



Managing your Authy App

The Authy app is one of your OTP device options. The Authy app can be used in two ways:

1. **Manual Entry**. Click the Authy Phone App button. Open the Authy app, type in the 6-digit code from the app and click “Sign Rx”.
2. **Push Notification**. Click “Send Push Notification to Approve” and approve the Authy app request on your mobile device. There is no manual entry required when using the Push Notification option.

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

Hard Token Authy Phone App

Enter passcode:

THE APP MUST BE INSTALLED ON A PHONE, NOT AN iPad, TABLET OR DESKTOP. Once the Authy app is installed, both entry options are automatically available - there is no additional setup required. There is an Authy app for Apple Watch. At this time, it is limited to “OTP” mode only, so Push/OneTouch approval is not supported. However, the watch can work independently of the phone to which it is paired. The user just opens the Authy app on the watch, taps the token they want, and the code is displayed on the screen. The Authy watch app should automatically install when the Authy app is installed on the paired phone.

The Authy app is free and can be found on the Play Store (android) or iTunes (iPhones). The app icon looks like this:

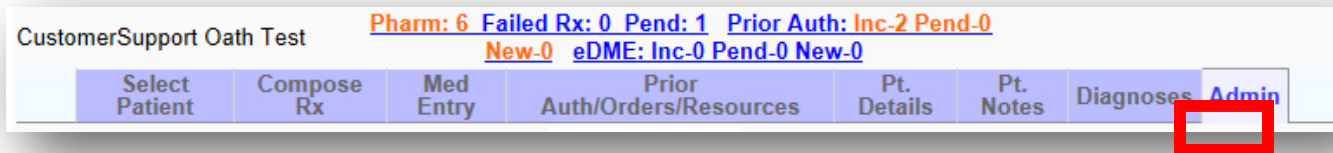




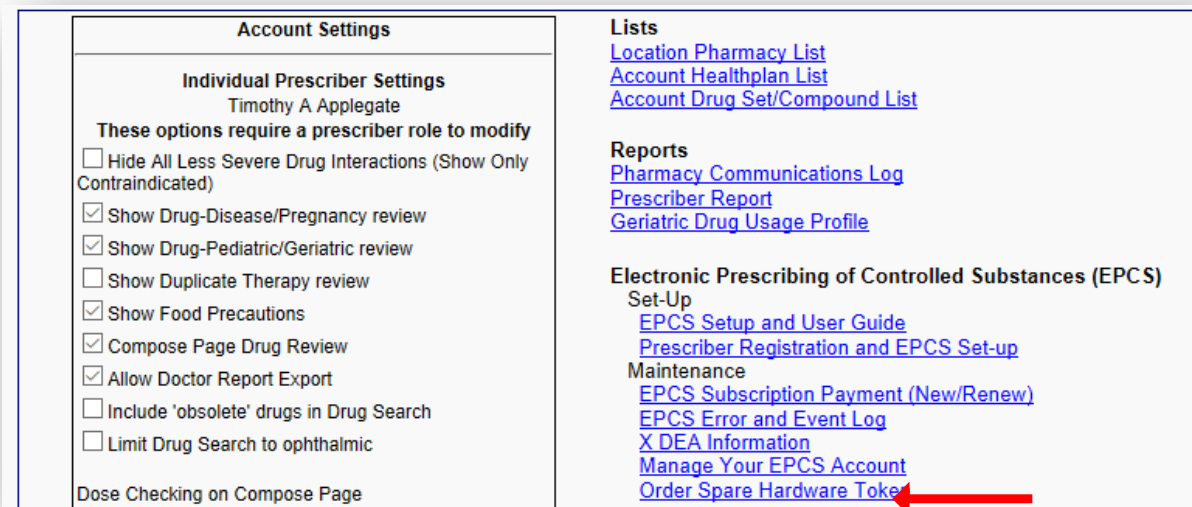
Managing your Authy App

To manage your app, authenticate to your Exostar. Your account is located on the Admin Tab of the NewCrop Screens under the link “Manage Your EPCS Account”:

1. Log into your EHR and access the NewCrop screens.
2. Once in NewCrop, go to the Admin Tab:



3. Click on the Manage Your EPCS Account:



AUTHENTICATION INTO YOUR ACCOUNT



Managing your Authy App

You will first need to authenticate into your account. Do this by using either OTP device or by a text message/voice call to authenticate into your account. If the Authenticate buttons are grayed out, skip to the next step.

• To add a credential, click on the 'Add ...' button on the desired credential below.
• If your Hardware Token Status is 'locked': Click 'Resync Token' below.
• To 'Add a Phone', first 'Authenticate' to your account using your registered Phone or Hardware Token
• If you need to register a new Hardware Token and you have a Phone registered: 1) Click 'Authenticate' below, 2) Once Authenticated, deactivate your old Hardware Token, 3) Then Click 'Add Token' below.
• If you need to register a new Hardware Token and you do NOT have a Phone registered: Click 'Revoke' below, then restart the registration process.
• If your Token has been lost, stolen, or damaged and you do not have a spare, please 'Deactivate' your Token, or 'Revoke' your account, as indicated above, and contact NewCrop Core customer support to request a replacement Token

Need more information? [View our frequently asked questions.](#)

Manage One-Time Password Service

Last Authentication Date: 30 Oct, 2017 05:36 PM GMT Renewal Date: 01 Dec, 2018 04:59 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 30 Oct, 2017 05:34 PM GMT	Revoke Phone

Authenticate Add Phone

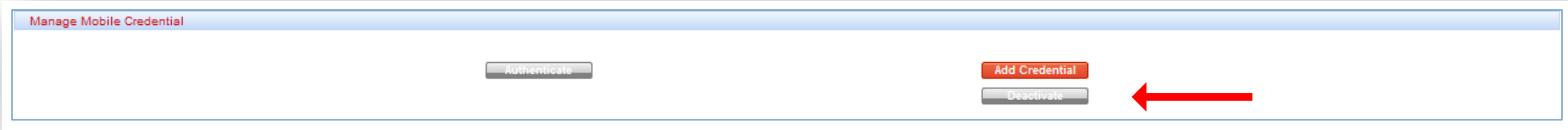
Revoke Account Cancel

Add and activate the Authy app:

To add the Authy App to your account click Add Credential:



Managing your Authy App



Enter your phone number and click Register Phone:

• To add a Mobile Credential to your account, enter your phone number below and click the 'Register Phone' button.
• If you have already installed the Authy app, then the phone number and email address used during the installation must be used below.
• Ensure that you phone is turned on and connected.
• Need more information? [View our frequently asked questions](#)

Mobile Credential Registration

*Select Country:

*Phone Number:

*Email Address:

Download and install the Authy app:



Click the Red X to indicate that you're ready to enter the OTP or approve via the Push Notification:




Managing your Authy App

- The One-Touch mode for authenticating is automatic.
- You may also enter the Soft OTP code to authenticate.
- Click the 'Cancel' button to cancel the authentication process.
- Ensure that your phone is turned on and connected.
- Need more information? [View our frequently asked questions.](#)

Mobile Credential Binding

Waiting for One-Touch Approval...



Or Click on the 'X' to enter Soft OTP

*Soft OTP:

Phone Number: +1-

Email Address:

Enter the OTP from the Authy app and click Submit:



Managing your Authy App

- The One-Touch mode for authenticating is automatic.
- You may also enter the Soft OTP code to authenticate.
- Click the 'Cancel' button to cancel the authentication process.
- Ensure that your phone is turned on and connected.
- Need more information? [View our frequently asked questions.](#)

Mobile Credential Binding

Click to Approve with One-Touch

OR Enter Soft OTP

*Soft OTP:

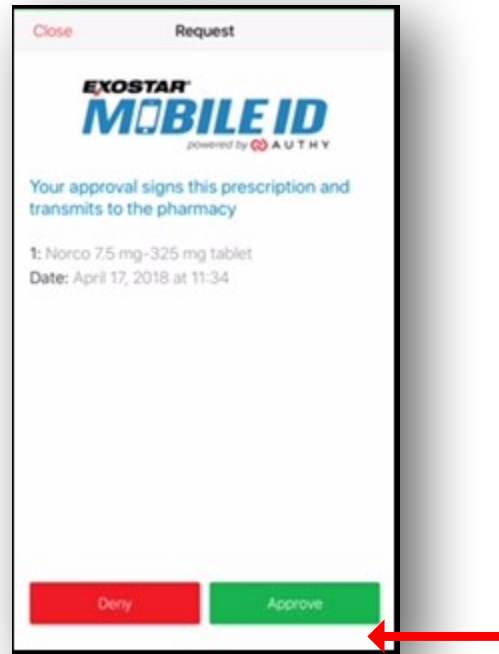
Phone Number: +1-

Email Address:

OR approve the Push Notification:



Managing your Authy App



Once the Authy app has been added, you will see this on your Exostar account. Click Cancel to return to NewCrop.



Managing your Authy App

- To add a credential, click on the 'Add ...' button on the desired credential below.
- If your Hardware Token Status is 'locked': Click 'Resync Token' below.
- To 'Add a Phone', first 'Authenticate' to your account using your registered Phone or Hardware Token
- If you need to register a new Hardware Token and you have a Phone registered: 1) Click 'Authenticate' below, 2) Once Authenticated, deactivate your old Hardware Token, 3) Then Click 'Add Token' below.
- If you need to register a new Hardware Token and you do NOT have a Phone registered: Click 'Revoke' below, then restart the registration process.
- If your Token has been lost, stolen, or damaged and you do not have a spare, please 'Deactivate' your Token, or 'Revoke' your account, as indicated above, and contact NewCrop Core customer support to request a replacement Token

Need more information? [View our frequently asked questions.](#)

Manage One-Time Password Service

Last Authentication Date: 03 Jan, 2018 08:48 PM GMT Renewal Date: 01 May, 2018 03:59 AM GMT

Manage Token

Token Serial Number: VIRT0410915970374 Token Status: Active (Locked)

[Deactivate Token](#) [Resync 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]	Voice message to my Phone Change	Active 06 Jul, 2017 03:30 PM GMT	Delete Phone

[Authenticate](#) [Add Phone](#)
[Revoke Account](#) [Cancel](#)

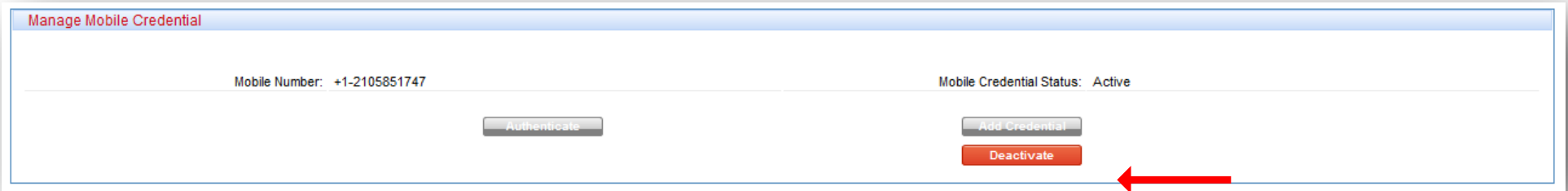


Deactivate the Authy App



Managing your Authy App

The Authy app can be deactivated by clicking Deactivate. You will be asked to confirm this action. The Authy app can be activated again, by Clicking “Add Credential” and following registration steps.



Questions? Contact your EHR.

Issues? Please refer to document “EXOSTAR - Troubleshooting the Authy App”