## Overview ● ● ●

This job aid will walk you through how to purchase a ProviderPass subscription and then complete the credentialing process. Once you have completed the credentialing process, you can then register your software or hardware tokens for e-prescribing.

# 1 Purchase a Subscription

1. Login to your EHR system and follow the instructions to redirect to Exostar's **Web Store**.

2. Choose a subscription package and fill out the required information. Click **Add to Cart**.

3. Review your order. Then click **Proceed to Checkout**.

4. You will be prompted to register a new webstore account or sign-in to an existing account.

5. On the **Payment Information** page, select payment method, and complete payment. Your sales order is processed after your payment is received.

**IMPORTANT:** If you purchase several subscriptions for your organization, with different addresses, please add subscriptions to your cart individually. After each subscription, click **Continue Shopping** to add the next subscription. Once all subscriptions are added, click **Proceed to Checkout**.

# 2 Complete Identity Proofing

Before you can bind your Hardware OTP token to your account, you must go through the identity verification proofing process.

**To complete the Experian Proofing Process:**

1. Complete required fields to verify your identity.

2. Click **Next**. If you agree to the identity verification terms, then select **Agree**.

3. Answer the Credit History questions. Then click **Submit**.

4. If you answer the questions correctly, you will be redirected to **Register your Hardware One-Time Password Token** page.

*(steps continue next page)*

Webcam proofing should only be used if you fail the Experian proofing or choose to opt out of the Experian proofing.

**To complete the Webcam Proofing Process:**

1. If you failed the Experian proofing, you are redirected by your EHR system to schedule a **Live Video Proofing** within TimeTrade.

2. Select your appointment language and click Continue.

3. Click **Continue** after you carefully read the instructions.

4. Select a date and time for your Live Proofing session. Click **Continue**.

5. Enter in your contact information and select **Schedule It!**.

6. A confirmation number will display, and an email is sent to the email address you provided.

## 3 · Bind Hardware Token & Mobile ID

**After completing the Proofing Process:**

1. Enter your Hardware OTP token's serial number in the **Token Serial Number** field.

2. Generate your first one-time password by pressing the button on front of your token. Enter it in the **One Time Password 1** field. Wait thirty seconds, or until the screen clears.

3. Generate the second one-time password, and enter into the **One-Time Password 2** field. Then click **Submit**.

4. On the confirmation screen, click **Complete** to finalize the binding, then proceed to the **Mobile Credential Registration** page .

**Once you successfully registered your OTP Hardware Token:**

1. Enter your Apple or Android Token's Serial Number in the **Phone Number** field, and your email in the **Email Address** field.

2. Next select **Register Phone**.

3. Download, install, and register the **Authy** app. Then **launch** the app and follow the instructions to turn your phone into a token.

4. Once the system detects the Authy app is installed, the registration automatically advances to the next screen. On the **Push** notification, select **Approve Me** to bind your device.

5. Tap the **Push** notification to launch the **Authy** app, and view the **OneTouch Approval** screen.

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6. If you do <u>not</u> receive the **Push** notification, manually open the **Authy** app, then locate the tile at the bottom with the name of your EHR, tap it, and then tap **Requests**.

7. Tap **Approve** on your mobile device.

8. On the confirmation screen, select **Complete** to finalize the binding, and proceed to the **Register Your Phone** page.

# 4    Register your Phone

Registering a phone number to your ProviderPass account is <u>highly</u> recommended in order to access all available self-management functions: resync, revoke, and deactivate.

**To Register your Phone:**

1. After you complete the proofing process, you are redirected to the **Register Your Phone** page. Then select the **Delivery Method** you wish to receive your Verification Code on.

2. Enter a valid phone number. Confirm that phone number. Then select the **Send Code** button.

3. Enter in **Verification Code** received via voice or text message. Then click **Submit**.

4. Once you successfully registered your phone number, you are redirected to a **You have successfully registered your phone** page. Then select **Complete**. You can now access ProviderPass.

If you have any questions contact your EMR for Tier 1 Support or review additional process information at: http://box2329.temp.domains/~myexosta/?ht_kb=providerpass-credentials