How to Sync your Hardware Token

*THIS IS ONLY NECESSARY FOR DOCTORS WRITING CONTROLLED SUBSTANCES. *

NOTE: Syncing the Hardware Token **must** be done under the **Doctor's login**

- Login to iCoreRx site.
- Select any Patient and navigate to **Compose Rx**.
- Select the **Admin** tab on the top menu bar.
- Under the **EPCS User Controls** section, click on the **EPCS Device Management** link.
- Click the **Authenticate** button in the **Manage Phones** section
    - Select if you would like your one-time password code sent via phone call or SMS text message.
    - Once you receive the code, enter it in the **One- Time Password Code** box and click **Submit**.
- Click the **Add Token** button in the **Manage Token** section.
- Enter the **token's serial number** located on the back of the hardware token.

Quick Tip:
The serial number is the largest identifier on the back and contains both letters and numbers. *Example Serial Number: GALH12345678*

- Click the **white button** on the front of the hardware token to receive a **One-Time Password**.
    - Enter this 6-digit number in the **One-Time Password 1** field.
    - Wait for the numbers to disappear from the screen.

Quick Tip:
The digits will disappear approximately 30 seconds after the button is pressed.

- Press the button again to get a **NEW** set of numbers for password 2.
    - Complete the electronic prescription pad; Left to right:
    - Enter this 6-digit number in the **One-Time Password 2** field.
- Click the **Submit** button.

IMPORTANT:
CLICKING SUBMIT MORE THAN ONCE WILL RESULT IN AN ERROR.
The computer will now begin syncing the Hardware Token to the account. Please note that the computer will stay on the same screen until the syncing process has finished.

- Your Exostar Account indicates that **Token Status** is **Active**.
    - Click **Cancel** to return to the **Admin** screen.
- The Hardware Token will be successfully synced at this point and can be used to sign for Controlled Substances.

Quick Tip:
If any errors occur, contact our support team right away at 888-810-7706 or support@icoreconnect.com.