

# ScriptSure ERX Partner Provider Setup Guide

---

## Introduction

The purpose of this guide is to help healthcare providers get started with ScriptSure setup. Setup is a ONE-TIME process that should take about 15 minutes to complete and includes provider identity verification.

## Why Identity Verification?

Providers are required to perform Identity verification to be compliant with DEA regulations for electronic prescriptions for controlled substances (EPCS). It is important that providers perform their own identity verification.

Daw Systems has partnered with ID.me for the identity verification process. ID.me's DEA-compliant identity verification allows healthcare providers to verify their identity one-time and create credentials they can use to securely issue electronic prescriptions for controlled substances from ScriptSure.

Once a provider has verified their identity with ID.me, that person will never have to re-verify their identity again across any organization where ID.me is integrated.

ID.me is a trusted digital identity network and is the first credential service provider in the United States to become certified to NIST 800-63-3. ID.me serves over 300 organizations including healthcare systems, government agencies, financial institutions, and nonprofits.

## What You'll Need

Before getting started, providers should have on-hand: an **email** account they have access to, a **smartphone or tablet**, and a government-issued **photo ID**. Providers will be asked to enter their Social Security number.

## Have Questions? Need Help?

Troubleshooting Tips are on the last page of this document. Contact [support@dawsystems.com](mailto:support@dawsystems.com) or 866-755-1500 x2 with any questions or issues during setup.

**IMPORTANT NOTE: YOU CAN ONLY HAVE ONE ID.ME ACCOUNT. IF YOU HAVE HAD AN ID.ME ACCOUNT BEFORE, YOU WILL NEED TO USE THAT ACCOUNT TO START THE ID.ME PROCESS.**

REV. 11/2022

## STEP 1: \*Important\* Pick your browser

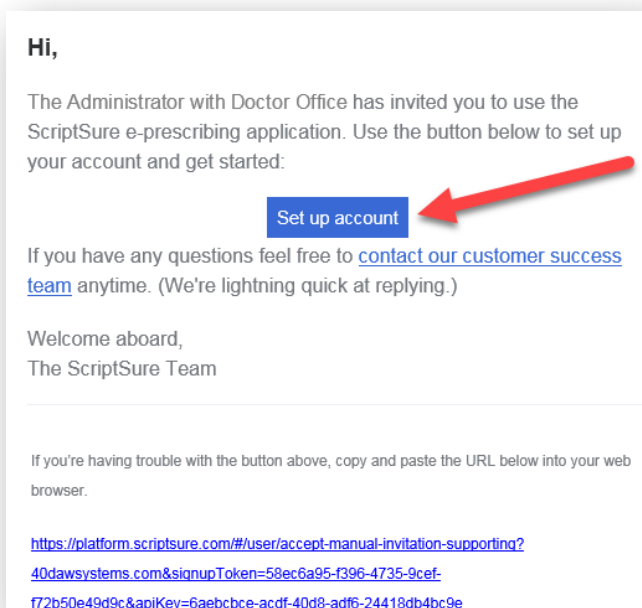
Use GOOGLE CHROME or APPLE SAFARI web browser when signing up. You may encounter issues with advancing through screens if you do not use one of these browsers.

## STEP 2: Find your Email Invite.

Check your inbox for an email titled INVITE TO SCRIPTSURE from [accounts@dawsystems.com](mailto:accounts@dawsystems.com) or your EHR company. Be sure to check JUNK/SPAM/OTHER folders within your email.

## STEP 3: Click **Set up account** button in your email

NOTE: If a new browser window opens when you click the Set up account button, ensure you remain in Google Chrome or Apple Safari. If the new window opens in a different browser, copy the URL (website address) into Google Chrome or Apple Safari before you proceed.



REV. 11/2022

## STEP 3: Create ScriptSure Account

1. **Eligibility:** Begin by entering in your personal NPI (do not use an institutional NPI or anyone's but your own). Check I agree to terms and the reCaptcha box and click Next.
2. **User Info:** Enter Name and email information (and other optional information as desired) and click Next

**1**

### Eligibility (1 of 6)


Create ScriptSure Account

Please only enter Personal NPI - you cannot use a facility or corporate NPI here:  
You must use your Personal NPI \*

NPI is Required

☐ I agree to [TERMS OF SERVICE](#) [PRIVACY POLICY](#) [CODE OF CONDUCT](#)

By signing up, you agree to our Terms of Service, Privacy Policy and confirm you are at least 18 years old

☐ I'm not a robot 

**NEXT →**

**2**

### User (2 of 6)

General

First Name \* 0 / 35 Required Last Name \* 0 / 35 Required

Middle Name Suffix (MD, RN, NP) 0 / 35

Time Zone \* 0 / 35 0 / 10

US/Eastern

Contact

Login Email \*

Required Confirm Email \*

Required Cell Phone ( ) - -

Cell phone is not required. Entering your cell phone will allow you to receive text alerts about pending prescriptions.

← BACK **NEXT →**

3. **Confirm Email:** Go to your email and confirm your email
4. **Password:** Create and Confirm a Password to Access ScriptSure

**3**

Your email address [demo40@scriptsure.com](mailto:demo40@scriptsure.com) has been registered for a ScriptSure E-Prescribing account

Click the confirm my email button below to take the next step:

**Confirm My Email**

If you have any questions, feel free to [email our customer success team](#).

Thanks,  
The ScriptSure Team

If you're having trouble with the button above, copy and paste the URL below into your web browser.

**4**

### Password (4 of 6)

Create Login Password

New password \*

Password Confirm \*

Required

- ✓ An UPPERCASE letter
- ✓ A lowercase letter
- ✓ At least one special character (!%#)
- ✓ At least one number
- ✓ Password must be at least 8 characters long

**Be sure to save your password. You will need it when logging into ScriptSure.**

← PREVIOUS **NEXT →**

REV. 11/2022

5. **Identification:** Confirm your NPI, DEA, and State License, & enter any other credentials desired
6. **Practice:** Enter the Account details and Click Complete Signup
  - This includes the practice/account name and practice nickname (this can be the same as the practice name or shortened to show smaller on screen.) The practice/account full address, phone number and fax number.
  - Note: this is the information for your practice location and will transmit to the pharmacy and function as the header of the prescriptions.

**5**

**Identification (5 of 6)**

Identification

Please enter all the identification numbers you require to be present on your prescriptions

Warning: DEA License is required if you will be electronically prescribing controlled substances (EPCS).

Please only enter Personal NPI - you cannot use a facility or corporate NPI here:  
You must use your Personal NPI \*

1234567893

DEA State Controlled (Optional)

State License \*

Required 0 / 15 0 / 10

← PREVIOUS NEXT →

**6**

**Practice (6 of 6)**

Account Details

Practice Name \*

Name to be printed on prescriptions and reports 15 / 35

Practice Nickname \*

Name to be presented on screen only 15 / 35

Address

Address Line 1 \* Address Line 2

Zip \* City \* State \*

5 / 5 9 / 35

Contact

Phone Number \* Fax Number \*

← PREVIOUS COMPLETE SIGNUP

7. **End User License Agreement:** Review and accept the EULA Terms and License Agreements

**7**

## End User License Agreement

**Terms of Use** [VIEW](#)

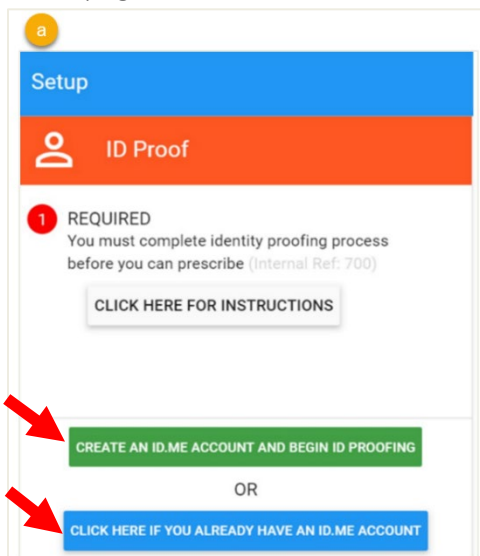
**Code of Conduct** [VIEW](#)

**Privacy Policy** [VIEW](#)

You must agree to all terms and policies above in order to use Scriptsure. Please read each.

I DISAGREE
I AGREE TO ALL TERMS

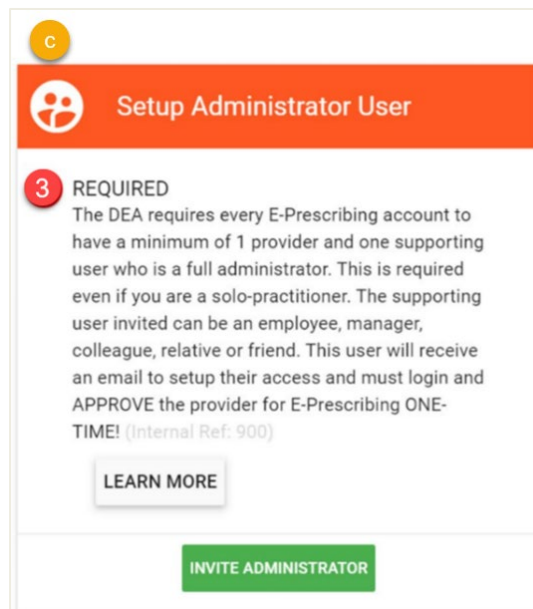
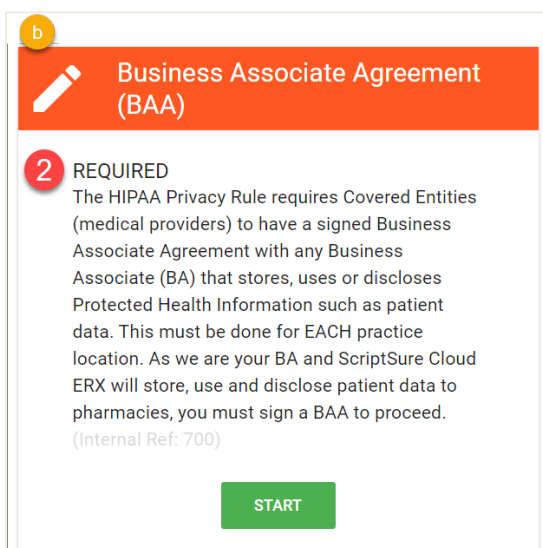
8. **ScriptSure Setup:** You will now be in ScriptSure, and the application will show any required steps that must be completed
  - a. **ID Proof:** The first is ID proofing. Each provider must complete this in order to continue. Click the Already Have an ID.me Account or Begin ID proofing Process to create one. (see next page for more details on ID Proofing)



**NOTE:** You can only have one Identity proofed ID.me account; if you have ID.me, even if you used that with a different application provider, you should use that to login to ID.me. You can always associate a new email address to that account from within the ID.me profile.

If you have other required items to complete, they will be indicated on- screen. Below are examples of additional items you may need to perform:

- b. Sign BAA
- c. Setup Administrator User



REV. 11/2022

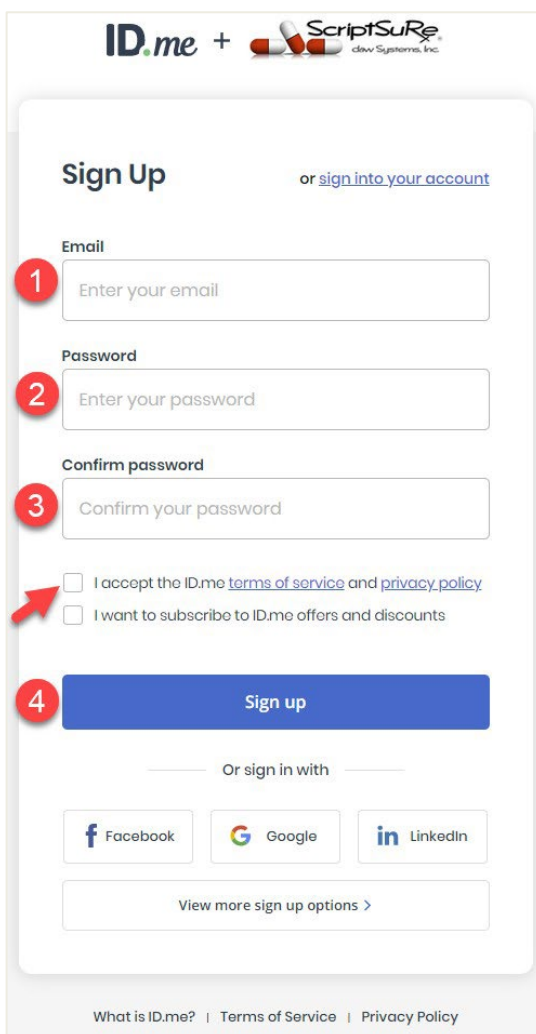
## STEP 4: Create an account (or Sign In) with ID.me

When you click “Setup Account”, you will be brought to ID.me’s Sign up (or Sign in) page.

**IMPORTANT:** If you already have an ID.me account, simply Sign in to your existing ID.me account.

Create an account by signing up. Enter an email you have access to, set a password, accepting the terms of service and then, select Sign Up.

NOTE: If you have an existing ID.me account, DO NOT create a new ID.me account. Don’t worry, you will be able to link your existing ID.me account to Daw Systems / ScriptSure.



The screenshot shows the ID.me Sign Up page. At the top, it says "ID.me + ScriptSure" with the ScriptSure logo. Below this, the heading "Sign Up" is followed by a link "or [sign into your account](#)". The form contains the following fields and elements:

- 1** Email: A text input field with the placeholder "Enter your email".
- 2** Password: A text input field with the placeholder "Enter your password".
- 3** Confirm password: A text input field with the placeholder "Confirm your password".
- Two checkboxes:
  - ☐ I accept the ID.me [terms of service](#) and [privacy policy](#)
  - ☐ I want to subscribe to ID.me offers and discounts
- 4** Sign up: A blue button with the text "Sign up".

Below the sign up button, there is a section "Or sign in with" with three buttons: Facebook, Google, and LinkedIn. At the bottom of this section is a link "View more sign up options >".

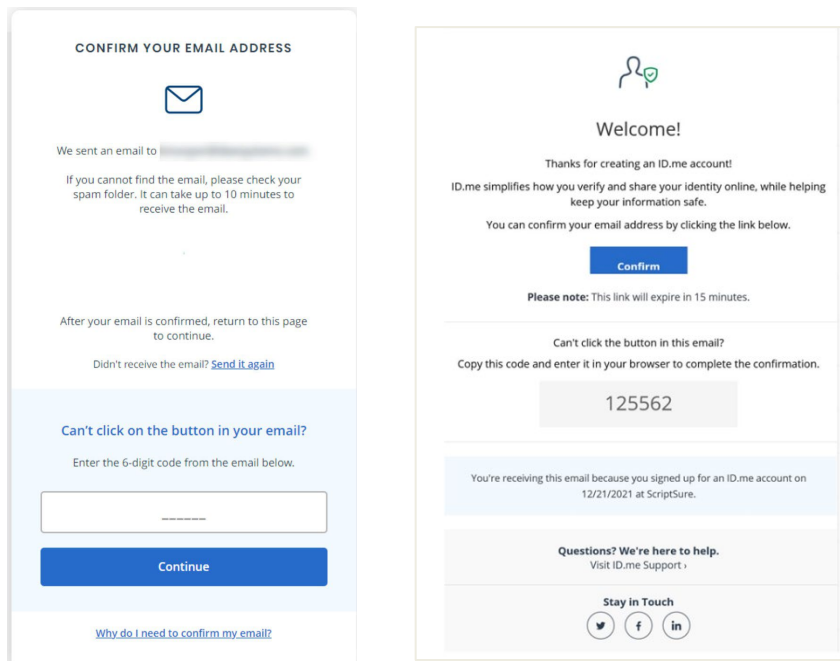
At the very bottom of the page, there are links: "What is ID.me?", "Terms of Service", and "Privacy Policy".

REV. 11/2022

## STEP 5: Confirm your email

Confirm your email address by logging in to the email used to sign up for ID.me and click the Confirm your email button. Follow the on-screen prompts (shown below) if you have any issues finding or confirming your email.

NOTE: If you signed in to your existing ID.me account, you will not be required to perform email confirmation.



**CONFIRM YOUR EMAIL ADDRESS**

We sent an email to [redacted]

If you cannot find the email, please check your spam folder. It can take up to 10 minutes to receive the email.

After your email is confirmed, return to this page to continue.

Didn't receive the email? [Send it again](#)

**Can't click on the button in your email?**

Enter the 6-digit code from the email below.

**Continue**

[Why do I need to confirm my email?](#)

**Welcome!**

Thanks for creating an ID.me account!

ID.me simplifies how you verify and share your identity online, while helping keep your information safe.

You can confirm your email address by clicking the link below.

**Confirm**

**Please note:** This link will expire in 15 minutes.

Can't click the button in this email?

Copy this code and enter it in your browser to complete the confirmation.

125562

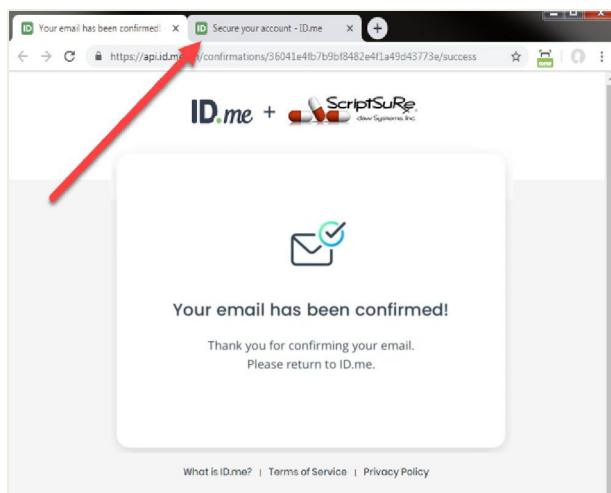
You're receiving this email because you signed up for an ID.me account on 12/21/2021 at ScriptSure.

**Questions? We're here to help.**  
[Visit ID.me Support](#)

**Stay in Touch**

[Twitter](#) [Facebook](#) [LinkedIn](#)

A new browser tab will open to notify 'Your email has been confirmed!'



**NOTE: YOU MAY NOW CLOSE THIS CONFIRMATION TAB.** To continue verification with ID.me, navigate to the tab in your browser you were working in originally to continue (see red arrow pointing to the other tab).

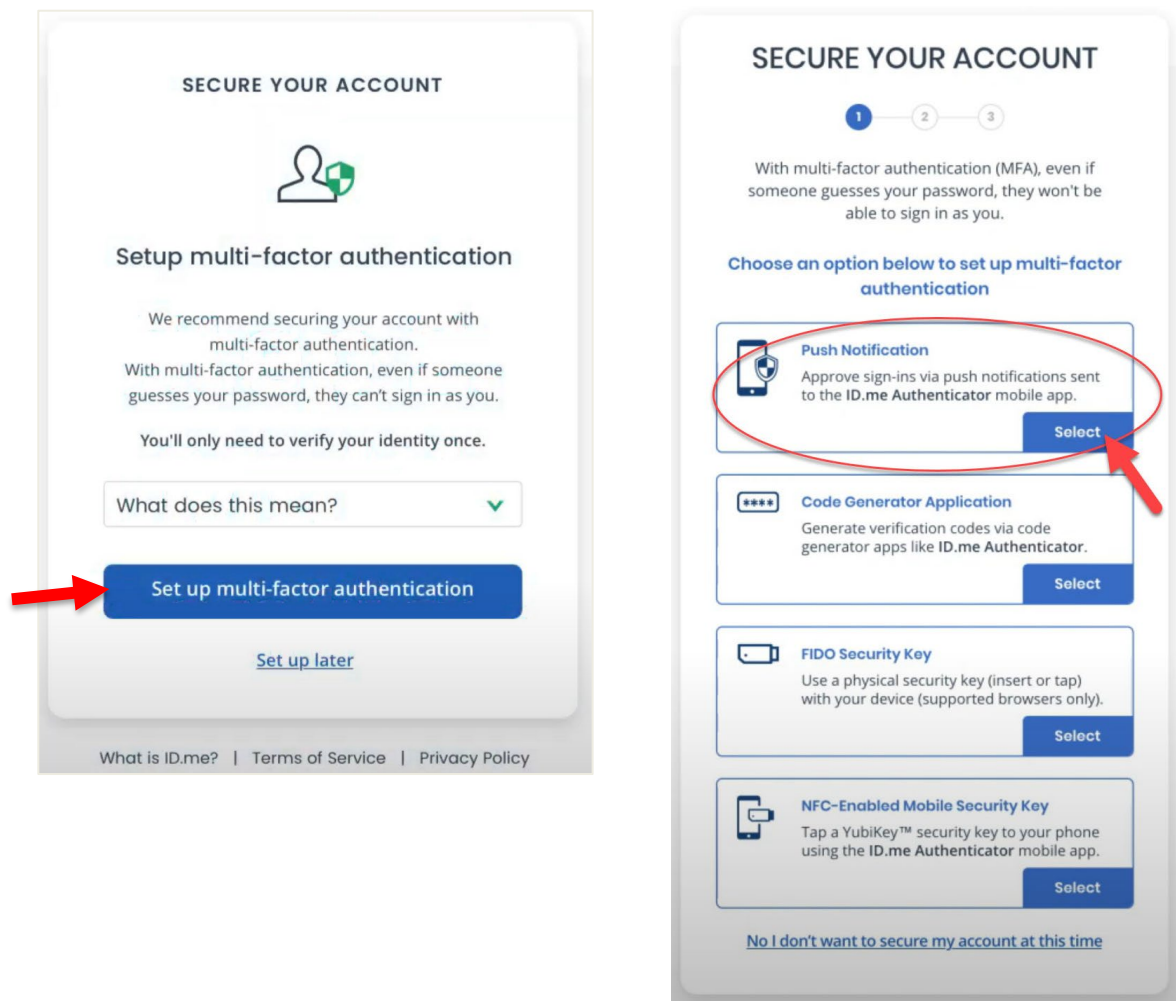


REV. 11/2022


## Step 6: Secure your Account

Secure your ID.me account with multi-factor or two-factor authentication (MFA/2FA). Multi-factor authentication adds an additional layer of security to your account by associating something that you have to your account. For future ID.me logins (and for e-prescribing from within ScriptSure), you will authenticate with the MFA/2FA method and/or device you setup in this step. Be sure to use a device you plan to have on your person when e-prescribing.

NOTE: ScriptSure recommends Push Notifications. Push Notifications appear as a banner on your device upon sign in that you simply tap or 'push' to authenticate yourself and authorize your event and is a very swift authentication method. You may also choose from the other methods listed.




**SECURE YOUR ACCOUNT**



**Setup multi-factor authentication**

We recommend securing your account with multi-factor authentication. With multi-factor authentication, even if someone guesses your password, they can't sign in as you. You'll only need to verify your identity once.

What does this mean? 

**Set up multi-factor authentication**

[Set up later](#)


What is ID.me? | [Terms of Service](#) | [Privacy Policy](#)


**SECURE YOUR ACCOUNT**


1 2 3


With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.

Choose an option below to set up multi-factor authentication

 **Push Notification**  
Approve sign-ins via push notifications sent to the ID.me Authenticator mobile app. **Select**

 **Code Generator Application**  
Generate verification codes via code generator apps like ID.me Authenticator. **Select**

 **FIDO Security Key**  
Use a physical security key (insert or tap) with your device (supported browsers only). **Select**

 **NFC-Enabled Mobile Security Key**  
Tap a YubiKey™ security key to your phone using the ID.me Authenticator mobile app. **Select**

[No I don't want to secure my account at this time](#)




REV. 11/2022

## Step 7: Choose app download method

If you choose Push Notification or Code Generator, you will be prompted to **download the ID.me Authenticator app** on your smartphone or tablet. Follow the on-screen and on-device prompts to download the app. If you choose FIDO key, follow the on-screen prompts for setup.

NOTE: If you are planning to use your smartphone as your authentication device, choose Text Message to receive the download link and enter the phone number of the smartphone you will use. If you are planning to use a tablet device, choose to receive the download link via email.




**SECURE YOUR ACCOUNT**

1 — 2 — 3

**Choose app download method**


Please download the ID.me Authenticator app to your smartphone or tablet device to get started.

How would you like to receive the download link?



Text message


☒



Email

☐

Your phone number

 ( ) - - - -

Go back

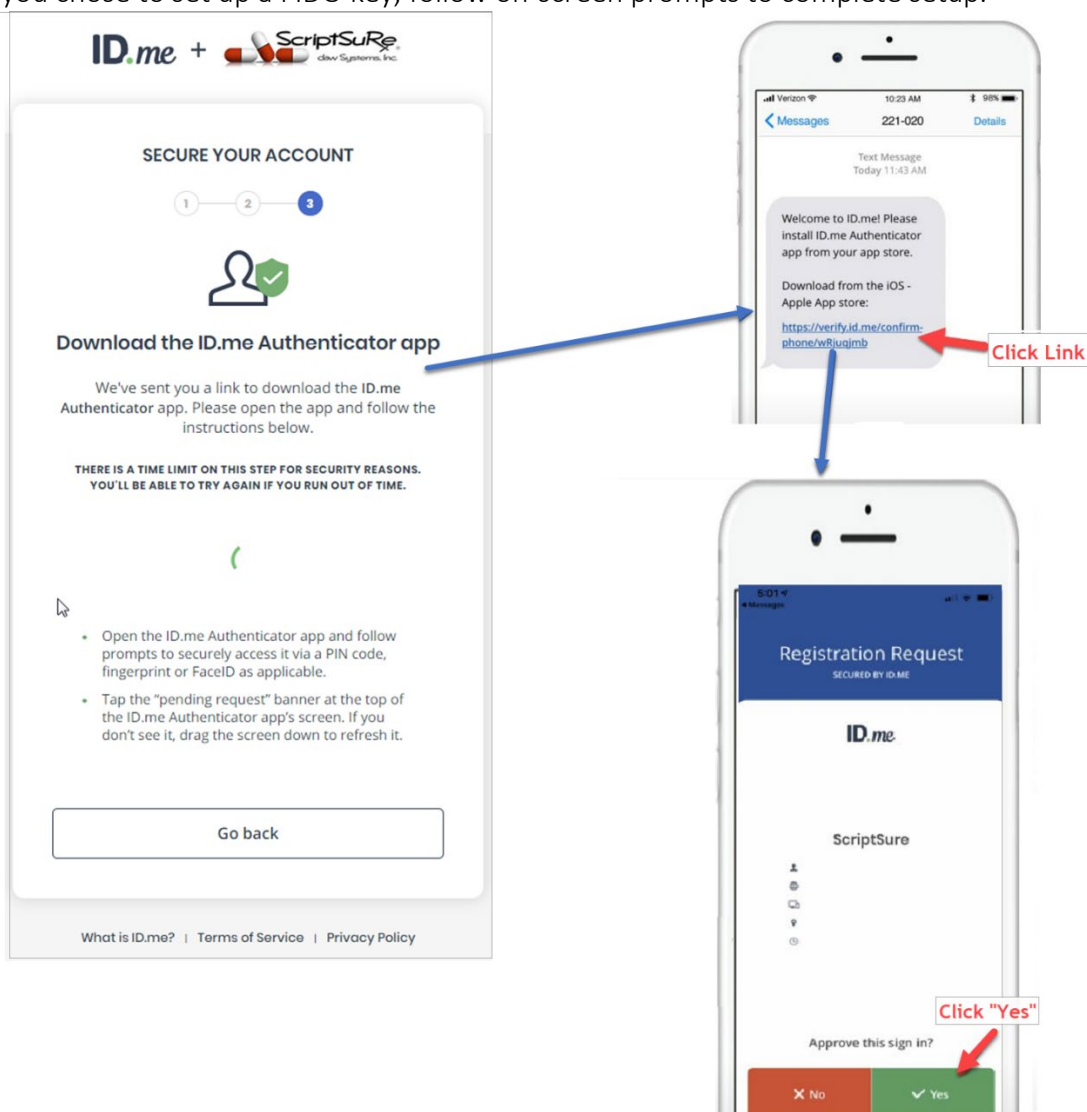
Continue

REV. 11/2022

## STEP 8: Complete ID.me Authenticator app setup

Follow desktop and smart device prompts to download and configure the ID.me Authenticator. You will receive a text message or email with a link to download the ID.me Authenticator app. Open your text messages/email and click the link to get started with app download. Follow on-device prompts to complete setup. Be sure to click or tap on the green “Yes” to complete your setup (if you chose to set up Push Notifications).

NOTE: If you chose to set up a FIDO key, follow on-screen prompts to complete setup.

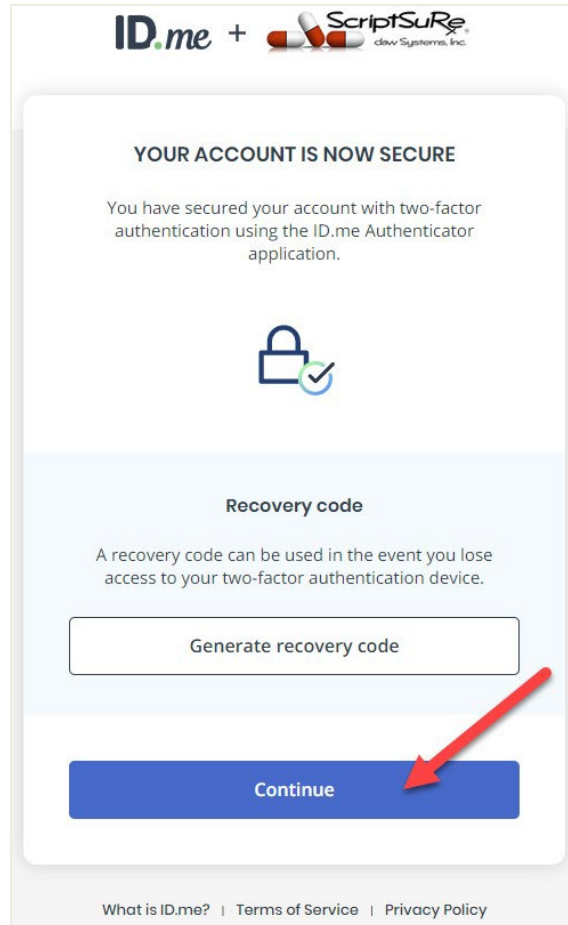


After downloading the app and completing your MFA/2FA set up, you will be notified that “YOUR ACCOUNT IS SECURE”.

## STEP 9: Generate Recovery Code

Generate a recovery code in case you lose access to your MFA/2FA device for swiftest account recovery. Follow on-screen prompts to copy or download your recovery code.


Once you have copied down or stored the recovery code, click Continue.



**ID.me + ScriptSure**  
daw Systems, Inc.

**YOUR ACCOUNT IS NOW SECURE**

You have secured your account with two-factor authentication using the ID.me Authenticator application.



**Recovery code**

A recovery code can be used in the event you lose access to your two-factor authentication device.

Generate recovery code

**Continue**

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

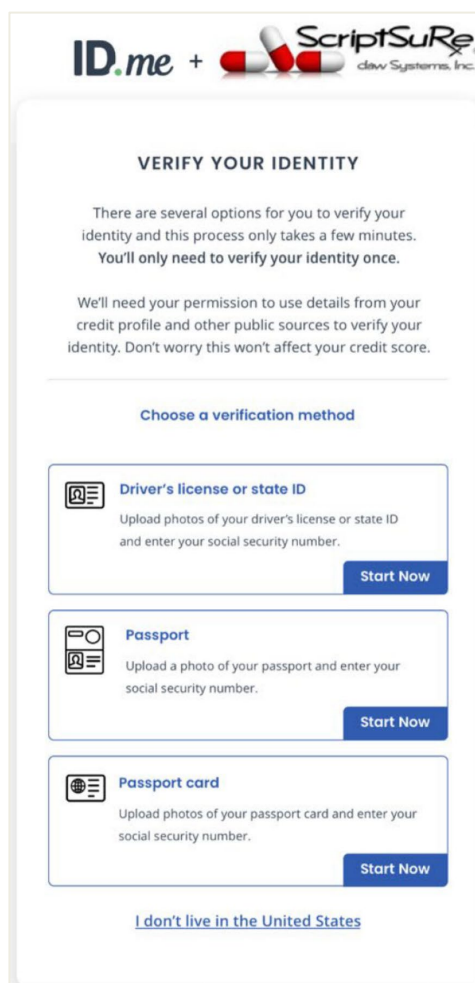
REV. 11/2022

## Step 10: Verify your Identity

Choose the method you prefer to verify your identity. You will be asked to prove that you are who you say you are by providing evidence such as uploading a photo ID and taking a live selfie. You will also be asked to enter your SSN. Information entered into ID.me's workflow is encrypted while at rest and in-transit and completing the verification process will not hurt your credit score.

NOTE: If asked to enter a phone number, attempt to enter a phone number for a device that is in your possession and may be associated with you in financial records. This device does not have to be the same device utilized for MFA/2FA.

Choose verification method, such as a driver's license:



The screenshot shows a web interface for identity verification. At the top, it says "ID.me + ScriptSure" with the ScriptSure logo. Below this is the heading "VERIFY YOUR IDENTITY". The text explains that there are several options to verify identity, it only takes a few minutes, and you only need to verify once. It also states that permission is needed to use credit profile and public sources, but this won't affect the credit score. A section titled "Choose a verification method" lists three options: "Driver's license or state ID", "Passport", and "Passport card". Each option includes instructions to upload photos and enter a social security number, followed by a "Start Now" button. At the bottom, there is a link for "I don't live in the United States".


**ID.me + ScriptSure**  
daw Systems, Inc.


**VERIFY YOUR IDENTITY**


There are several options for you to verify your identity and this process only takes a few minutes.  
You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry this won't affect your credit score.

**Choose a verification method**

 **Driver's license or state ID**  
Upload photos of your driver's license or state ID and enter your social security number.  
**Start Now**

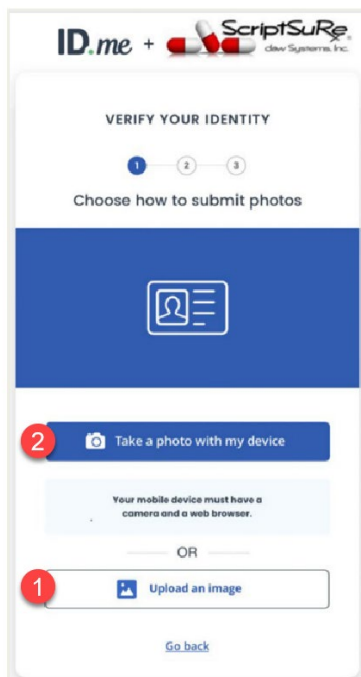
 **Passport**  
Upload a photo of your passport and enter your social security number.  
**Start Now**

 **Passport card**  
Upload photos of your passport card and enter your social security number.  
**Start Now**

[I don't live in the United States](#)

REV. 11/2022

**Submit Photos:** Select option 1 or 2 below and follow the prompts to submit your photos.

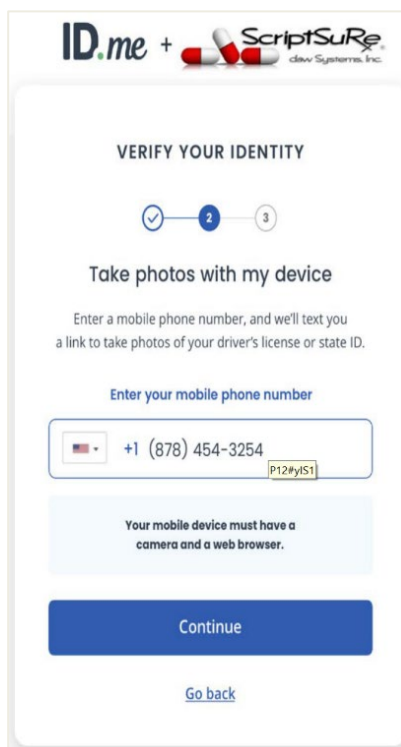
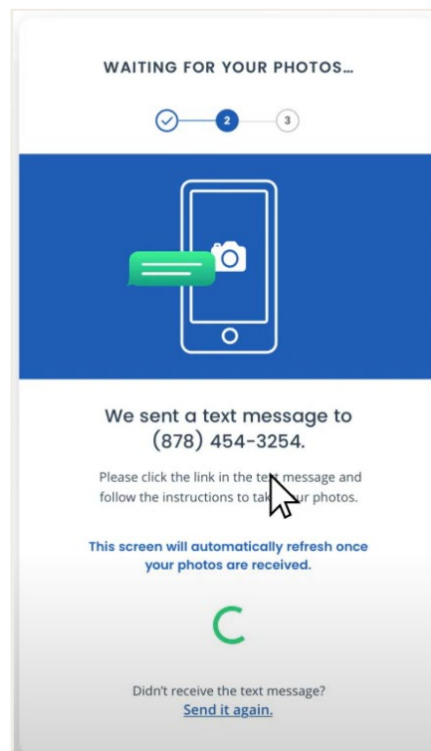


1. **Upload an image:** This option will allow you to upload a file and can be used if you have a saved picture of your document.

OR

2. **Take a photo with my device:** This option will allow you to take a picture with your phone.

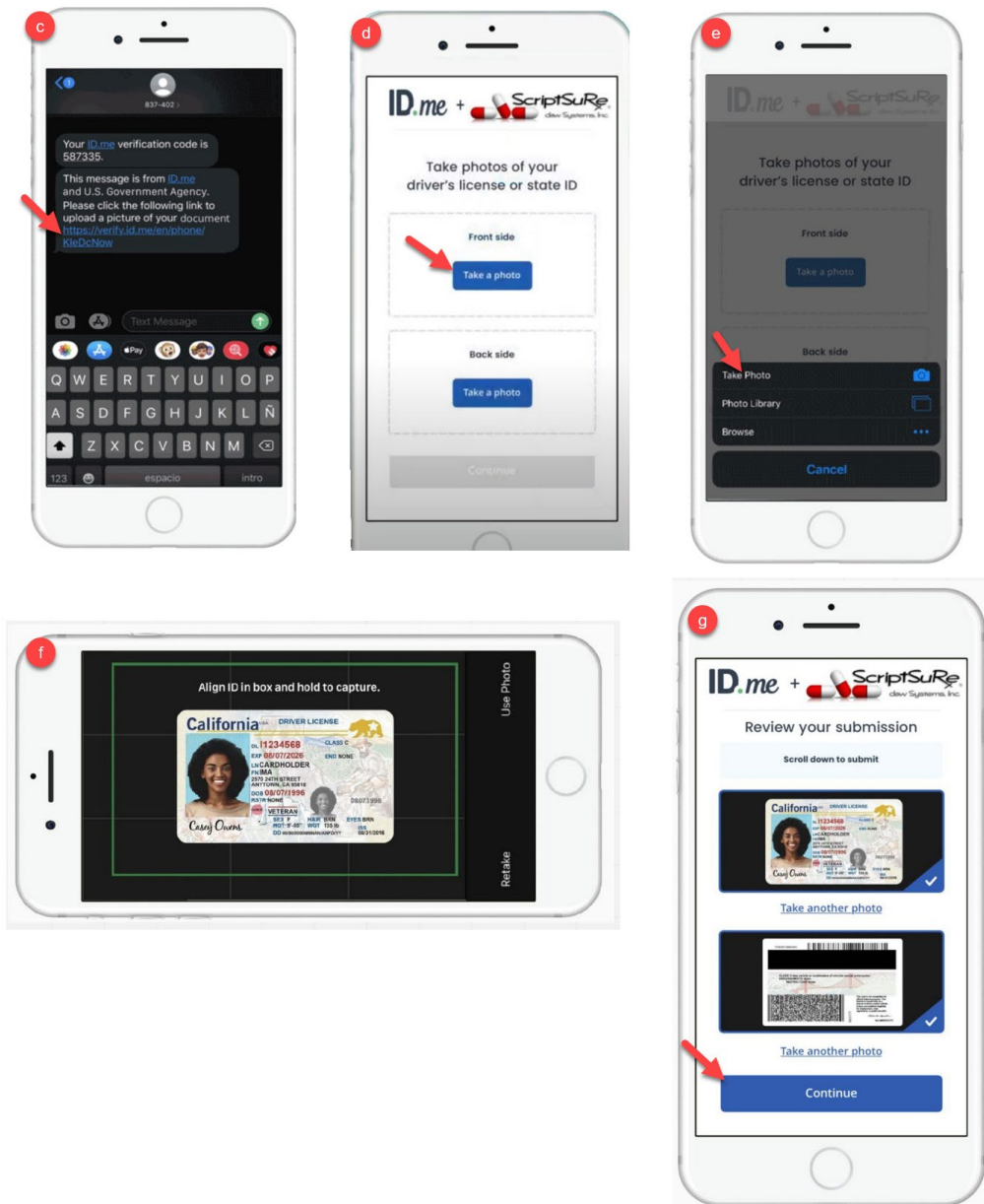
- Enter your cell phone number and click “Continue”.
- Then check your cell phone for a text message. (see next page for next steps)

REV. 11/2022

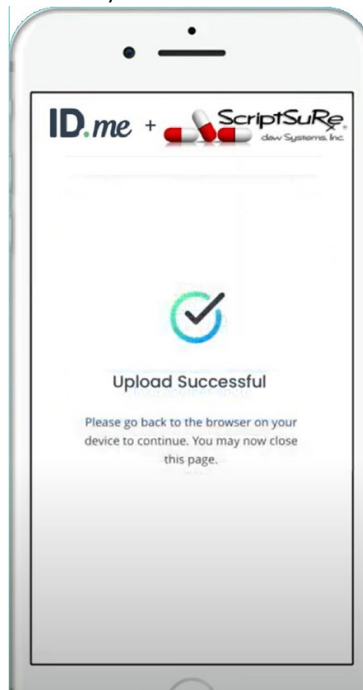
On your cell phone:

- c. Click the link in the text message.
- d. Click “Take a photo” to take a picture of the front of your document.
- e. Select “Take Photo”
- f. Align your ID in the box and hold to capture the photo.
- g. Repeat the process for the back side of your ID. When the front and back have been completed, hit “Continue”.

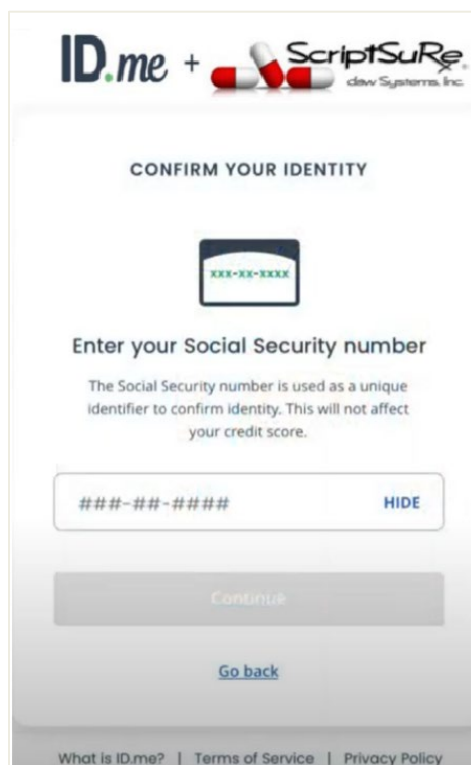


REV. 11/2022

When you see the message below, go back to your other browser to complete the next steps.



Enter your social security number and click "Continue".

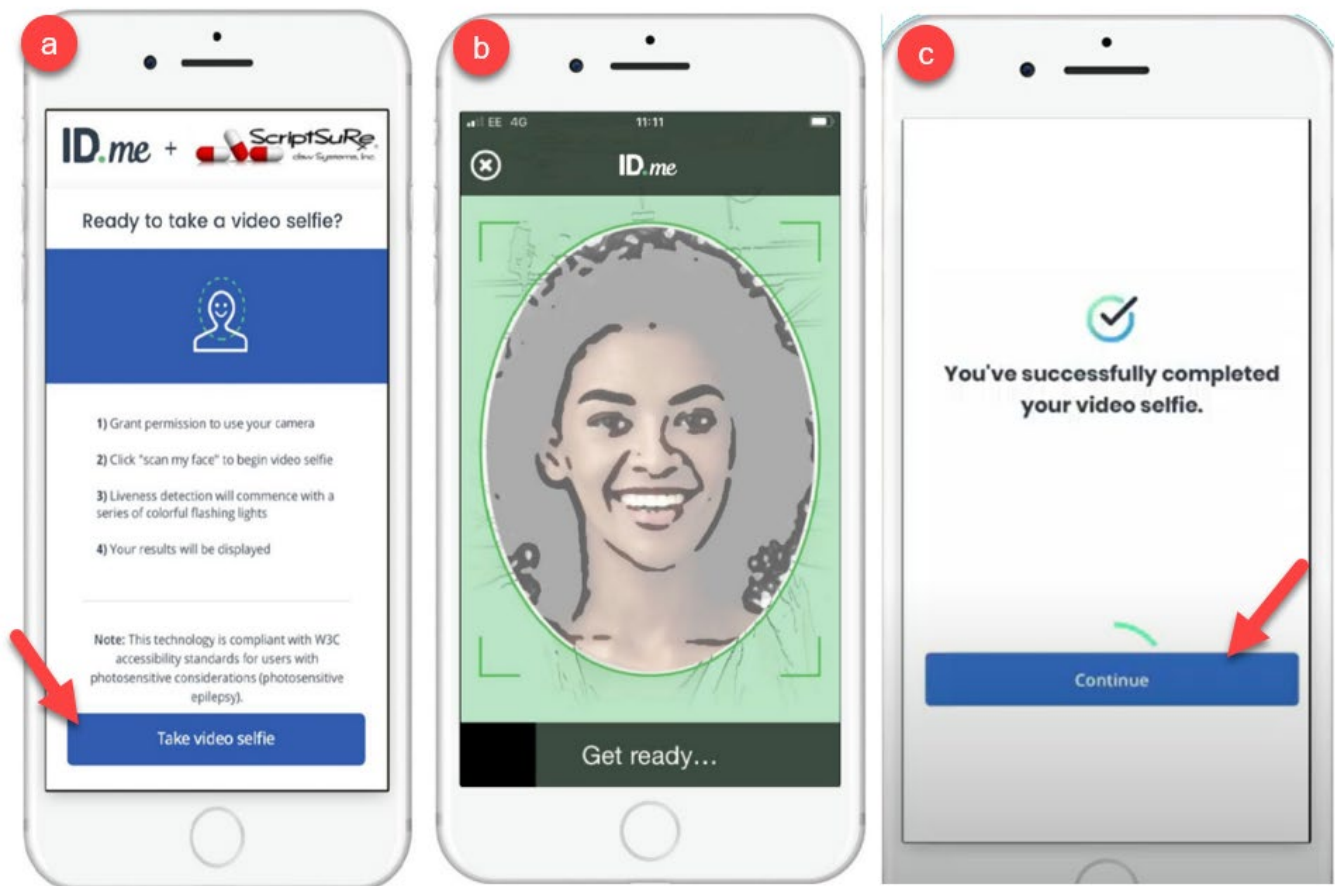
A web page for identity confirmation. At the top is the 'ID.me + ScriptSure' logo. Below it, the heading 'CONFIRM YOUR IDENTITY' is centered. A graphic of a Social Security card with 'XXX-XX-XXXX' is shown. The text 'Enter your Social Security number' is followed by an explanatory sentence: 'The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.' Below this is a text input field containing '###-##-####' and a 'HIDE' button. A large 'Continue' button is positioned below the input field, and a 'Go back' link is at the bottom. The footer contains links for 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.



REV. 11/2022


**Take a video selfie:**

- a. Click "Take video Selfie"
- b. Follow the prompts to take the selfie. (See helpful tips below)
  - Take the selfie / video selfie "straight on", and not at an angle.
  - Use portrait orientation.
  - Make sure your whole face is visible.
  - Turn off the flash on your camera.
  - Make sure there is no glare.
  - Make sure you are in a well-lit room.
- c. Click "Continue" when it shows it was successful.



REV. 11/2022

**Verify Medical Credentials (NPI/DEA):** Enter your NPI, State, and DEA number, and click Continue. Confirm your information, select the Provider Type, and click "Continue.


**MEDICAL**

Your NPI number and DEA number are needed to verify your identity.


\* Indicates a required field

**NPI Number (Type 1 - Individual Provider)\***

**DEA Number\***

☐ I am a resident or intern, and my DEA number is Institutional.

[Add another DEA number](#)


**MEDICAL**

Please confirm the following information pertaining to your role as a medical provider.

**NPI Number (Type 1 - Individual Provider)**

**State License Number**

**Issuing State**

**Provider Type\***

\* Indicates a required field

**Specialty**

## STEP 10: Successful Identity Verification

If verification is successful, follow on-screen prompts to continue to the next step of the workflow. Go to STEP 12 of this guide.

*STEP 10(a): DAW SYSTEMS, INC. application or team reviews and then does a final approval of the user and the user is registered for ERX on the Surescripts network.*

## Step 11: Unsuccessful self-serve verification

If ID.me is not able to verify your identity via self-serve workflow, a real person from ID.me's team may need to assist in completing your verification. About 3-5% of providers who complete ID.me's self-serve workflow need to talk with a real person on ID.me's team to complete their identity verification. ID.me's in-person service to complete identity verification is completed virtually, via video chat.

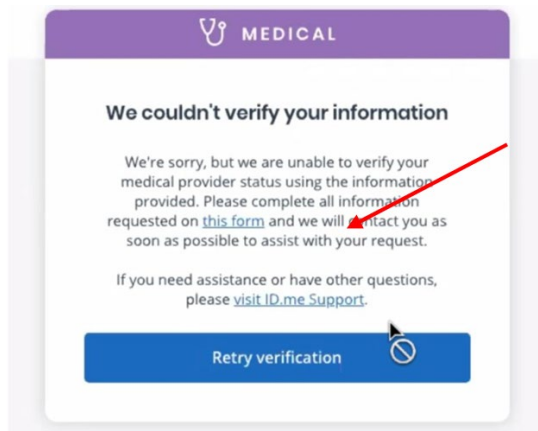
### GET STUCK ALONG THE WAY?

**Talk to a real person!** At ID.me we have a No Identity Left Behind mission. Just in case you get stuck along the way, we are here to help. Connect with an ID.me team member via video call and we will verify your identity in moments.

Not all who see an error code or RETRY button will be required to perform a video session to complete identity verification. Users are required to RETRY verification once before being presented the option to connect to an ID.me team member.

## Retry

If ID.me is unable to verify your identity via self-serve workflow, you will see a RETRY button. Select RETRY to proceed. You may choose a different verification method than on your previous attempt or attempt the same method again. You must RETRY verification to continue.



If the retry is successful, follow on-screen prompts to proceed to the next step of the workflow.

If the retry is unsuccessful, you will be presented with the option to VERIFY IDENTITY VIA VIDEO CALL or to Retry Verification.

## Verify via Video Call

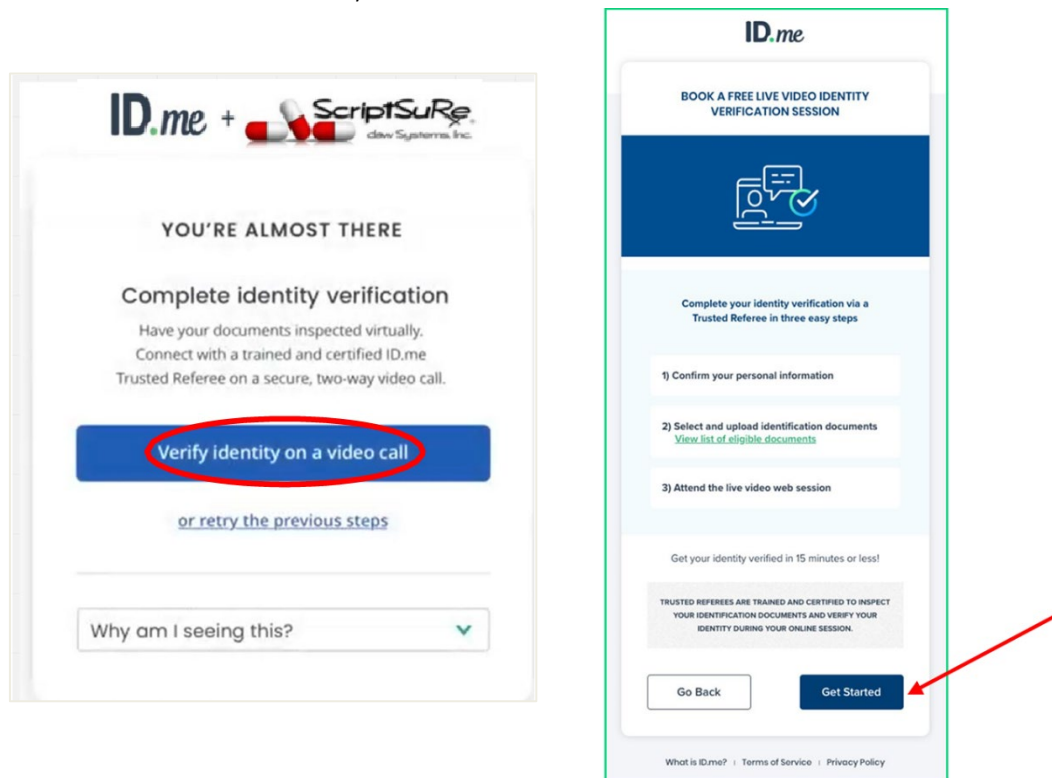
Select VERIFY IDENTITY VIA VIDEO CALL to connect to a certified ID.me team member, called a Trusted Referee, to complete your verification.

Completing your Virtual In-Person identity verification should be simple and fast.

Once you are in the video call, it should only take a few minutes to verify your identity.

To Get Started, follow on-screen prompts to upload additional documents and take a Selfie.

After your documents and Selfie are uploaded, you will be connected to an ID.me team member to perform Virtual In-Person identity verification.

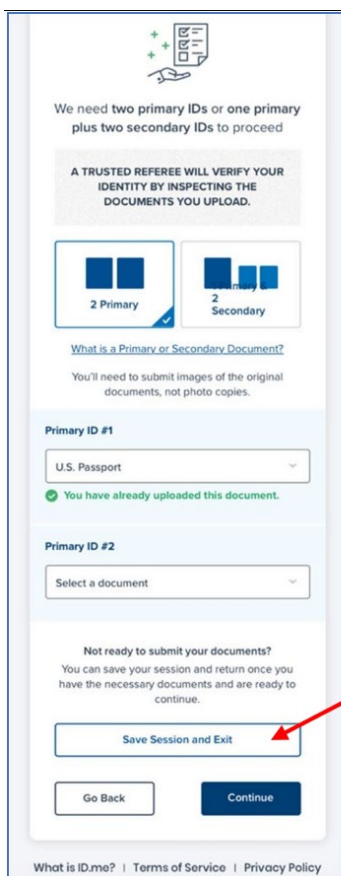


NOTE: The document upload and Selfie are required to proceed to the video session.

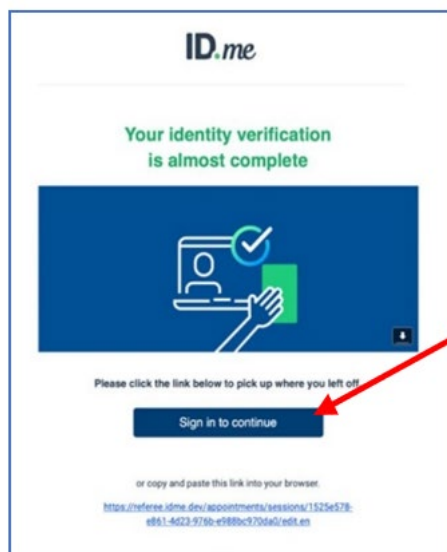
REV. 11/2022

If you don't have the documents needed on-hand, use the SAVE SESSION AND EXIT button at the bottom of the screen to save your spot in the workflow. You will be sent an email with a link to click in order to return to the same spot in the workflow (with the documents and/or selfie you have uploaded saved).

Documents ready? Click the link included in your Save Session and Exit email to return to the same spot and continue the workflow.



The screenshot shows the ID.me verification interface. At the top, it states: "We need two primary IDs or one primary plus two secondary IDs to proceed". Below this, it says: "A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD." There are two sections for document upload: "2 Primary" and "2 Secondary". A link "What is a Primary or Secondary Document?" is provided. Below, it says: "You'll need to submit images of the original documents, not photo copies." The "Primary ID #1" section shows a dropdown menu with "U.S. Passport" selected and a green checkmark with the text "You have already uploaded this document." The "Primary ID #2" section has a dropdown menu with "Select a document". At the bottom, there is a section titled "Not ready to submit your documents?" with the text: "You can save your session and return once you have the necessary documents and are ready to continue." Below this text is a button labeled "Save Session and Exit", which is highlighted with a red arrow. At the very bottom are "Go Back" and "Continue" buttons.




The screenshot shows the ID.me verification completion page. At the top is the "ID.me" logo. Below it, it says: "Your identity verification is almost complete". There is a graphic of a hand holding a document with a checkmark. Below the graphic, it says: "Please click the link below to pick up where you left off". There is a button labeled "Sign in to continue", which is highlighted with a red arrow. Below the button, it says: "or copy and paste this link into your browser." and provides a URL: <https://referee.idme.dev/appointments/sessions/1525e578-e861-4623-978b-e988bc970da0/edit/en>.

REV. 11/2022

## STEP 12: Complete ID.me's workflow

Complete ID.me's workflow by selecting ALLOW, authorizing ScriptSure to receive your verified identity information.

**AUTHORIZE SCRIPTSURE**

Before we send you back to ScriptSure, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

---

ScriptSure will receive:

✓ Email

✓ Last Name

✓ First Name

---

Allow

Deny

You can remove this access at any time by changing your ID.me account settings.

---


[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

REV. 11/2022

Step 13: You will now be navigated back to the ScriptSure program windows where you can complete any remaining next steps

### Sign BAA

- A Business Associate Agreement (BAA) must be signed. Click “start” to review and sign the Agreement.


**Business Associate Agreement (BAA)**


2

**REQUIRED**

The HIPAA Privacy Rule requires Covered Entities (medical providers) to have a signed Business Associate Agreement with any Business Associate (BA) that stores, uses or discloses Protected Health Information such as patient data. This must be done for EACH practice location. As we are your BA and ScriptSure Cloud ERX will store, use and disclose patient data to pharmacies, you must sign a BAA to proceed.

(Internal Ref: 700)

START


**Setup Administrator User**

3

**REQUIRED**

The DEA requires every E-Prescribing account to have a minimum of 1 provider and one supporting user who is a full administrator. This is required even if you are a solo-practitioner. The supporting user invited can be an employee, manager, colleague, relative or friend. This user will receive an email to setup their access and must login and APPROVE the provider for E-Prescribing ONE-TIME! (Internal Ref: 900)

INVITE ADMINISTRATOR

- Enter signer and practice info and Click SIGN BAA and Confirm signing.

Sign BAA

Signer

First Name *	Last Name *	Title *
Kristy	Aleman	Cto
6 / 35	6 / 35	3 / 35

Email \*

Demo40@scriptsure.com

Sign BAA

By signing this document you are attesting that you have legal authority to sign contracts on Aesthetic Record behalf

CANCEL

SIGN

Zip *	City *	State *
44306	Akron	AK
5 / 5	5 / 35	

Please click the View button to download and read the document. Once you have completed reading the document the Sign button will appear. Please click sign after you have agreed to the terms of the document.

CLOSE

PREVIEW BAA

SIGN BAA

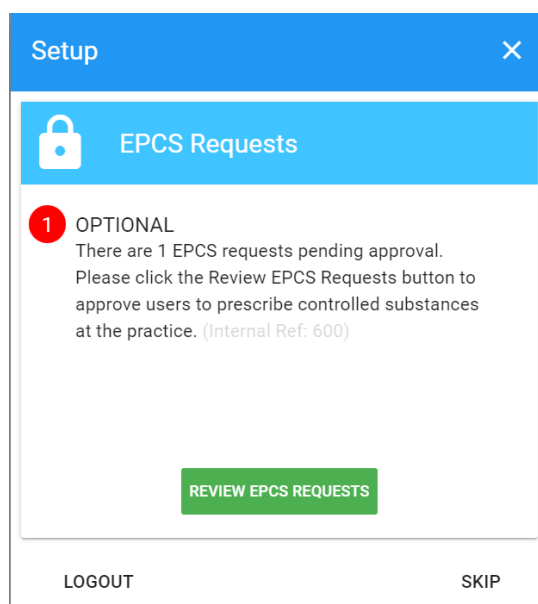


REV. 11/2022

Step 14: You will now be navigated back to the ScriptSure program windows where you can complete any remaining next steps

### EPCS Requests

You can approve any providers and users that need to prescribe controlled substances in the application.



STEP 15: You can now login to ScriptSure at [www.scriptsure.com](http://www.scriptsure.com) using your username (your email address) and the password you set.

### Troubleshooting:

Questions about Identity Verification?

See ID.me's frequently asked questions (FAQ) pages for quick tips on [EPCS or eRx - How do I verify my identity for EPCS or eRx?](#) and [Setting up push notification multi-factor authentication \(MFA\)](#)

### Questions or Issues during Setup?

For help with any issues during setup, contact [support@dawsystems.com](mailto:support@dawsystems.com) or call 866-755-1500 x2