

EPCS: Did You Get a New Phone?

Before trading in your current smartphone or tablet with your registered VIP Access app, please register a second token so you don't have to repeat the Identity Proofing Process.

This article explains how to register a new soft token for Experian-registered users getting a new phone who will add their new token on the web site.

When you get a new device, follow the steps outlined below:

Step 1: Make sure you have your old phone with your soft token with you.

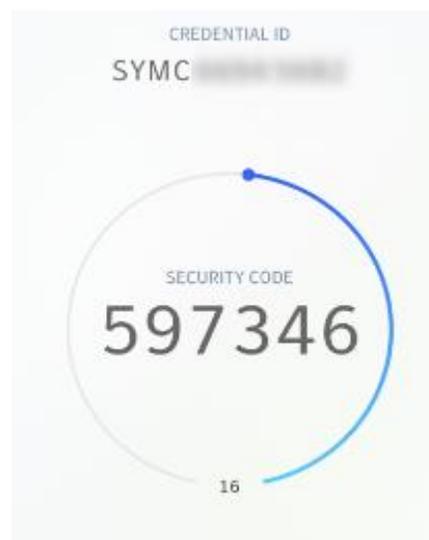
- [Submit a request](#) for the DrFirst Support Team or talk to your administrator if you do not have your old phone or second token.

Step 2: Download the **VIP Access** app from the [Apple App Store](#) or [Google Play Store](#) on your new device.

Step 3: Visit our [EPCS Gold login page](#) and log in with your **NPI** number and **Passphrase** (controlled substance password).

Step 4: Select an active token from the **Token** dropdown menu, then enter the **One Time Pin (OTP)** generated from that token. The OTP is a 6-digit security code from that device.

- If you are using the VIP Access soft token app (gold circle with a black checkmark inside), the OTP is the security code that changes every 30 seconds.



- If you are using a hard token (OneSpan or Symantec), the OTP is displayed once you click the button on the front of the device. Read the following article to learn how to use the OneSpan hard token properly: [How To Use the OneSpan Hard Token](#).

Step 5: Once you are fully logged into the system, click the **Tokens** tab or click the **Manage Tokens** link.

The screenshot shows the EPCS Gold Prescriber Dashboard. The navigation menu at the top includes Home, Profile, Tokens (highlighted with a red box), Reports, and Contact Us. The user's name is Jane Doe and their NPI is 1234567890. The dashboard displays two tables: 'Current Organization Grants' and 'Current Tokens'. The 'Current Organization Grants' table has one entry for DrFirst Inc with an ACTIVE status. The 'Current Tokens' table has two entries: iPhone 7 and Latitude Laptop, both with ACTIVE status. A 'Manage Tokens' button is highlighted with a red box in the bottom right corner.

Current Organization Grants		
Organization Name	DEA Number	Status
DrFirst Inc	1234567890	ACTIVE

Current Tokens		
Token Name	Token Identifier	Status
iPhone 7	1234567890	Active
Latitude Laptop	1234567890	Active

© 2013 - 2021 DrFirst.com. All rights reserved.

(click to enlarge)

Step 6: will be redirected to a page where you will see an orange **Add New Token** button.

Name: Jane Doe

NPI: 1234567890

[Report Lost Token](#)

Current Tokens

Token Name	Credential ID	Manufacturer	Issuer	Type	Model	Status	Action
iPhone	*****	SYMANTEC	DRFIRST	OTP SOFT TOKEN		Active	Disable / Delete
Computer	*****	SYMANTEC	DRFIRST	OTP SOFT TOKEN	OTP SOFT TOKEN	Active	Disable / Delete

[Show Deleted Tokens](#)

Add New Token

(click to enlarge)

Step 7: You can now add a new device, including those with the VIP Access mobile app (can download from the App Store onto your new phone). You can also add a Hard token (physical fob) that you may have received from us. Use the PIN from your old token to add the new token.

[Show Deleted Tokens](#)

Add New Token

Add Two Factor Authentication Token

Token Manufacturer * SYMANTEC ?

Token Issuer * DRFIRST ?

Token Type * OTP SOFT TOKEN ?

Token Name * AF iPhone ?

S/N or Credential ID * ***** ?

OTP * ***** ?

Show Clear Text

Save

(click to enlarge)

- We recommend you have at least two authentication devices associated with your account. This can be a physical authentication token from Symantec or OneSpan, a software token on your mobile device, or any combination.

Step 8: Disable your old phone by following the directions outlined below:

- Locate your old device from the table
- Click **Disable** in the **Action** column.
- Select the **Reason for disabling** the token and click **Disable**.
- Your selected token is now disabled.

It is recommended to always have two tokens registered for e-prescribing. You must have a valid token to access Token Management.