

## 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**

- Select a Patient and click on the **View Details** button.
- Click on the **Add Prescriptions** button
- 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.
  - 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](mailto:support@icoreconnect.com).