

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.

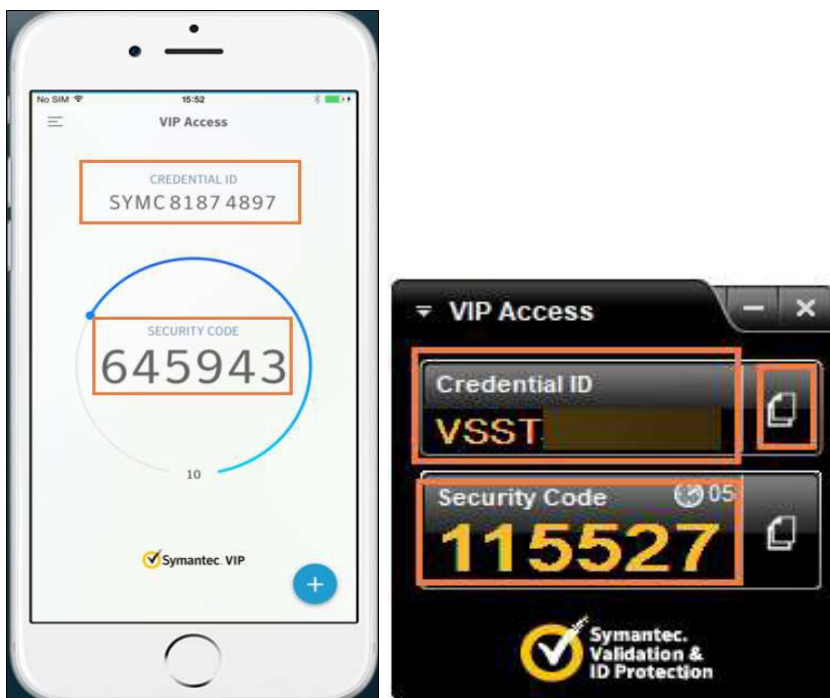
To download a soft token (VIP Access by Symantec) to your device:

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

Search for app using “VIP Access by Symantec.” It will show as “VIP Access for iPhone” if you have an iPhone for example. The icon will be a gold circle with a black checkmark.

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 (S/N)**. The **Security Code** is the **one-time pin (OTP)**.



2. Associate a Soft Token to Your Account

There are 2 ways you can access the screen in EPCS to associate your soft token to your account:

- Through EPCS Gold Prescriber Dashboard
- Through CalMHSA Rx

Through EPCS Gold Prescriber Dashboard

1. Login to the EPCS Gold Prescriber Dashboard: <https://ui.epcsdrfirst.com/pob/login>

Note: The Passphrase is the password you use to electronically prescribe controlled substances (EPCS); you created this passphrase when completing the EPCS enrollment.

The screenshot shows the EPCS Gold Prescriber Dashboard login page. At the top, there is a blue header bar with the DrFirst logo on the left and the EPCS Gold logo on the right. Below the header, the page has a white background. On the left side, there is a section titled "EPCS Gold™" with a paragraph of text describing the solution. On the right side, there is a "Sign in" form with two input fields: "NPI" and "Passphrase". Below the "Passphrase" field is an orange "Next" button. There are also links for "Forgot Passphrase" and "Report Lost Token". At the bottom of the page, there is a footer with the text "© 2013 - 2023 DrFirst.com. All rights reserved."

DrFirst

EPCSGold

EPCS Gold™

EPCS Gold, provides a **Simple, Secure, and Certified** solution for sending Controlled Substance prescriptions electronically. EPCS Gold is a **Certified** solution, and has passed stringent auditing requirements set by the DEA. It is a **Simple** solution that fits with your current e-prescribing workflow, and a **Secure** solution which uses Two-Factor Authentication Protocol (TFAP) throughout the product to ensure a high level of trust and security for you as a provider.

If you are not yet enrolled for EPCS Gold, please make sure you have your **invitation ID** and **two factor authentication token** in hand as you start the Identity Proofing process. Your Invitation ID can be found in the email invitation that was sent to your email address. If you are already enrolled, please use your NPI number, the number that is currently showing on your One-time password token, and the password you setup during the identity-proofing process or enter the unique identifier for your biometric device to log-in to manage your tokens, and add a new token for prescribing.

For more information on EPCS Gold, the Identity-Proofing process, and how to manage your tokens, please click on the "Need Help" link below. If you have additional questions or need to contact us, visit us at drfirst.com/support

Sign in

NPI

Passphrase

Next

[Forgot Passphrase](#) [Report Lost Token](#)

[Need Help?](#)

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2. To finish logging in, enter a one-time-pin (OTP) from a token that is already associated to your account.

The image shows the EPCS Gold Sign in form. At the top is the EPCS Gold logo. Below it is a 'Sign in' section. It contains a 'Token' dropdown menu (callout A), an 'OTP' text input field (callout B), a 'Show Clear Text' checkbox, and 'Submit' and 'Cancel' buttons (callout C). There is also a 'Report Lost Token' link.

3. Select either **Tokens** tab at the top or click the **Manage Tokens** button at the bottom right of the page. Both will take you to token management.

The image shows the DrFirst EPCS Gold Prescriber Dashboard. The 'Tokens' tab in the navigation bar is highlighted with a red box. Below the navigation bar, there are fields for 'Name' and 'NPI'. There are two tables: 'Current Organization Grants' and 'Current Tokens'. The 'Current Tokens' table has a 'Manage Tokens' button at the bottom right, which is also highlighted with a red box.



Current Organization Grants		
Organization Name	DEA Number	Status
...	...	ACTIVE
...	...	ACTIVE

Current Tokens		
Token Name	Token Identifier	Status
...	...	Inactive
...	...	Active

Manage Tokens

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4. From here, select **Add New Token**.

EPCS Gold Prescriber Dashboard

[Home](#) [Profile](#) [Tokens](#) [Reports](#) [Contact Us](#) [Logout](#)


Name: NPI: [Report Lost Token](#)

Current Tokens

Token Name	Credential ID	Manufacturer	Issuer	Type	Model	Status	Action
<input type="text"/>	<input type="text"/>	SYMANTEC	DRFIRST	OTP SOFT TOKEN	VIP	Active	Disable / Delete
<input type="text"/>	<input type="text"/>	SYMANTEC	DRFIRST	OTP SOFT TOKEN	OTP SOFT TOKEN	Inactive	Enable / Delete

[Show Deleted Tokens](#)

Add New Token



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5. A new section named **Add Two Factor Authentication Token** will appear below the button. From the drop-down menu, select **Symantec** as the **Token Manufacturer**.

The screenshot shows the DrFirst EPCS Gold Prescriber Dashboard. The top navigation bar includes links for Home, Profile, Tokens, Reports, Contact Us, and Logout. The main content area displays the user's Name and NPI, along with a 'Report Lost Token' link. Below this is a table titled 'Current Tokens' with columns for Token Name, Credential ID, Manufacturer, Issuer, Type, Model, Status, and Action. Two tokens are listed, both from SYMANTEC. Below the table is a link to 'Show Deleted Tokens' and an 'Add New Token' button. A red box highlights the 'Add Two Factor Authentication Token' section, which contains a 'Token Manufacturer' dropdown menu with a 'Select' option and a 'Save' button. A red arrow points to this section.

Token Name	Credential ID	Manufacturer	Issuer	Type	Model	Status	Action
[Redacted]	SYMC [Redacted]	SYMANTEC	DRFIRST	OTP SOFT TOKEN	VIP	Active	Disable / Delete
[Redacted]	SYMC [Redacted]	SYMANTEC	DRFIRST	OTP SOFT TOKEN	OTP SOFT TOKEN	Inactive	Enable / Delete

[Show Deleted Tokens](#)

[Add New Token](#)

Add Two Factor Authentication Token

Token Manufacturer * Select ?

[Save](#)

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This is a close-up of the 'Add Two Factor Authentication Token' section. The 'Token Manufacturer' dropdown menu is open, showing two options: 'SYMANTEC' and 'ONESPAN'. The dropdown menu is highlighted with a red box.

Add Two Factor Authentication Token

Token Manufacturer * Select ?

Select

SYMANTEC

ONESPAN

6. Fill out the fields for soft token as follows:

Field	Selection Options
Token Issuer	DRFIRST
Token Type	<ul style="list-style-type: none">• OTP SOFT TOKEN
Token Name	<p>Provide a nickname of your choice for the token, so you can identity it in the future</p> <ul style="list-style-type: none">• Example: <i>"iPhone token app"</i>
Credential ID	<p>For VIP Access Soft Token (App), enter the Credential ID that appears at the top without spaces, such as:</p> <ul style="list-style-type: none">• SYMC#####• SYMZ#####• VSST#####
OTP	<p>One-time-pin (OTP)</p> <ul style="list-style-type: none">• The numbers are generated from your token or the security code from the VIP Access (Soft token) App.

Registering a Two Factor Authentication Token

A token is **required** to complete identity proofing and to send controlled substance prescriptions.

A second token is **recommended** so that in the event of token failure, a backup token may be used.

If no backup token is present, you will be required to complete the **entire identity proofing process** again.

Token Management

Fields marked with * are mandatory

Token Nickname	Credential ID	Manufacturer	Issuer	Type	Auth
----------------	---------------	--------------	--------	------	------

Add New Token

Add Two Factor Authentication Token

Token Manufacturer * SYMANTEC ?

Token Issuer * DRFIRST ?

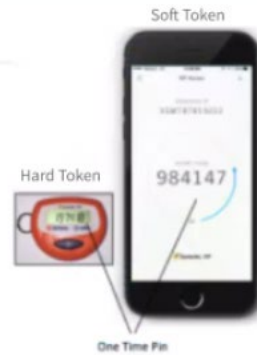
Token Type * OTP SOFT TOKEN ?

Token Nickname * Name your device ?

Serial#/Credential ID * ?

One Time Pin (OTP) * ?

☐ Show Clear Text

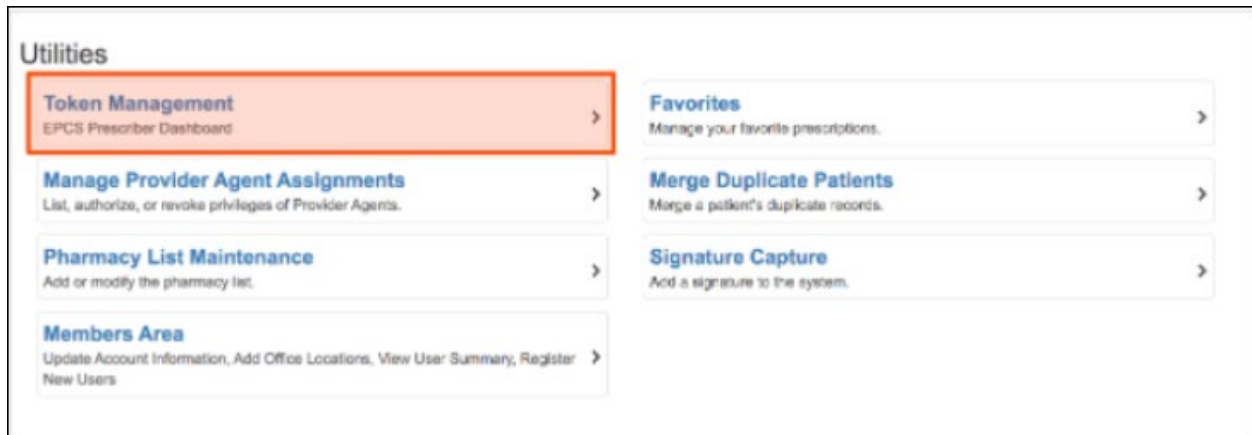


Save

7. **Save.** Your token is now associated with your account.

Through CalMHSA Rx

1. Login to CalMHSA Rx directly through Smartcare.
2. Go to the hamburger (main) menu on the top left.
3. Select Utilities.
4. Select Token Management.



5. Login to EPCS Gold Prescriber Dashboard.

Note: The Passphrase is the password you use to electronically prescribe controlled substances (EPCS); you created this passphrase when completing the EPCS enrollment.

DrFirst **EPCSGold**

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EPCS Gold, provides a **Simple, Secure, and Certified** solution for sending Controlled Substance prescriptions electronically. EPCS Gold is a **Certified** solution, and has passed stringent auditing requirements set by the DEA. It is a **Simple** solution that fits with your current e-prescribing workflow, and a **Secure** solution which uses Two-Factor Authentication Protocol (TFAP) throughout the product to ensure a high level of trust and security for you as a provider.

If you are not yet enrolled for EPCS Gold, please make sure you have your **Invitation ID** and **two factor authentication token** in hand as you start the Identity Proofing process. Your Invitation ID can be found in the email invitation that was sent to your email address. If you are already enrolled, please use your NPI number, the number that is currently showing on your One-time password token, and the password you setup during the Identity-proofing process or enter the unique Identifier for your biometric device to log-in to manage your tokens, and add a new token for prescribing.

For more information on EPCS Gold, the Identity-Proofing process, and how to manage your tokens, please click on the "Need Help" link below. If you have additional questions or need to contact us, visit us at drfirst.com/support

Need Help?

Sign in

NPI

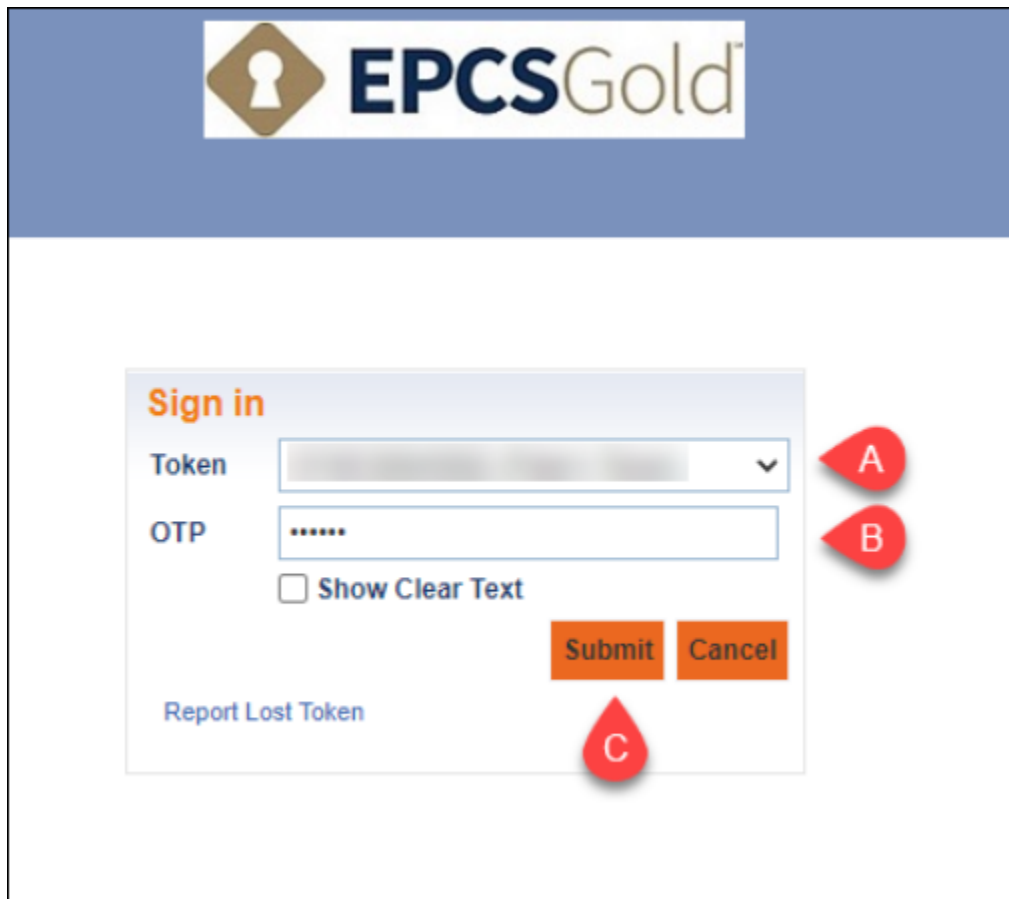
Passphrase

Next

[Forgot Passphrase](#) [Report Lost Token](#)

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6. Enter a one-time-pin (OTP) from a token that is already associated to your account.



The image shows a screenshot of the EPCS Gold sign-in interface. At the top, there is a blue header with the EPCS Gold logo. Below the header is a white box containing the sign-in form. The form has a title "Sign in" in orange. It includes a "Token" dropdown menu, an "OTP" text input field with six asterisks, a "Show Clear Text" checkbox, and two orange buttons labeled "Submit" and "Cancel". A blue link "Report Lost Token" is located below the buttons. Three red teardrop-shaped callouts with white letters A, B, and C are pointing to the Token dropdown, the OTP input field, and the Submit button, respectively.

Sign in

Token

OTP

☐ Show Clear Text

[Report Lost Token](#)

7. If you are not already at the token management screen, select either **Tokens** tab at the top or click the **Manage Tokens** button at the bottom right of the page. Both will take you to token management.

The screenshot shows the DrFirst EPCS Gold Prescriber Dashboard. The top navigation bar includes the DrFirst logo, the text "EPCS Gold Prescriber Dashboard", and the EPCS Gold logo. Below this is a secondary navigation bar with tabs: Home, Profile, Tokens (highlighted with a red box), Reports, Contact Us, and Logout. The main content area displays the user's Name and NPI. Below this are two tables: "Current Organization Grants" and "Current Tokens". The "Current Tokens" table has columns for Token Name, Token Identifier, and Status. A "Manage Tokens" button is highlighted with a red box in the bottom right corner. The footer contains the copyright notice: "© 2013 - 2021 DrFirst.com. All rights reserved."

Organization Name	DEA Number	Status
[Redacted]	[Redacted]	ACTIVE
[Redacted]	[Redacted]	ACTIVE

Token Name	Token Identifier	Status
[Redacted]	[Redacted]	Inactive
[Redacted]	[Redacted]	Active

Manage Tokens

8. From here, select **Add New Token**.



The screenshot shows the DrFirst EPCS Gold Prescriber Dashboard with the Tokens tab selected. The top navigation bar is the same as in the previous screenshot. The secondary navigation bar shows Home, Profile, Tokens (selected), Reports, Contact Us, and Logout. The main content area displays the user's Name and NPI, and a "Report Lost Token" link. Below this is a table titled "Current Tokens" with columns: Token Name, Credential ID, Manufacturer, Issuer, Type, Model, Status, and Action. The table contains two rows of data. Below the table is a link "Show Deleted Tokens". At the bottom left, the "Add New Token" button is highlighted with a red box and a red arrow points to it. The footer contains the copyright notice: "© 2013 - 2021 DrFirst.com. All rights reserved."

Token Name	Credential ID	Manufacturer	Issuer	Type	Model	Status	Action
[Redacted]	[Redacted]	SYMANTEC	DRFIRST	OTP SOFT TOKEN	VIP	Active	Disable / Delete
[Redacted]	[Redacted]	SYMANTEC	DRFIRST	OTP SOFT TOKEN	OTP SOFT TOKEN	Inactive	Enable / Delete

Show Deleted Tokens

Add New Token

9. A new section named **Add Two Factor Authentication Token** will appear below the button. From the drop-down menu, select **Symantec** as the **Token Manufacturer**.

EPCS Gold Prescriber Dashboard

HomeProfileTokensReportsContact UsLogout

Name: [redacted]NPI: [redacted][Report Lost Token](#)


Current Tokens

Token Name	Credential ID	Manufacturer	Issuer	Type	Model	Status	Action
[redacted]	SYMC [redacted]	SYMANTEC	DRFIRST	OTP SOFT TOKEN	VIP	Active	Disable / Delete
[redacted]	SYMC [redacted]	SYMANTEC	DRFIRST	OTP SOFT TOKEN	OTP SOFT TOKEN	Inactive	Enable / Delete


[Show Deleted Tokens](#)

[Add New Token](#)

Add Two Factor Authentication Token


Token Manufacturer * Select 

[Save](#)



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Add Two Factor Authentication Token

Token Manufacturer * Select 

Select
SYMANTEC
ONESPAN

10. Fill out the fields for soft token as follows:

Field	Selection Options
Token Issuer	DRFIRST
Token Type	<ul style="list-style-type: none">• OTP SOFT TOKEN
Token Name	<p>Provide a nickname of your choice for the token, so you can identity it in the future</p> <ul style="list-style-type: none">• Example: "iPhone token app"
Credential ID	<p>For VIP Access Soft Token (App), enter the Credential ID that appears at the top without spaces, such as:</p> <ul style="list-style-type: none">• SYMC#####• SYMZ#####• VSST#####
OTP	<p>One-time-pin (OTP)</p> <ul style="list-style-type: none">• The numbers are generated from your token or the security code from the VIP Access (Soft token) App.

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Token Management

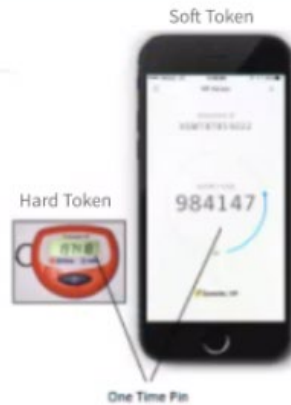
Fields marked with * are mandatory

Token Nickname	Credential ID	Manufacturer	Issuer	Type	Auth
----------------	---------------	--------------	--------	------	------

Add New Token

Add Two Factor Authentication Token

Token Manufacturer *	SYMANTEC	?
Token Issuer *	DRFIRST	?
Token Type *	OTP SOFT TOKEN	?
Token Nickname *	Name your device	?
Serial#/Credential ID *		?
One Time Pin (OTP) *		?
<input type="checkbox"/> Show Clear Text		



Save

11. Save. Your token is now associated with your account.

Adding a Hard Token


1. Select the Add New Token button at the top.



The screenshot shows the DrFirst EPCS Gold Prescriber Dashboard. The top navigation bar includes links for Home, Profile, Tokens, Reports, Contact Us, and Logout. Below the navigation bar, there are input fields for Name and NPI. An orange button labeled "Add New Token" is visible. Below this, a table lists existing tokens. The table has columns for Token Name, Credential ID, Manufacturer, Issuer, Type, Status, and Action. One token is listed: "test account pairing 1" with Credential ID "SYMC", Manufacturer "SYMANTEC", Issuer "DRFIRST", Type "OTP SOFT TOKEN", and Status "Active". Below the table is a "Report Lost Token" button.

Token Name	Credential ID	Manufacturer	Issuer	Type	Status	Action
test account pairing 1	SYMC	SYMANTEC	DRFIRST	OTP SOFT TOKEN	Active	Edit Delete

2. A new section named Add Two Factor Authentication Token will appear. Select options from the drop-down menu fields.



The screenshot shows the DrFirst EPCS Gold Prescriber Dashboard with the "Add Two-Factor Authentication Token" section. The form includes fields for Token Manufacturer (dropdown), Token Issuer (dropdown), Token Type (dropdown), Token Name (text), S/N or Credential ID (text), and OTP (text). There are "Save" and "Cancel" buttons. To the right of the form, there are images of two types of hard tokens: a OneSpan token and a Digipass GO7 token. The OneSpan token is labeled "OTP" and "Press button and enter numbers that appear on the screen". The Digipass GO7 token is labeled "S/N Serial Number (enter without '-') Example: 3315511111" and "Digipass GO7 FIPS 140-2 33-1551111-1 Ver. 0366 Made in China".

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Field	Selection Options
Token Manufacturer	Select a token manufacturer's name (e.g. ONESPAN)
Token Issuer	DRFIRST
Token Type	<ul style="list-style-type: none"> • OTP HARD TOKEN (select if you have a physical token) • OTP SOFT TOKEN (select if you have a virtual token through the VIP Access mobile app)
Token Name	<p>Provide a nickname for the token to help you identify it</p> <ul style="list-style-type: none"> • Example: "iPhone token" or "fob"
Serial Number (S/N) or Credential ID	<p>If you are using a OneSpan hard tokens, enter the Serial Number (S/N), the long string of numbers on the back of the token without any dashes:</p> <ul style="list-style-type: none"> • ##### <p>If you are using a Symantec hard token, enter the Serial Number (S/N) on the back of the token without any spaces.</p> <ul style="list-style-type: none"> • AVT##### or FT##### <p>If you are using Symantec VIP Access soft token (app), enter the Credential ID that appears at the top without spaces:</p> <ul style="list-style-type: none"> • SYMC##### or SYMZ##### or VSST#####
OTP	One-Time-Pin: The numbers are generated from your token or the security code from the VIP Access (Soft token) App.

4. Click Save. Your token is now associated with your account.