field, enter either the six digits displayed on the keyfob when pressing the button or the six digits in the circle on the VIP access app. Click Continue.
4. DrFirst will send an email to the registered email account (same as entered in Step 3)
5. Login to your email & find the message from DrFirst (EPCS). Click on the Reset Passphrase link.
6. At the next screen, enter your NPI, the serial number on the back of the keyfob or the Credential ID from the VIP Access app, depending on what you are using and click Continue.
7. Select the token you are using, enter the OTP (one-time password) and click Continue.
8. Answer the security question and click Continue (this question was completed during intial token setup.
9. Create a new passphrase and click Continue.
10. Once these steps are completed, you may login and transmit prescriptions with your new passphrase.

If you continue to have issues or cannot remember the answer to your security question, it is recommended to call DrFirst Support at 866-263-6512 to assist with resets.

Register a New Phone Token

Important: Make sure you have the keyfob available - you will not be able to register the phone token without it.

1. Ensure you have the VIP Access app by Symantec downloaded from the App Store or Google Play Store.
2. Visit https://ui.epcsdrfirst.com/pob/login
3. In the Sign In box, enter your NPI and your ePrescribe password
4. At the next screen, enter the 6-digit OTP from either the keyring or another device then click Submit. Ensure that the Token field is set to the same device that you are using to get the OTP.
5. At the Prescriber Dashboard, click Tokens from the Navigation bar or Manage Tokens in the bottom right of the screen.
6. At the next screen, click the Add New Token button.
7. You will be required to enter information into a series of drop down fields. Select and enter the information below at each prompt (a new drop down field will appear as information is entered).

   - **Token Manufacturer:** Symantec
   - **Token Issuer:** DrFirst
   - **Token Type:** Soft Token
   - **Token Name:** <Users Choice - ex. Phone>
   - **S/N or Credential ID:** From the VIP Access app, enter everything listed under the Credential ID heading, including the letters!
   - **OTP:** From the VIP Access app, enter the six-digit PIN code in the blue circle, under the Security Code heading. (If the timer is about to hit 0, wait for it to cycle and enter the new code generated. This ensures the registration doesn't fail)

Contact our 24/7 **Service Desk at 888-252-3397** for assistance.

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