

eRx - New or Replacement Token Registration for New Phone or New or replacement Key FOB

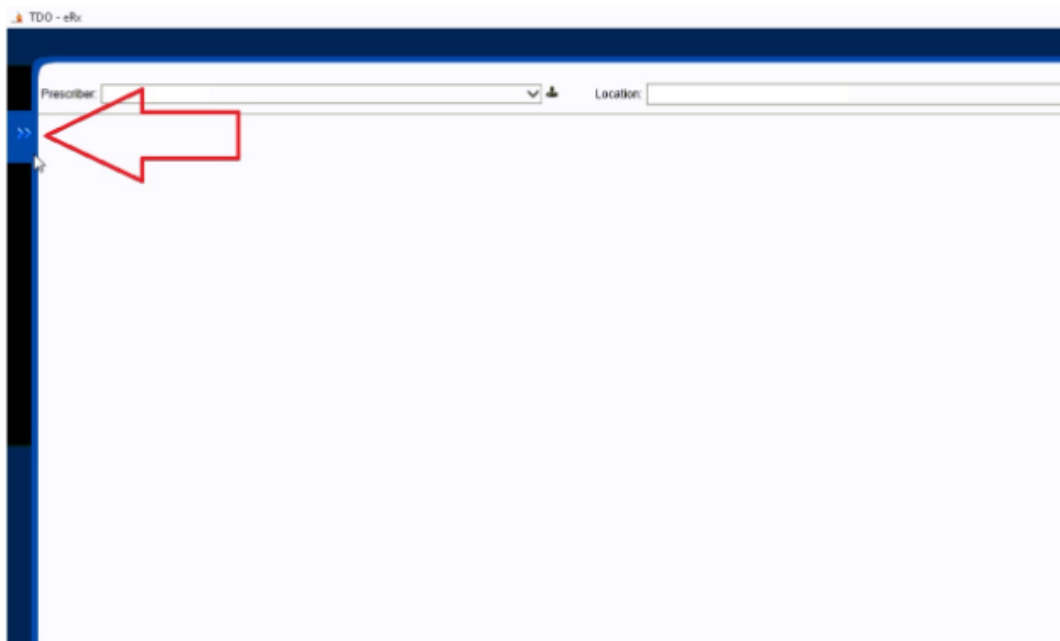
596 [TDO KB](#) November 18, 2025 [Electronic Prescribing \(eRx\)](#) 22.91K

Overview

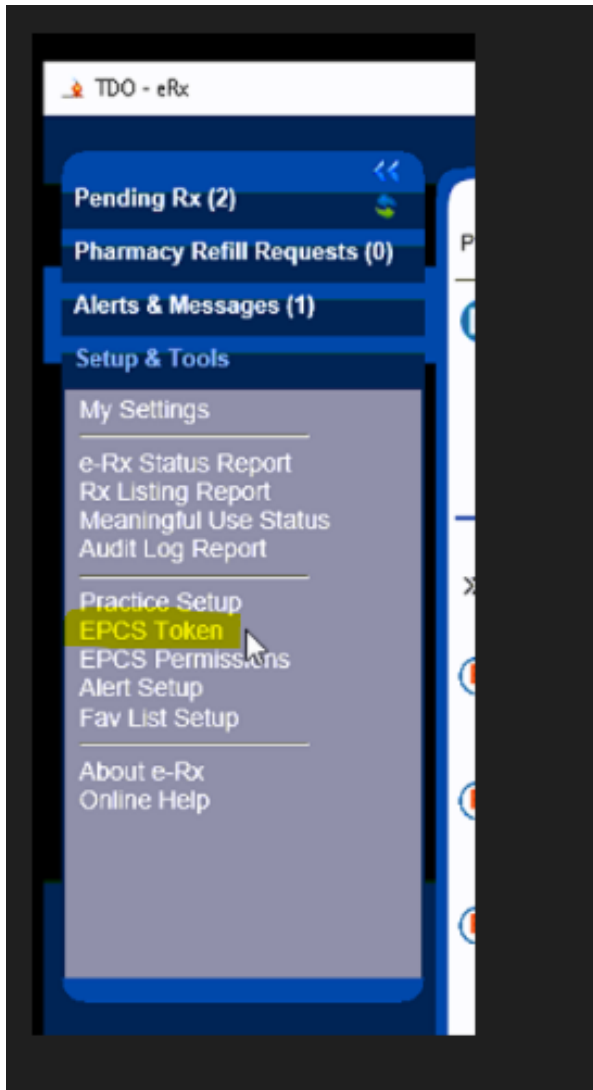
To use EPCS in MD Toolbox, your token must be registered and up to date. If you get a new phone or Fob, you will need to register a new token.

Detailed Instructions

- Go to the 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. You will have several options from which to choose. Select the one that best fits your situation.

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](#)

Set up a New Phone

If you have a new phone, you will need to activate your soft token.

Note: You will need to enter your current token password to "Open Token Setup" Window.

If you do not know this password or have forgotten it, please use the "Reset my Token Password" option

** Setup a New Phone

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

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

[Open Token Setup](#)

You will then be taken to the **SET UP NEW PHONE** screen.

Note: You will need to click on "Deactivate This Token" to deactivate your old soft token (old phone)

SETUP NEW PHONE

1. First Install the VIP Access App on your new phone.
2. Next click DEACTIVATE below to deactivate old token.
3. Enter password and new credential/code on new phone and click REGISTER

1. Please select a password:		should be 6+ chars with nums or symbols
2. Re-type your password:		
3. Credential Id:	vstz67136111	Deactivate This Token
4. Security Code:		enter code showing right now on token

Register >>

SETUP NEW PHONE

1. First Install the VIP Access App on your new phone. (Go to app store, search 'VIP Access', Install)
2. Next click DEACTIVATE below to deactivate old token.
3. Enter password and new credential/code on new phone and click REGISTER

1. Select a Token Password:		Enter a secret token password that will NOT be shared, written down or easily guessed. This will be your TOKEN Password that you will enter each time you signoff on prescriptions. MUST be 6+ characters with at least one number or one symbol.
2. Re-type your password:		
3. Credential ID:		The Credential ID (found at the top of software app token and back of hardware token) is the unique id for your device. Be sure to include the letters in front e.g. enter: SYMC123456789 enter token assigned credential
4. Security Code:		enter security code showing right now on token

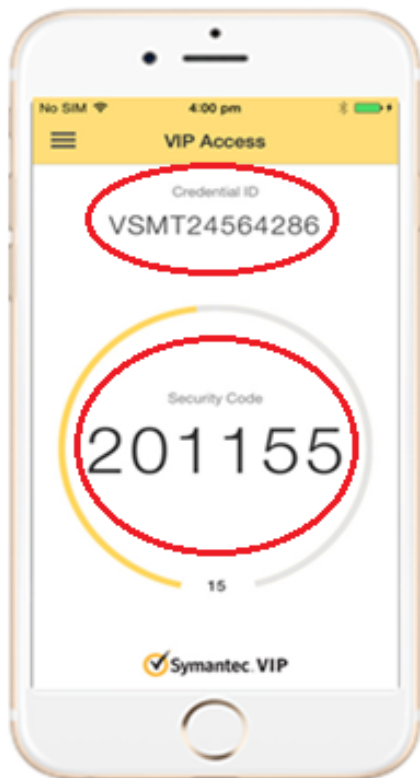
By clicking Register below I agree I am authorized to prescribe controlled and I agree I will NOT share the above token-password or token-app/device with anyone; as well as I will NOT save the password on any device.

Register >>

Next, enter your Token password in box 1 and then again in box 2 for confirmation.

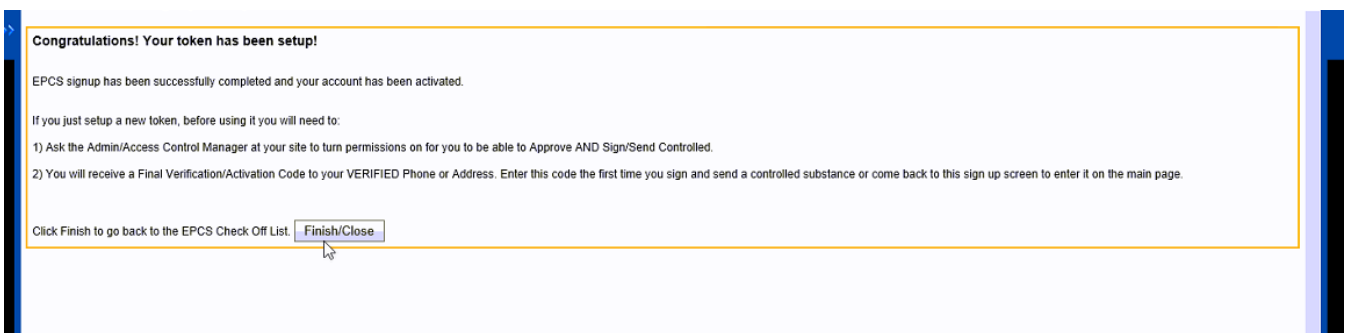
The **Credential ID** is at the top of the VIP access app on your new phone.

The **Security Code** is the 30-second code on your VIP access app.



Click **Register**.

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



New or Replacement Key Fob

If you purchase a second or a replacement key fob/hardware token, use the **"Setup Key Fob"** option.

Note: You will need to enter your current token password to "Open Token Setup" Window. If you do not know this password or have forgotten it, please use the "Reset my Token Password" option

If you know your Token password, enter it in the box and click on "Open Token Setup."

You will then be taken to the **SETUP KEY FOB** screen.

Note: You will need to click on "**Deactivate This Token**" to deactivate your old hard token (old key fob)

Enter your Token password in box 1 and then again in box 2 for confirmation.

The **Credential ID** is on the back of your key fob in box 3.

The **Security Code** is showing on the front of your key fob in box 4.

Click **Register**.



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

Reference

For more information, please refer to the [MDToolbox Website \(external link\)](#)

For further articles relating to similar issues, please check

[eRX - How to Reset your Password for prescribing Controlled Substances](#)

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

[eRX - Access Control - Set Permissions](#)

Online URL: <https://kb.tdo4endo.com/article.php?id=596>