

# New Device Set Up Electronic Prescribing of Controlled Substances

If your Provider has replaced their phone or device and is now unable to prescribe controlled substances, use this guide to get them up and running again.

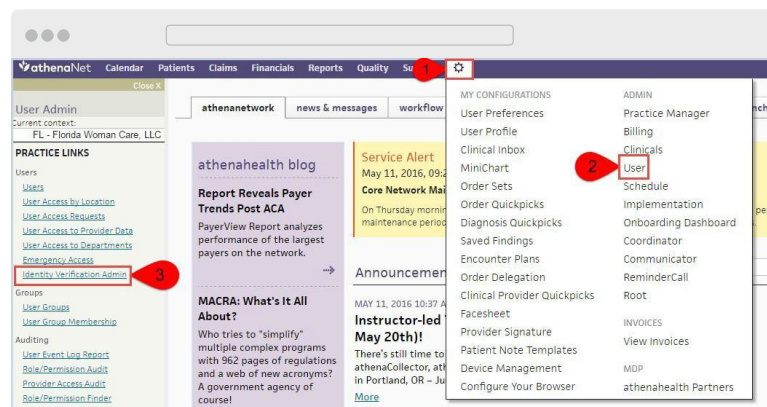
*If the provider has access to the old device, skip to page 5. Otherwise, start below to Revoke Identity Verification*

## Revoke Identity Verification

### PRACTICE MANAGER

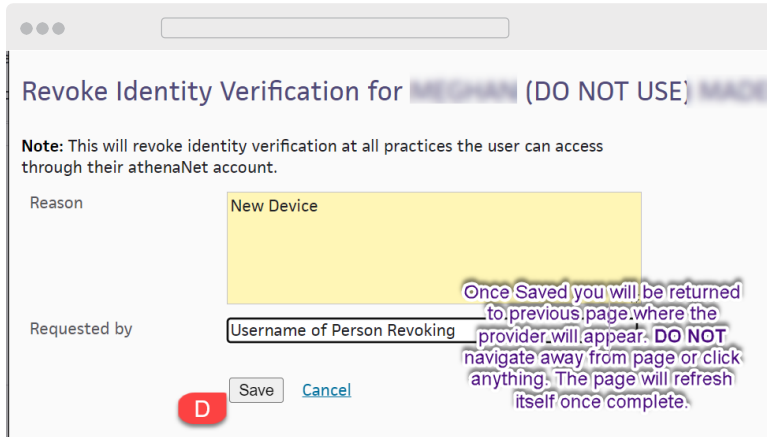
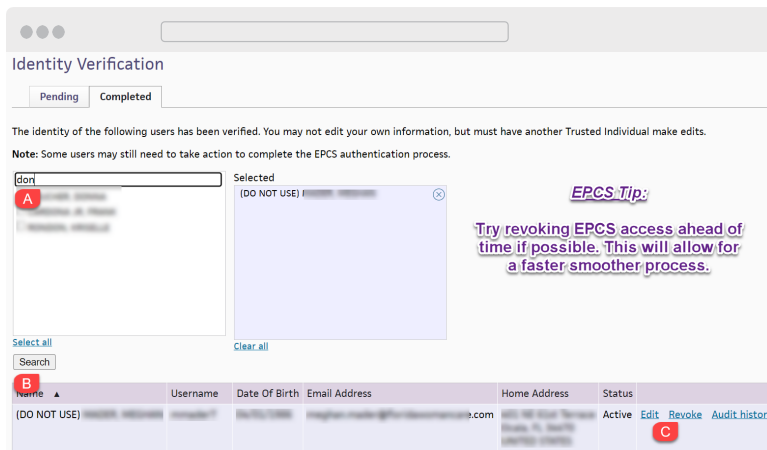
1. Navigate to the "Identity Verification Admin"

*The Identity Verification page may load slowly. Click link only once.*

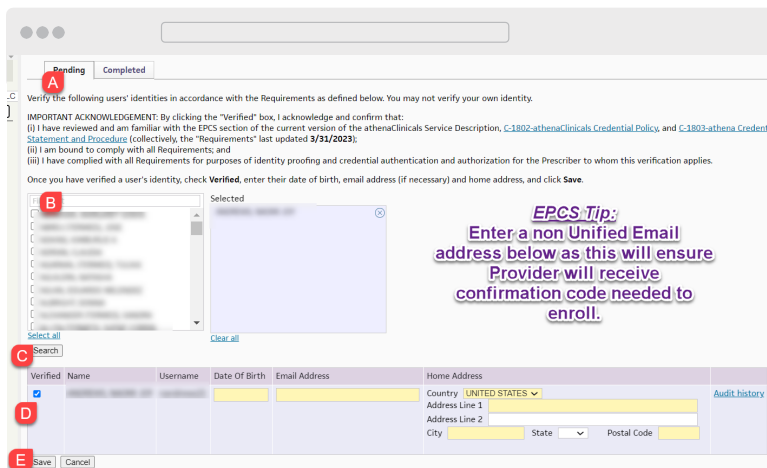


2. Click on Completed Tab

- a. Search for provider
- b. Once found, click Search
- c. Click "Revoke" hyperlink
- d. Enter Reason, Requested By, and click Save

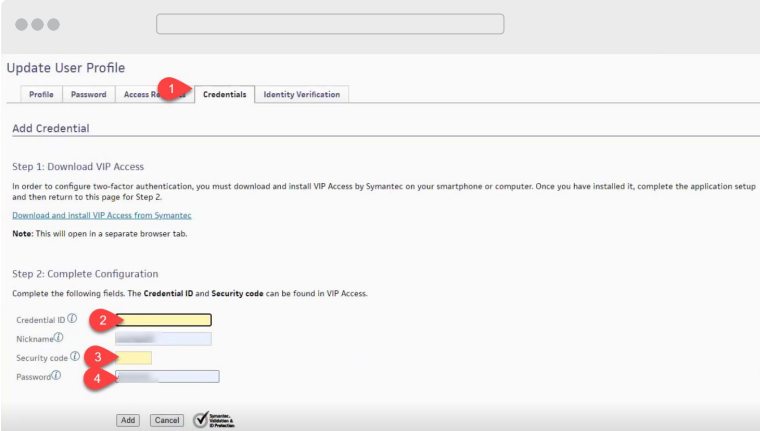


3. Click on Pending tab
  - a. Search for Provider
  - b. Once found click Search
  - c. Select Verified check box
  - d. Enter provider information into yellow fields and click Save



## PROVIDER

1. Navigate to Settings (Gear)>>My Configurations >>User Profile
2. Click on Credentials tab.
3. Click Add New and enter new VIP credentials including password



Update User Profile

Profile Password Access Requests **Credentials** Identity Verification

Add Credential

Step 1: Download VIP Access

In order to configure two-factor authentication, you must download and install VIP Access by Symantec on your smartphone or computer. Once you have installed it, complete the application setup and then return to this page for Step 2.

[Download and Install VIP Access from Symantec](#)

**Note:** This will open in a separate browser tab.

Step 2: Complete Configuration

Complete the following fields. The **Credential ID** and **Security code** can be found in VIP Access.

Credential ID (2)

Nickname (1)

Security code (3)

Password (4)

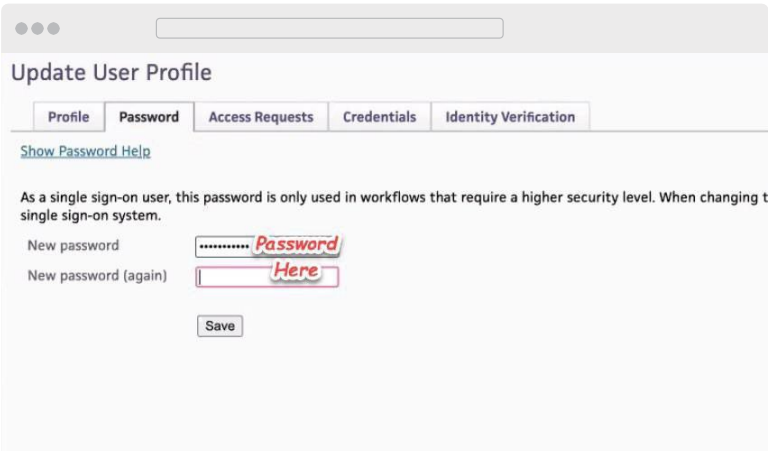
Save & Continue

***If the password is deemed invalid and/or you cannot remember your athena password:***

4. Navigate to the Password tab and create/enter an arbitrary password in both fields then click Save.

*This password is solely for the specific purpose of adding/updating your device & will not affect your current Athena password.*

5. Navigate back to Credentials tab and use the password to add new credentials



Update User Profile

Profile **Password** Access Requests Credentials Identity Verification

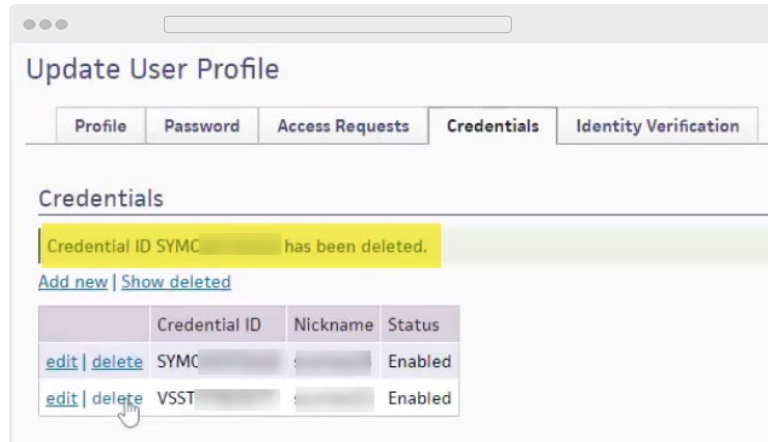
[Show Password Help](#)

As a single sign-on user, this password is only used in workflows that require a higher security level. When changing to single sign-on system.

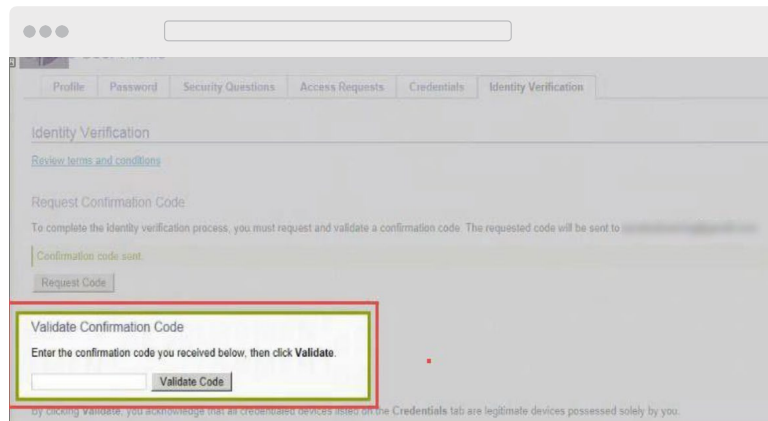
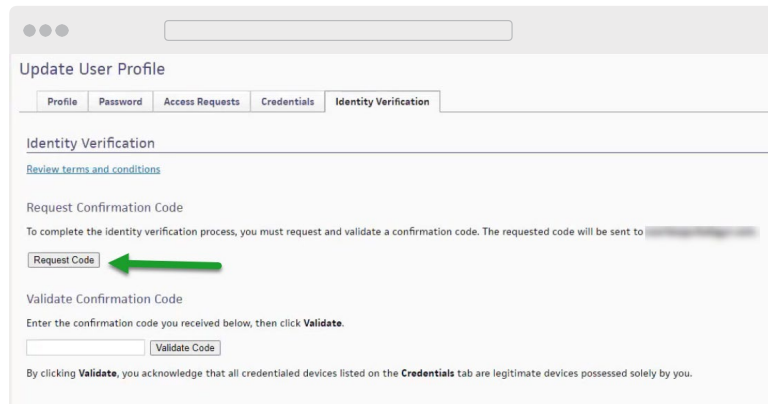
New password

New password (again)

6. Once new credential is added, delete old credentials



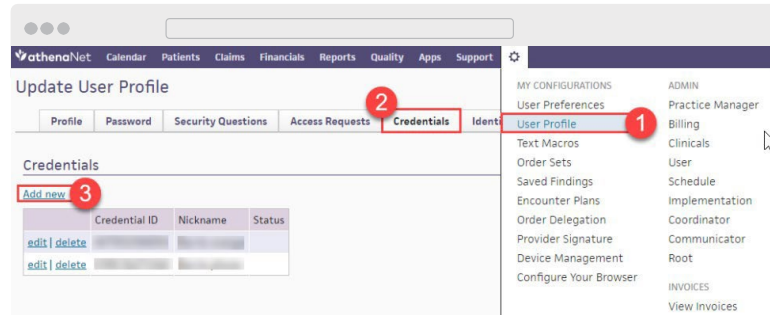
7. Navigate back to the "Identity Verification" tab to accept Terms and Conditions. Then Click "Request Code." An email will be sent to the email address on file.



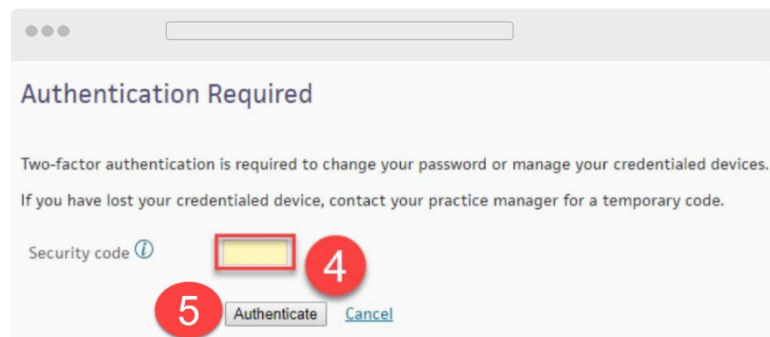
## NEW DEVICE SETUP - PROVIDER HAS ACCESS TO DEVICE BEING REPLACED

Only use this process if the provider has access to the old device.

1. Navigate to Settings (Gear)>>My Configurations >>User Profile
2. Click on Credentials tab.
3. Click Add New and Enter



4. When prompted for a code, enter the 6-digit security code that changes every 30 seconds from the OLD device. You may not see this if you've already completed another credentialing action during the session
5. Click Authenticate.



## NEW DEVICE SETUP - PROVIDER HAS ACCESS TO DEVICE BEING REPLACED

6. Download VIP Access on your NEW device.
7. Add the new Credential ID.
8. Enter the security code from the new device.
9. Enter athenaOne password.
10. Click Add to save new Credential Device.

Update User Profile

Profile Password Security Questions Access Requests **Credentials** Identity Verification

**Add Credential**

Step 1: Download VIP Access  
In order to configure two-factor authentication, you must download and install VIP Access by Symantec on your smartphone or computer. Once you have installed it, complete the application setup and then return to this page for Step 2.  
[Download and install VIP Access from Symantec](#) 8  
**Note:** This will open in a separate browser tab.

Step 2: Complete Configuration  
Complete the following fields. The Credential ID and Security code can be found in VIP Access.

Credential ID  7  
Nickname

Security code  8  
Password  9

10 Add Cancel

Credentials  
Aliases  
No Name Found.

11. Delete old Credential ID from VIP Credentials page.

athenaOne® Calendar Patients Claims Financials Reports Quality Apps Support

Update User Profile

Profile Password Security Questions Access Requests **Credentials** Identity Verification

Credentials

[Add new](#) | [Show deleted](#)

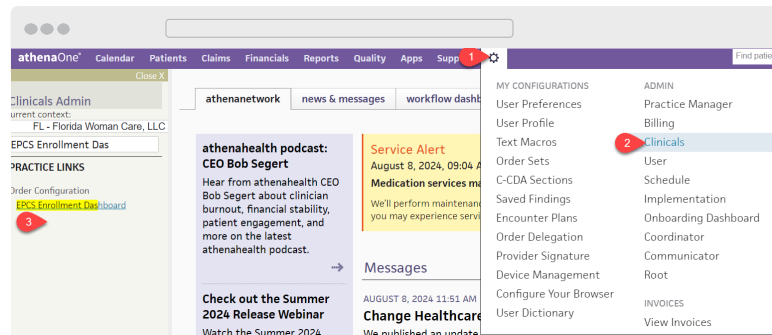
	Credential ID	Nickname	Status
11 edit delete	SYM...	iPhone 15	

## TROUBLESHOOTING TIPS:

### Q: Where is the provider in the EPCS process?

A: Navigate to the EPCS Enrollment Dashboard

1. Gear>>Clinicals Admin>>EPCS Enrollment Dashboard



2. Enter Provider name then scroll right to locate what is "Not Done" and address.

Provider Name	Username	1. EPCS Terms & Conditions	2. Identity Verification	3. CSP Terms & Conditions	4. Add Device & Credentials	5. Verify e-mail	6. Approval 1	7. Approval 2	Status	Days Since Last Action
Shelley, Kelly	shelleyk	Done	Done	Done	Done	Done	Not Done	Not Done	Not Done	602
Shelley, Kelly	shelleyk	Not Done	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	848
Shelley, Kelly	shelleyk	Not Done	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	1672
Shelley, Kelly	shelleyk	Not Done	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	267
Shelley, Kelly	shelleyk	Done	Done	Done	Done	Done	Not Done	Not Done	Not Done	318
Shelley, Kelly	shelleyk	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	1704
Shelley, Kelly	shelleyk	Done	Done	Done	Done	Not Done	Not Done	Not Done	Not Done	477

### Q: I've completed the enrollment process but still can't prescribe.

A: After completion, please allow 15-20 minutes before attempting to prescribe via EPCS.

### Q: I've waited 20 minutes or more to prescribe and when I do the script does not go through.

A: Go back to unsent script and check that the submitter field displays ATHENA and not the providers username. If the submitter shows the provider username, and the script is in REVIEW status, please follow the steps below:

To change the default submitter on an order follow the steps below:

1. Ensure the order is in REVIEW (Take action if not in review- select Error identified send back to REVIEW)
2. Enter ATHENA as the Submitter
3. Approve the Order
4. Select Save

\*\*For Controlled Substances, if the Order has already been printed these steps will not allow it to be sent also electronically to prevent duplicate scripts from being available.\*\*

**Note:** Prescription should submit electronically if the clinical provider has an interface; if not, it will re-route to fax

For any additional issues, please submit a Salesforce case to [clinicaloperations@unifiedhc.com](mailto:clinicaloperations@unifiedhc.com).