

EPCS Onboarding for Prescribers

Information included in this document:

1. **Brief Introduction and steps.**
2. **EPCS: Add & manage soft tokens (VIP Access app)**

There are a few tasks that need to be completed when onboarding prescribers in Rcopia. One of these tasks is getting the prescriber setup to electronically prescribe controlled substances. Dr. First requires all prescribers to go through an identity proofing process before they can prescribe medications in Rcopia, even if they are not prescribing controlled substances. The difference for those prescribing controlled substances is that they require a soft or hard token to be established with their account.

To start this process, an invite from Rcopia is sent to the prescriber. This can only be done after your account has been created in Rcopia. We will notify you in advance before we send an invite from Rcopia. This way you will know to look for it. I encourage you to start the process immediately once you receive the invite.

The soft token app is **VIP Access by Symantec**. The soft token is a combination of the app and the device it is installed on. We recommend installing the app on your mobile device. This app can be installed at any time. You do not need to wait for the invite. Instructions for this are given below.

A hard token can be used as well but a request must be put in that you desire to use a hard token.

Note: DEA requires that the soft token be on a different device from the device that you are using to prescribe a controlled substance.

Steps for providers:

1. Install VIP Access by Symantec. This can be installed at any time. You do not need to wait for invite.
2. Once invite is received, follow the steps and complete the process.
3. Notify administrator that it is complete. One more LAC (logical access control) step is needed to be done to activate your account. This requires you and the administrator together to enable your account. More on this to come.

EPCS: Add & manage soft tokens (VIP Access app)

A soft token is an application that can be used to generate a one-time-pin for electronic prescribing of controlled substances (EPCS).

1. Download a Soft Token

Symantec, the same company that makes Symantec hard tokens, also makes an application called **VIP Access by Symantec** that generates a one-time-pin.

To download a soft token (VIP Access by Symantec) to your device:

- Go to the Google Play or Apple App store to download VIP Access by Symantec
- Go directly to <https://vip.symantec.com/> to download VIP Access

Note: DEA requires that the soft token be on a different device from the device that you are using to prescribe a controlled substance.

After installing the app, it may appear as below depending on the device you installed it on.

Notice the **Credential ID** is the **Token Serial Number**. The **Security Code** is the **OTP (one time pin.)**

