

eRX - Reset your Password for prescribing Controlled Substance Prescriptions

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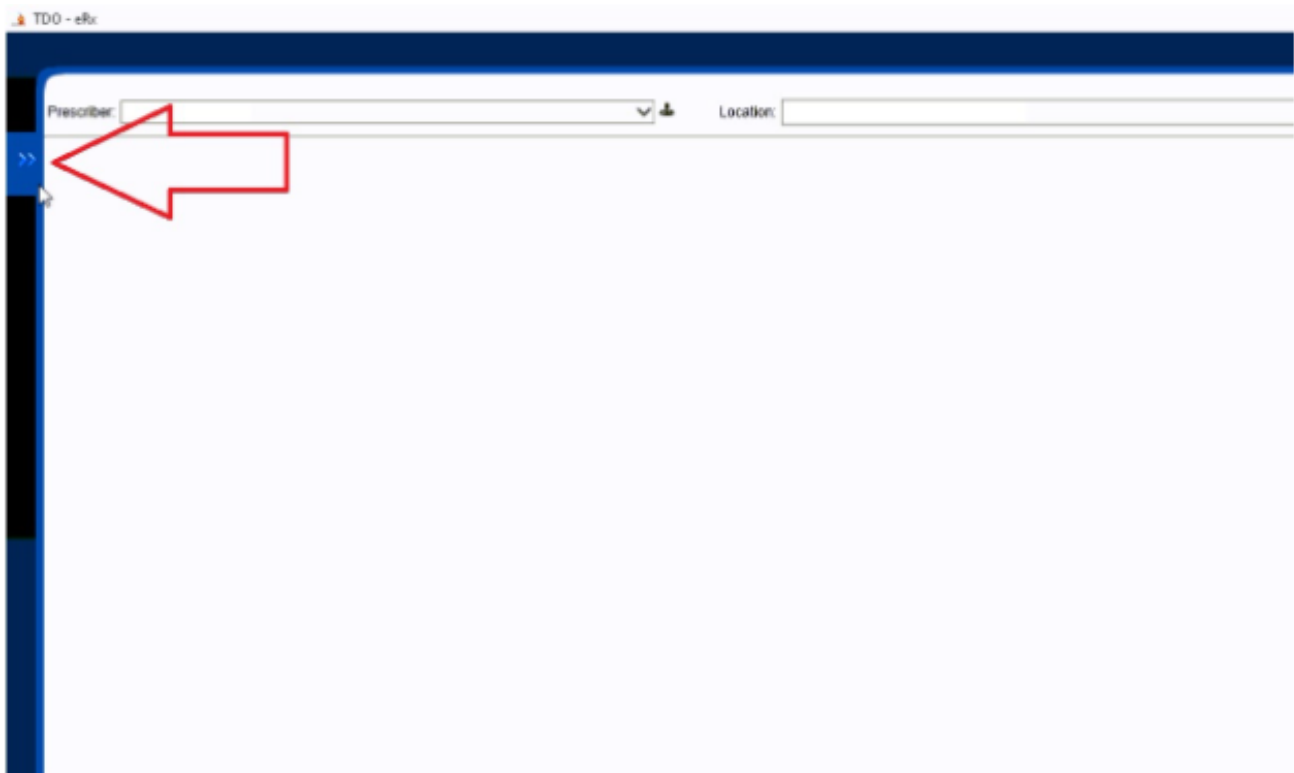
Overview

A token password is required when prescribing controlled substance prescriptions. If you have forgotten that password, below are the steps to reset.

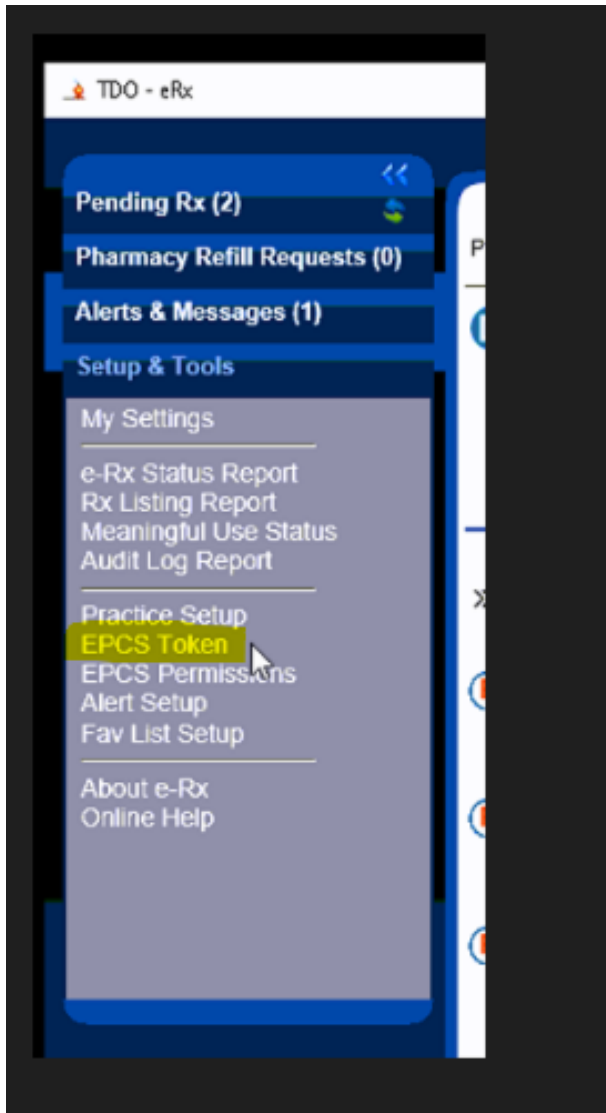
Note: TDO Tech Support does not have this password

Detailed Instructions

- Go to Prescription Tab in TDO
- Click on “eRx” button- this will launch the eRX module
- Click on the two right brackets



- Go to **Setup & Tools** and select “EPCS **Token**”



- The "Token Maintenance" window will open. Select the "Reset My Token Password" option.

Token Maintenance

If you cannot remember your token password or you got a new phone/token, use this screen to update your token

Select one of the following options:

** Reset My Token Password

[Reset Token Password](#)

** Setup a New Phone

I need to deactivate my old token and setup a new one

--Enter your 2-Factor Token Password to Access Token Setup:



[Open Token Setup](#)

** Setup Key Fob

I need to setup my new Key Fob Token I received in mail

--Enter your 2-Factor Token Password to Access Token Setup:

[Open Token Setup](#)

** Register a 2nd Token

I want to register a 2nd Token to my account

--Enter your 2-Factor Token Password to Access Token Setup:

[Open Token Setup](#)

** I need to setup my new token, but I cannot remember my token password

[I still have my old token - Reset password](#)

[I don't have my old token - Use IDP to setup Token and New Password](#)

** Purchase KeyFob

I would like to purchase a new Key Fob Hardware Token to be mailed to me:

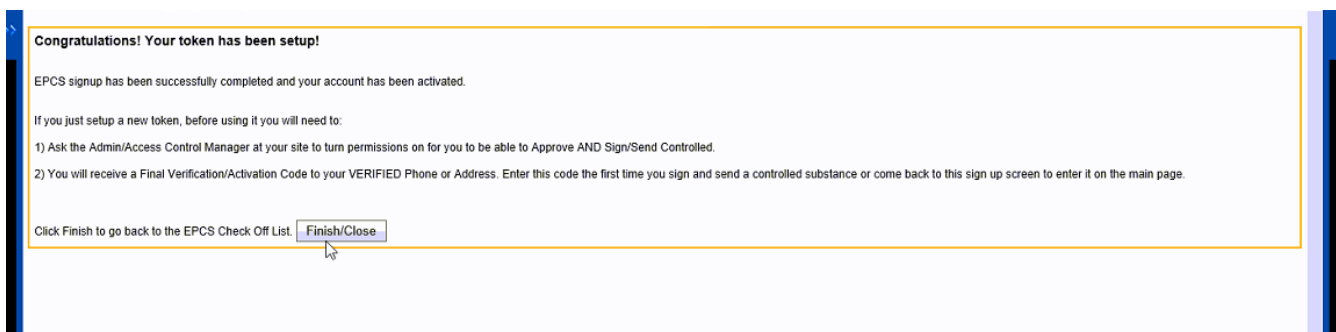
[Purchase a New Key Fob Token](#)

Enter a new EPCS Password. Remember, it must be six or more characters with at least 1 number or symbol.

Because you already have a token registered, the Credential ID will be stored on this screen. You will need to enter a security code from your app or key fob to confirm the token.

Click **Register**.

You will see a verification screen confirming the new token has been registered, and you may begin using it. Click "Finish/Close".



Reference

For more information, please refer to [MD Toolbox Website](#) (external link)

For further articles relating to similar issues, please check

[eRx - New or Replacement Token Registration](#)

[Ordering a Hardware Key Fob for a Prescriber](#)

Online URL: <https://kb.tdo4endo.com/article.php?id=371>