



Managing your Hardware Token

You will order a hardware token during the initial Exostar registration process. The hardware token is a small device that you can use to retrieve an OTP and is independent of wi-fi or other internet connection.

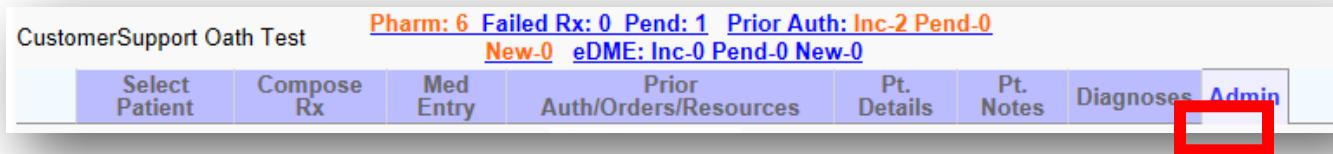


You are not required to activate your Hardware Token once received, however, we **strongly suggest** that you have more than one active OTP device. (Most providers add the Authy app as their preferred OTP and will use the hardware token as a backup device.) Keep in mind, if you do not add the hardware token as an active OTP device on your account and are unable to use your phone for the Authy app or authentication phone number, your account will need to be deleted and you will be required to start from scratch.

You can manage your hardware token by accessing your account. Your account is located on the Admin Tab of the NewCrop Screens under the link “Manage Your EPCS Account”:

Log into your EHR and access the NewCrop screens.

Once in NewCrop, go to the Admin Tab:



Click on “Manage Your EPCS Account”:



Managing your Hardware Token

Account Settings

Individual Prescriber Settings
Timothy A Applegate

These options require a prescriber role to modify

- Hide All Less Severe Drug Interactions (Show Only Contraindicated)
- Show Drug-Disease/Pregnancy review
- Show Drug-Pediatric/Geriatric review
- Show Duplicate Therapy review
- Show Food Precautions
- Compose Page Drug Review
- Allow Doctor Report Export
- Include 'obsolete' drugs in Drug Search
- Limit Drug Search to ophthalmic

Dose Checking on Compose Page

Lists

- [Location Pharmacy List](#)
- [Account Healthplan List](#)
- [Account Drug Set/Compound List](#)

Reports

- [Pharmacy Communications Log](#)
- [Prescriber Report](#)
- [Geriatric Drug Usage Profile](#)

Electronic Prescribing of Controlled Substances (EPCS)

Set-Up

- [EPCS Setup and User Guide](#)
- [Prescriber Registration and EPCS Set-up](#)

Maintenance

- [EPCS Subscription Payment \(New/Renew\)](#)
- [EPCS Error and Event Log](#)
- [X DEA Information](#)
- [Manage Your EPCS Account](#)
- [Order Spare Hardware Token](#)

AUTHENTICATION INTO YOUR ACCOUNT

You will first need to authenticate into your account. Do this by using your Authy phone app. Under the Manage Mobile Credential, click Authenticate (red button), and enter the 6 digits you see on the Authy app (no spaces). ***If the Authenticate buttons are grayed out, skip to the next step.***



Managing your Hardware Token

Manage One-Time Password Service

Last Authentication Date: _____ Renewal Date: 01 May, 2018 03:59 AM GMT

Manage Token

Authenticate Add Token

Manage Mobile Credential

Mobile Number: [+1-2105851747](#) Mobile Credential Status: Active

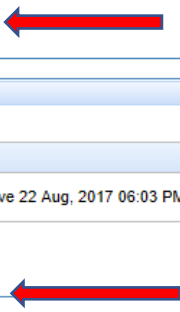
Authenticate Add Credential Deactivate

Manage Phones

Phone Number	Delivery Method	Status	Actions
+1-2105851747 [Default]	Text message to my Phone	Active 22 Aug, 2017 06:03 PM GMT	Delete Phone

Authenticate Add Phone

Revoke Account Cancel

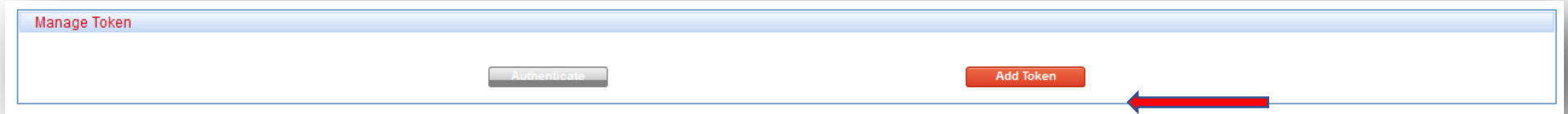


Add and activate a Hardware Token:

To add a Hardware Token to your account, go to the “Manage Token” section at the top and click “Add Token”:



Managing your Hardware Token



Enter the serial number from the back of the Hardware Token. The serial number for the token the largest number that is found directly above the barcode.



Enter both the letters and numbers as displayed. Click the white button on the front and enter the first passcode you see. Wait 30 seconds and then click again to enter the second passcode you see. Click "Submit":



Managing your Hardware Token


• To register your new Hardware One-Time Password Token enter in the token serial number below.
• Generate and enter two one-time passwords below.
• Need more information? [View our frequently asked questions](#)

Register your Hardware One-Time Password Token

*Token Serial Number:

*One-Time Password 1:

*One-Time Password 2:



The hardware token will show active on your account in the “Manage Token” box. To return to NewCrop click “Cancel”:



Managing your Hardware Token

Manage One-Time Password Service

Last Authentication Date: 18 Apr, 2018 06:36 PM GMT Renewal Date: 01 May, 2018 03:59 AM GMT

Manage Token

Token Serial Number: VIRTU410916294014 Token Status: Active (Active)

Deactivate Token **Resync Token**

Manage Mobile Credential

Manage Phones

Phone Number	Delivery Method	Status	Actions
+1-2105851742 [Default]	Text message to my Phone Change	Active 17 Apr, 2018 07:26 PM GMT	<input type="button" value="Delete Phone"/>



Deactivate a Hardware Token:

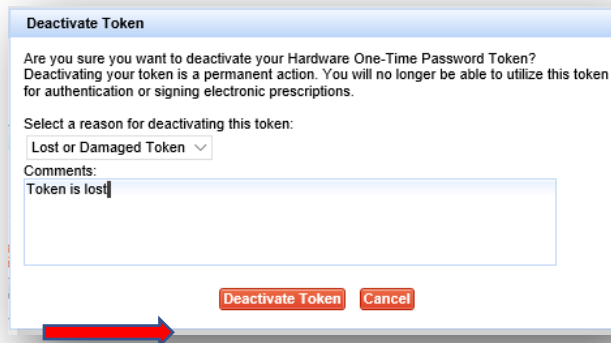
A hardware token should only be deactivated if it is lost or broken. Click “Deactivate Token”:



Managing your Hardware Token



You will be asked to confirm this action by listing a reason for deactivation. Once confirmed, the hardware token cannot be used again and will need to be discarded completely. (See the troubleshooting document for information on replacing a hardware token.) Click “Deactivate Token”:



Questions? Contact your EHR for assistance.

Issues? Please refer to the document “EXOSTAR - Troubleshooting the Hardware Token”