



Troubleshooting the Authy App

Please refer to all troubleshooting steps if there are issues or errors when using the Authy app. Keep in mind that the Authy app can be used in two ways when transmitting a medication. Once the app is successfully installed on your phone, both ways can be used without additional setup:

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.

When Authy app is active on your profile, the Transmit page will show both the manual entry and push notification OTP options:

The screenshot displays the 'Rx(s) for transmission' section with a table of medication details. Below the table is the 'Scheduled Drug Transmission' section, which includes radio buttons for 'Hard To In' and 'Authy Phone App', a 'Send Push Notification to Approve' button, a passcode entry field, and a 'Sign Rx' button. Red arrows point to the 'Authy Phone App' radio button and the 'Sign Rx' button. A green arrow points to the 'Send Push Notification to Approve' button.

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 ▾

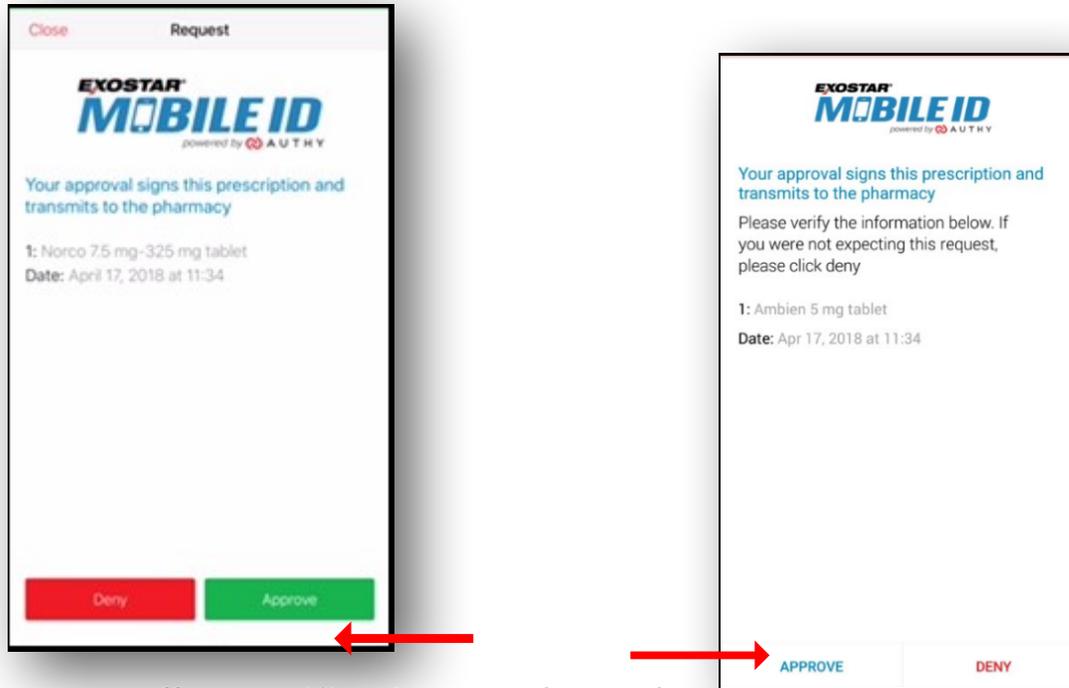
Hard To In Authy Phone App

Enter passcode:

ISSUES DURING TRANSMISSION

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Push Notifications are not showing on the phone. The Authy app should always be able to manage a push notification. The push notification will appear SIMILAR to what is shown below but may slightly differ depending on your device.



To correct this, you must allow notifications on the Authy app and/or on your mobile device. Change the settings in the Authy app and/or on your phone to allow push notifications.

Push Notifications are not an option on the Transmit screen. The Transmit screen should always show both the Authy app option along with the option to approve via Push Notifications. If this does not show, the push notification option is not active.

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Hard Token Authy Phone App

Enter passcode:

To correct this, add an authentication phone number on your Exostar account. If there is no phone number on the account used for authentication purposes you will not see Push Notifications on your mobile device. You must add an authentication phone number on the Manage Phones section of your account.

How to add an Authentication phone number:

Navigate to your Exostar account via the Admin Tab in NewCrop. (This is found on the Manage Your EPCS Account link.) Once you have authenticated into your account, you will see the authentication phone number options in the Manage Phone section of your account. You should always use a phone number that is different from your mobile device in the case that the mobile device is lost, broken or inaccessible.

To add a phone number, click “Add Phone”:

Manage Phones



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Choose the method (voice, call) for receiving the verification code and enter the phone number (area code first, no spaces dashes or hyphens). Click “Send Code”:

The screenshot shows a 'Register your phone' form with the following fields and instructions:

- * Delivery Method:** Text message to my Phone (dropdown menu). Instruction: How do you wish to receive messages from Exostar?
- * Select Country:** United States (dropdown menu). Instruction: Select a country instead of entering the full international dialing code in the phone number field.
- * Phone Number:** +1- 2105851747 (text input). Instruction: Enter numbers only. A verification code will be sent to this phone when you click "Send Code". It will take a moment for the code to arrive, and it will expire in 2 minutes. Check the guide above for help with entering a phone number.
- * Confirm Phone Number:** +1- 2105851747 (text input).

At the bottom right of the form are two buttons: 'Send Code' and 'Cancel'. A red arrow points to the 'Send Code' button.

Type in the verification code received via text. (The verification code is at the end of the text.) Click “Submit”:

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- Shared phone numbers or devices are not permitted.
- If a mobile device is used, you must be in possession of the mobile device before requesting an OTP code.
- If a landline is used, you must be present at the landline telephone before requesting an OTP code.
- Never share OTP codes with anyone to avoid identity theft.
- Enter a phone number below that is accessible to receive one-time passwords.
- You may be subject to charges imposed by your telephone carrier for receiving the text messages. Exostar is not responsible for the payment of such charges.

Register your phone

* Delivery Method:

How do you wish to receive messages from Exostar?

* Select Country:

Select a country instead of entering the full international dialing code in the phone number field.

* Phone Number: +1-

Didn't receive your code or code expired? Click "Resend Code" to receive a new one. You can also enter a different phone number and get a new code. Check the guide above for help with entering a phone number.

* Confirm Phone Number: +1-

* Verification Code:

Enter the verification code sent to the number above. Each code expires after 2 minutes of clicking "Resend Code".

You will be returned to your account page, where you will see the phone listed. Add any additional lines as needed. Remember, this number is for authentication purposes only; you cannot use a text message OTP to send a controlled substance. To return to NewCrop, click "Cancel":

Manage Phones

Phone Number	Delivery Method	Status	Actions
+1-2105851747 [Default]	Text message to my Phone Change	Active 11 Apr, 2018 06:53 PM GMT	<input type="button" value="Delete Phone"/>

Any other issues. If you have an active hardware token on your account, the Authy app can be uninstalled, deactivated and then reinstalled and reactivated.

If there is no resolution after all troubleshooting attempts, please send a detailed description of the issue and a list of troubleshooting steps taken. Email NewCrop Customer Support.



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Questions?

Contact your EHR.