



Troubleshooting your Hardware Token

Please refer to all troubleshooting steps if there are issues or errors when using the hardware token. A hardware token has a shelf life of 7 years. The battery should never have to be replaced and there should be no maintenance required.

Resynching the hardware token:

A Hardware Token can get out of sync if the button is inadvertently pushed too many times. (The button is pressed more than twice but less than 75 times.) When the hardware token is out of sync, this error will display on the Transmit page in NewCrop:

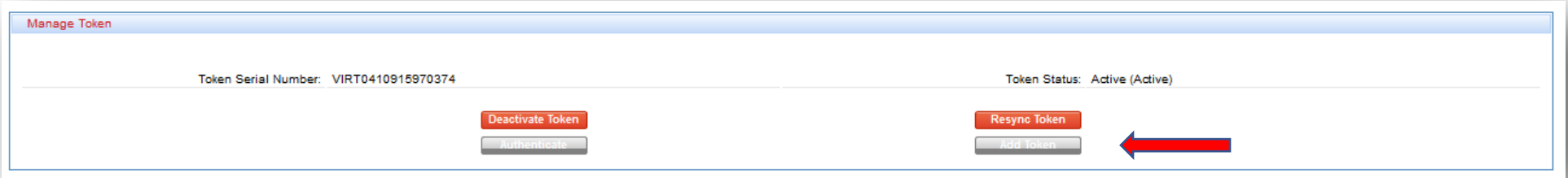
Rx(s) for transmission:						
Sch	Rx Date Stage	Drug	Sig	#	Refill	Doc/Loc/Source
4	04/11/18 InProc	Ambien 5 mg tablet	1 tablet by mouth daily Substitution Allowed	30	0	T. Applegate Helotes Clinic 321 Helotes Helotes, TX 78023 713-515-3232

Scheduled Drug Transmission		AA1447350
<input checked="" type="radio"/> Hard Token <input type="radio"/> Authy Phone App		Send Push Notification to Approve
Enter passcode: <input type="text" value="123456"/>		Sign Rx
You have exceeded the allowed number of attempts. Please try another OTP method.		

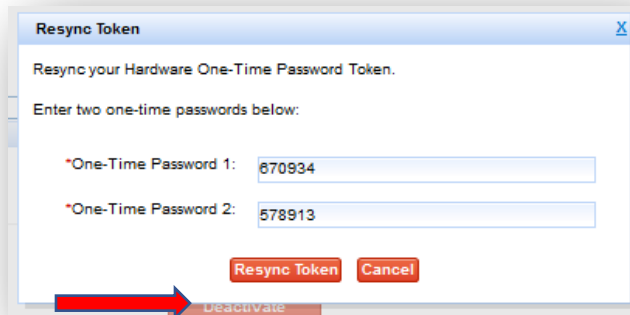
To resync a hardware token, navigate to your Exostar account via the Admin Tab in NewCrop. (The Exostar account is found on the Manage Your EPCS Account link.) Once you have authenticated into your account, under the Manage Token section, click “Resync Token”:



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Click the white button on the hardware token and enter the OTP in the “One-Time Password 1” box. Wait for 30 seconds or until the screens is clear on the hardware token, press the white button again and enter the 2nd OTP in the “One-Time Password 2” box. Click “Resync”:



You will be returned to the account page and can then return to NewCrop by clicking Cancel. If a resync as described above does correct the issues, press and hold the white button on the hardware token until it displays zeros with a number and letter combination at the end. Repeat this a second time, noting the number and letter combination each time after holding down the white button. Send this information to NewCrop Customer Support so a case can be opened with Exostar.

Resetting the hardware token:

If the hardware token has been mistakenly pressed more than 75 times, a reset will need to be performed by Exostar. **The best way to avoid the button being pressed more than 75 times is to avoid putting the hardware token in your pocket or loose in a purse or satchel.** The same error as shown above will be displayed.



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Contact NewCrop Customer support with the provider's name and the hardware token serial number so that a ticket can be opened for the reset function. NewCrop will send a notification once Exostar has reset the hardware token.

Replacing a hardware token:

If a provider has a **broken** hardware token, email NewCrop Customer Support with the following information. NewCrop will open a case with Exostar to have a *replacement* token shipped to the provider.

- Providers Name
- Email Address with Exostar
- Picture of hardware token, front and back
- Explanation of what is broken
- Shipping address for the new token

Once a replacement hardware token has been shipped, NewCrop will send the new shipping information.

Questions?

Contact your EHR.