

Request a Hard Token

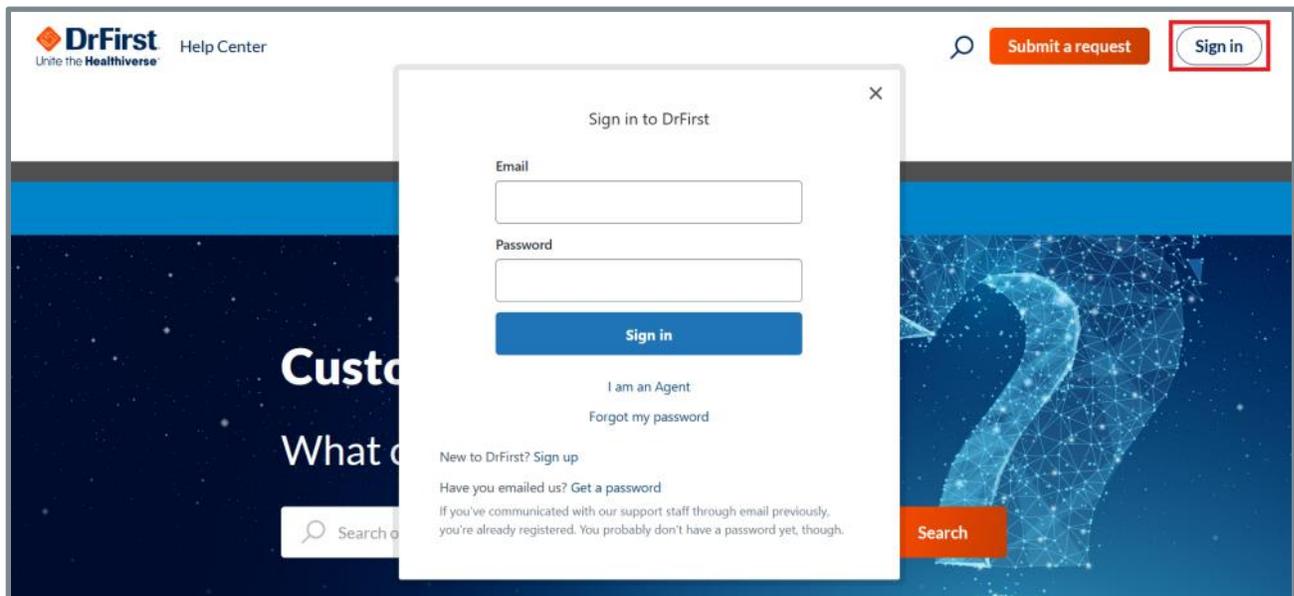
This article explains how to **submit a request** for a new or replacement hard token (also called a key fob).

- If you are contracted with an EHR, please reach out to your EHR for hard token replacement.
- If you are contracted with DrFirst, follow the steps below.

Order a replacement hard token

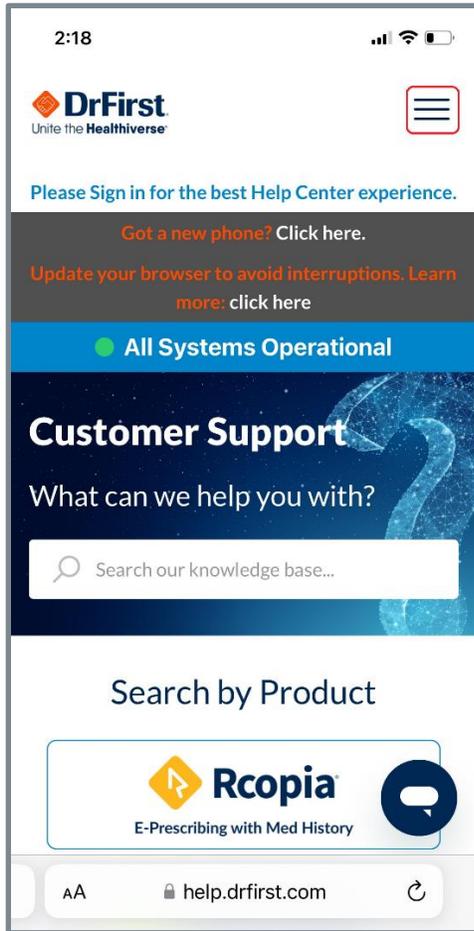
Note: DrFirst has a 90-day limited warranty period on hard tokens. This limited warranty excludes damage or loss. For warranty claims, include the provider's **NPI**.

1. [Sign in](#) to [Submit a request](#) at the top or bottom of the Help Center (you may not see all options if you do not sign in).

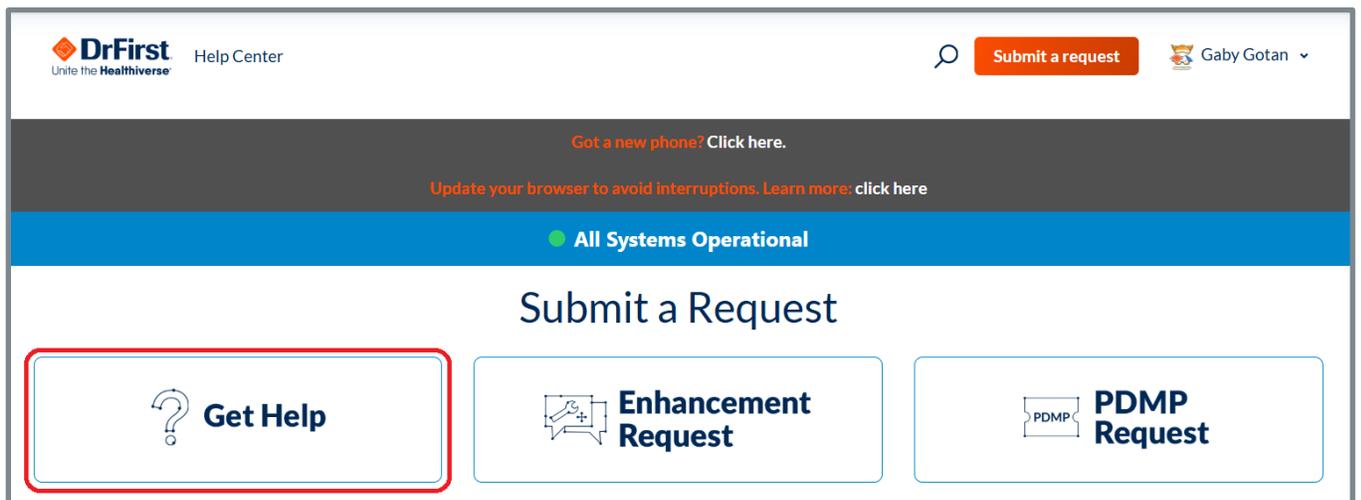


[Submit a request](#)

Note: If you're viewing from a mobile phone, click into the main menu (three horizontal lines on the top right corner) to see the sign in option.



2. Select **Get Help** (you may not see all options if you did not sign in).



3. Scroll down to view the online form that appears. For token requests, populate fields as follows:

- **How is this impacting your business?** Select a severity level (e.g., **Moderate**)
- **Which product do you need assistance with?** Select **Electronic Prescribing for Controlled Substances {EPCS Gold}**
- **What do you need help with today?** Select **Token Assistance**
- **Type of Token Assistance needed.** Select **New Token**
- **Is this being delivered to a residence?** Select either **Yes** or **No** and fill out address details.
- **Replacement.** Select **Yes**.
- Select a **Replacement Reason**.

How is this impacting your business?

Moderate - An issue is slowing me down

Which product do you need assistance with?

Electronic Prescribing for Controlled Substances {EPCS Gold}

What do you need help with today?

Token Assistance

Please choose from the dropdown the type of help you are requesting today.

Type of Token Assistance needed

-

New Token

Existing Token

Attachments (optional)

Add file or drop files here

Submit

Replacement?

Yes

DrFirst has a 90-day limited warranty period on hard tokens. This limited warranty excludes damage or loss.

Replacement Reason

-

Provider's Full name (optional)

Please enter the Provider's Full name for the Replacement Token

Provider's NPI (optional)

Please provide the Provider's NPI requesting the Replacement Token

Attachments (optional)

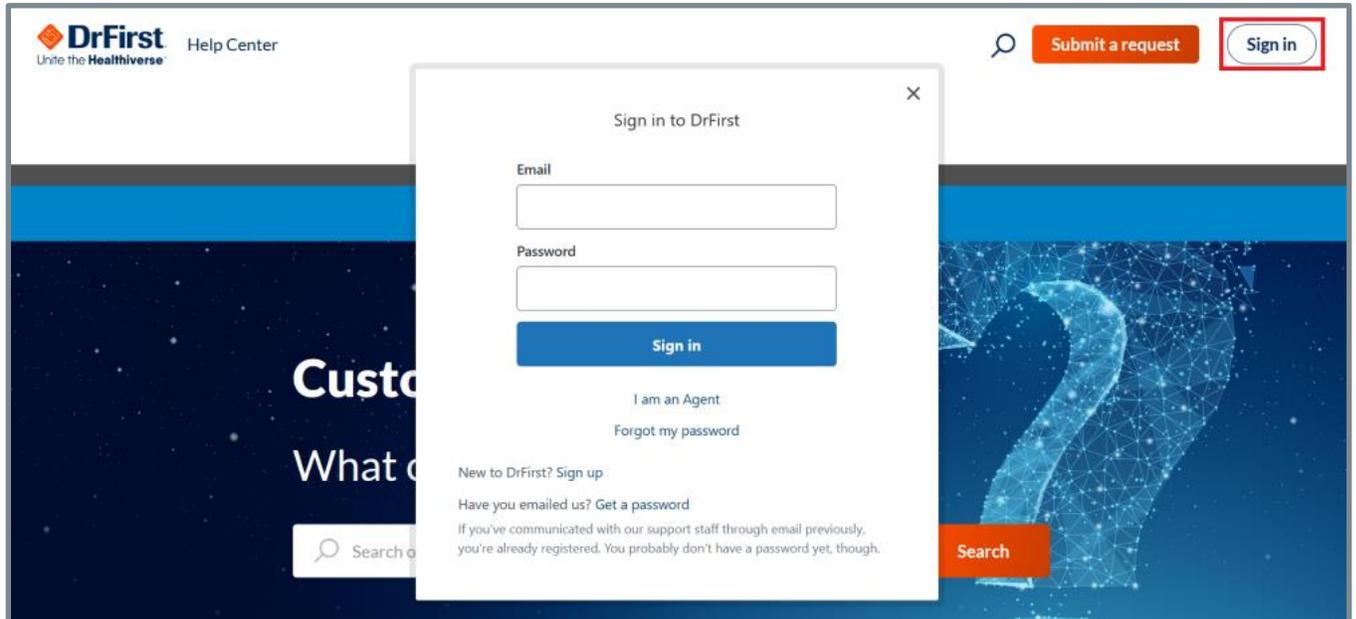
Add file or drop files here

Submit

4. Click **Submit**.

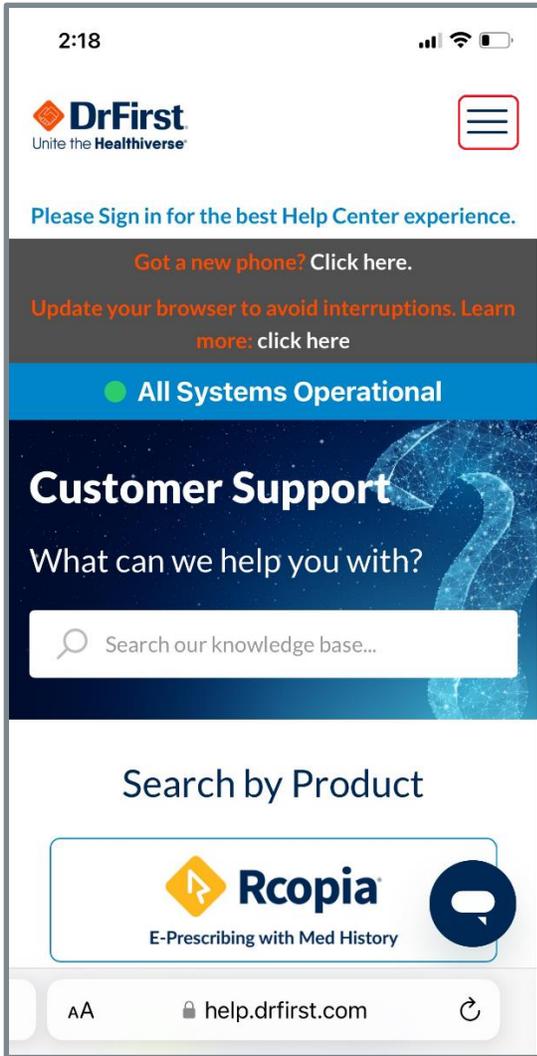
Bulk order hard tokens

1. [Sign in](#) to [Submit a request](#) at the top or bottom of the Help Center (you may not see all options if you do not sign in).

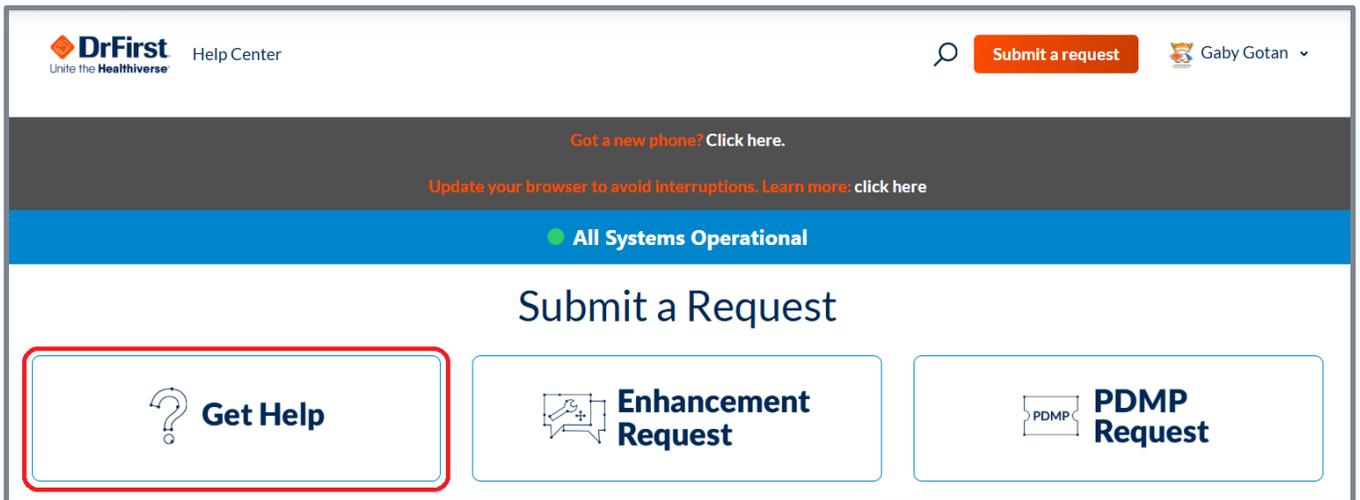


[Submit a request](#)

Note: If you're viewing from a mobile phone, click into the main menu (three horizontal lines on the top right corner) to see the sign in option.

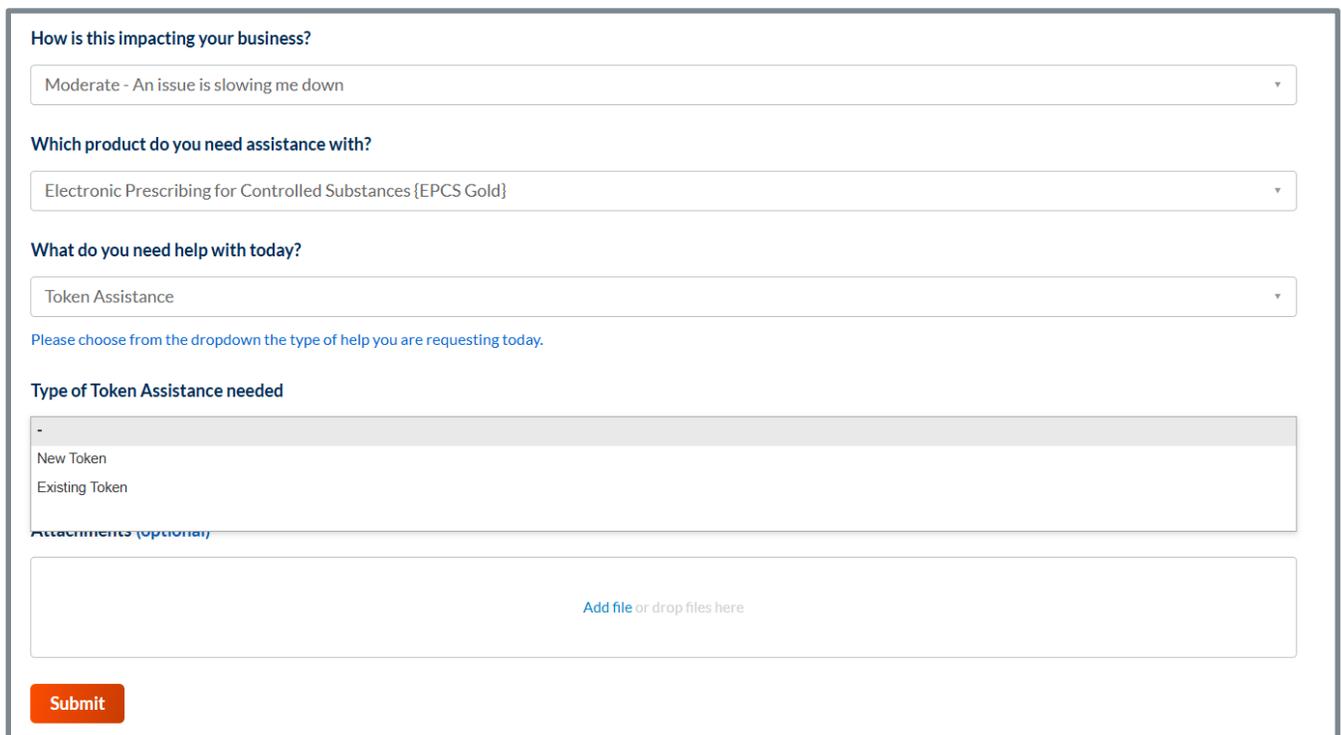


2. Select **Get Help** (you may not see all options if you did not sign in).



3. Scroll down to view the online form that appears. For token requests, populate fields as follows:

- **How is this impacting your business?** Select a severity level (e.g., **Moderate**)
- **Which product do you need assistance with?** Select **Electronic Prescribing for Controlled Substances {EPCS Gold}**
- **What do you need help with today?** Select **Token Assistance**
- **Type of Token Assistance needed.** Select **New Token**
- **Is this being delivered to a Residence?** For **bulk orders**, select **No** and include organization (practice/hospital) name in shipping details.
- **Number of tokens needed.** For **bulk orders**, select the total number you would like from the drop-down menu (up to 75).
 - After **75+** tokens, you'll be prompted to manually enter the number of tokens you want to order.
- **Replacement.** Select **Yes** or **No**. If **Yes**, select a **Replacement Reason**.
 - **Note:** If this is a request for a token to be replaced, DrFirst has a 90-day limited warranty period on hard tokens. This limited warranty excludes damage or loss. For warranty claims, include the provider's **NPI**.



The screenshot shows a web form with the following sections:

- How is this impacting your business?** A dropdown menu with the selected option "Moderate - An issue is slowing me down".
- Which product do you need assistance with?** A dropdown menu with the selected option "Electronic Prescribing for Controlled Substances {EPCS Gold}".
- What do you need help with today?** A dropdown menu with the selected option "Token Assistance". Below this is a blue note: "Please choose from the dropdown the type of help you are requesting today."
- Type of Token Assistance needed** A list box with three options: "-", "New Token", and "Existing Token". "New Token" is selected.
- Attachments (optional)** A large empty box with the text "Add file or drop files here" in the center.
- Submit** A red button with white text.

Number of Tokens Needed

-

1

2

3

4

5

Provide the number of tokens needed

Replacement?

-

DrFirst has a 90-day limited warranty period on hard tokens. This limited warranty excludes damage or loss.

Attachments (optional)

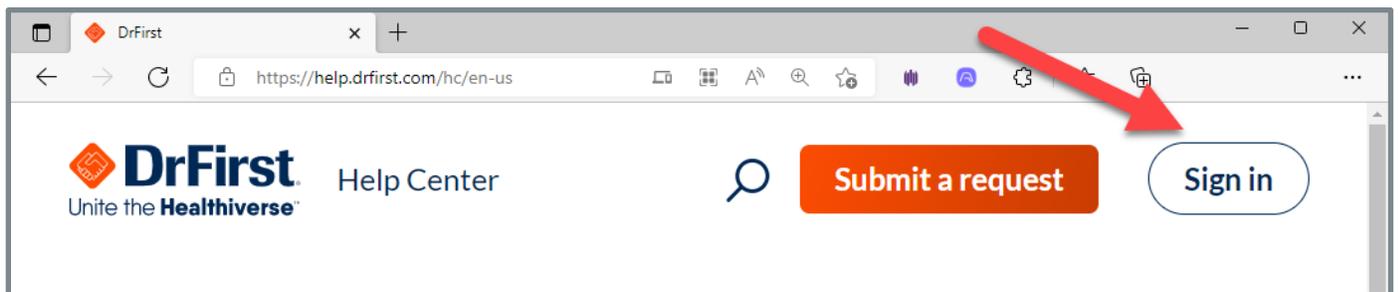
Add file or drop files here

Submit

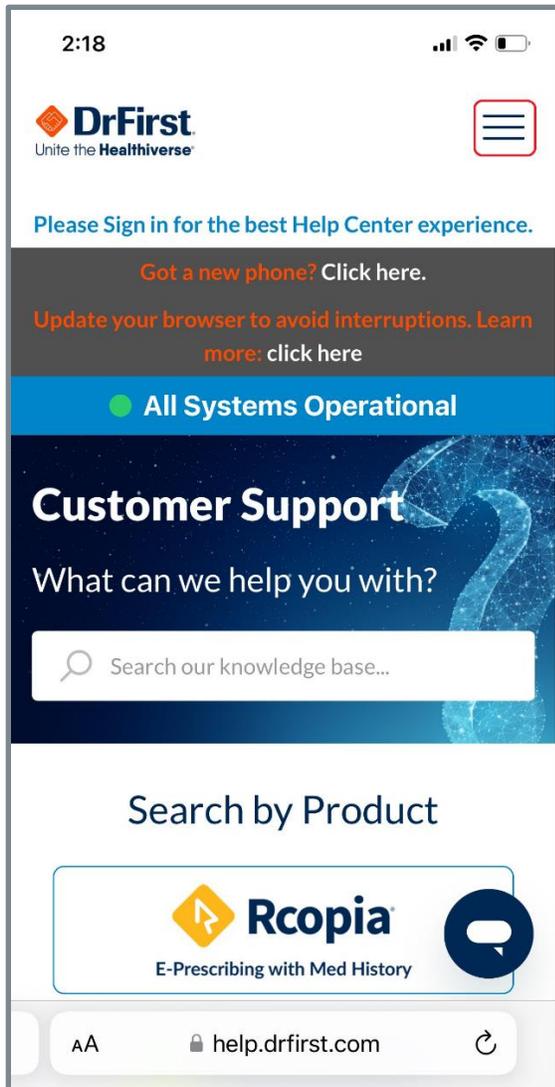
4. Click **Submit**

Request a new hard token

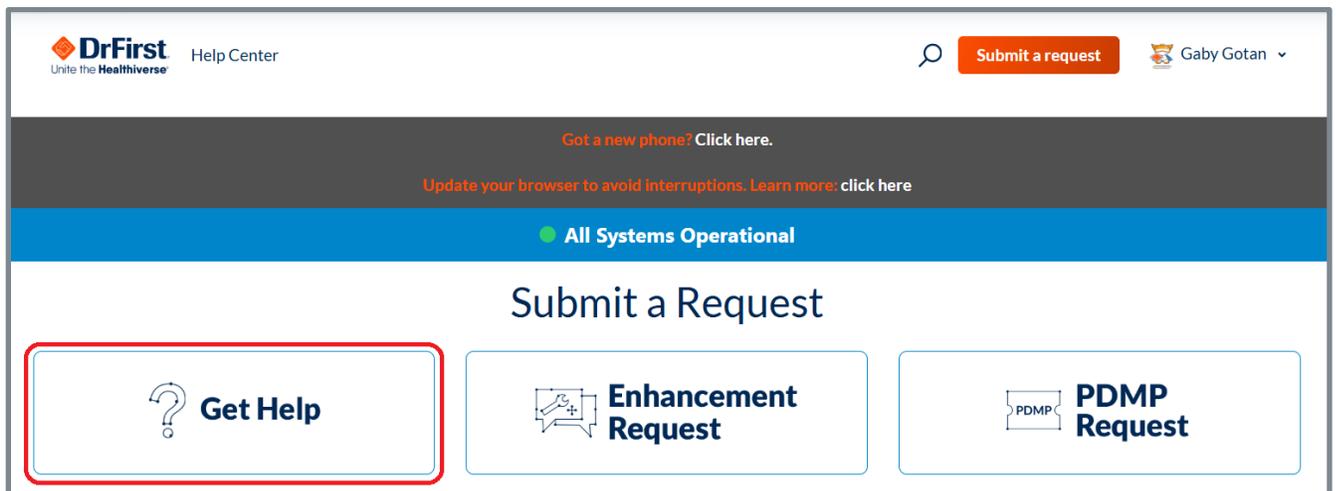
1. **Sign in** and select the [Submit a request](#) button on the top or bottom of the web page.



Note: If you're viewing from a mobile phone, click into the main menu (three horizontal lines on the top right corner) to see the sign in option.

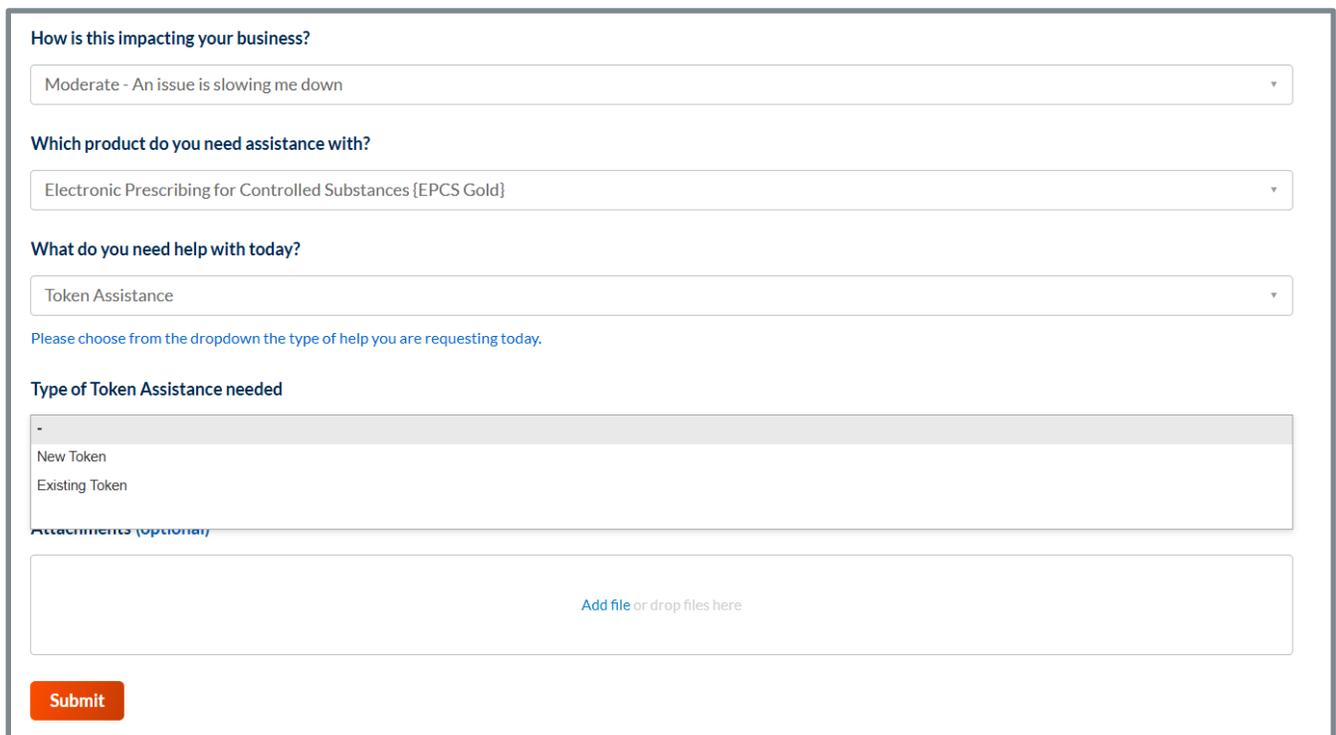


2. Select **Get Help?** (**Note:** If you did not sign in you may not see all options).



3. Scroll to the online form that appears. For token requests, populate fields as follows:

- **How is this impacting your business?** Select a severity level (e.g., **Moderate**)
- **Which product do you need assistance with?** Select **Electronic Prescribing for Controlled Substances {EPCS Gold}**
- **What do you need help with today?** Select **Token Assistance**
- **Type of Token Assistance needed.** Select **New Token** if you are requesting a new *hard* token (also called a key fob)
- **Is this being delivered to a Residence?** Yes/No
- **Number of tokens needed.** Select the number you need.
- **Replacement.** Yes/No. If **Yes**, select a **Replacement Reason**.
 - **Note:** If this is a request for a token to be replaced, DrFirst has a 90-day limited warranty period on hard tokens. This limited warranty excludes damage or loss. For warranty claims, include the provider's **NPI**.



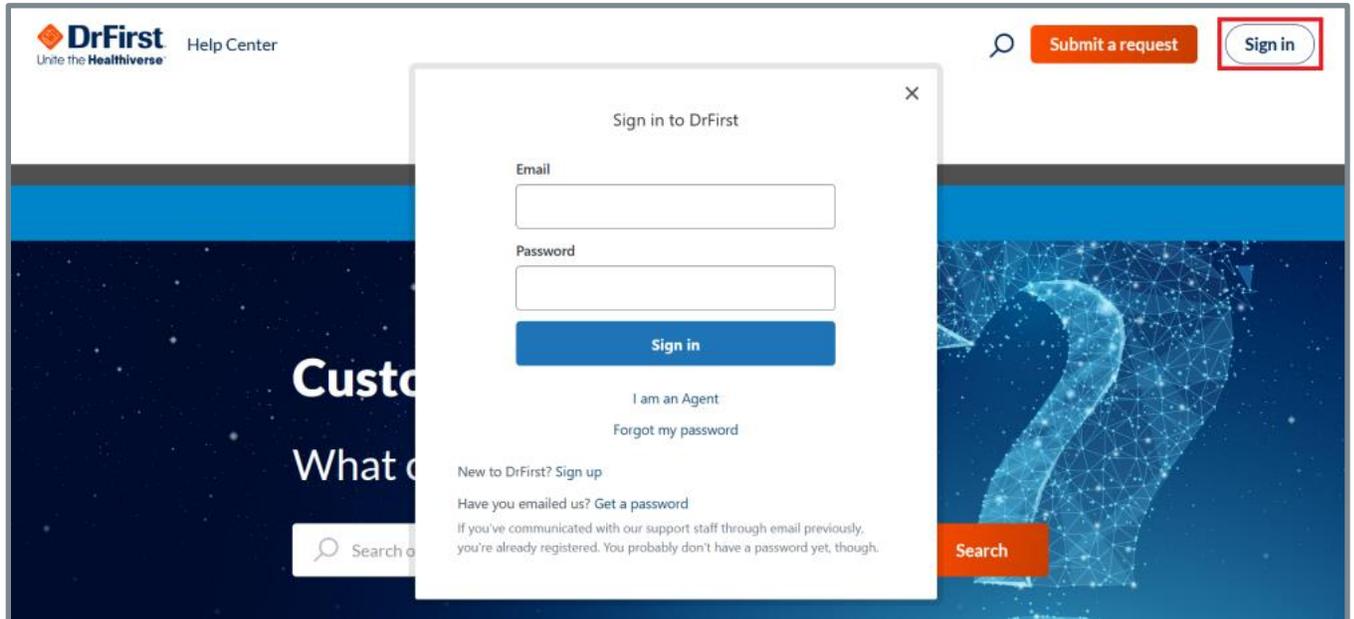
The screenshot shows a web form with the following fields and options:

- How is this impacting your business?** A dropdown menu with the selected option: "Moderate - An issue is slowing me down".
- Which product do you need assistance with?** A dropdown menu with the selected option: "Electronic Prescribing for Controlled Substances [EPCS Gold]".
- What do you need help with today?** A dropdown menu with the selected option: "Token Assistance".
- Type of Token Assistance needed** A list box with the following options: "-", "New Token", and "Existing Token". "New Token" is selected.
- Attachments (optional)** A file upload area with the text "Add file or drop files here".
- Submit** A red button at the bottom left of the form.

4. Click **Submit**.

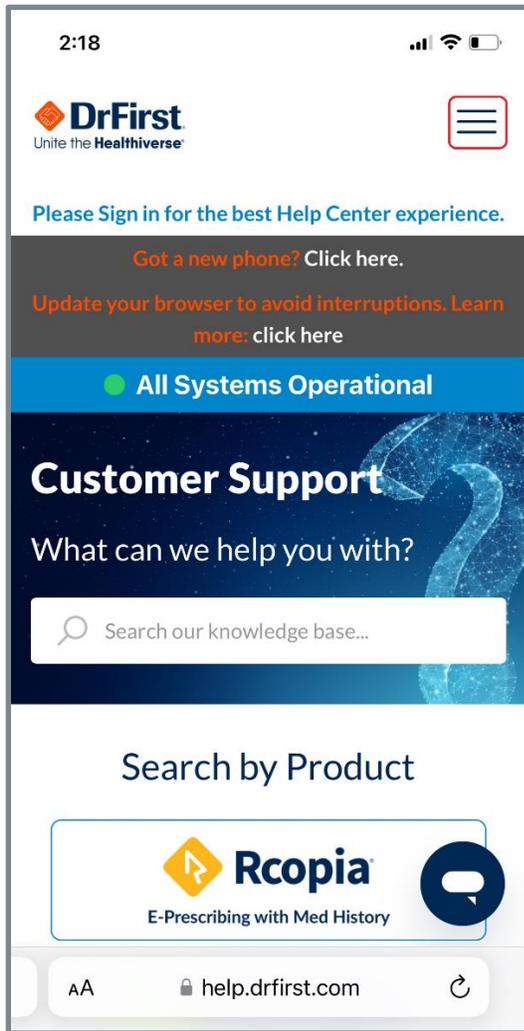
Assistance with an existing hard token

1. [Sign in](#) to [Submit a request](#) at the top or bottom of the Help Center (you may not see all options if you do not sign in).

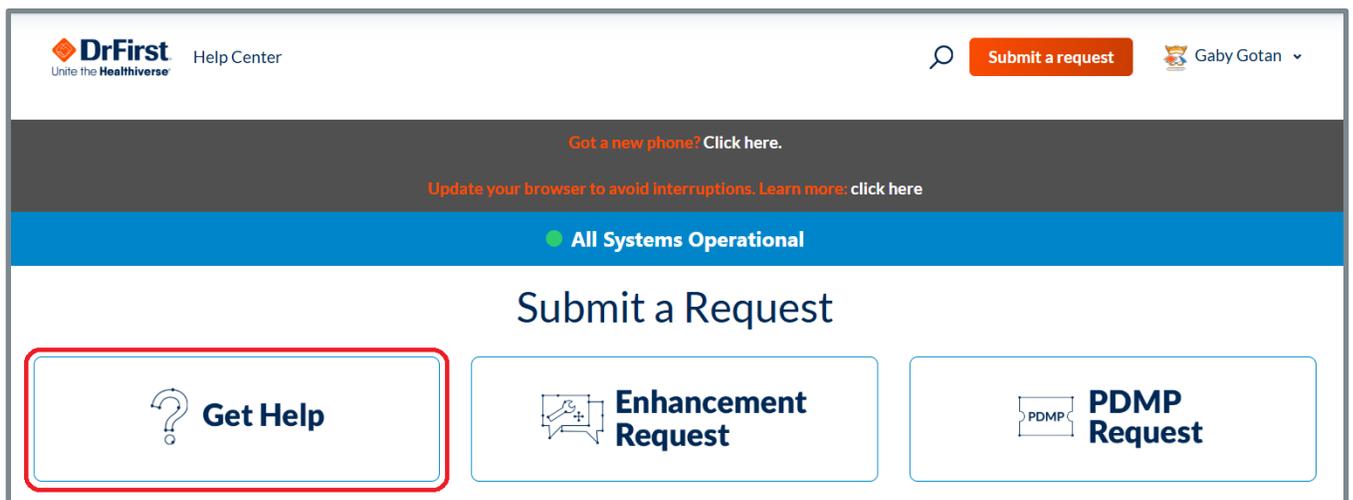


[Submit a request](#)

Note: If you're viewing from a mobile phone, click into the main menu (three horizontal lines on the top right corner) to see the sign in option.

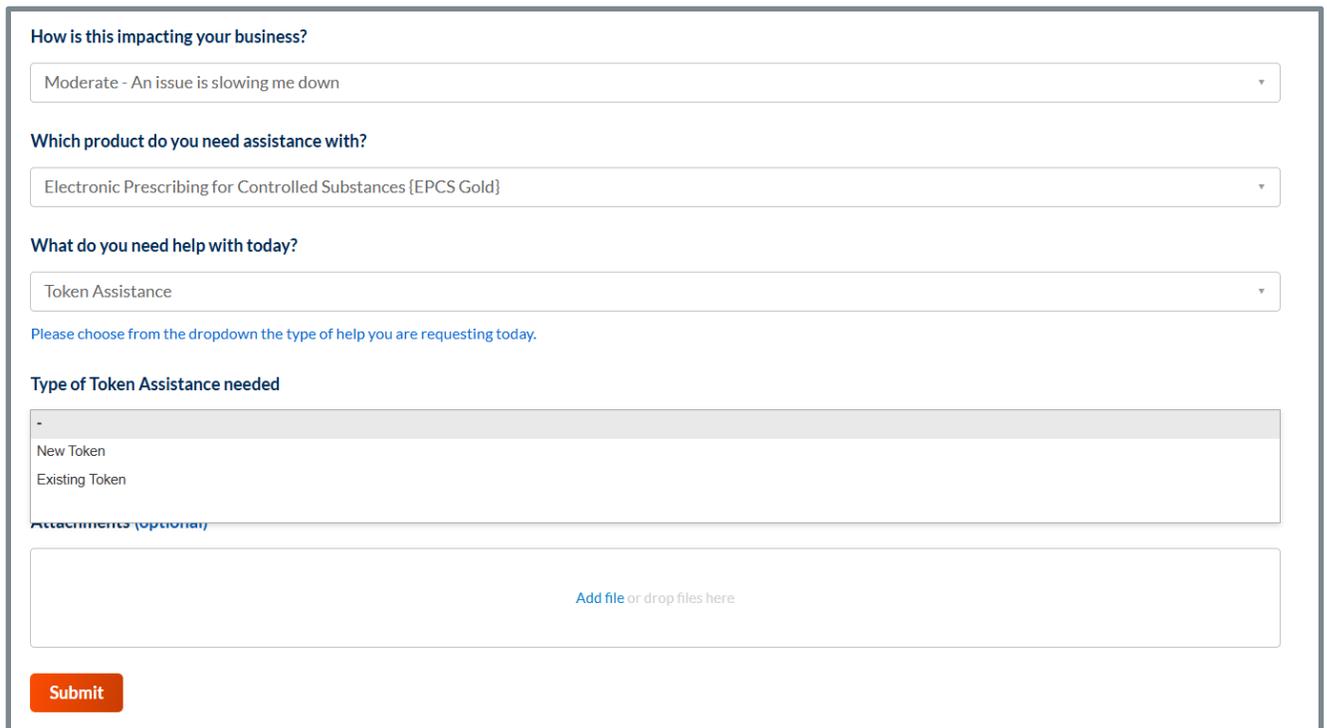


2. Select **Get Help** (you may not see all options if you did not sign in).



3. Scroll down to view the online form that appears. For token requests, populate fields as follows:

- **How is this impacting your business?** Select a severity level (e.g., **Moderate**)
- **Which product do you need assistance with?** Select **Electronic Prescribing for Controlled Substances {EPCS Gold}**
- **What do you need help with today?** Select **Token Assistance**
- **Type of Token Assistance needed.** Select **Existing Token** if you are experiencing issues with a current token that you use



The screenshot shows a web form with the following sections:

- How is this impacting your business?**: A dropdown menu with the selected option "Moderate - An issue is slowing me down".
- Which product do you need assistance with?**: A dropdown menu with the selected option "Electronic Prescribing for Controlled Substances {EPCS Gold}".
- What do you need help with today?**: A dropdown menu with the selected option "Token Assistance".
- A blue instruction: "Please choose from the dropdown the type of help you are requesting today."
- Type of Token Assistance needed**: A list box containing three options: a hyphen "-", "New Token", and "Existing Token".
- Attachments (optional)**: A large empty rectangular area with the text "Add file or drop files here" centered at the bottom.
- Submit**: An orange button with the text "Submit" in white.

4. Click **Submit**