



# H2H Digital Rx EPCS Capability Enrollment Guide for Identity Proofing & Dual Factor Authentication User Manual

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## 1. How to Enroll with ID.me

### ❖ Prerequisites

- Personal Email address & Mobile phone number.
- Social Security Number (SSN), National Provider Identification number (NPI) & Drug Enforcement Administration certification number (DEA number) Note: The user will be asked to indicate each DEA schedule that you are certified to prescribe.
- State driver's license, other State issued photo ID, Passport, or Passport card for ID proofing.
- An Android or IOS (Apple) smartphone with Internet & camera to download mobile app & scan QR code.
- Decide whether you want to verify your identity when prescribing by
  1. Clicking on a push notification on your smartphone

-Or-

2. Typing a six-digit code displayed on your smartphone into ID.me complete your sign-in screen

If you want to

- Click on push notifications, click the URL below in the email that has been sent to your smartphone or desktop computer (so the user can download ID.me app with his phone later).
- Type six-digit codes, click the URL below in the email, that has been sent to your laptop or desktop computer (so the user can scan the QR code displayed with your phone later).

**Step 1:** Click the link, <https://h2hdigitalrx.com/enrollment.html> that we send in our email communication.

**Step 2:** Link will be directed to a Hosted Landing Page (HLP) which has prerequisite Info required for enrollment process, link to step-by-step enrollment guide, and a clickable button “Verify with ID.me” which will direct to ID.me Sign In page.

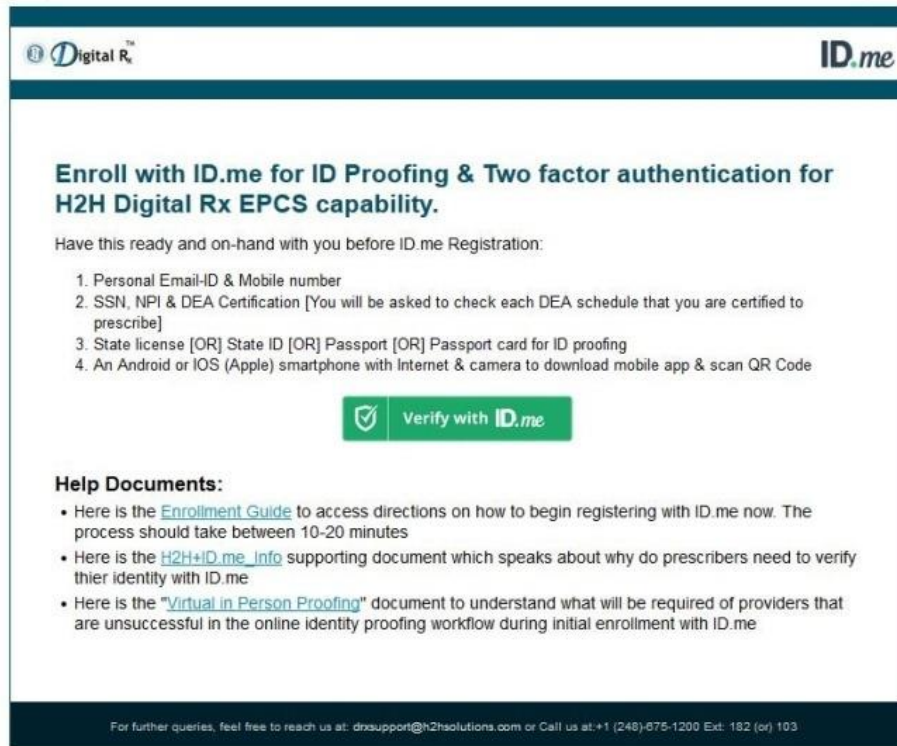


Figure 1: Hosted Landing Page with prerequisite info and button to “Verify with ID.me”

## 1.1 ID.me Sign-in

- ID.me sign-in screen appears, please click the “**sign up for an account**” link as shown in the screenshot.

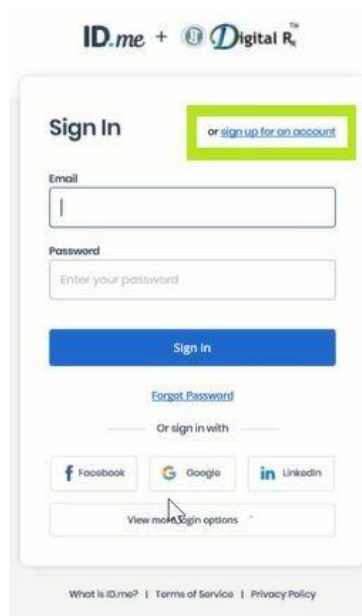


Figure 2: Sign In screen of ID.me

- Select an option to sign-in for ID.me account.

- The user can either sign-up with existing social account credentials (or) create a new account.

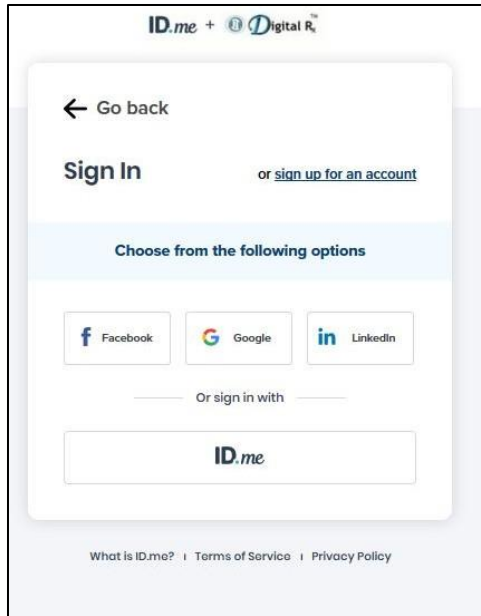


Figure 3: Sign up for an account screen

## 1.2 ID.me Sign-up

- Sign-up by entering email address, password, and confirm the password in the sign-up screen.

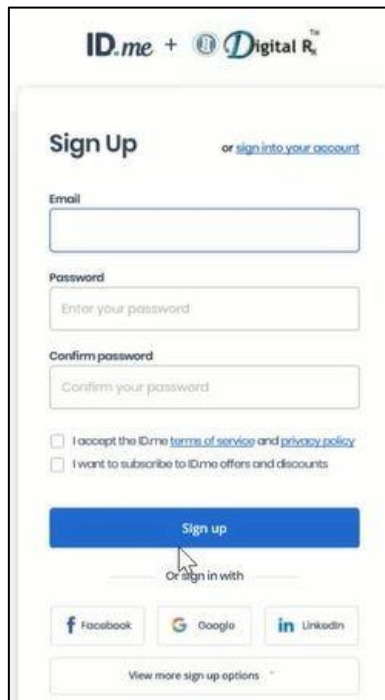


Figure 4: Sign up screen and fields to enter

- **“Confirm your email address screen”** appears. Please do not close this

screen.

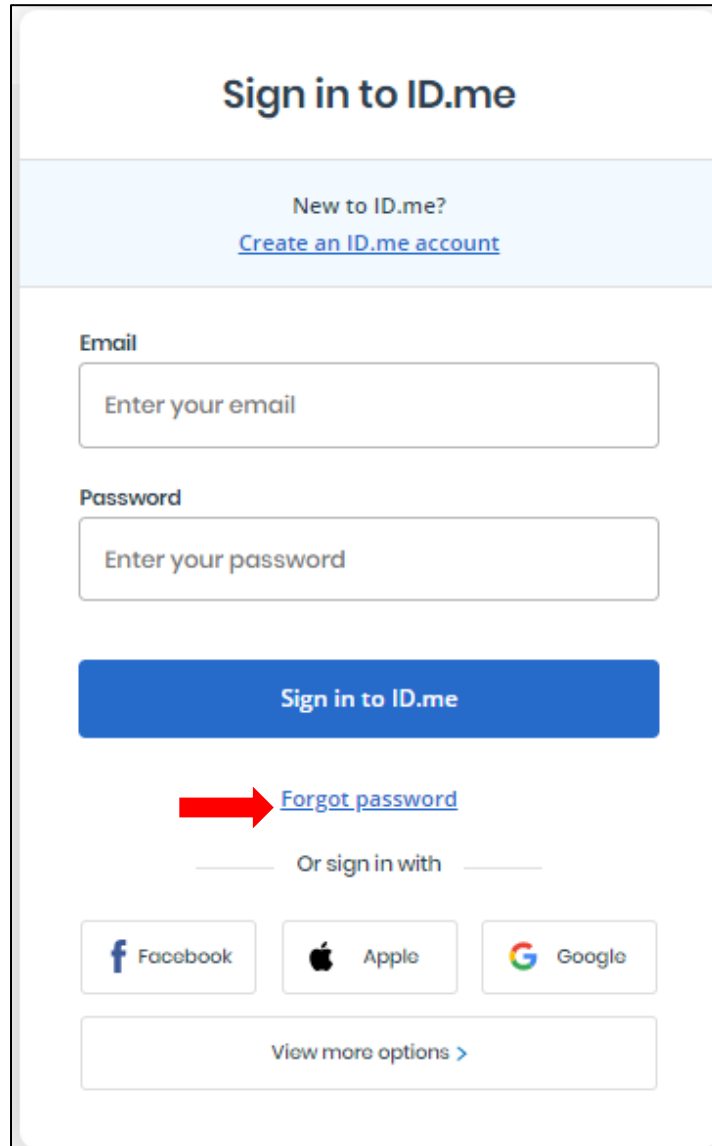
- An email will be sent to the email address used to sign up for ID.me with a link that the user must click to confirm his email.
- Navigate to his email inbox in a new tab or web browser window, find the confirmation email and click the link.



**Figure 5: Confirm your email address screen**

## 1.3 Password Reset

- If a user needs to reset their password, click the “**Forgot password**” hyperlink.

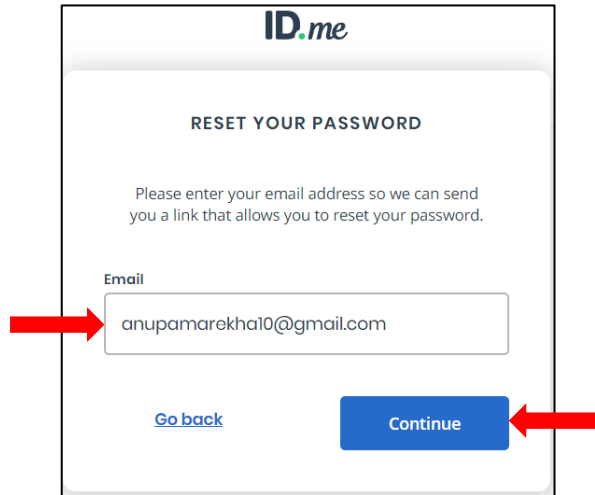


The screenshot shows the ID.me sign-in interface. At the top, it says "Sign in to ID.me". Below that, there is a light blue banner with the text "New to ID.me?" and a link "Create an ID.me account". The main form has two input fields: "Email" with the placeholder "Enter your email" and "Password" with the placeholder "Enter your password". Below the password field is a blue button labeled "Sign in to ID.me". Underneath the button is a red arrow pointing to the "Forgot password" link. Below the link is the text "Or sign in with" followed by three buttons for "Facebook", "Apple", and "Google". At the bottom of the form is a button labeled "View more options >".

Figure 6



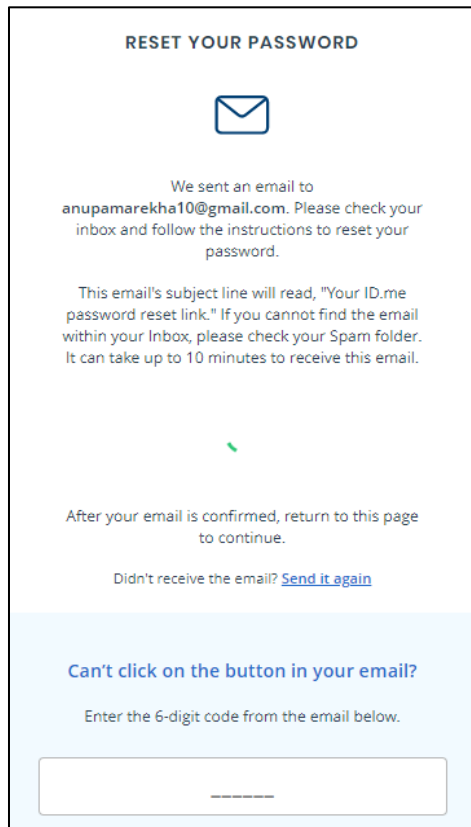
- Enter the registered email address to get **Reset Password** link and **six-digit code**.
- Click on the **Continue** button.



The screenshot shows the ID.me 'RESET YOUR PASSWORD' form. At the top is the ID.me logo. Below it is the heading 'RESET YOUR PASSWORD' and a message: 'Please enter your email address so we can send you a link that allows you to reset your password.' There is an 'Email' label above a text input field containing 'anupamarekha10@gmail.com'. A red arrow points to the input field. Below the input field are two buttons: 'Go back' (a blue link) and 'Continue' (a blue button). A red arrow points to the 'Continue' button.

*Figure 7*

- **“Your password reset link”** email will be sent to the user registered email address.



The screenshot shows the ID.me 'RESET YOUR PASSWORD' confirmation page. At the top is the heading 'RESET YOUR PASSWORD' and an envelope icon. Below the icon is a message: 'We sent an email to anupamarekha10@gmail.com. Please check your inbox and follow the instructions to reset your password.' This is followed by another message: 'This email's subject line will read, "Your ID.me password reset link." If you cannot find the email within your Inbox, please check your Spam folder. It can take up to 10 minutes to receive this email.' Below this is a green checkmark icon. Further down is the text: 'After your email is confirmed, return to this page to continue.' Below that is a link: 'Didn't receive the email? [Send it again](#)'. At the bottom, there is a light blue section with the heading 'Can't click on the button in your email?' and the text 'Enter the 6-digit code from the email below.' Below this text is a text input field with six dashes '-----'.

*Figure 8*

- The user will receive an email with **Reset password** link and **six-digit code**.
- This email presents the user with two options:
  - A) Reset Your Password (Clickable link)
  - B) Enter a six-digit code

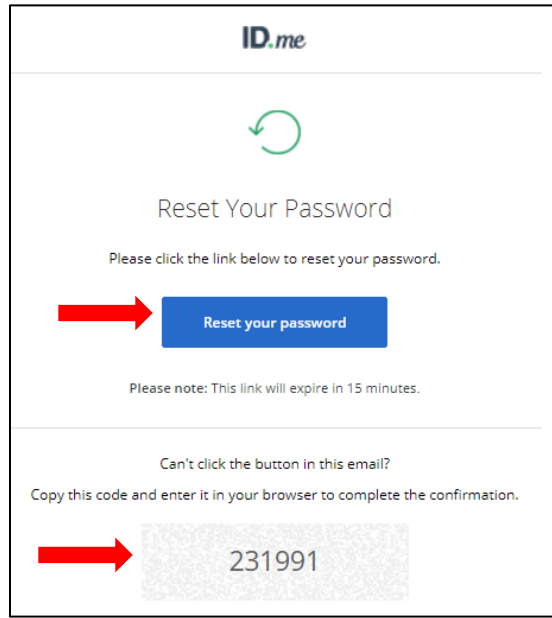


Figure 9

A) If the user selects Clickable link “**Reset your Password**”.

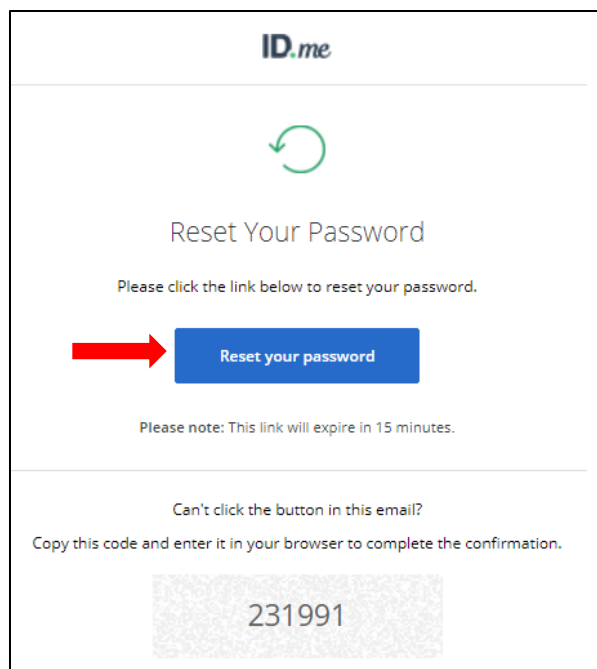


Figure 10

- Enter **New** **confirm new password.**
- Click on **Continue** button.

**password** and

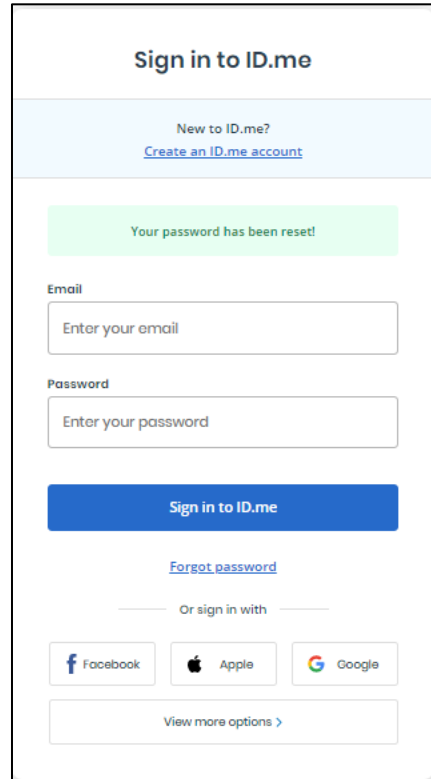
Figure 11

Figure 12

- The user will get success screen and instructions to “return to the other window or tab.”

Figure 13

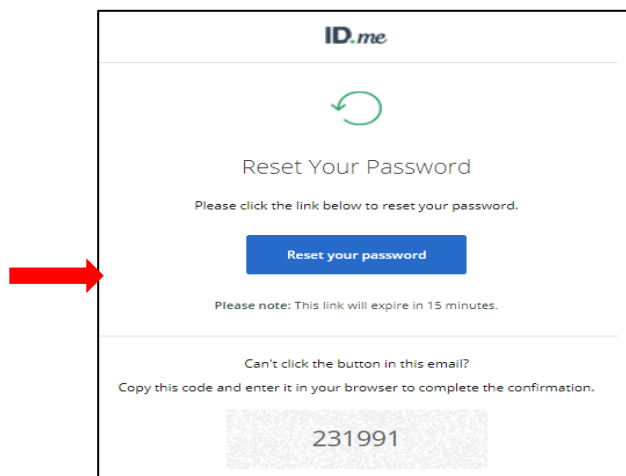
- After resetting their password, the user should go back to the ID.me log in screen.
- Now, the user can login with new password.



The image shows the ID.me sign-in interface. At the top, it says "Sign in to ID.me". Below that, there's a light blue banner with "New to ID.me?" and a link "Create an ID.me account". A green message box states "Your password has been reset!". There are input fields for "Email" (with placeholder "Enter your email") and "Password" (with placeholder "Enter your password"). A blue button labeled "Sign in to ID.me" is below the password field. A link "Forgot password" is positioned below the sign-in button. Underneath, it says "Or sign in with" followed by icons for Facebook, Apple, and Google. At the bottom, there is a "View more options >" link.

Figure 14

B) If the user selects six-digit code



The image shows the ID.me "Reset Your Password" screen. At the top is the "ID.me" logo. Below it is a green circular refresh icon. The text "Reset Your Password" is centered. Below that, it says "Please click the link below to reset your password." and a blue button labeled "Reset your password". A note below the button states "Please note: This link will expire in 15 minutes." At the bottom, it asks "Can't click the button in this email?" and instructs to "Copy this code and enter it in your browser to complete the confirmation." A six-digit code "231991" is displayed in a grey box. A red arrow points to the left side of the screen.

Figure 15

- Enter the six-digit code.
- Click on the **Continue** button.

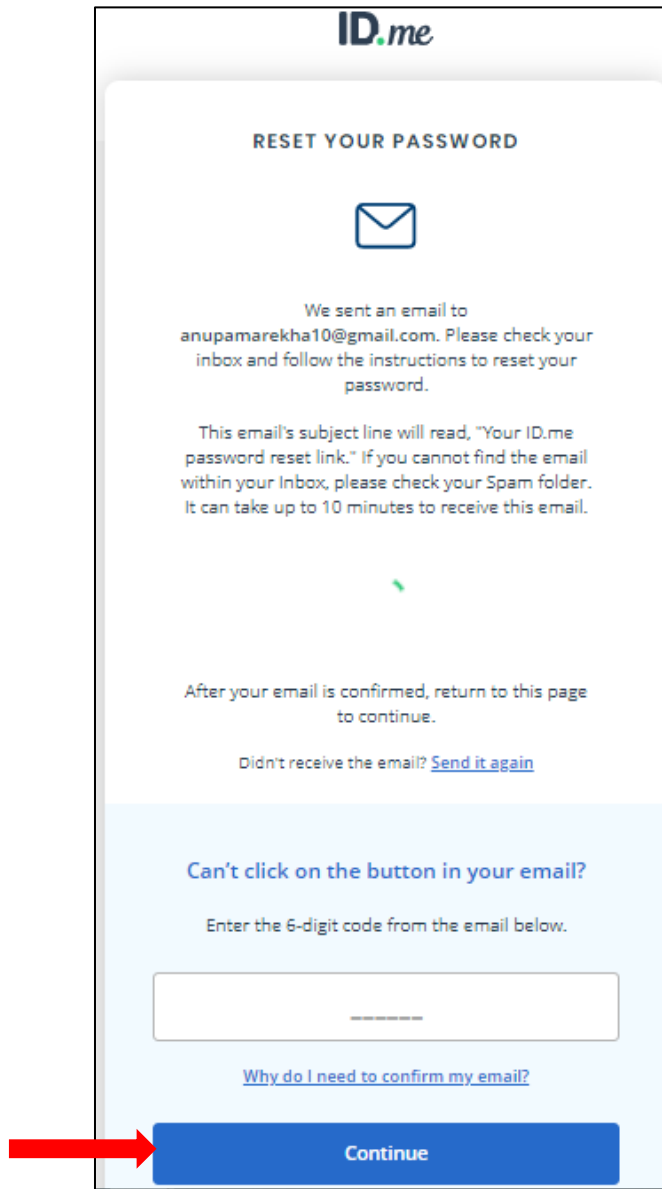
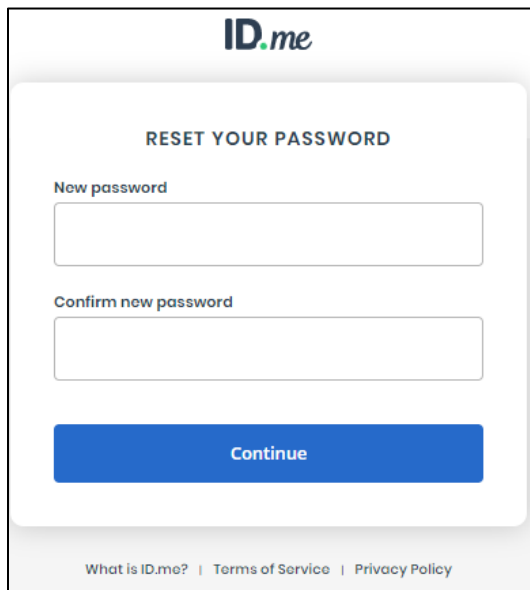


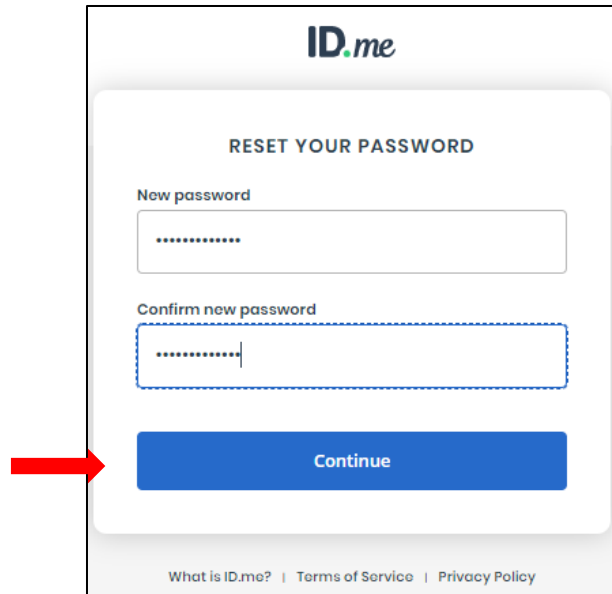
Figure 16

- Enter **New password** and **confirm new password**.
- Click on **Continue** button.



The screenshot shows the ID.me 'RESET YOUR PASSWORD' form. It features two input fields: 'New password' and 'Confirm new password'. A blue 'Continue' button is positioned below the fields. At the bottom, there are links for 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.

Figure 17



This screenshot is identical to Figure 17, but with a red arrow pointing to the 'Continue' button. Additionally, the 'Confirm new password' field is highlighted with a dashed blue border, and a cursor is visible at the end of the text in that field.

Figure 18

- After resetting their password, this update will automatically send users back to the ID.me log in screen.

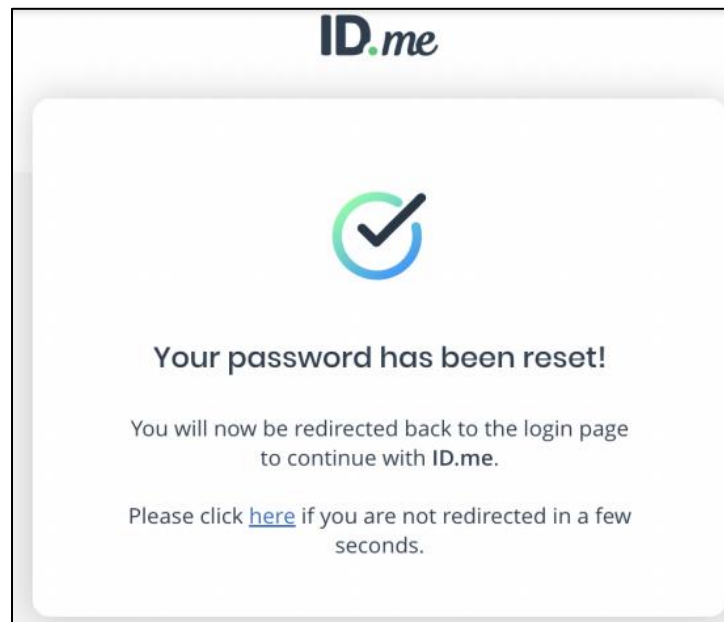
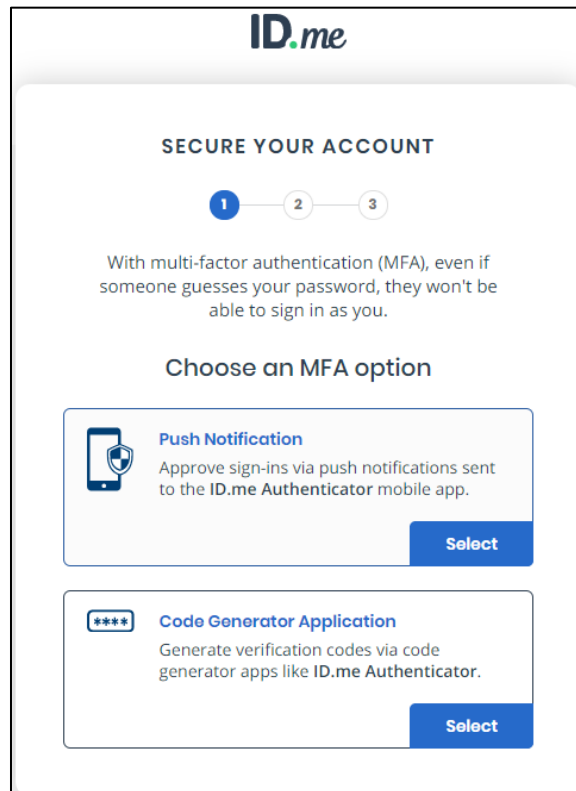


Figure 19

## 1.4 Options to Set-Up Two-Factor Authentication

- “SECURE YOUR ACCOUNT” is the screen that appears after the user clicks the confirmation link.
- This screen will display two options to set-up two-factor authentication:
  - [A] Push Notification
  - [B] Code Generator App



*Figure 20: Secure your account screen with options available to set-up two factor authentication*

### Note:

**Push Notification:** By enrolling in this method, the user will receive a “**push notification**” at ID.me Authenticator app (at mobile) that the user can tap-to-approve sign-ins, without needing to enter the otherwise necessary six-digit authorization code - time saver.

**Code generator:** Generates a six-digit numeric code at ID.me Authenticator app (at mobile) that the user needs to enter in as part of two-factor authentication.

## 1.5 Download the ID.me Authenticator App

- “SECURE YOUR ACCOUNT” screen appears: There are two methods, user can use to download the ID.me Authenticator App:

### [1.5.1] Text Message Method

### [1.5.2] Email Method

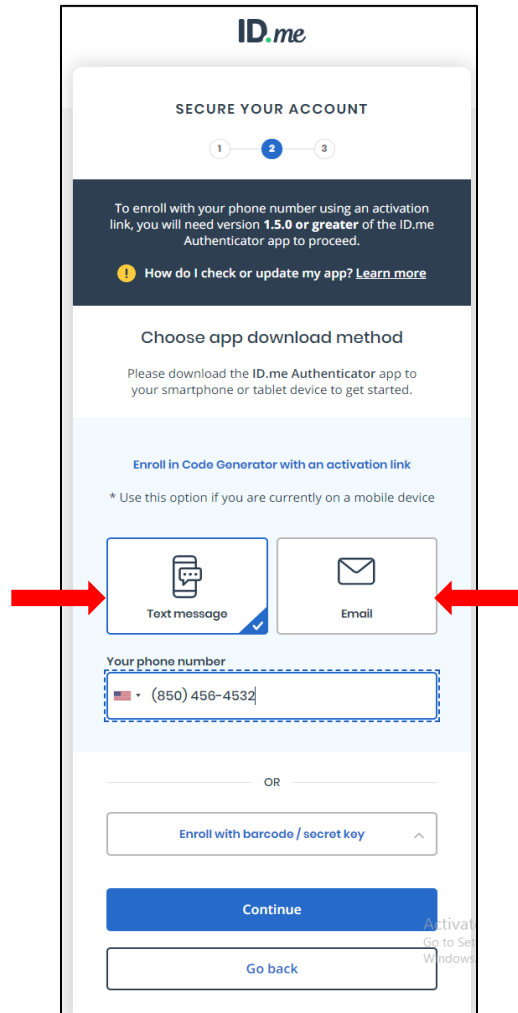


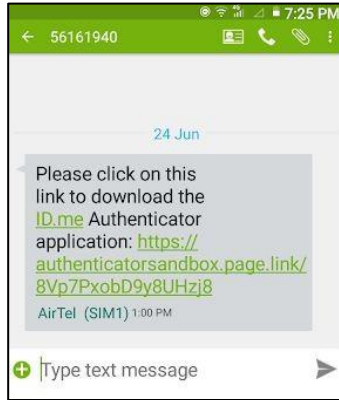
Figure 21: Secure your account screen with download mobile app methods

**Note:** To go with Push Notification, the user must download the ID.me Authenticator App over mobile/iPad device.

### 1.5.1 Text Message Method

- If the user selects Text Message method: Enter mobile phone number and receive a text message that includes a link to App Store.

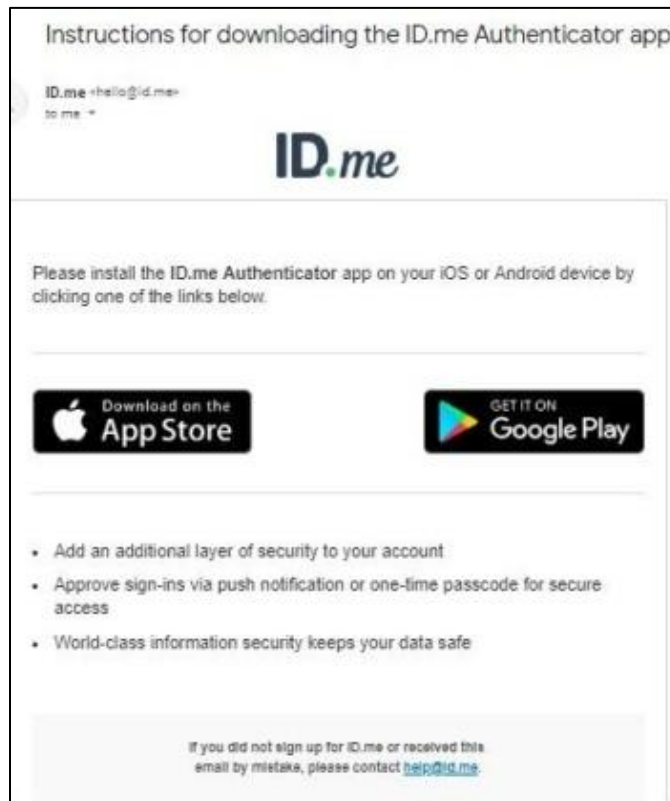




*Figure 22: Screen-print taken from mobile device with download mobile app method*

### 1.5.2 Email Method

- If the user selects Email method: The user would need to open email on his phone to access the App Store.



*Figure 23: Screen-print taken from email with download mobile app method*

- The user can download the ID.me Authenticator app from the App Store/Google Play.



*Figure 24: ID.me Authenticator app in the app store*

## 1.6 Multi-factor Authentication (MFA)

- If someone guesses the ID.me registered user password, they won't be able to sign in as you.

There are two options:

[1.6.1] Push Notification

[1.6.2] Code Generator

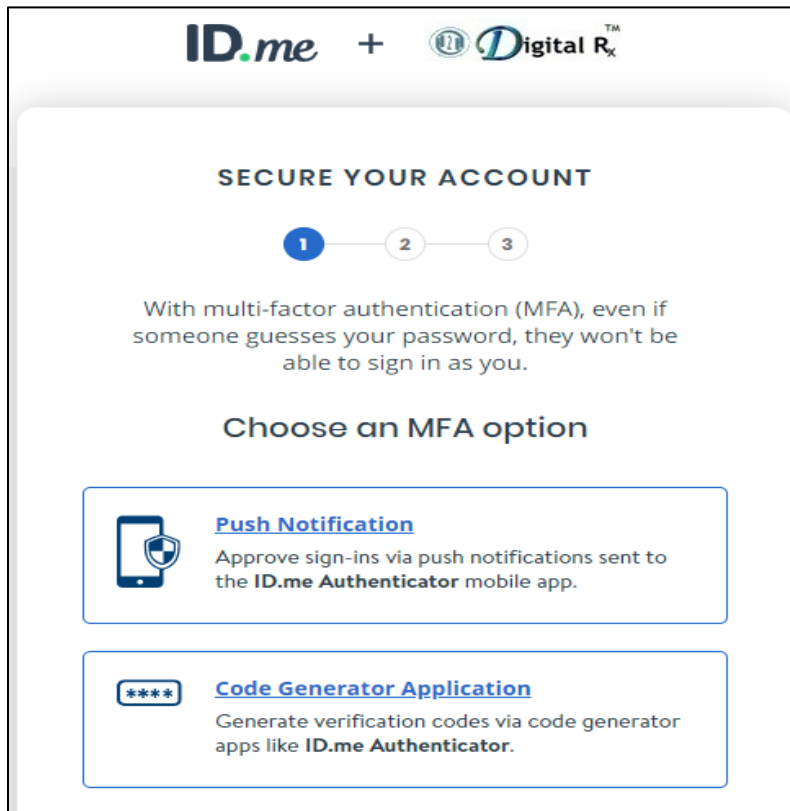


Figure 25

### 1.6.1 Push Notification

- After downloading the ID.me authenticator app, an alert will pop-up requesting that the user will allow notifications.
- Select “**Allow**” to receive notifications.



Figure 26: Pop-up requesting to allow notifications in mobile device

- Please select (click on) the “**Registration Request**” notification.



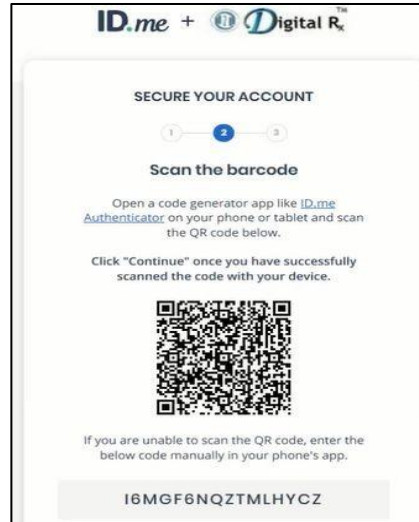
*Figure 27: Registration request screen to select*

- Select “**Yes**” on Registration Request screen to complete registration.



*Figure 28: Registration request screen with Yes and No options to select*

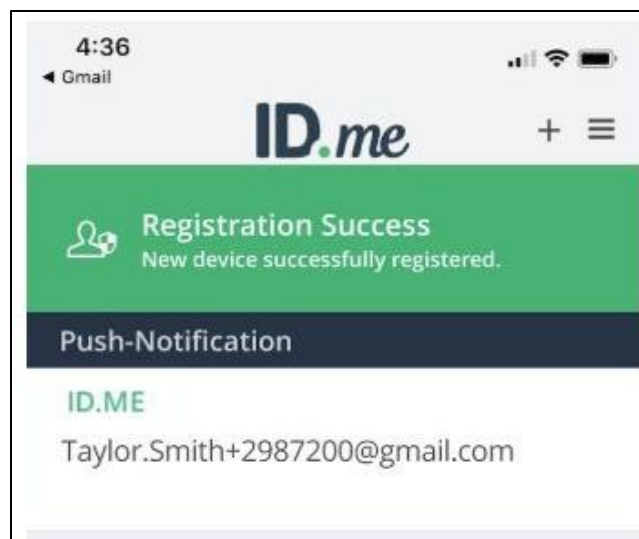
- When the user confirms the enrollment and receive the “**Registration Success**” prompt, the 2-factor enrollment process will be completed.
- Th user can close the application.



*Figure 29: Registration Success Screen in Mobile device*

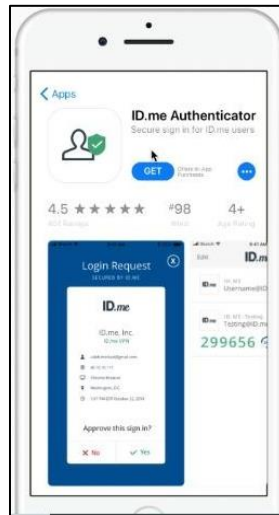
### 1.6.2 Code Generator

- If the user chooses “**Code Generator**” at **SECURE YOUR ACCOUNT** screen instead of **Push Notification**.
- The user will be presented with a screen that will give instructions and a QR code to scan.



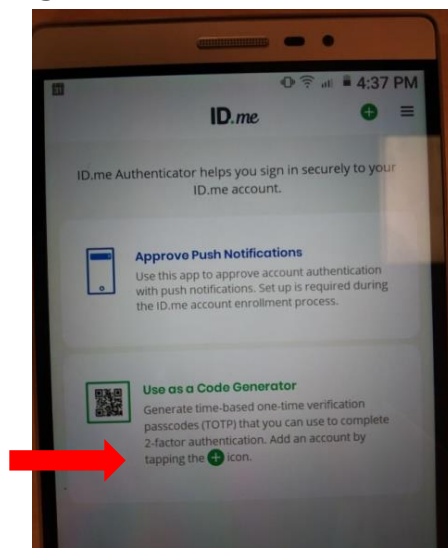
*Figure 30: Secure your account screen with Scan barcode option for Code Generator*

- To scan the QR Code from the web screen, the user needs to search for and download the “**ID.me Authenticator**” application from his phone.
- And then the user can open the application.



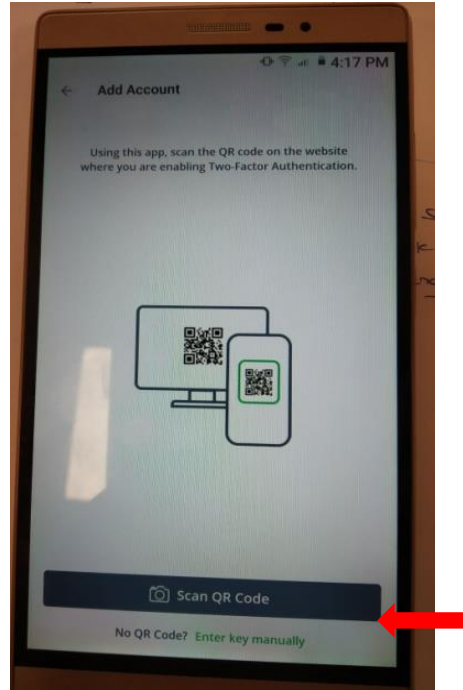
*Figure 31: ID.me Authenticator app in the app store*

- Go to ID.me authenticator app home screen on your mobile device.
- The user can add his account for **Code Generator** by selecting the green “+” sign in the top right-hand corner of the screen.



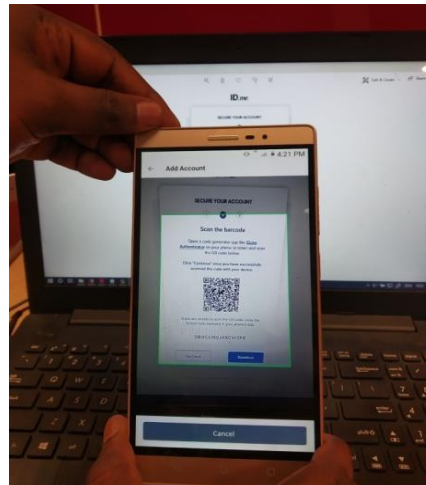
*Figure 32: ID.me Authenticator mobile app home screen displaying “Approve Push Notification” & “Use as Code Generator”*

- The “**Add Account**” screen displays.
- Click the **Scan QR Code** button at the bottom of the screen.



*Figure 33: Add Account screen with "Scan QR code" button*

- A QR scanning box appears.
- Position your phone so the QR code on the laptop screen is in the box.
- When the app automatically captures the QR code, it advances to the next screen.



*Figure 34: Scan QR Code option over mobile device*

- Once scanned, app will generate a six-digit code to be entered on the next web screen.

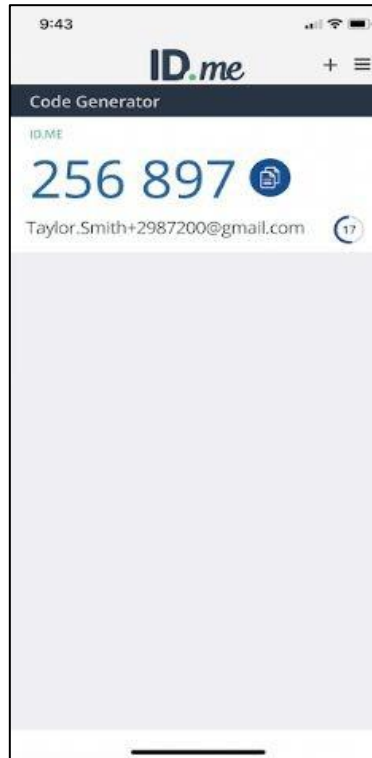


Figure 35: Six-digit code appearing over mobile device

- Enter six-digit code in the field provided and click **“Continue”**.

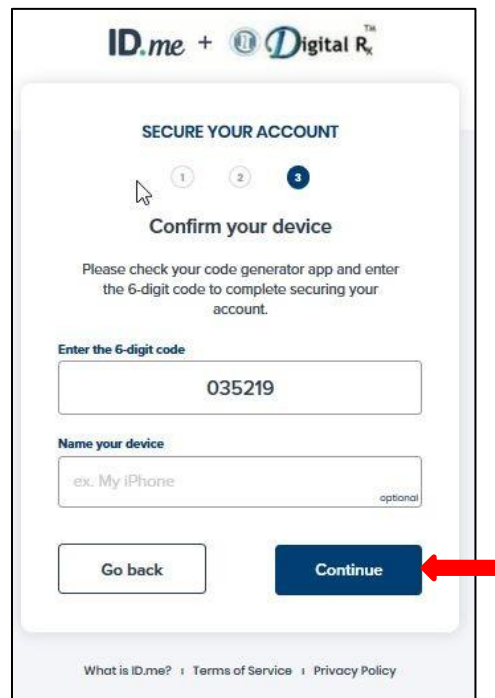
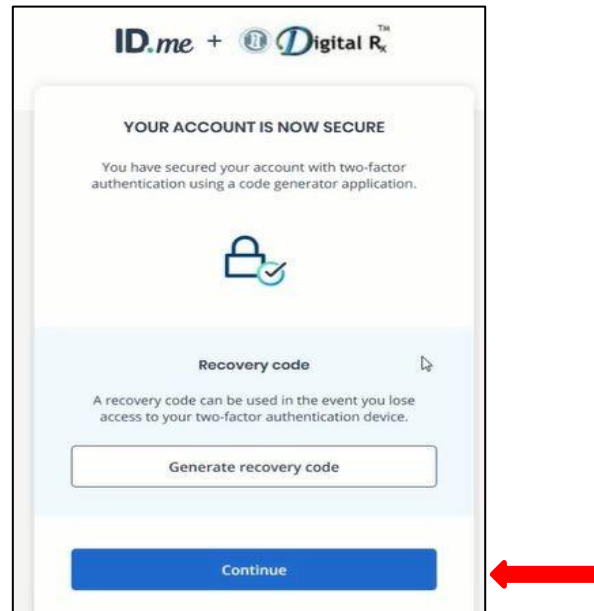


Figure 36: Enter six-digit code over “Confirm your device” screen

- If the code matches what ID.me is expecting, user will see a screen confirming that completed the two-factor authentication enrollment

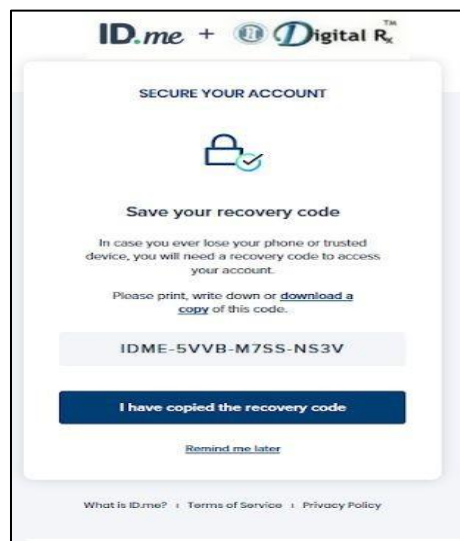


process.



*Figure 37: Confirmation & Generate Recovery Code screen*

- This confirmation screen will also have a Recovery Code, which can be used in the event when the user lose access for two-factor authentication device.
- Please save the recovery code in a secure location for possible future use.
- After saving the recovery code (for Code Generator method), the next screens are related to the identity verification process.



*Figure 38: Recovery Code screen*

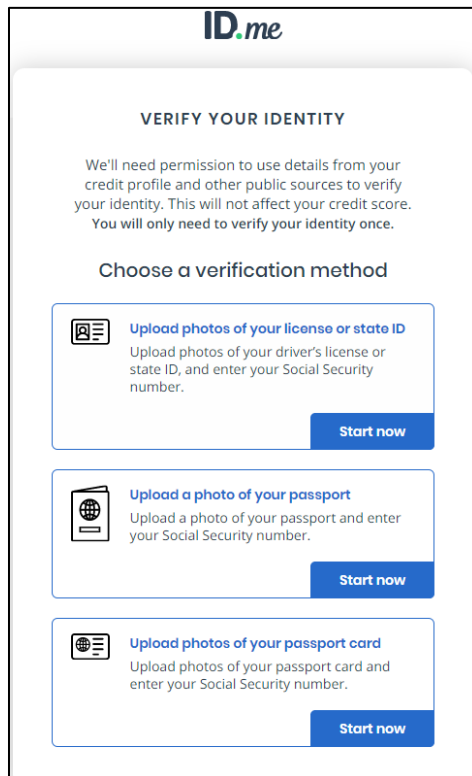
## 1.7 Verification Methods

- The user may choose any of the four verification methods available by clicking the appropriate button:

[1.7.1] Upload photos of your driver's license or state ID

[1.7.2] Upload a photo of your passport

[1.7.3] Upload photos of your passport card



*Figure 39*

### 1.7.1 Upload Photos of your License or State ID

- The user can go with either “**Take photo**” or with “**Choose Image**” option to upload photos as per the requirement.
- Select “**Choose Image**” option.

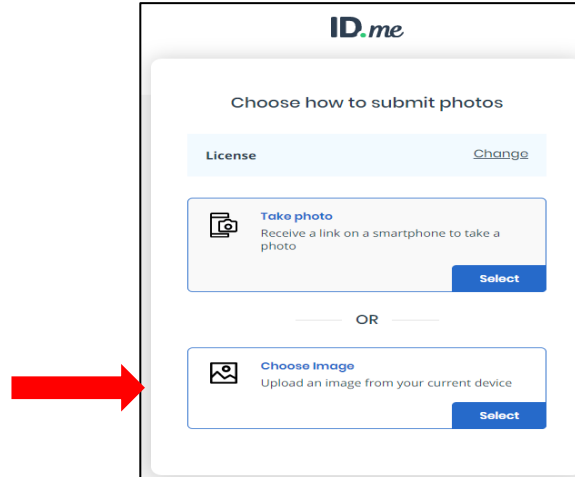


Figure 40

- Upload photos of the front & back side of the driver's license or state ID.
- Once upload is done, click **“Continue”**.

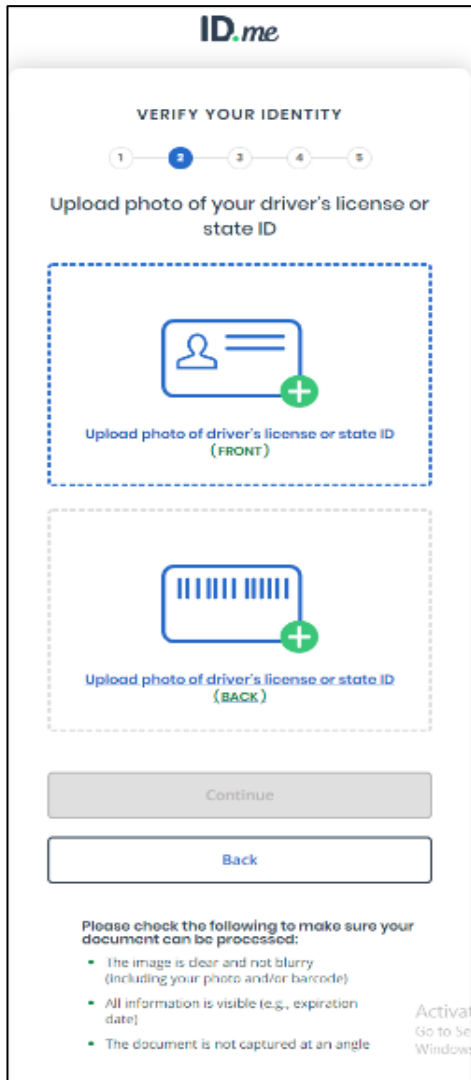


Figure 41

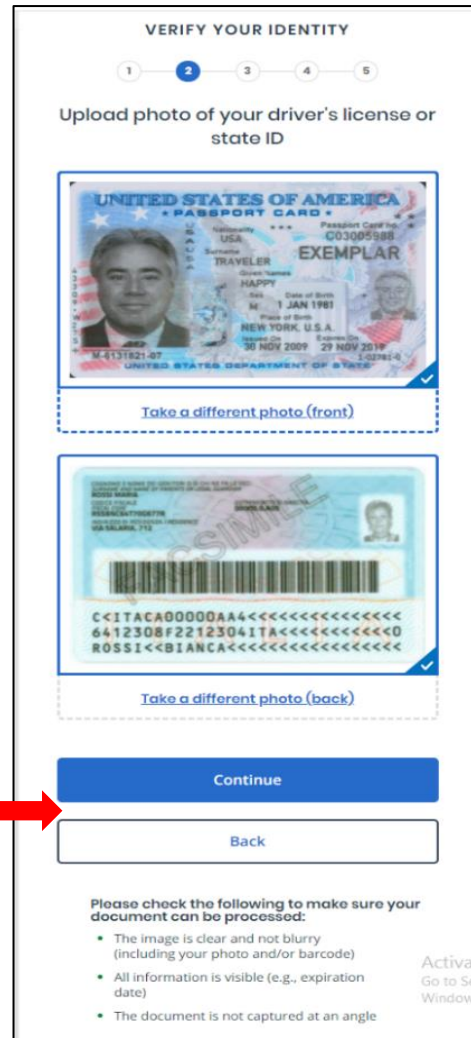
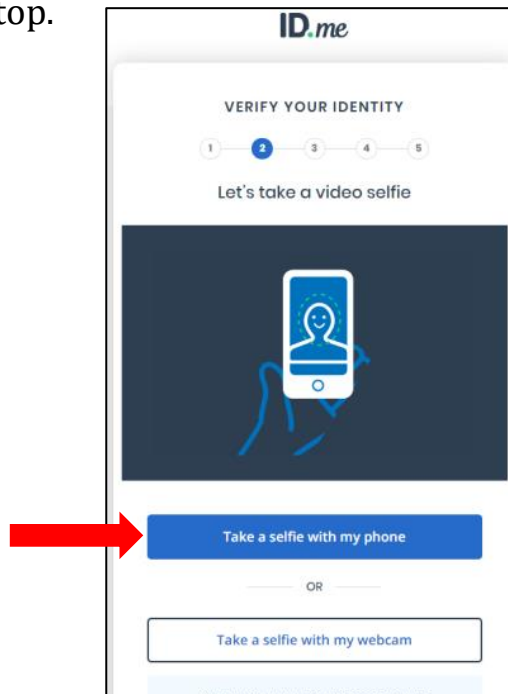


Figure 42

- ❖ Video selfie can be uploaded by one of the methods:
  - [A] Upload video selfie through desktop/laptop webcam
  - [B] Upload video selfie through mobile

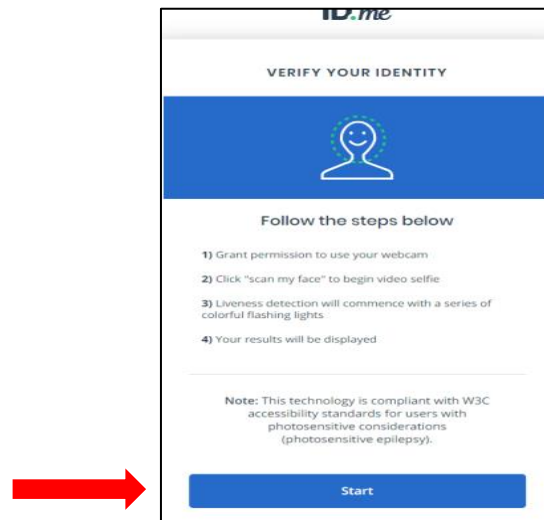
### [A] Upload Video Selfie Through Desktop/Laptop Webcam

- Click **“Take a selfie with my webcam”** to access video selfie through laptop/desktop.



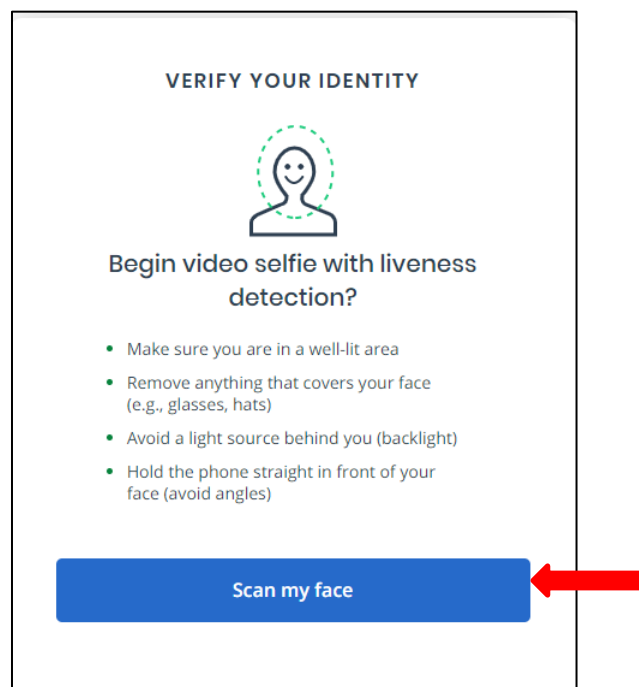
*Figure 43*

- Click **“Start”** to access video from the device (laptop/desktop).



*Figure 44*

- Click “**Scan my face**”.
- Scan the user face through webcam.
- If the selfie video is not captured properly error will occur.
- Click “**Try again**”.
- Click “**Scan my face**” again.
- If the selfie video is captured properly, it will process to next window to verify identity.



*Figure 45*

**Note:**

- Make sure the user is in a well-lit area.
- Remove that anything that covers your face (like glasses, hats).
- Avoid a light source behind you.
- Hold the phone straight in front of your face.

## [B] Upload Video Selfie Through Mobile

- Click **“Take video selfie”** to access video selfie through mobile.

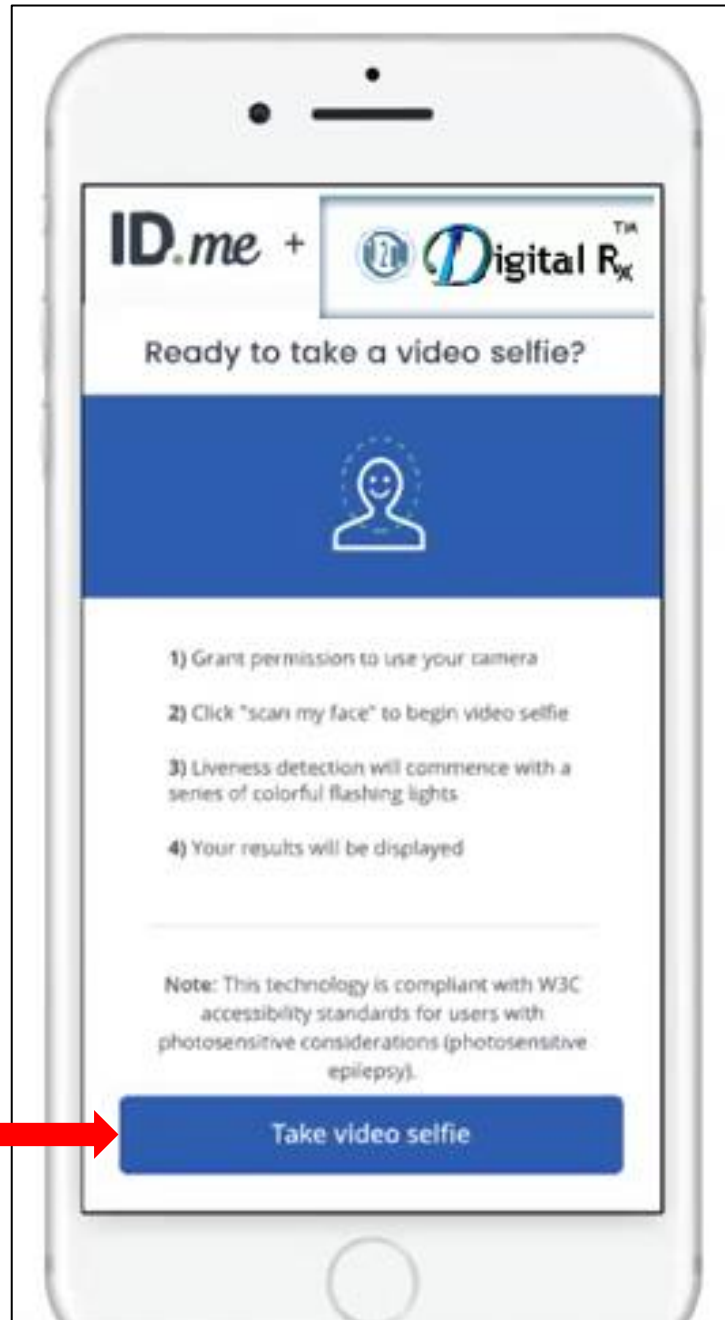
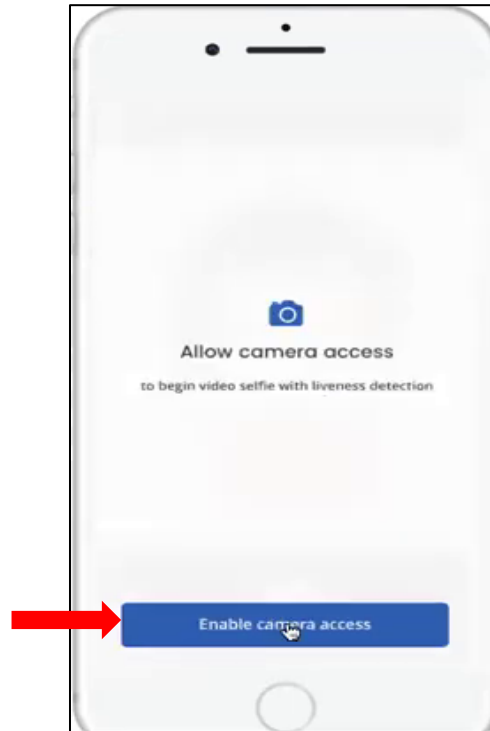


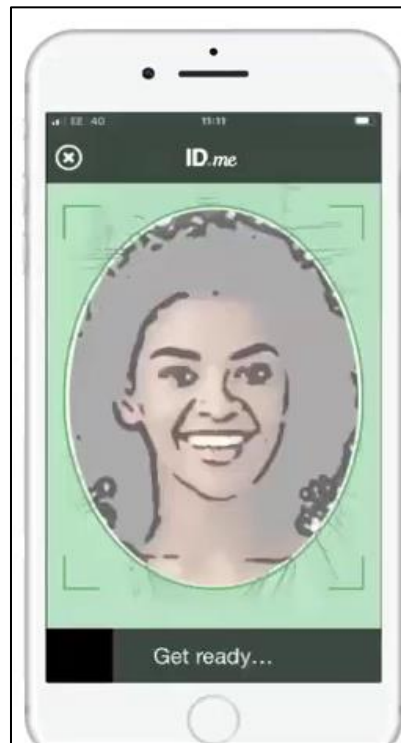
Figure 46

- Click **“Enable camera access”** to access the camera.



*Figure 47*

- Scan your face through mobile camera.



*Figure 48*

- Click “**Continue**” to submit the image.
- Image will be submitted.
- Click “**Continue**” to return H2HDigital Rx.

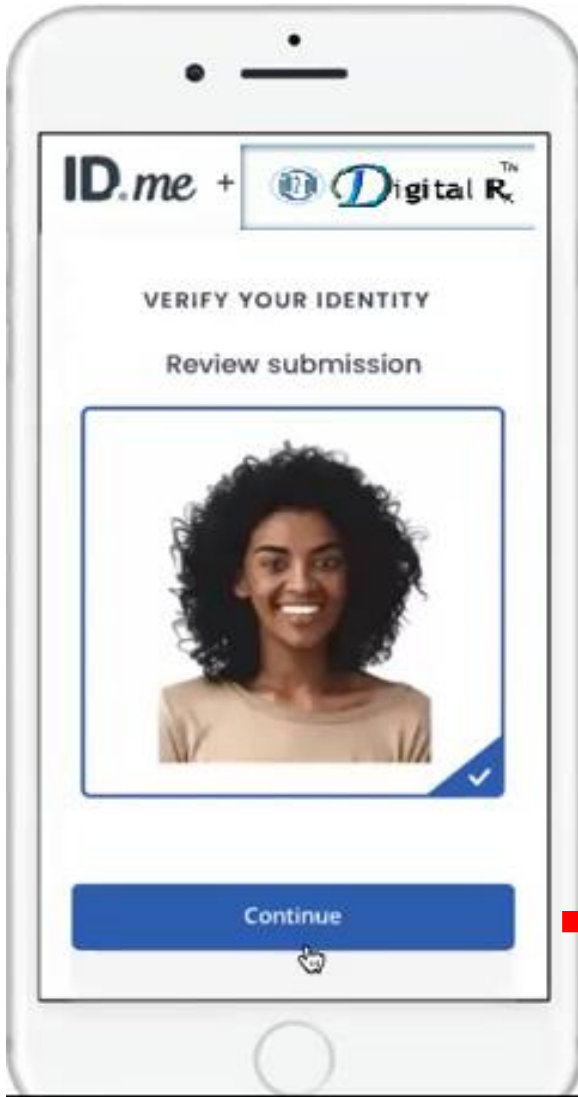


Figure 49

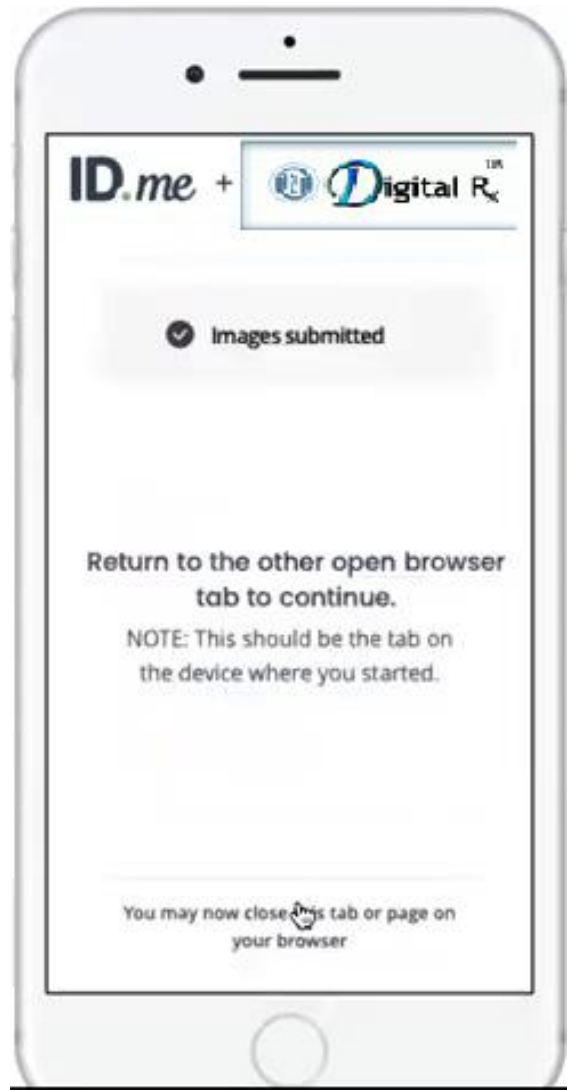
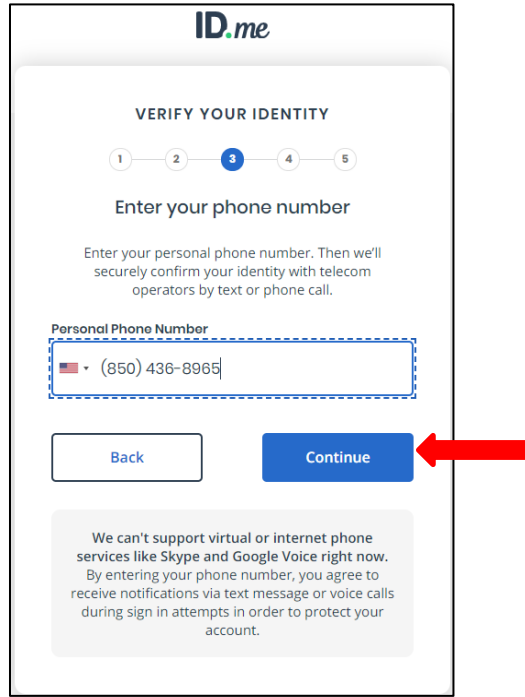


Figure 50



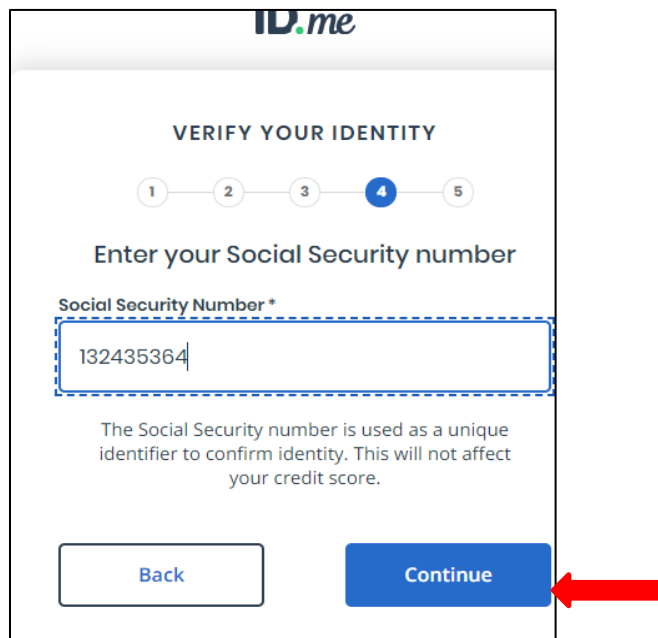
- Enter the personal phone number.
- Click “**Continue**” to confirm your identity.



The screenshot shows the ID.me 'VERIFY YOUR IDENTITY' screen. At the top, the ID.me logo is displayed. Below it, the title 'VERIFY YOUR IDENTITY' is centered. A progress indicator shows five steps, with step 3 highlighted in blue. The main heading is 'Enter your phone number'. Below this, a sub-heading reads: 'Enter your personal phone number. Then we'll securely confirm your identity with telecom operators by text or phone call.' A text input field labeled 'Personal Phone Number' contains the number '(850) 436-8965'. Below the input field are two buttons: 'Back' and 'Continue'. A red arrow points to the 'Continue' button. At the bottom, a grey box contains the following text: 'We can't support virtual or internet phone services like Skype and Google Voice right now. By entering your phone number, you agree to receive notifications via text message or voice calls during sign in attempts in order to protect your account.'

Figure 51

- Enter Social Security Number and click “**Continue**” to confirm the identity.



The screenshot shows the ID.me 'VERIFY YOUR IDENTITY' screen. At the top, the ID.me logo is displayed. Below it, the title 'VERIFY YOUR IDENTITY' is centered. A progress indicator shows five steps, with step 4 highlighted in blue. The main heading is 'Enter your Social Security number'. Below this, a sub-heading reads: 'Social Security Number \*'. A text input field contains the number '132435364'. Below the input field, a note states: 'The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.' At the bottom are two buttons: 'Back' and 'Continue'. A red arrow points to the 'Continue' button.

Figure 52

- Click “**Continue**” to verify all the information that you have provided.

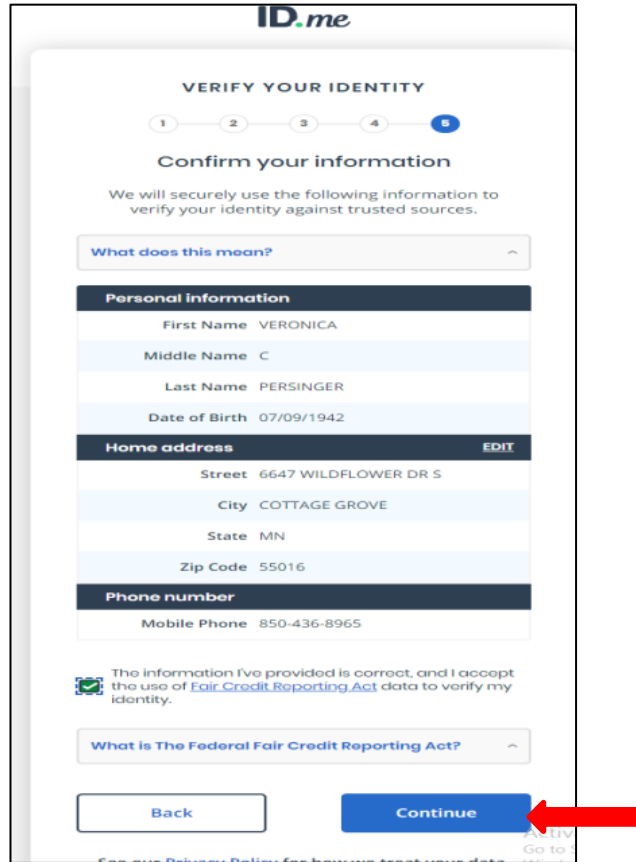


Figure 53

- Click the link “**Verify phone**” to confirm phone number.

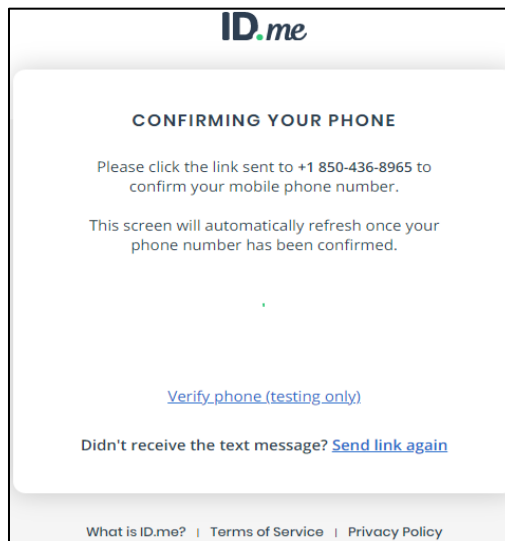


Figure 54

- To verify as a medical provider, provide your NPI, and DEA credentials. Click “**Begin**”.



Figure 55

- Enter NPI number, select country, enter DEA number.
- Then click on “**Continue**” button.

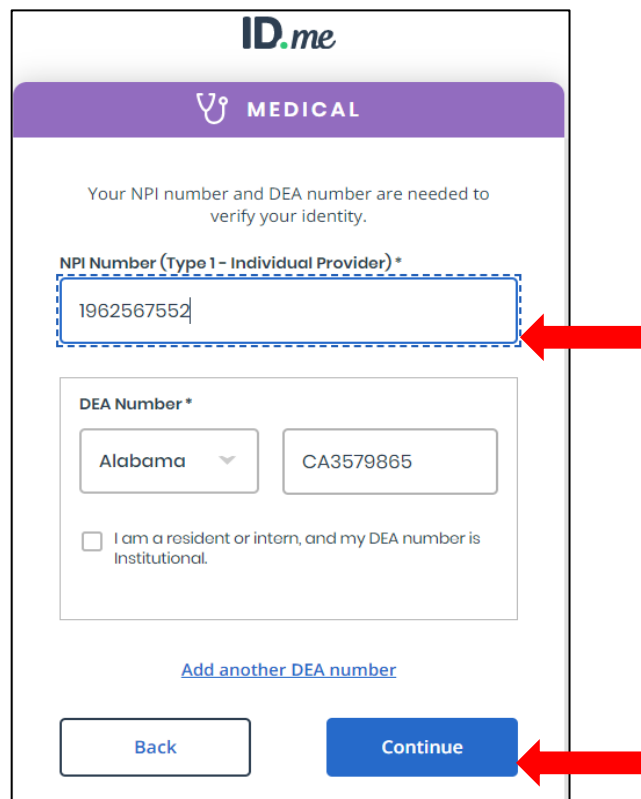
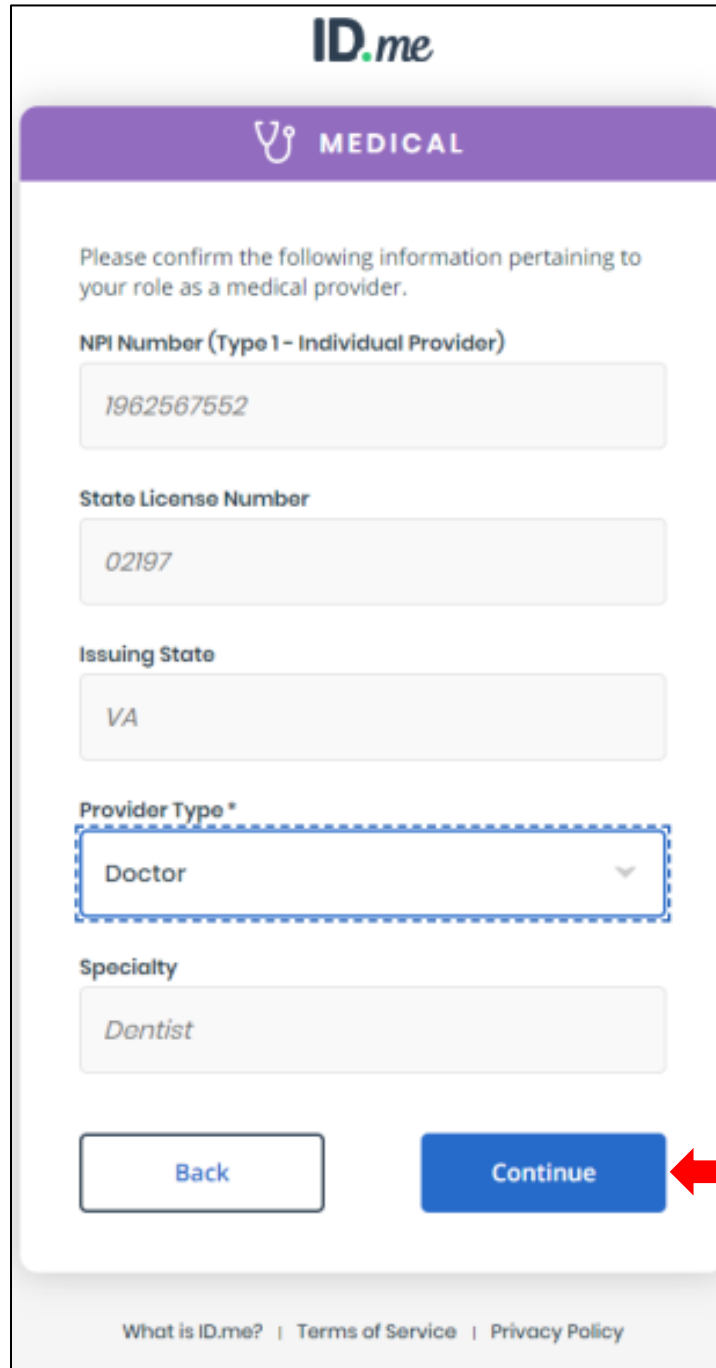


Figure 56

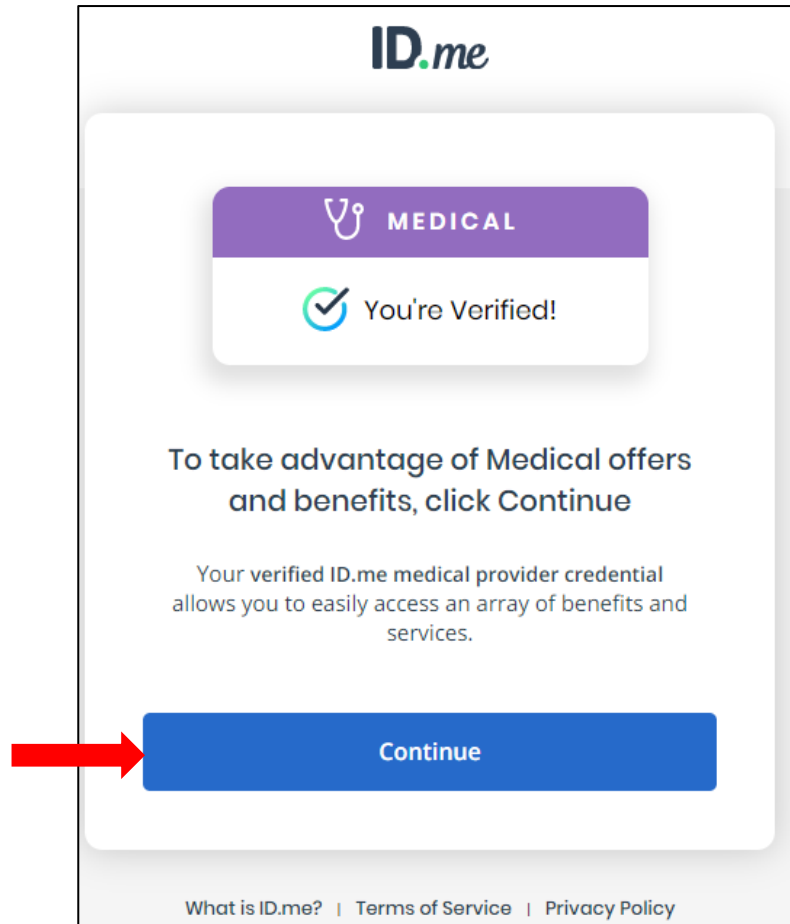
- Select provider type as per your requirement.
- Click “**Continue**” to verify.



The image shows a mobile application interface for ID.me Medical. At the top, the ID.me logo is displayed. Below it is a purple header with a white stethoscope icon and the word "MEDICAL". The main content area contains a prompt: "Please confirm the following information pertaining to your role as a medical provider." Below this are several input fields: "NPI Number (Type 1 - Individual Provider)" with the value "1962567552", "State License Number" with "02197", "Issuing State" with "VA", "Provider Type\*" with a dropdown menu showing "Doctor", and "Specialty" with "Dentist". At the bottom, there are two buttons: "Back" and "Continue". A red arrow points to the "Continue" button. At the very bottom of the screen, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

Figure 57

- Verified and click **Continue**.



*Figure 58*

## 1.7.2 Upload a Photo of your Passport

- Choose how to submit photos and follow the instructions provided over the screen to verify identity.
- You can either take a picture with the mobile device or can upload a picture from a device.



*Figure 59: Choose upload picture screen in "Upload a photo of your passport" Option*

- Upload photo of your passport. Click **“Looks good”**.

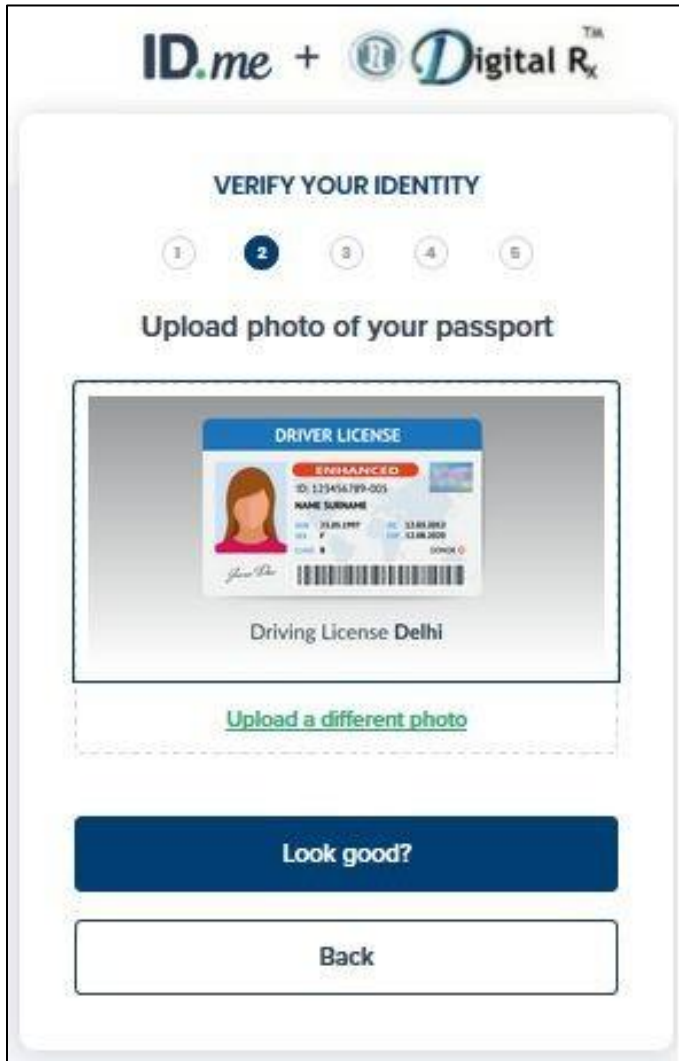


Figure 60: Browse & Upload Passport photo screen in “Upload a photo of your passport” Option

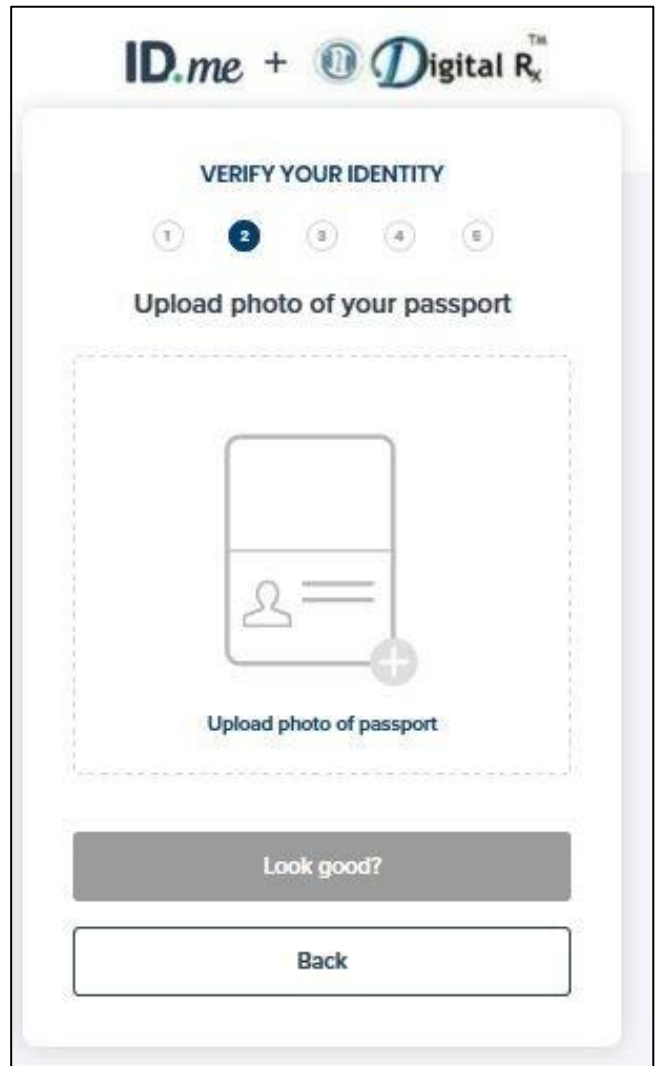
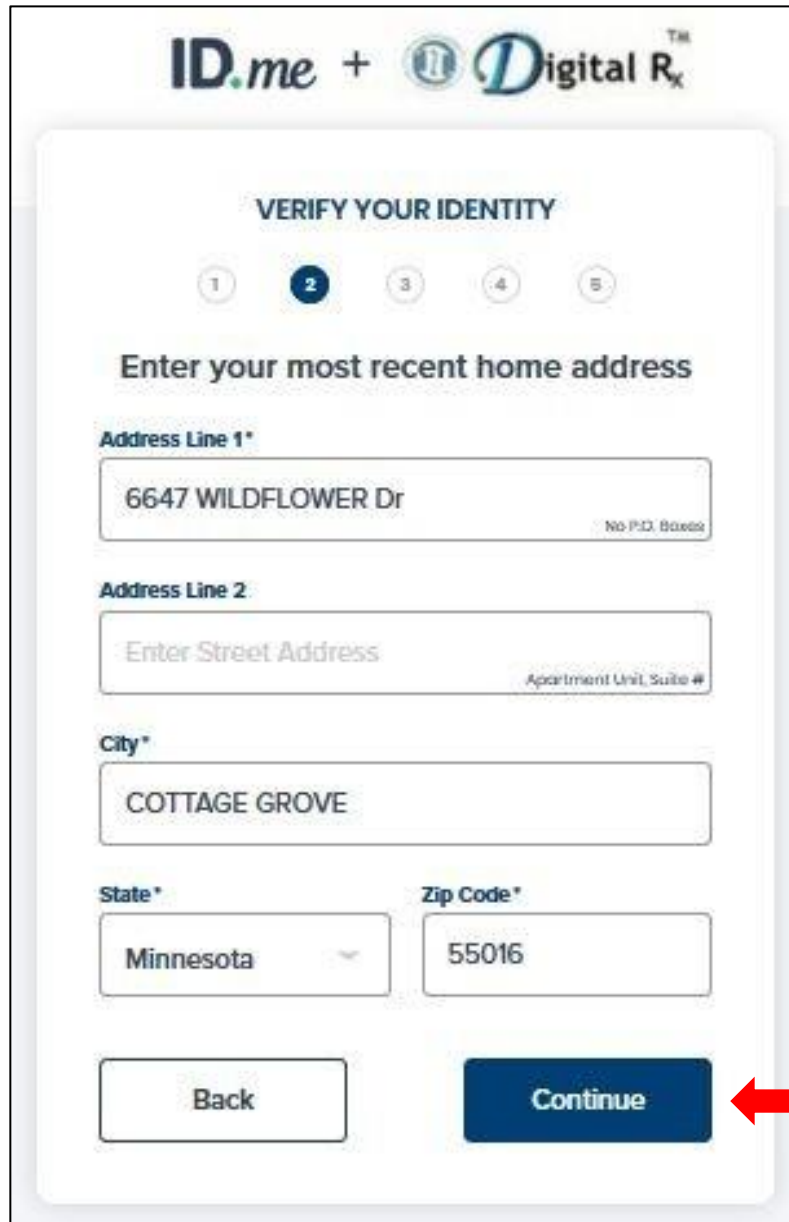


Figure 61: Upload Passport Photo confirmation screen in “Upload a photo of your passport” Option

- Enter Home address in the provided fields.
- Click “**Continue**”.



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Enter your most recent home address**

**Address Line 1\***

6647 WILDFLOWER Dr No P.O. Boxes

**Address Line 2\***

Enter Street Address Apartment Unit, Suite #

**City\***

COTTAGE GROVE

**State\*** Minnesota

**Zip Code\*** 55016

Back Continue

*Figure 62: Enter Home address screen in  
“Upload a photo of your passport” Option*

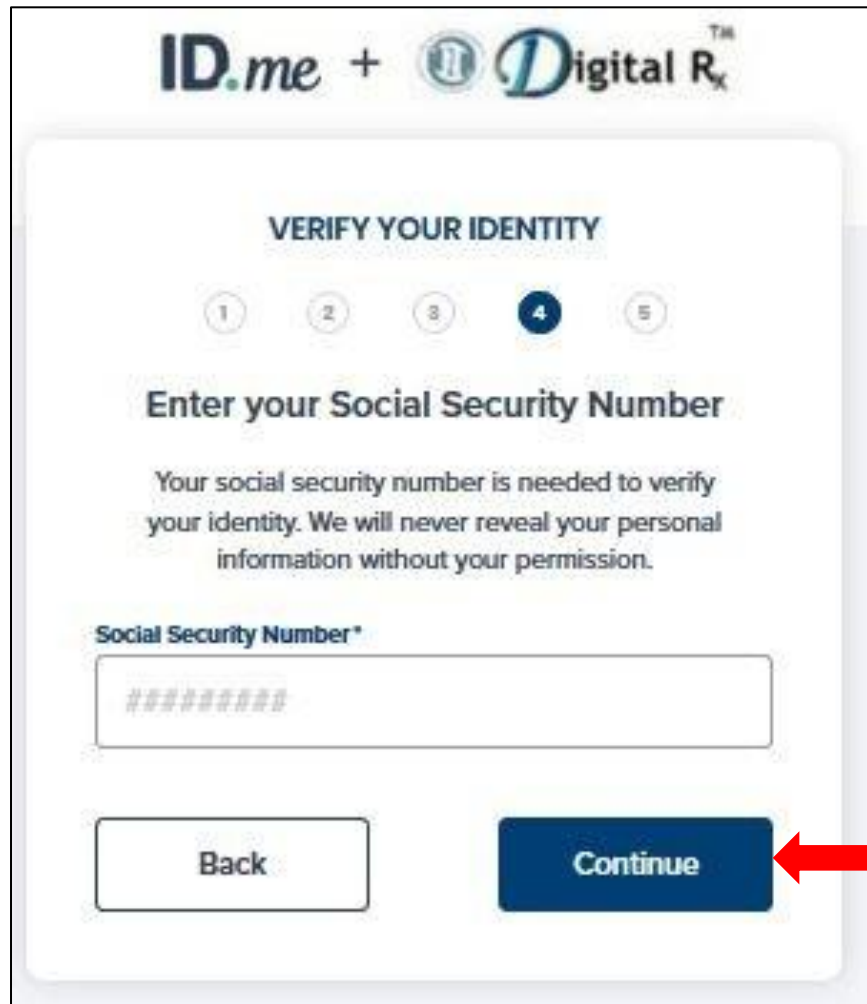



- Enter a phone number that matches your credit profile.



*Figure 63: Enter Phone number screen in  
"Upload a photo of your passport" Option*

- Enter your Social Security Number.
- Click on “**Continue**” button.



**ID.me** + 

**VERIFY YOUR IDENTITY**

1 2 3 **4** 5

**Enter your Social Security Number**

Your social security number is needed to verify your identity. We will never reveal your personal information without your permission.

**Social Security Number\***

#####

Back Continue

*Figure 64: Enter SSN screen in “Upload a photo of your passport” Option*

- Confirm your details entered and click “**Continue**”

*Figure 65: Confirm your details screen in  
“Upload a photo of your passport” Option*

### 1.7.3 Upload Photos of your Passport Card

- Choose how to submit photos, and follow the instructions provided over the screen to verify identity.
- You can either take a picture with the mobile device or can upload a picture from a device.



*Figure 66: Choose upload picture screen in "Upload photos of your passport card" Option*

- Upload photos of the front & back of your passport card.
- Click on **“Looks good”** button.

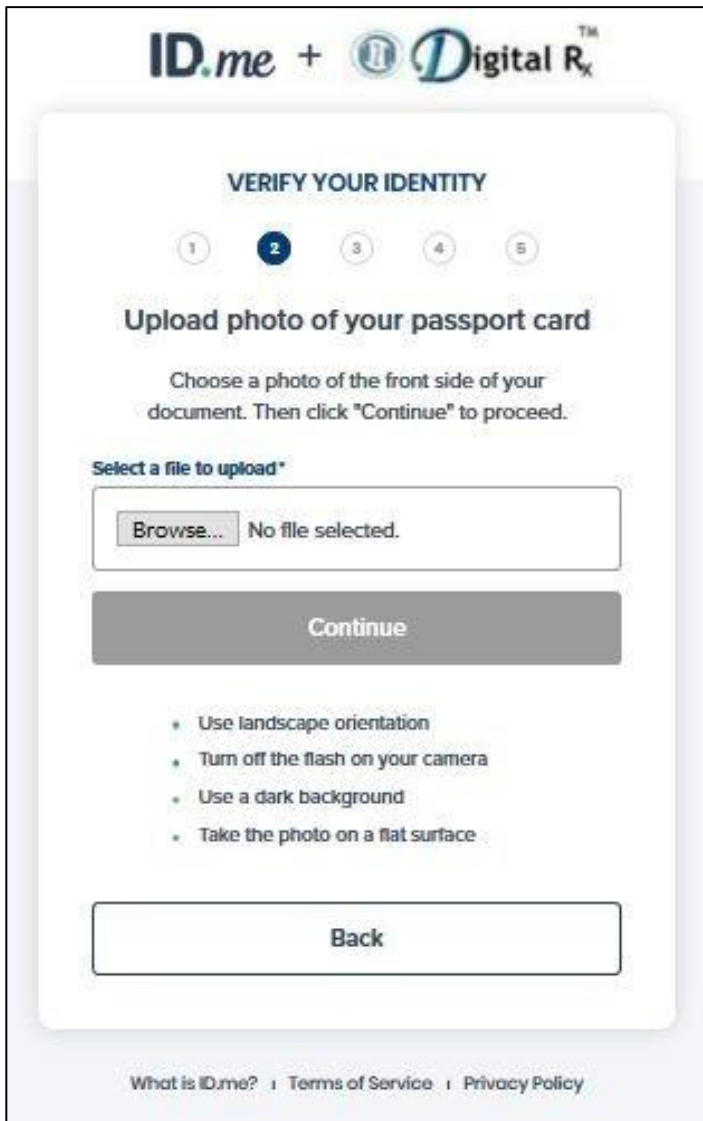
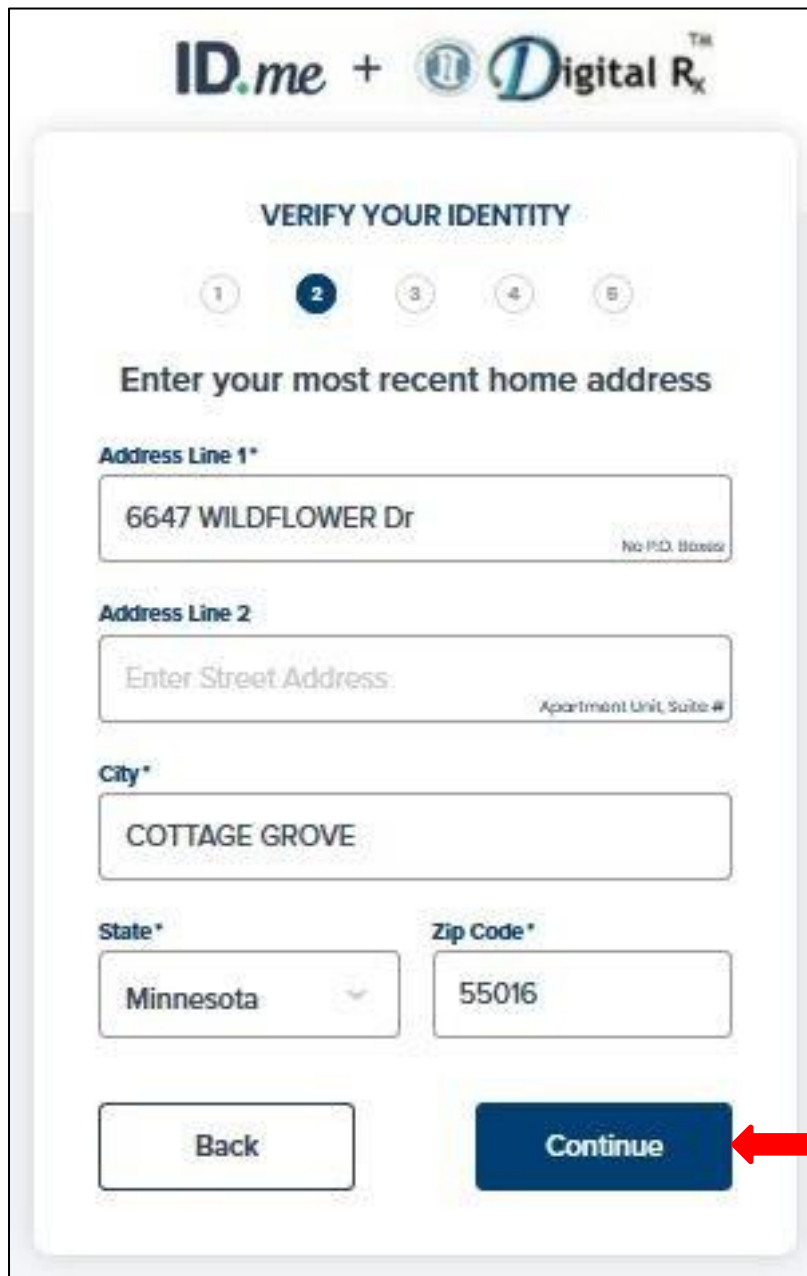


Figure 67: Browse & Upload Passport card photo screen in "Upload photos of your passport card" Option



Figure 68: Upload Passport card photo confirmation screen in "Upload photos of your passport card" Option:

- Enter Home address in the provided fields.
- Click “**Continue**”.



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Enter your most recent home address**

**Address Line 1\***

6647 WILDFLOWER Dr No P.O. Boxes

**Address Line 2**

Enter Street Address Apartment Unit, Suite #

**City\***

COTTAGE GROVE

**State\*** **Zip Code\***

Minnesota 55016

Back Continue

*Figure 69: Enter Home address screen in  
“Upload photos of your passport card” Option*

- Enter a phone number that matches your credit profile.



Figure 70: Enter Phone number screen in "Upload photos of your passport card" Option

- Enter your **Social Security Number** and click "Continue".

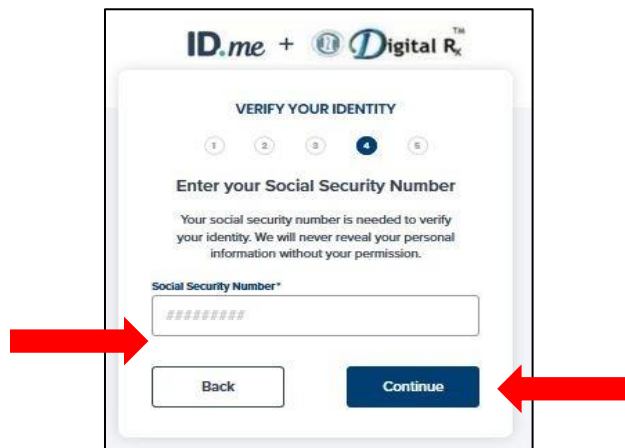


Figure 71: Enter SSN screen in "Upload photos of your passport card" Option



- Confirm the details.
- Click **“Continue.”**



*Figure 72: Confirm your details screen in “Upload photos of your passport card” Option*



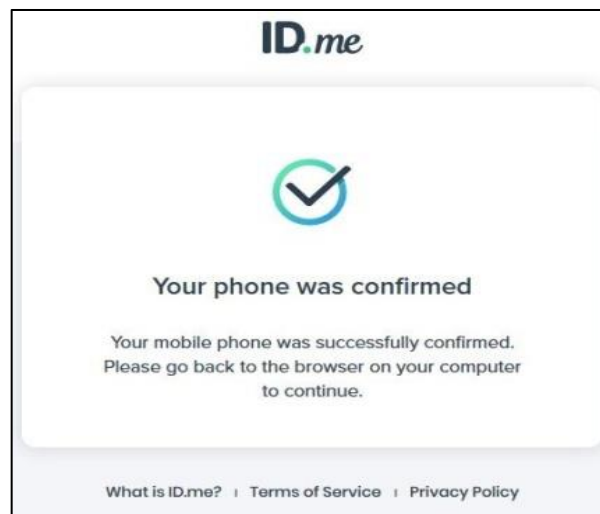
## 1.8 Confirmation Link

- SMS text message will be sent to the mobile with a confirmation link.
- Click it to confirm in your phone.



*Figure 73: Web screen displaying "Confirming your phone"*

- When confirmation is done, a confirmation will display on user's mobile as shown at right.

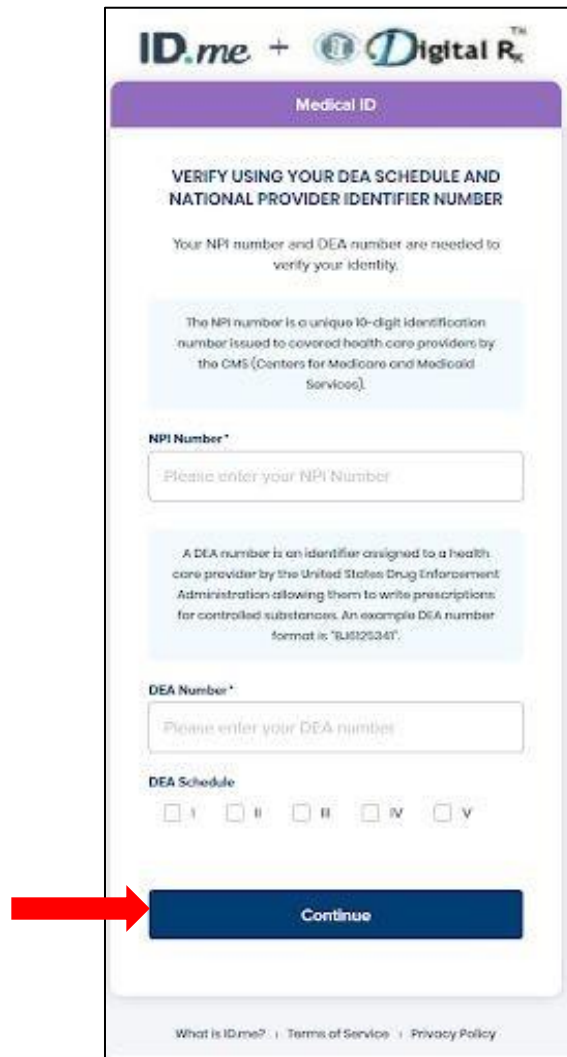


*Figure 74: Mobile screen displaying  
Phone number got confirmed*

- Once the user confirms, the next screen that appears is verifying “Medical ID”.

## 1.9 Verify Medical IDs

- Enter user’s NPI number, DEA number, select all DEA schedules for which are certified to prescribe.
- Click on “Continue” button.



**ID.me + Digital Rx™**

**Medical ID**

**VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER**

Your NPI number and DEA number are needed to verify your identity.

The NPI number is a unique 10-digit identification number issued to covered health care providers by the CMS (Centers for Medicare and Medicaid Services).

**NPI Number \***

Please enter your NPI Number

A DEA number is an identifier assigned to a health care provider by the United States Drug Enforcement Administration allowing them to write prescriptions for controlled substances. An example DEA number format is "RL5125341".

**DEA Number \***

Please enter your DEA number

**DEA Schedule**

I  II  III  IV  V

**Continue**

What is ID.me? | Terms of Service | Privacy Policy

Figure 75: Enter NPI & DEA number screen

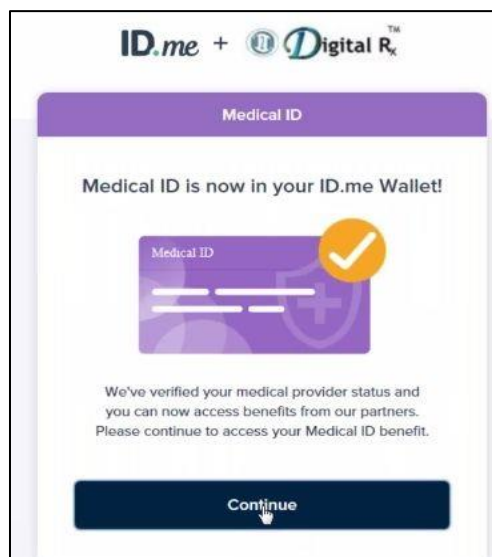
### Note:

- Enter the NPI & DEA numbers, select all DEA schedules for which are certified to prescribe.

- Click “**Continue**”.
- Confirmation screen with information related to the user as a prescriber will automatically be populated.
- Click “**Continue**.”

**Figure 76: Verification of NPI using DEA screen with details**

- Verified status screen will appear after successful confirmation of user’s medical IDs by ID.me.



**Figure 77: ID.me wallet screen with confirmation message**

## 1.10 Customizable Identity Verification Email

- After the user successfully verify the identity with an ID.me Trusted Referee, the user will receive an "**Action Required**" email.
- Click on the **Continue** button.
- The user will be redirected back to the partner where identity verification was required.

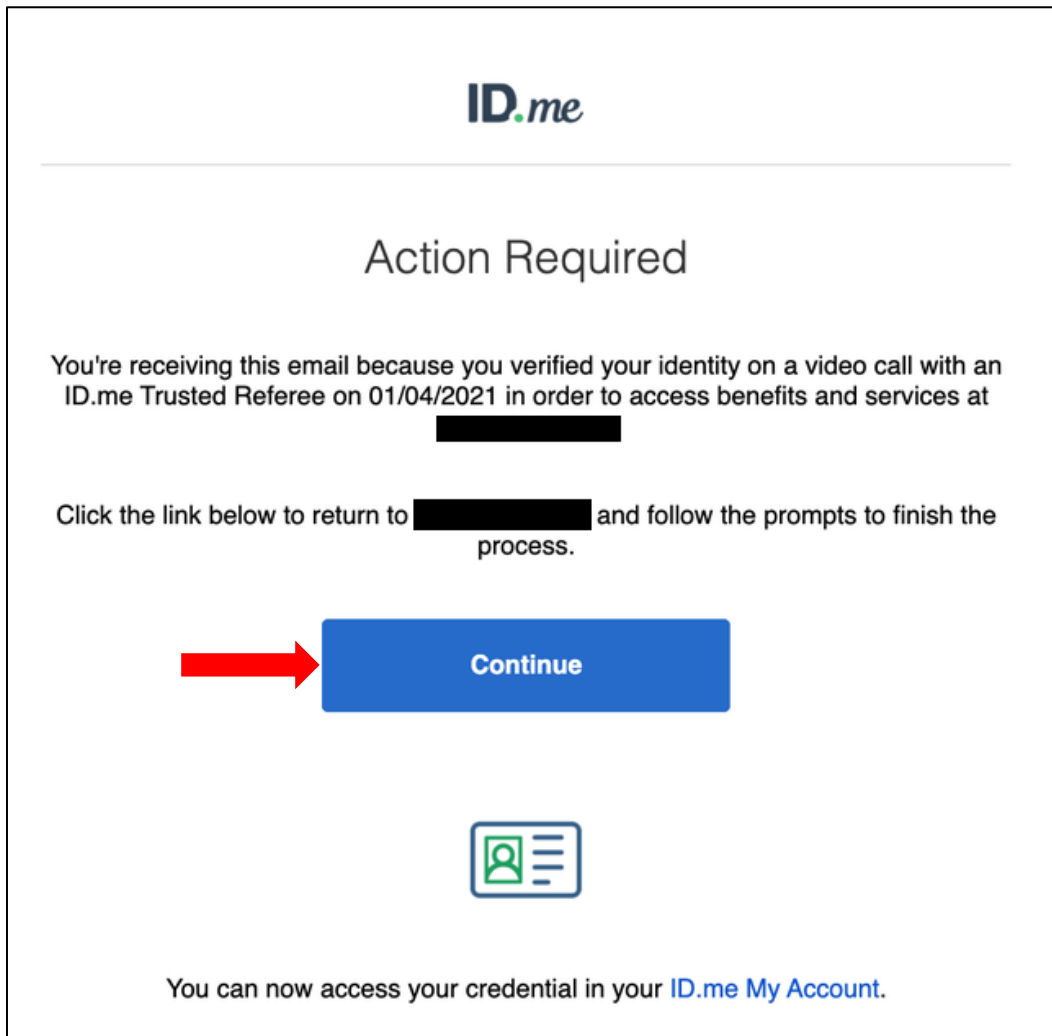
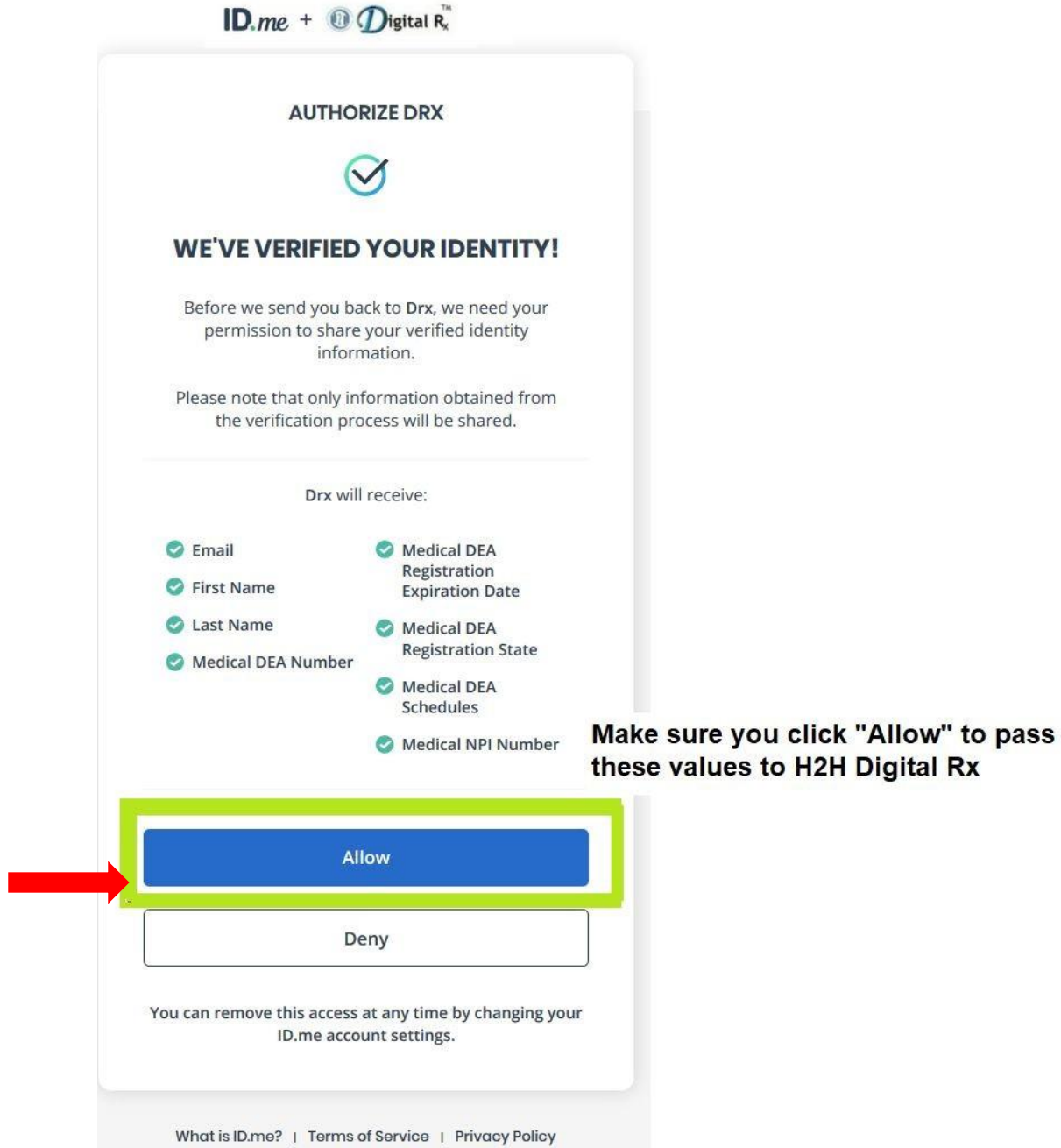


Figure 78

- Click "**ALLOW**" to consent to share listed information back to H2H Digital Rx from ID.me.



7

9: 'Consent Allow' screen to authorize DRx

- ❖ For more information related to customizable identity verification email, go to [Why did I get an email after my successful identity verification with a Trusted Referee? – ID.me Help Site.](#)

## 1.11 Delete My Selfie

- Sign in to your ID.me Account.

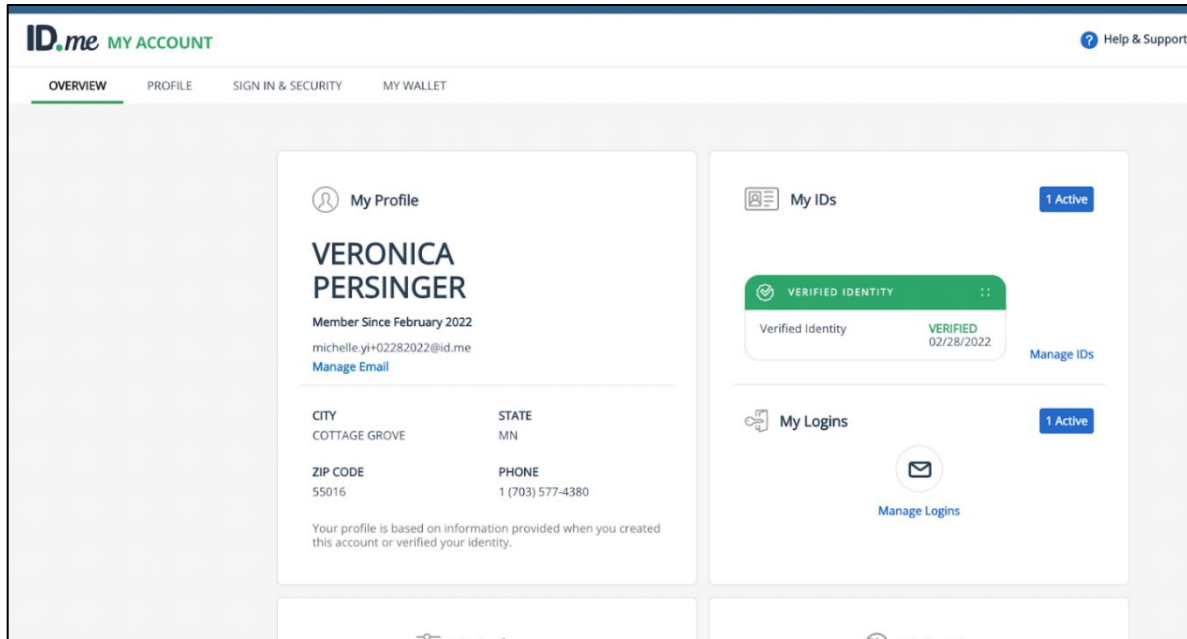


Figure 80

- Go to the **Sign in & Security** tab in the navigation menu.

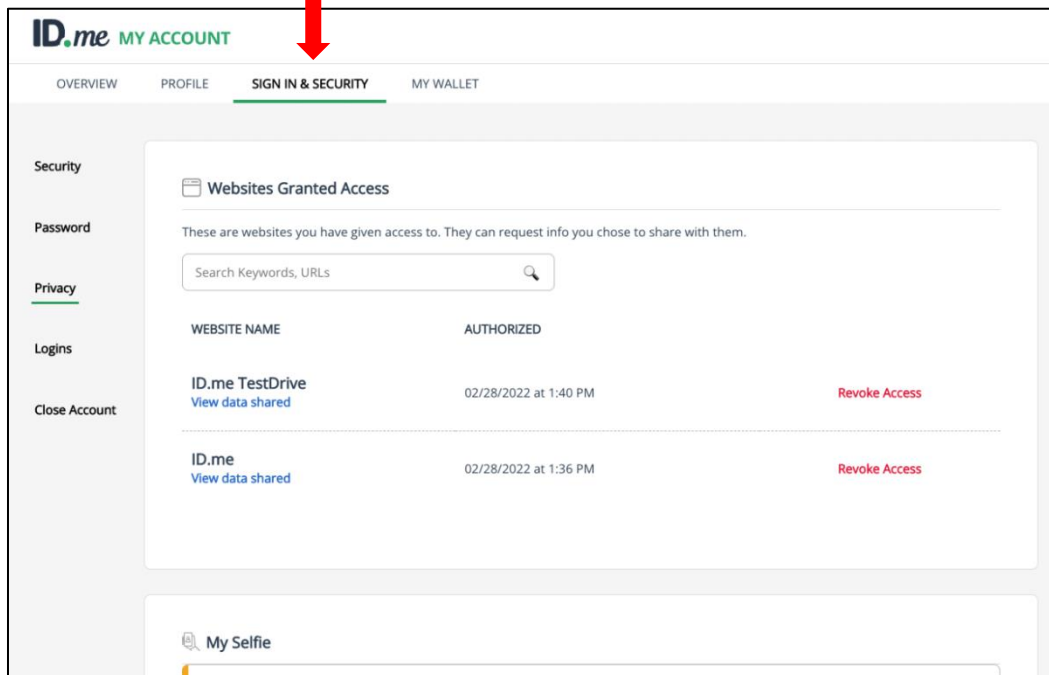


Figure 81

- Select **Privacy** on the side bar menu.

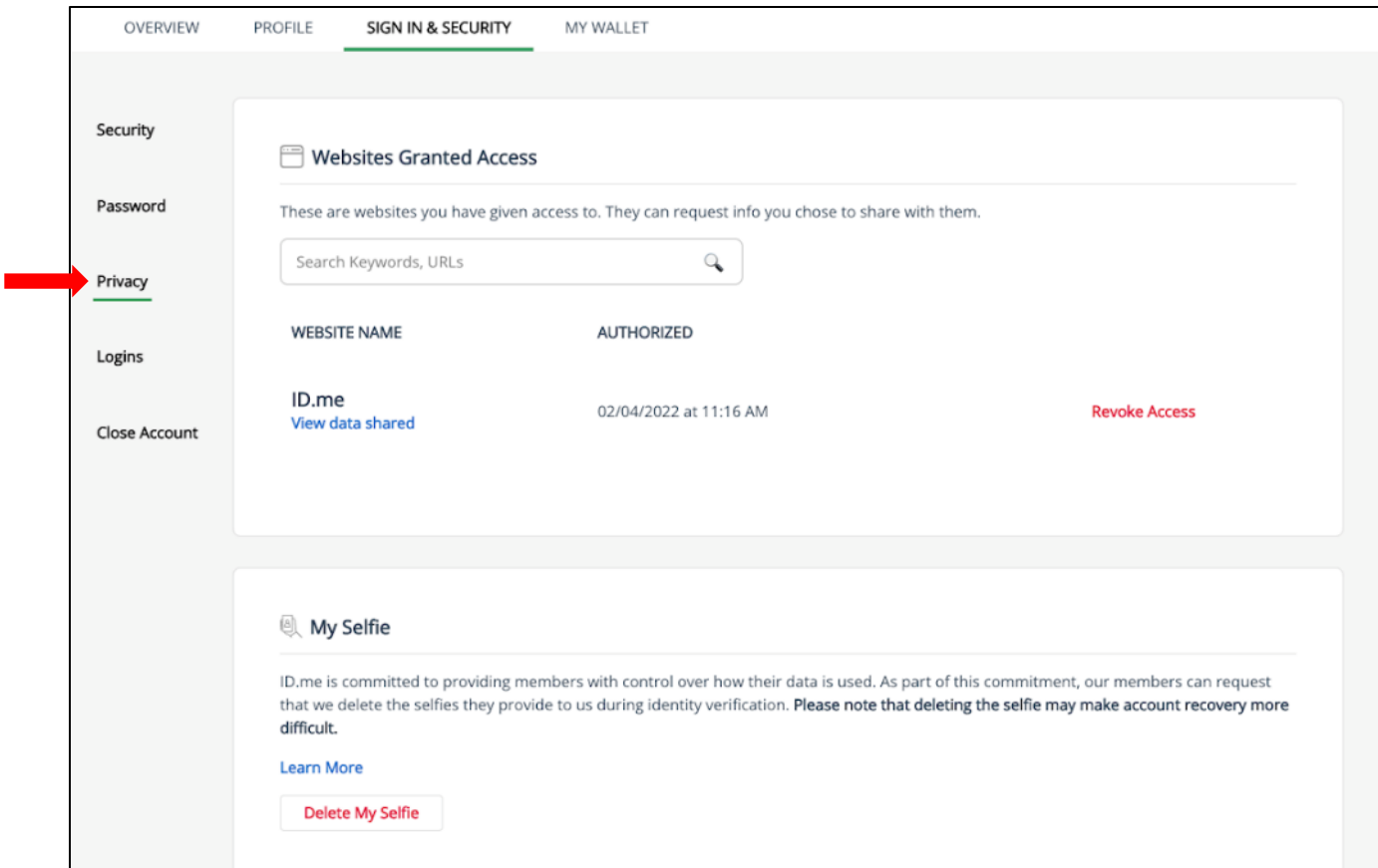


Figure 82

- Scroll down to where it says, “**My Selfie**” and select **Delete My Selfie**.

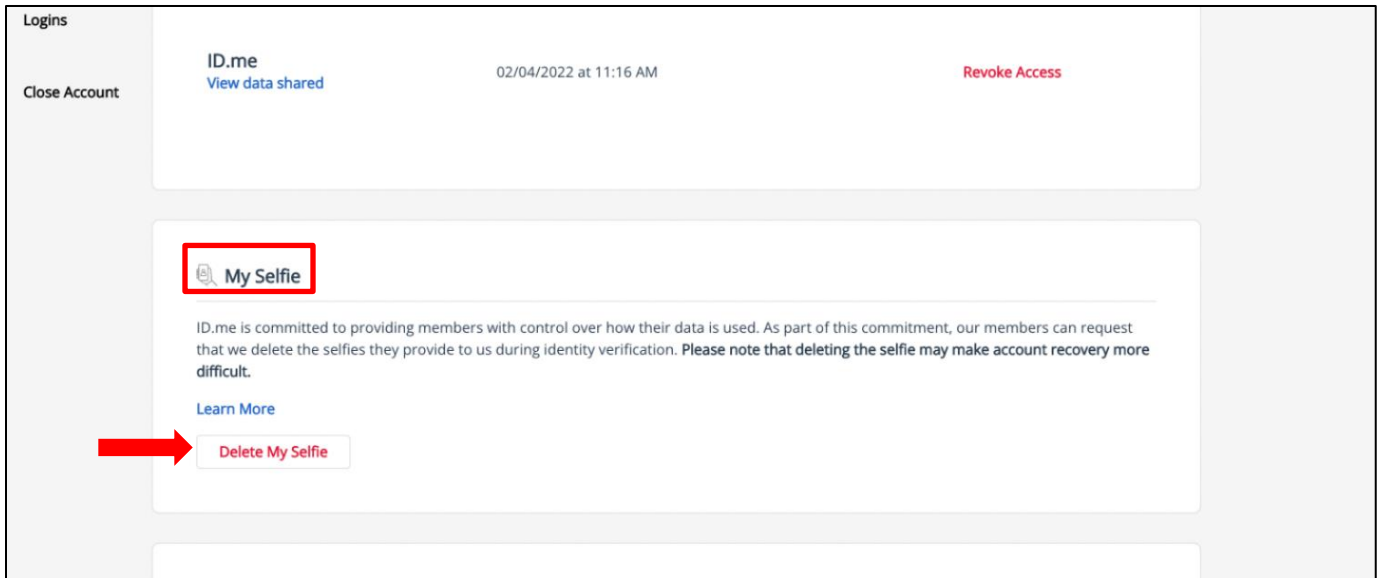


Figure 83

- Click on **Delete** when the user is asked if, you are sure.

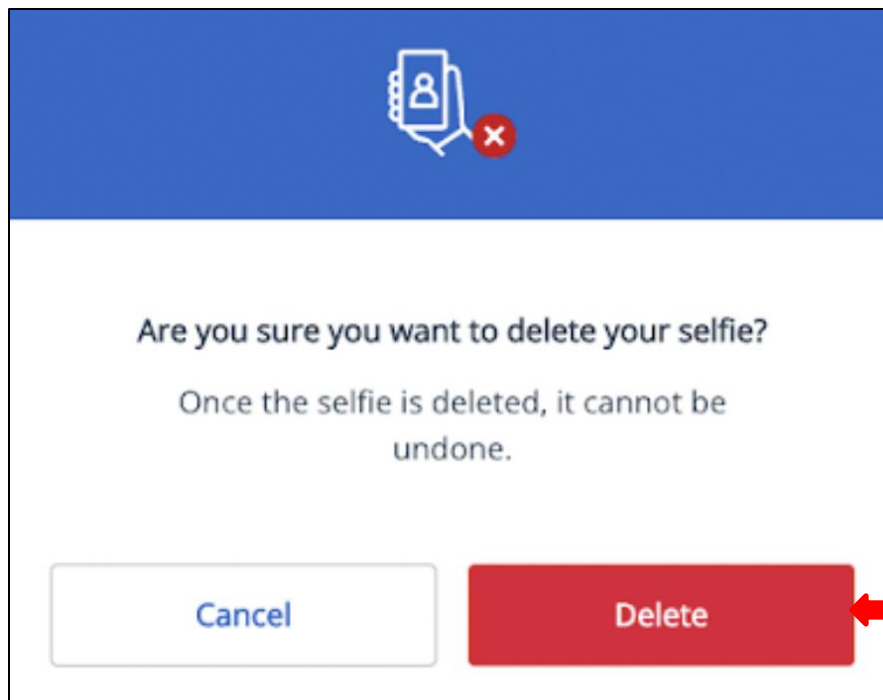


Figure 84



- Once a member submits the deletion request, it can take up to seven days until the data is purged.
- The “**My Account**” page will look like this once user selfie has been deleted.

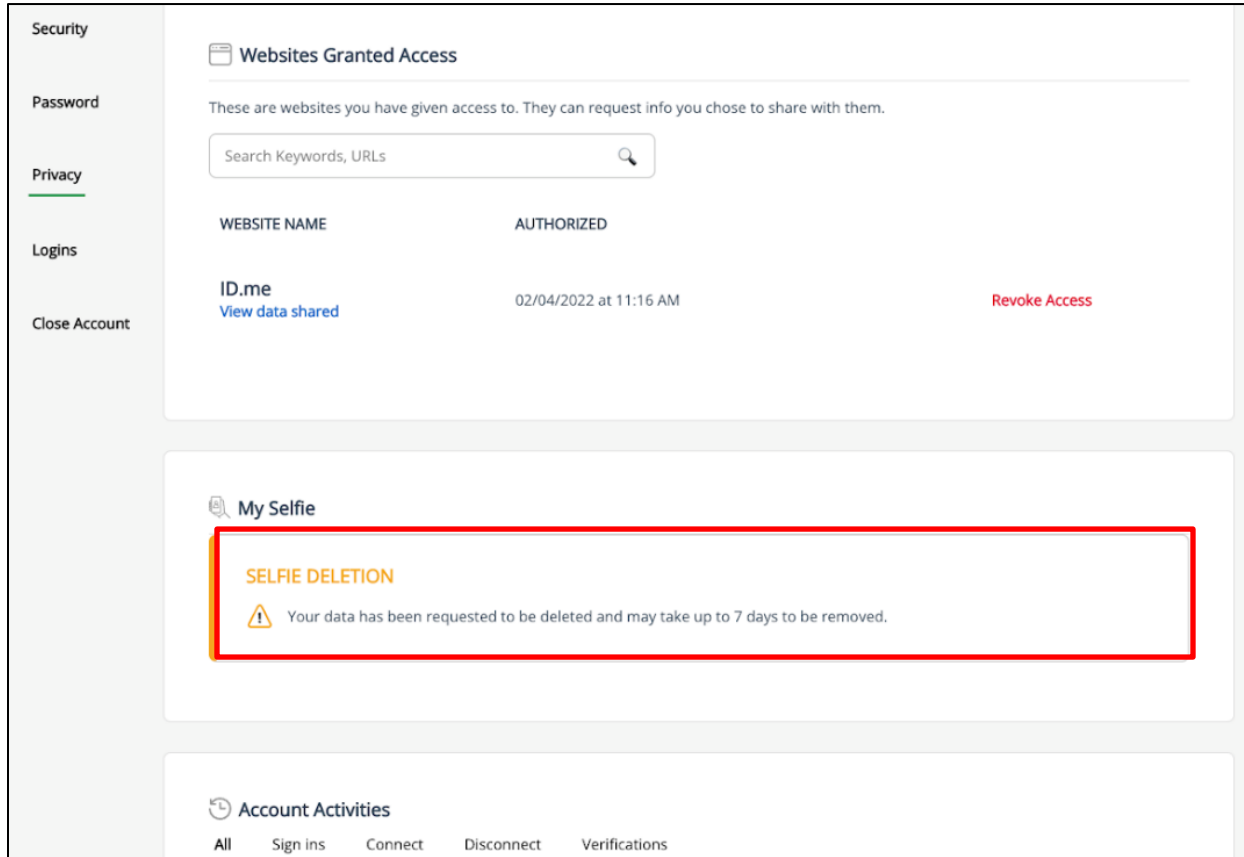


Figure 85

- ❖ For more information related “**Delete selfie**”, go to <https://help.id.me/hc/en-us/articles/4532330554775-How-do-I-delete-my-selfie->.

## 1.12 ID.me Trusted Referee video call

- Select **Get started**.
- Selecting this button starts the process to verify your identity on a video call.

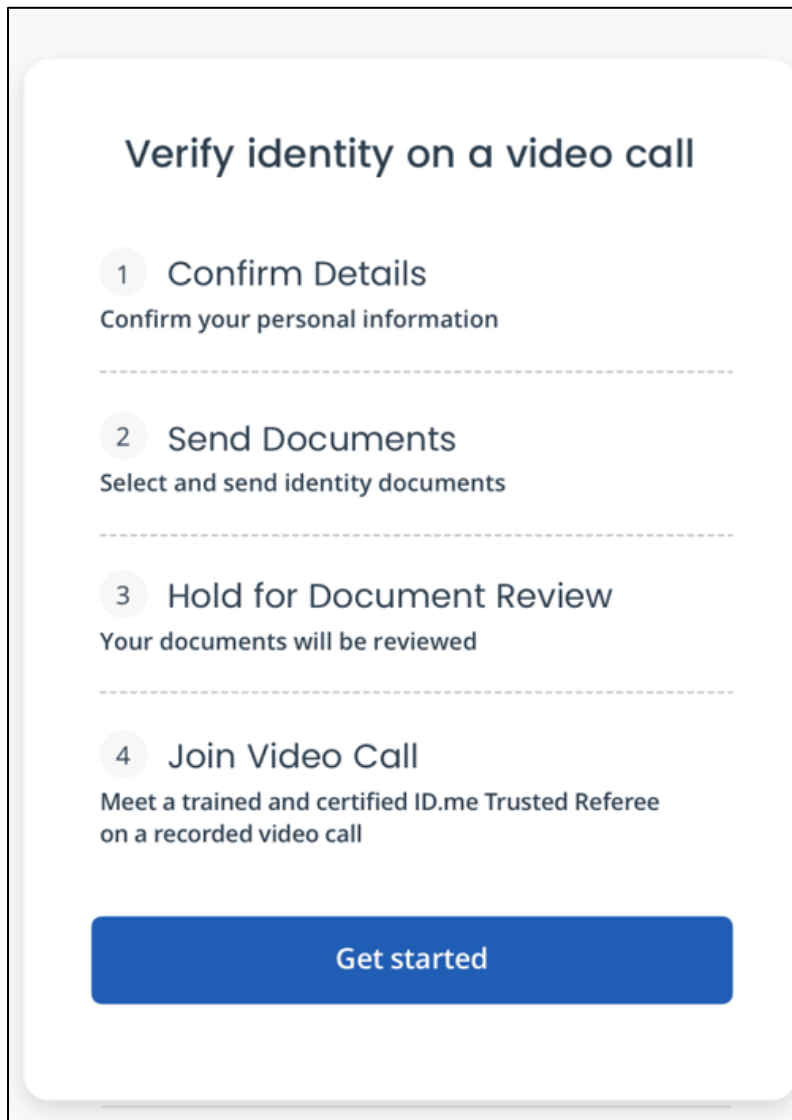
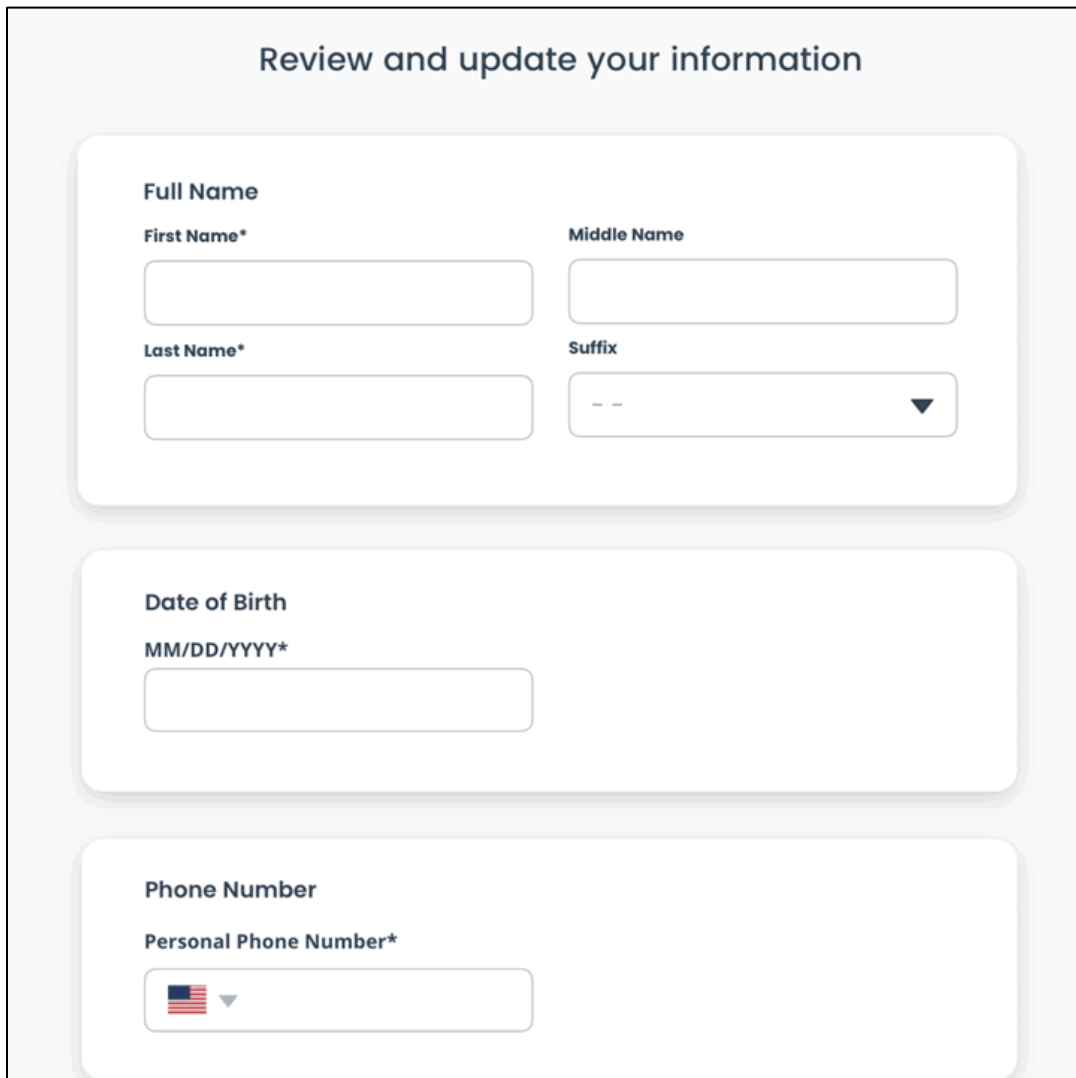


Figure 86

- Review and update information.
- Confirm all the information is accurate.
- Select **Continue** button.



Review and update your information

**Full Name**

First Name\*

Middle Name

Last Name\*

Suffix

**Date of Birth**

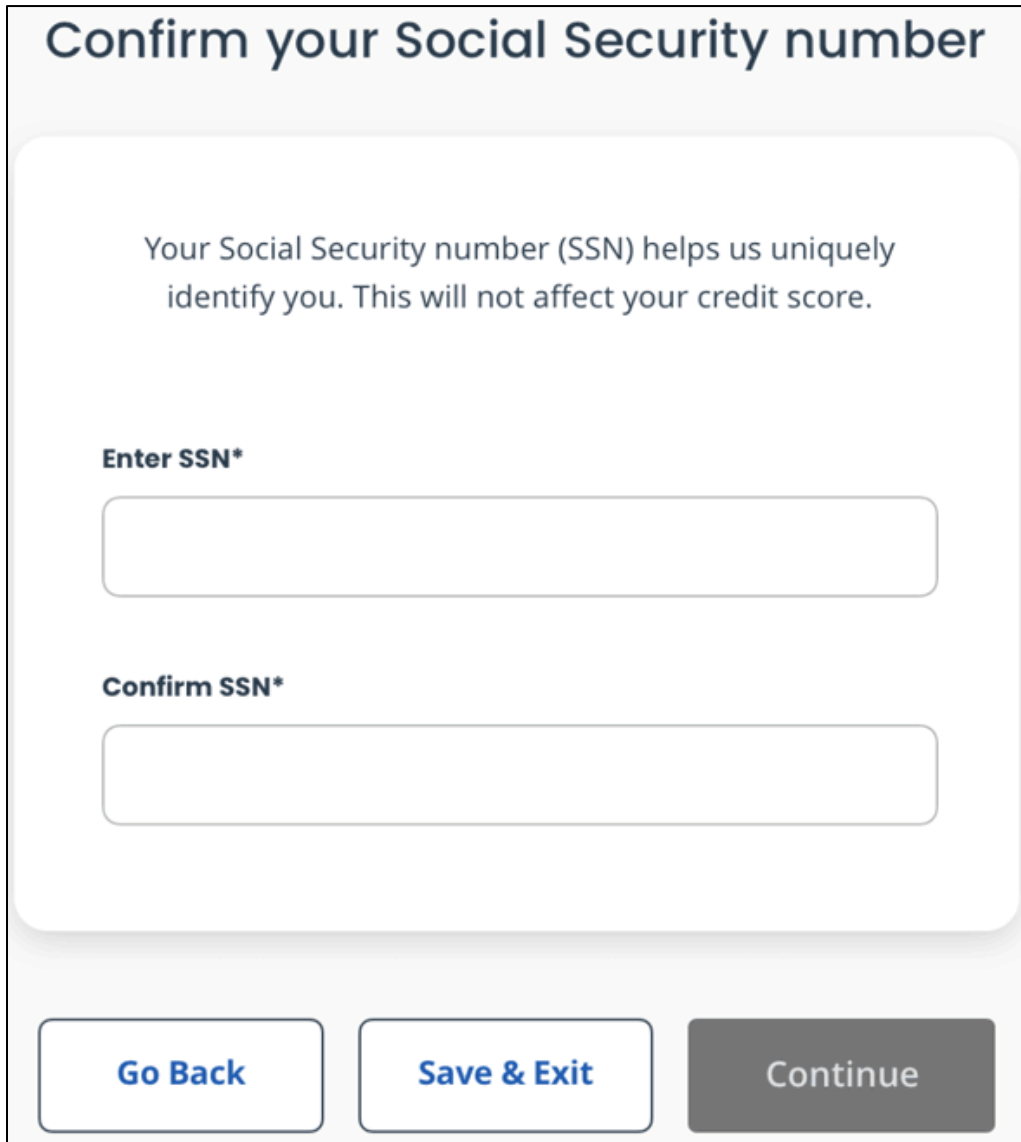
MM/DD/YYYY\*

**Phone Number**

Personal Phone Number\*

Figure 87

- Enter in your [Social Security number](#).
- Then click on **Continue**.



**Confirm your Social Security number**

Your Social Security number (SSN) helps us uniquely identify you. This will not affect your credit score.

**Enter SSN\***

**Confirm SSN\***

**Go Back**   **Save & Exit**   **Continue**

Figure 88

- Gather your documents.
- You'll need to upload a photo of [two primary documents or one primary and two secondary documents](#). From the provided list, select which document you'd like to upload.
- Make sure to confirm the name that is on the document you choose to upload.

- Then click on **Continue**.

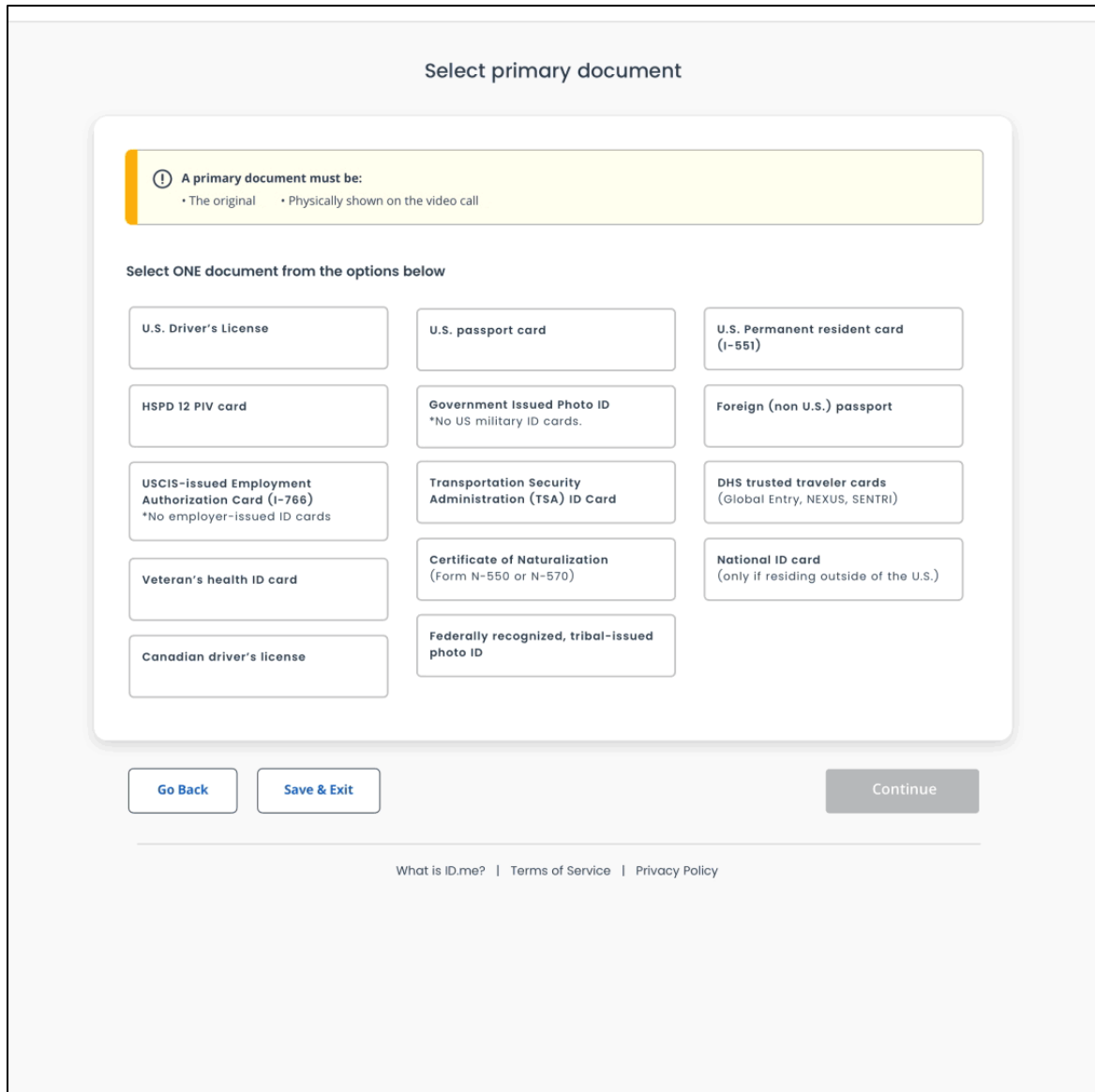


Figure 89

- Photo**, enter the phone number to receive a link to upload documents.
- If the user selected **Choose Image**, he/she will be able to upload the documents which already stored on their device.
  - The user will receive a text message with a secure link from ID.me to take photos of their documents and a photo of their self.
  - Enter mobile number and click on **Continue** button.

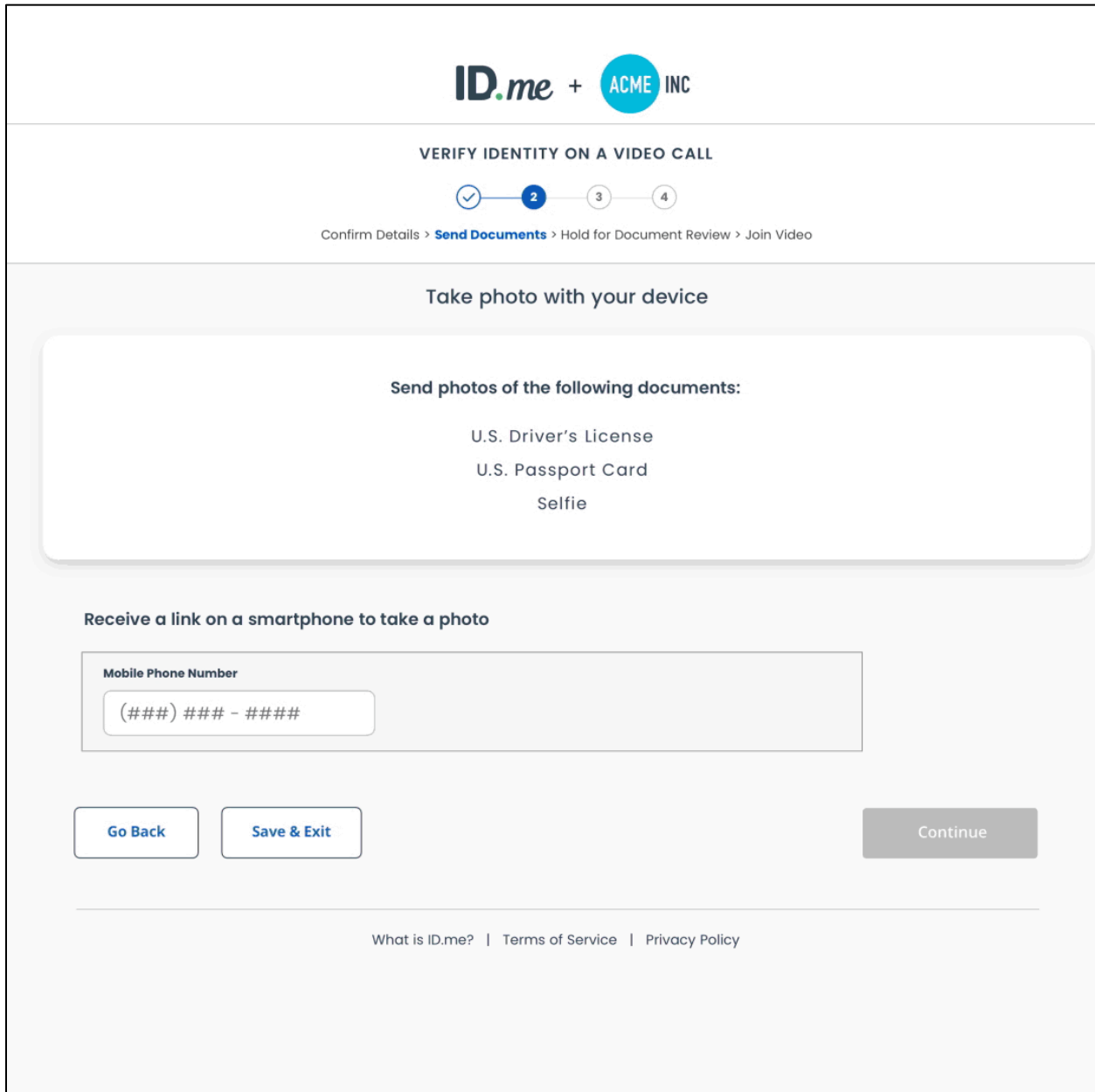


Figure 90

- Take photos of your identity documents.
- If you need more time to gather and take photos of your documents, select **Save & Exit**. ID.me will email a link to return to this part of the identity verification process.

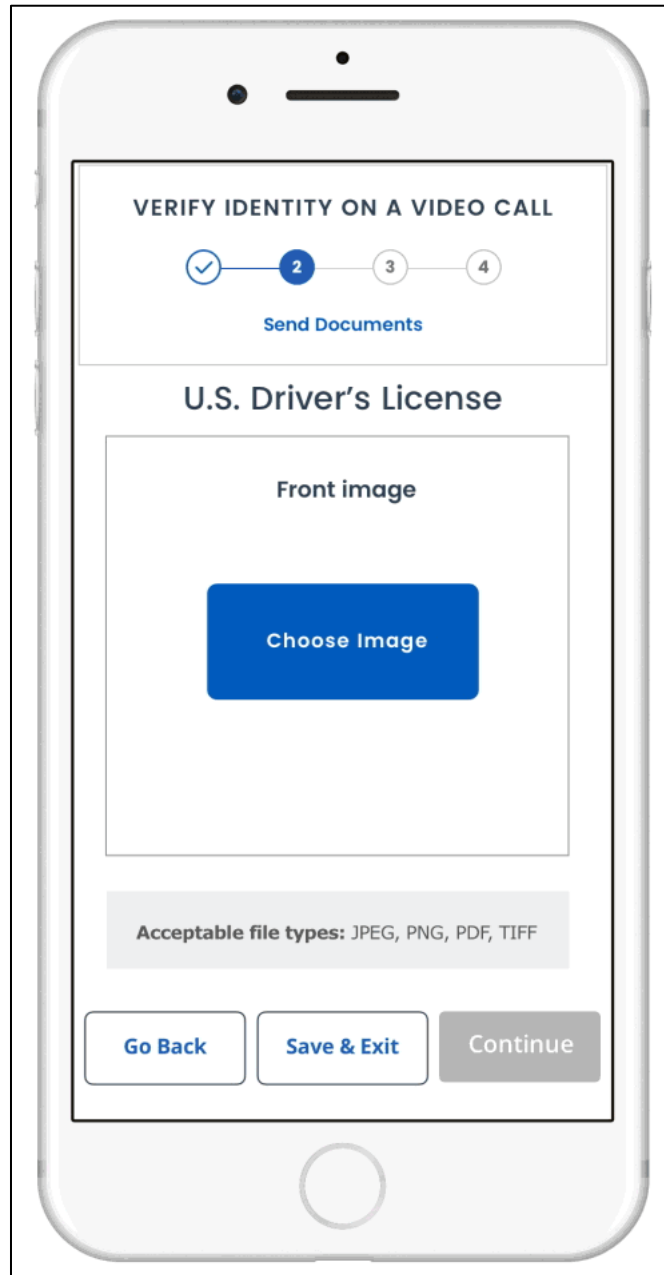
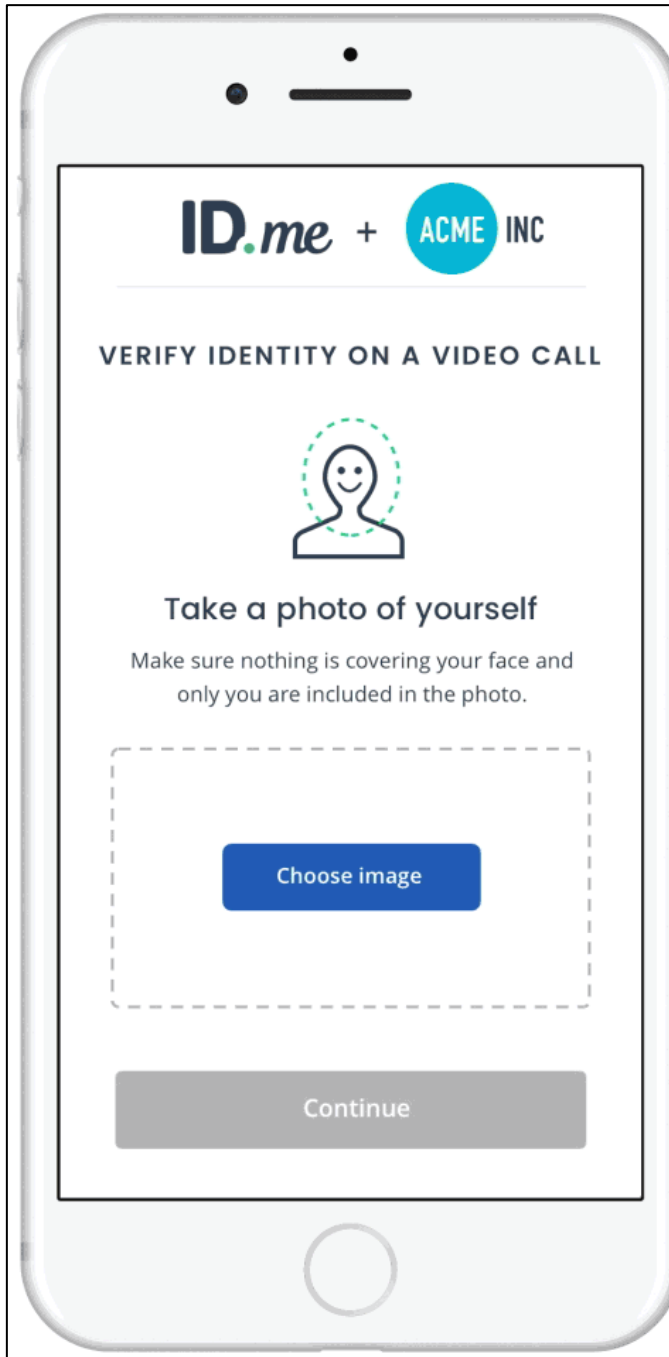


Figure 91

- When prompted, [take a selfie](#).



- Confirm you have acceptable document uploads and select **Continue**.
- While your documents are under review, you'll see an estimated wait time.



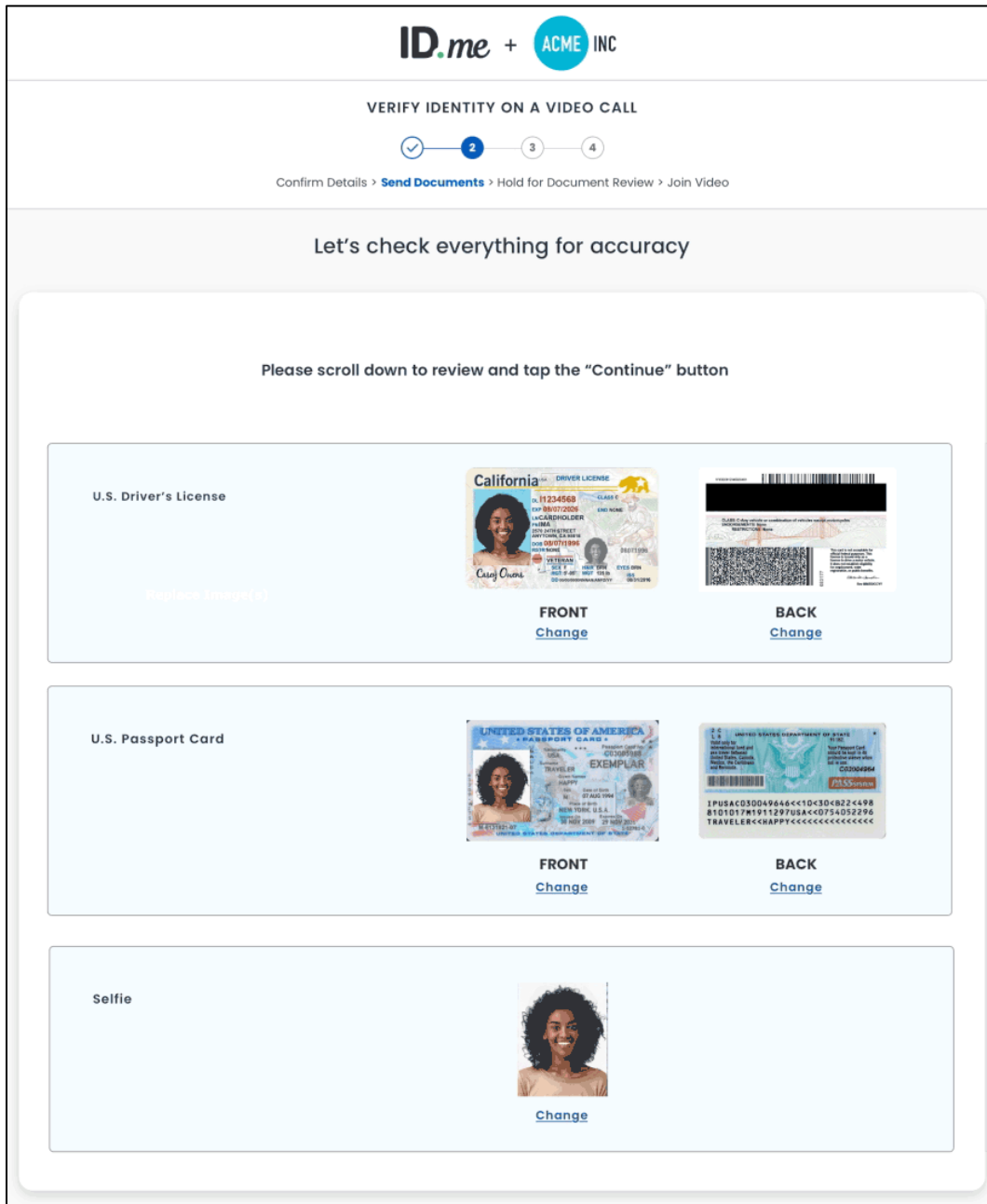


Figure 93

- Select Join Video Call to speak with a Trusted Referee.
- If your documents were accepted, you will be prompted to start the video call with a Trusted Referee.
- Show the **Trusted Referee** your documents, answer a few questions, and that's it-your identity has been verified!

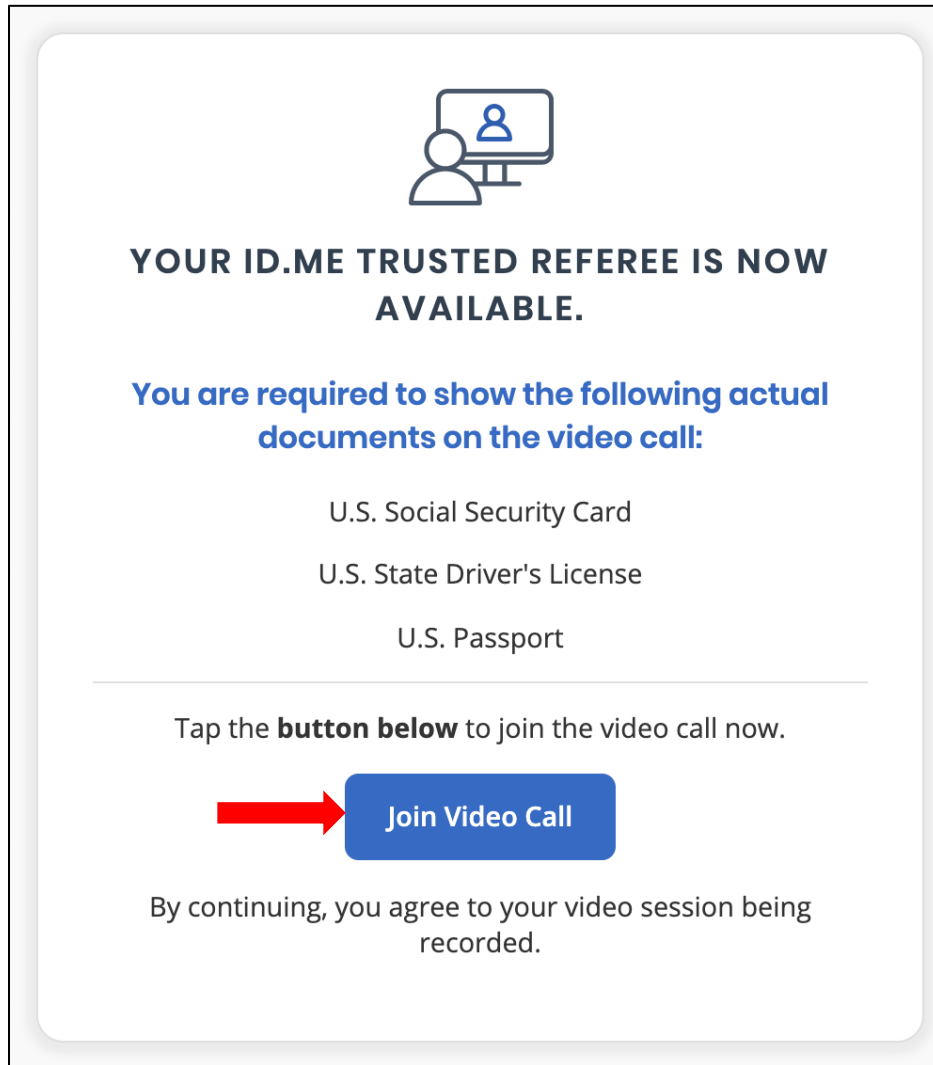


Figure 94

- For more information related to trusted referee, go to <https://help.id.me/hc/en-us/articles/360052242853-What-is-an-ID-me-Trusted-Referee-video-call->

## 2. How ID.me Code Generator Works with H2H Digital Rx During e-Prescribing Workflow

### ❖ Prerequisites

- 1) Must have submitted a signed “EPCS Physician Enabling Form”.
- 2) Must have been EPCS enabled by the H2H DRx administrator.
- 3) Must be successfully enrolled with ID.me and have completed ID proofing & two factor authentication.
- 4) Must have at least one patient for whom to prescribe a controlled substance.
- 5) Must have a smartphone with the ID.me Authenticator app installed.

### 2.1 Login the Application

- Login at H2H DigitalRx.com at <https://www.h2hdigitalrx.com/app/> for standalone users.
- For Integrated access users, please hit “e-Rx” button from your application.

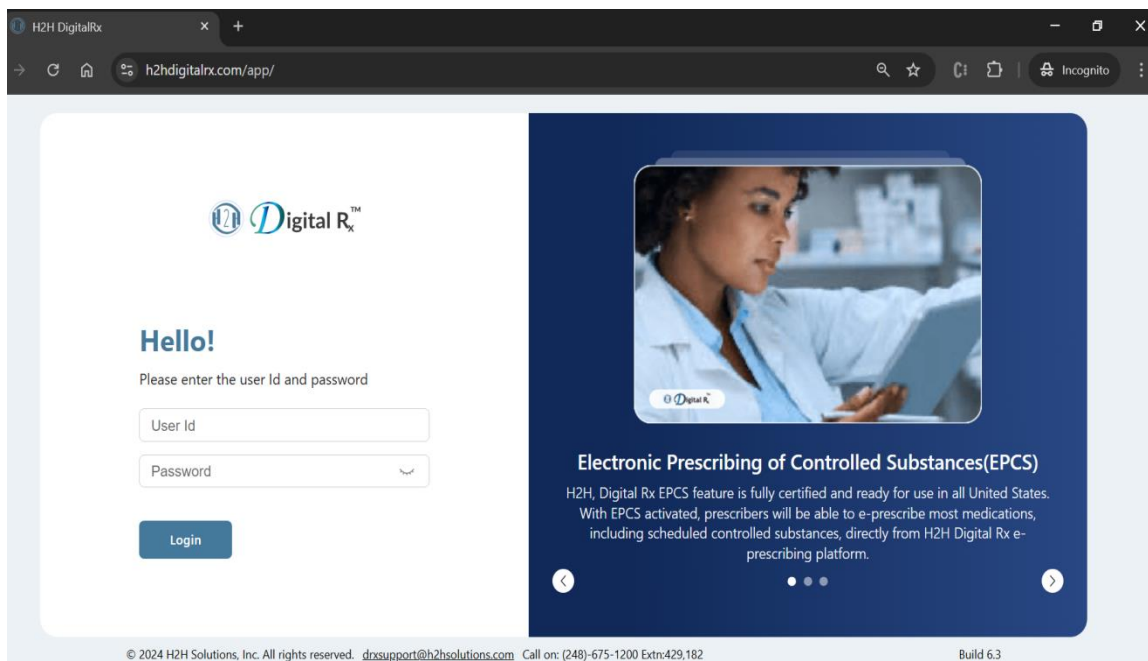


Figure 95: H2H DRx login screen

## 2.2 RxPad with Control Substance Drug

- Login to the DRx application.
- Enter a schedule drug in the Drug Search field.
- “EPCS Queue” check box will appear only for the scheduled drugs.
- If, the user wants to queue this prescription for two factor authentication, enable the “EPCS Queue” check box.

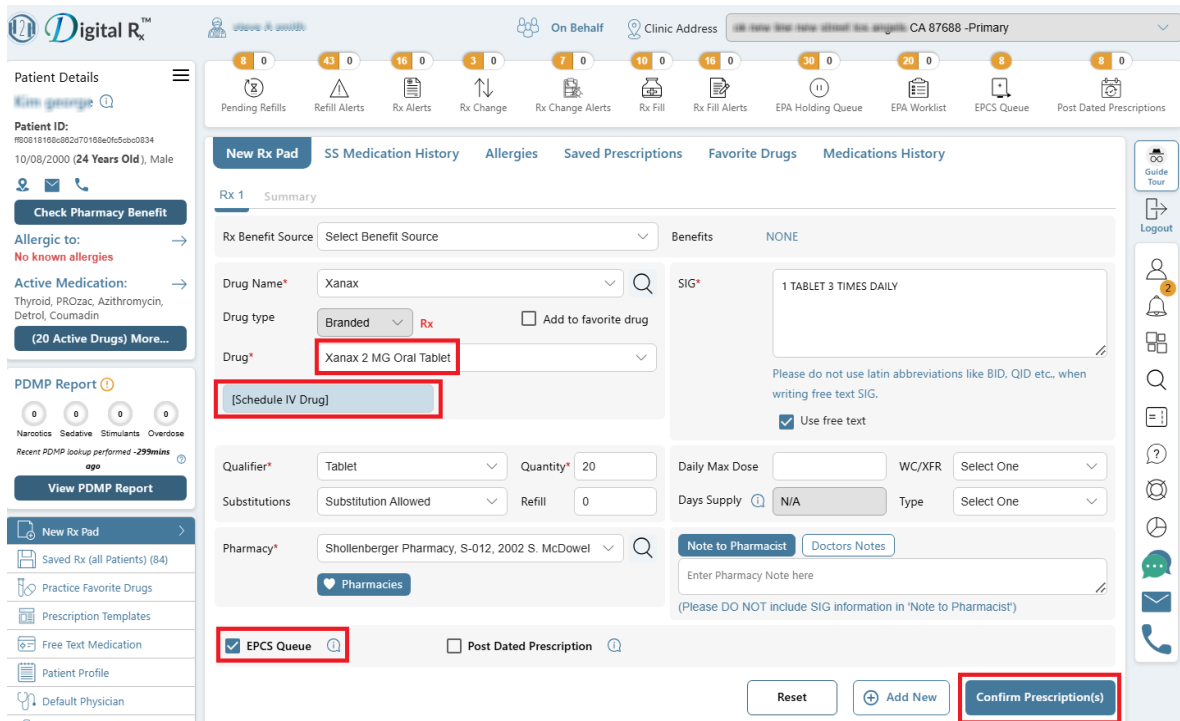


Figure 96

- Fill the prescription details and click on the Confirm Prescription(s) button.
- Once you click on the **Confirm Prescription(s)** button, **Update Contact Info** window will display.
- Enter a valid email ID to get notifications related to the EPCS queue. A valid email address needs to be added for the first time only.
- Click on the **Save** button.

Update Contact Info
✕

EPCS Queue & Post Dated prescriptions related notifications will be sent to your mail address. Please let us know your mail to keep you updated.

Email

Save

Note: Please use a valid email address for EPCS Queue or Post Dated Prescription Alerts to avoid any miss outs on Prescription processing.

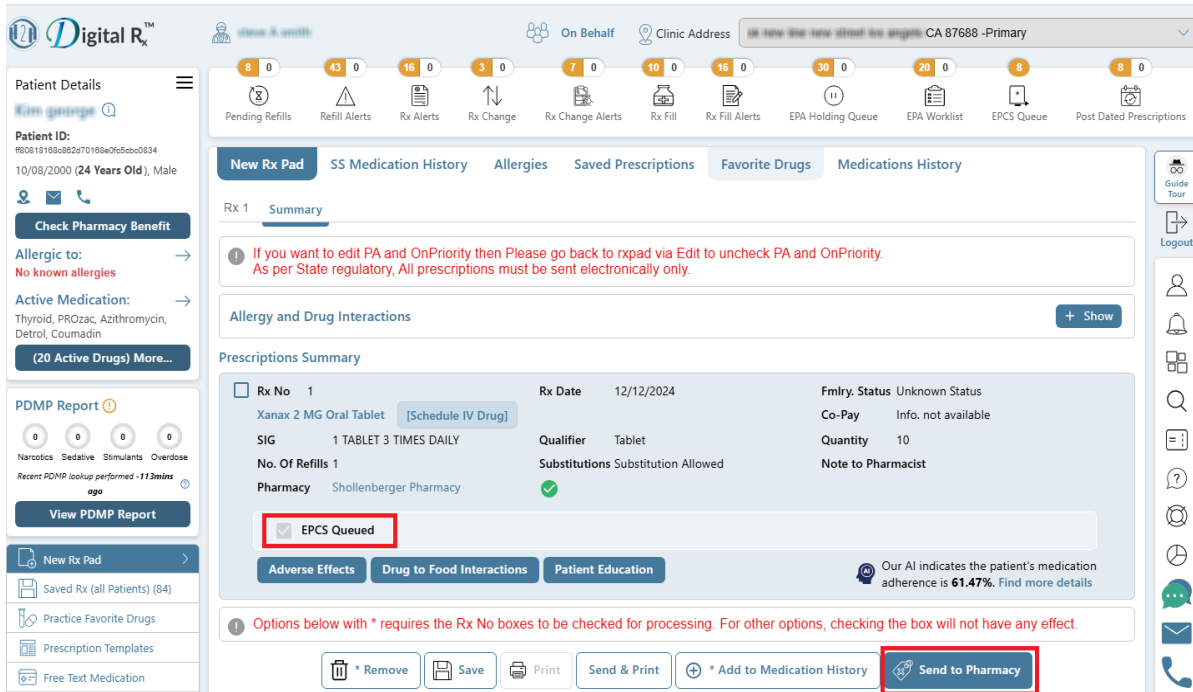
**Figure 97**

- It will be redirected to the same prescription page, after the user saves the email ID.
- Again, click on the **Confirm Prescription(s)**.

The screenshot shows the Digital Rx interface for a patient named Kim George. The main content area is a prescription form for Xanax. The form includes fields for Drug Name (Xanax), Drug type (Branded), Drug (Xanax 2 MG Oral Tablet), and a SIG (1 TABLET 3 TIMES DAILY). At the bottom of the form, there are checkboxes for 'EPCS Queue' (checked) and 'Post Dated Prescription'. A red box highlights the 'Confirm Prescription(s)' button at the bottom right of the form.

**Figure 98**

- Click on **Send to Pharmacy**.
- The prescription will be added to the **EPCS Prescription Queue**.



T

Figure 99

e

- Prescription Status window will display with a message indicating that **“Prescriptions added to EPCS Queue”**.
- Click on the **Close** button.

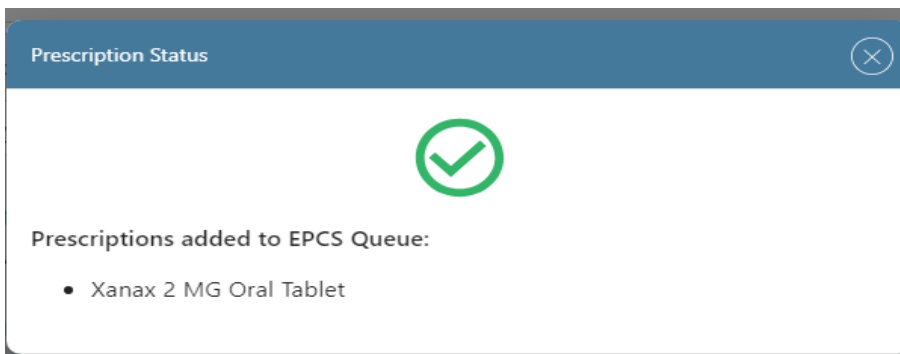


Figure 100

## 2.3 EPCS Prescription Queue

- Go to the **EPCS Prescription Queue**.
- All the scheduled prescriptions will be available here.
- User provided email ID will display.
- All the EPCS queue notifications will be sent to the provided email ID.

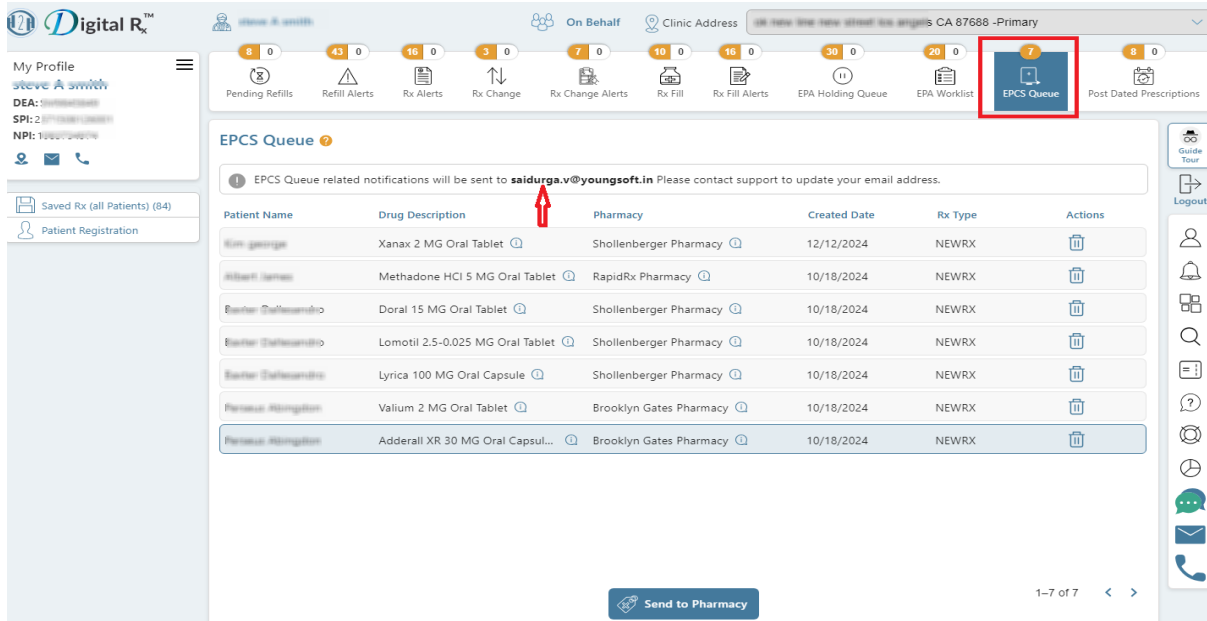


Figure 101

## 2.4 EPCS Alert for Two Factor Authentication

- Click on **Send to Pharmacy**, the **EPCS Alert** window will display.
- Click on **Ok**, it will redirect to ID.me Authentication login page.

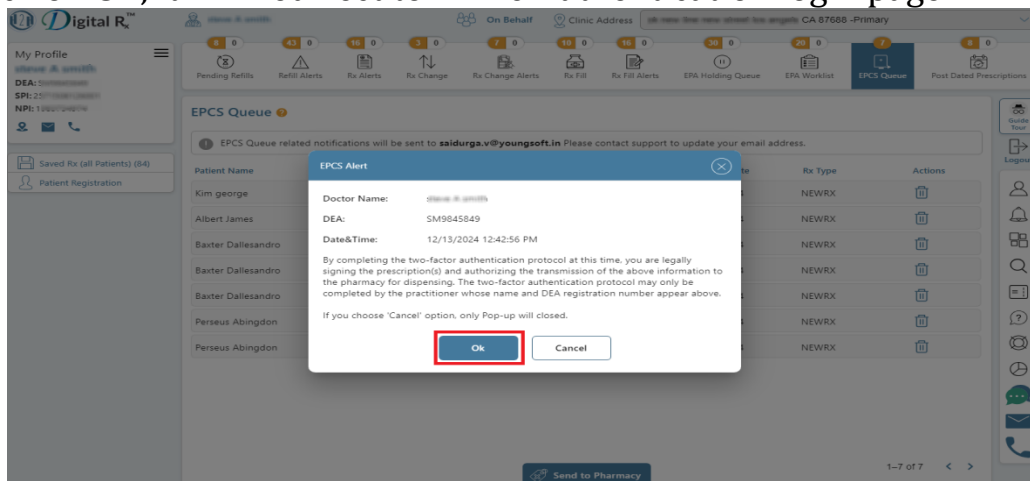


Figure 102

## 2.5 Two Factor Authentication

- ID.me web screen will ask to enter second factor authentication six-digit code.
- Please enter six-digit code that appears over ID.me authenticator app over your ID.me web screen and click “**Continue**”.

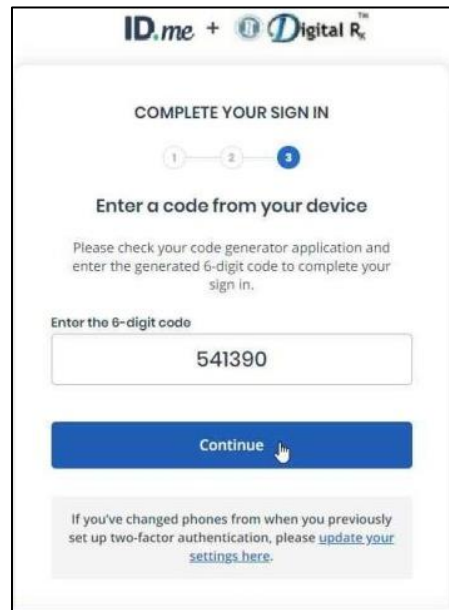


Figure 103: Enter six-digit code 2 FA screen

- Upon clicking “**Continue**,” prescriber will have completed two factor authentication successfully.
- The user will be returned to Digital Rx Prescription status screen.



Figure 104: ID.me+H2H DRx returning screen appears



- Here is an example of the Digital Rx Prescription status screen with a prescription having successfully been sent to the selected pharmacy.

### 3. How ID.me Push Notification Works with H2H Digital Rx During e-Prescribing Workflow

#### ❖ Prerequisites

- 1) Must have submitted a signed “EPCS Physician Enabling Form”
- 2) Must have been EPCS enabled by the H2H DRx administrator.
- 3) Must be successfully enrolled with ID.me and have completed ID proofing & two factor authentication [Push Notification]
- 4) Must have at least one patient for whom to prescribe a controlled substance
- 5) Must have a smartphone with ID.me Authenticator app installed via download link that was sent by ID.me over mobile/email when you opted for Push notification as your dual factor authentication.

#### 3.1 Login the Application

- Login at H2H DigitalRx.com at <https://www.h2hdigitalrx.com/app/> for standalone users.
- For Integrated access users, please hit “**e-Rx**” button from your application.

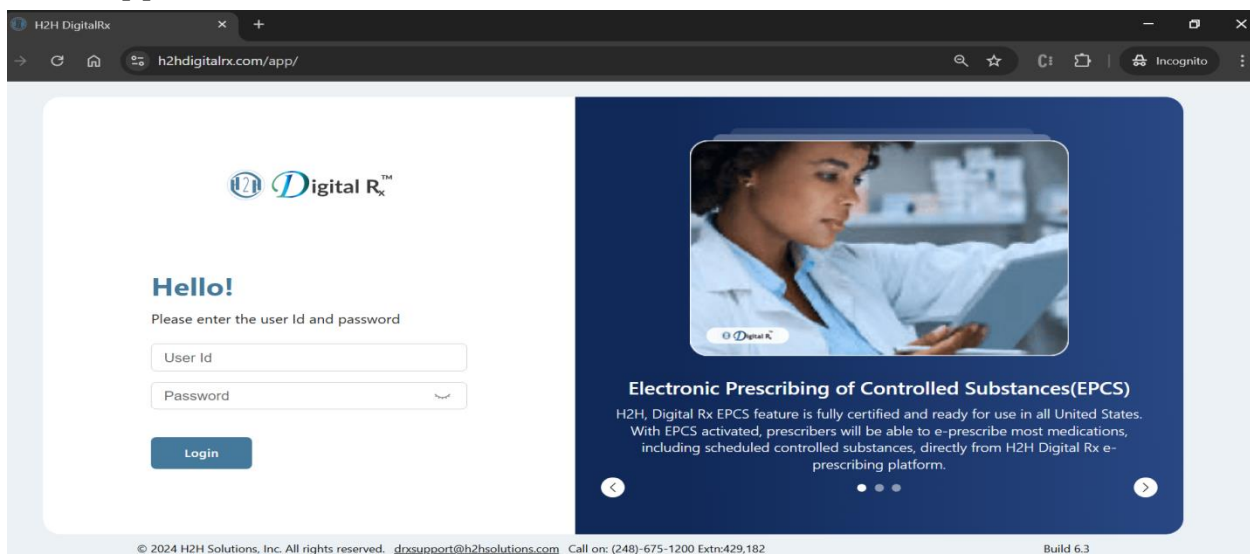


Figure 105: H2H DRx login screen

### 3.2 RxPad with Control Substance Drug

- Login to the DRx application.
- Enter a schedule drug in the **Drug Search** field.
- “**EPCS Queue**” check box will appear only for the scheduled drugs.
- If you want to queue this prescription for two factor authentication, enable the “**EPCS Queue**” check box.

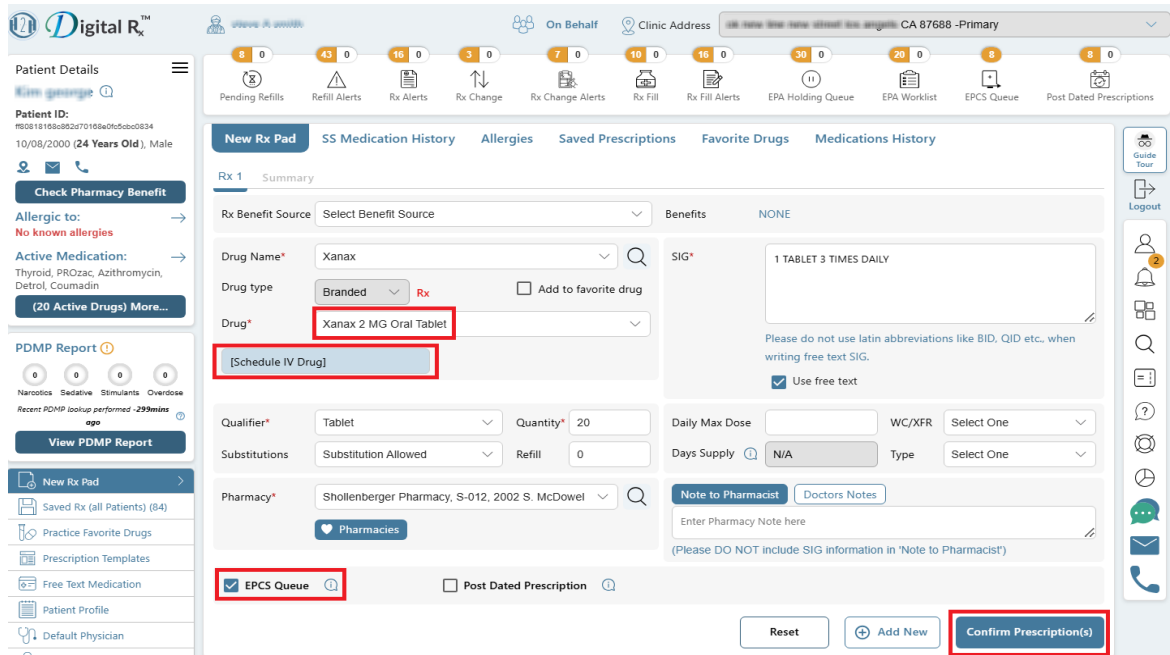


Figure 106

- Fill the prescription details and click on the **Confirm Prescription(s)** button.
- Once you click on the **Confirm Prescription(s)** button, **Update Contact Info** window will display.
- Enter a valid email ID to get notifications related to the EPCS queue. A valid email address needs to be added for the first time only.
- Click on the **Save** button.

Update Contact Info
✕

EPCS Queue & Post Dated prescriptions related notifications will be sent to your mail address. Please let us know your mail to keep you updated.

Email

Save

Note: Please use a valid email address for EPCS Queue or Post Dated Prescription Alerts to avoid any miss outs on Prescription processing.

**Figure 107**

- It will be redirected to the same prescription page, after you save the email ID.
- Again, click on the **Confirm Prescription(s)**.

The screenshot shows the Digital Rx interface for a patient named Kim George. The main area displays a prescription form for Xanax. The form includes fields for Drug Name (Xanax), Drug type (Branded), Drug (Xanax 2 MG Oral Tablet), Qualifier (Tablet), Quantity (10), and Pharmacy (Shollenberger Pharmacy). The SIG is set to '1 TABLET 3 TIMES DAILY'. At the bottom right of the form, the 'Confirm Prescription(s)' button is highlighted with a red box. Other buttons like 'Reset' and 'Add New' are also visible.

**Figure 108**

- Click on **Send to Pharmacy**.
- The prescription will be added to the **EPCS Prescription Queue**.

The screenshot displays the Digital Rx interface for a patient named Kim George. The main content area shows a prescription summary for Xanax 2 MG Oral Tablet, dated 12/12/2024. The prescription is for 10 tablets, 3 times daily. The pharmacy is Shollenberger Pharmacy. A red box highlights the 'EPCS Queued' checkbox, which is checked. A red message at the top of the summary reads: "If you want to edit PA and OnPriority then Please go back to rxpad via Edit to uncheck PA and OnPriority. As per State regulatory, All prescriptions must be sent electronically only." The 'Send to Pharmacy' button is also highlighted with a red box.

**Figure 109**

- The **Prescription Status** window will display with a message indicating that “**Prescriptions added to EPCS Queue**”.
- Click on the **Close** button.

The screenshot shows a modal window titled "Prescription Status" with a close button in the top right corner. In the center, there is a large green checkmark icon. Below the icon, the text reads "Prescriptions added to EPCS Queue:" followed by a bulleted list containing "Xanax 2 MG Oral Tablet".

**Figure 110**

### 3.3 EPCS Prescription Queue

- Go to the **EPCS Prescription Queue**.
- All the scheduled prescriptions will be available here.
- User provided email ID will display.
- All the EPCS queue notifications will be sent to the provided email ID.

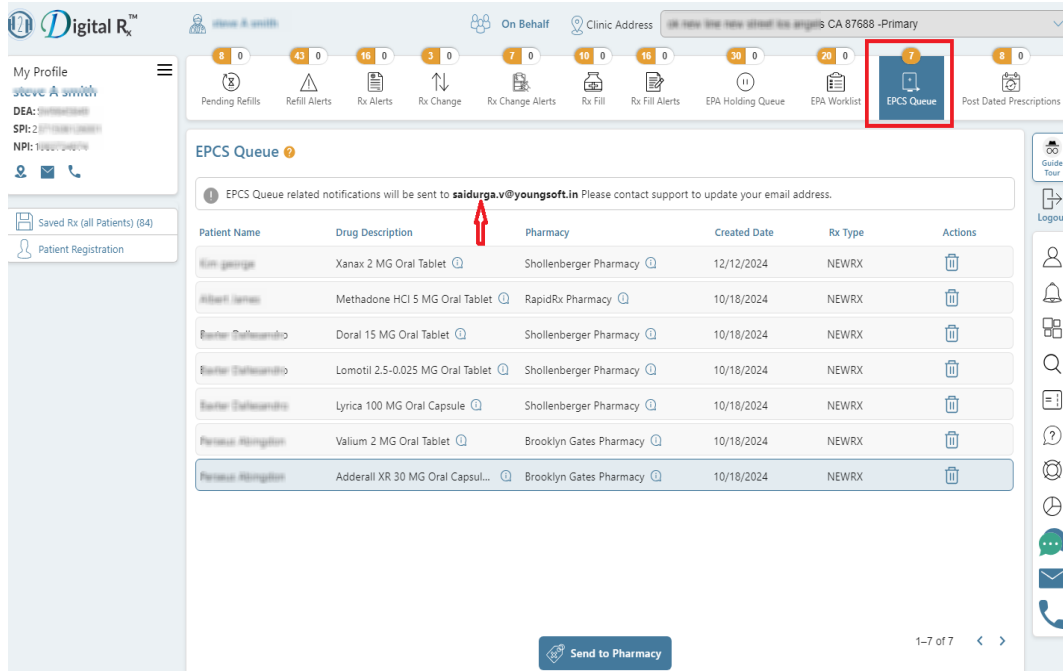


Figure 111

### 3.4 EPCS Alert for Two Factor Authentication

- Once you click on **Send to Pharmacy**, the **EPCS Alert** window will display.
- Click on **Ok**, it will redirect to ID.me Authentication login page.

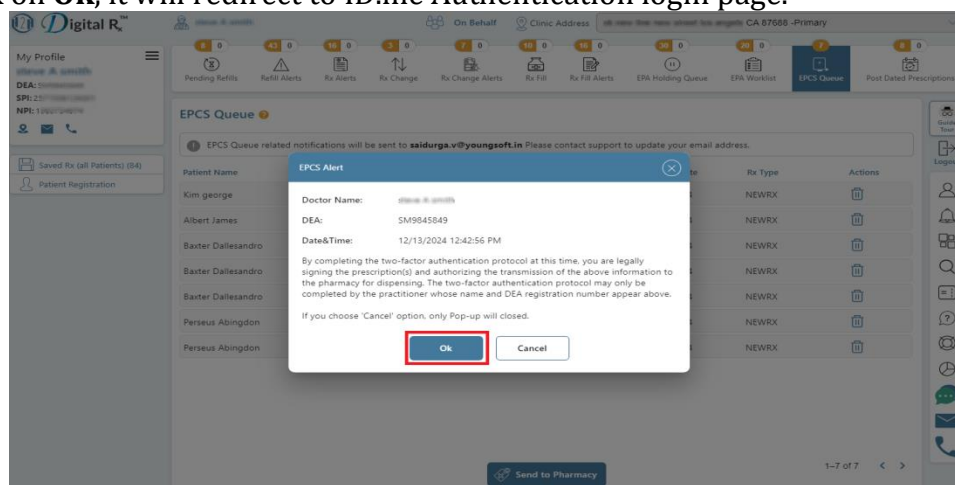
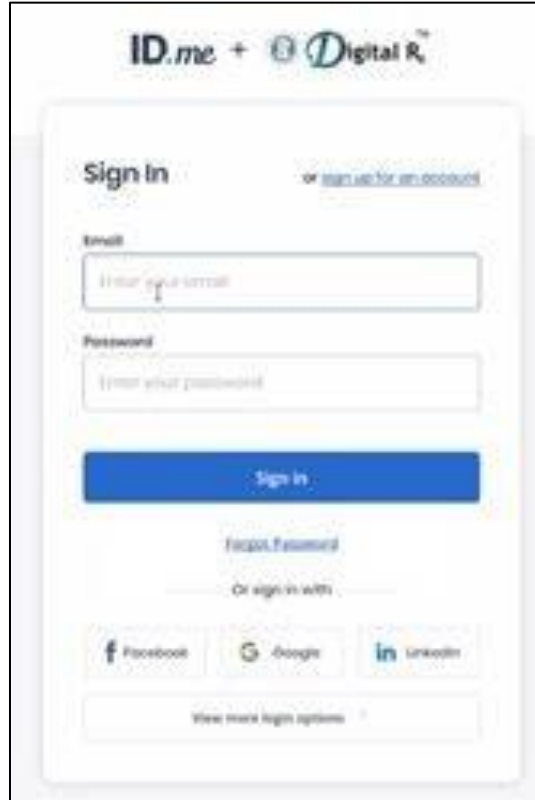


Figure 112

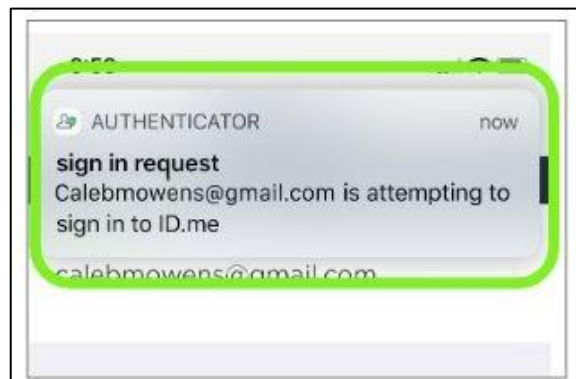
### 3.5 Two Factor Authentication

- ID.me login Sign In appears, please login with valid login credentials. Prescriber is then logged into their ID.me account.
- If you have selected Push Notification, this is the time where you must check your mobile device for the notification.



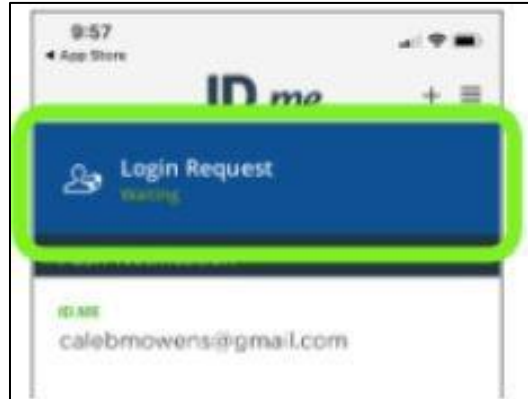
*Figure 113: ID.me Sign In screen*

- Please go to your mobile device to see notification coming-up from ID.me requesting you to sign-in.
- Select Sign-in request.



*Figure 114: Notification displaying at mobile device home screen*

- Please tap on ID.me push notification which will request you to select “Login Request”.



*Figure 115: Login Request Push Notification at mobile authenticator app*

- Upon clicking “Login Request” push notification, app will take you to a “Approve this Sign-In?” screen where you must select “Yes” to approve Sign-in.



*Figure 116: Approve sign-in screen at mobile device*

- Upon clicking “Yes” at “Approve this Sign-In?” screen, two factor authentication will be completed successfully.
- The user will be returned to Digital Rx Prescription status screen.



Figure 117: ID.me+H2H DRx returning screen appears

- Here is an example of the Digital Rx Prescription status screen with a prescription having successfully been sent to the selected pharmacy.

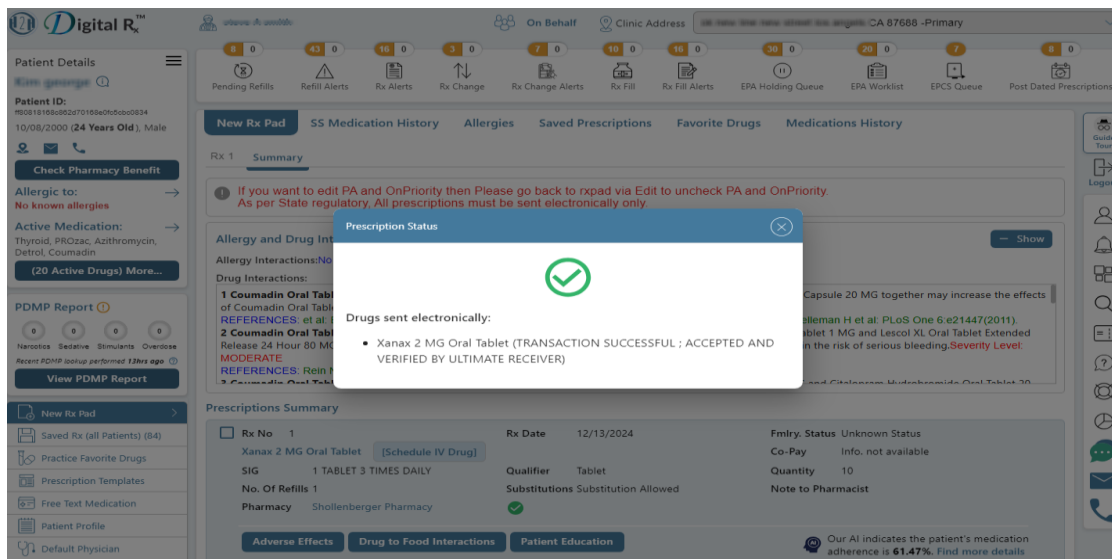
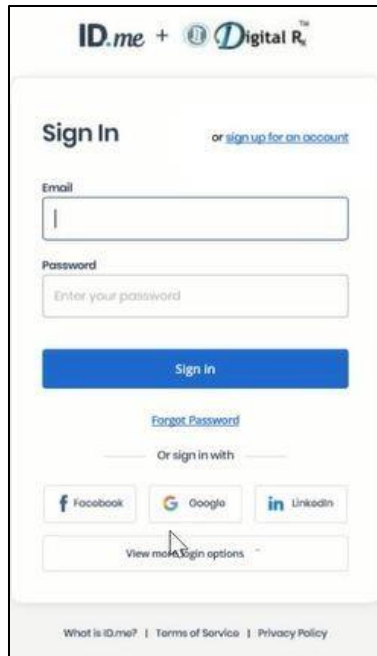


Figure 118: H2H DRx screen after successful 2FA & sending meds to pharmacy



## 4. Switching Dual Factor Authentication Between Push Notification and Code Generator Modes

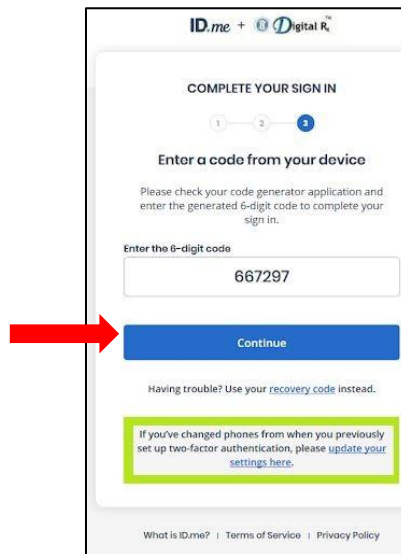
- Please login with valid login credentials. Prescriber is then logged into their ID.me account.



The screenshot shows the ID.me Sign In screen. At the top, it says "ID.me + Digital Rx". Below that is the "Sign In" heading with a link "or sign up for an account". There are two input fields: "Email" and "Password". Below the password field is a blue "Sign in" button. Underneath is a "Forgot Password" link. Below that is the text "Or sign in with" followed by three social media icons: Facebook, Google, and LinkedIn. At the bottom of the main content area is a link "View more sign options". At the very bottom of the page are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

Figure 119: ID.me Sign In screen

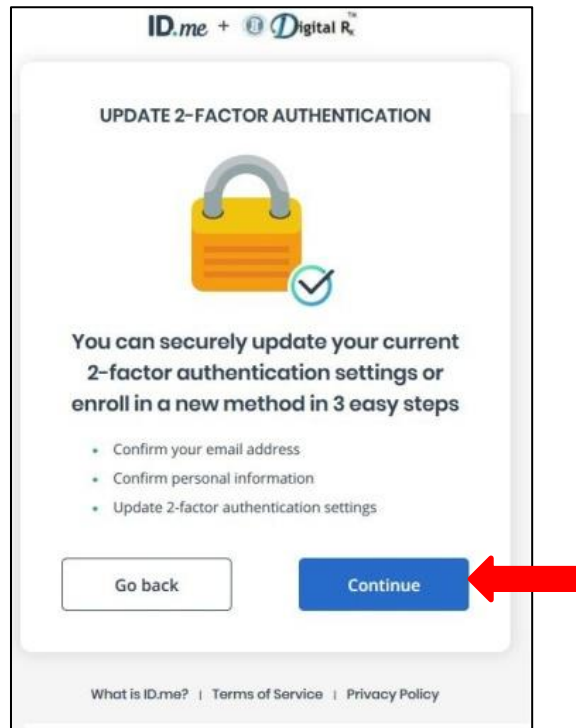
- ID.me web screen will ask you to enter second factor authentication six-digit code. Please enter six-digit code that appears over ID.me authenticator app over your ID.me web screen
- Click **“Continue”**.



The screenshot shows the ID.me "COMPLETE YOUR SIGN IN" screen. At the top, it says "ID.me + Digital Rx". Below that is the heading "COMPLETE YOUR SIGN IN" with a progress indicator showing three steps, with the third step (3) highlighted in blue. Below that is the heading "Enter a code from your device". Underneath is the text "Please check your code generator application and enter the generated 6-digit code to complete your sign in." Below that is the text "Enter the 6-digit code" followed by an input field containing the code "667297". Below the input field is a blue "Continue" button, which is pointed to by a red arrow. Below the "Continue" button is the text "Having trouble? Use your recovery code instead." At the bottom of the main content area is a green-bordered box containing the text "If you've changed phones from when you previously set up two-factor authentication, please update your settings here." At the very bottom of the page are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

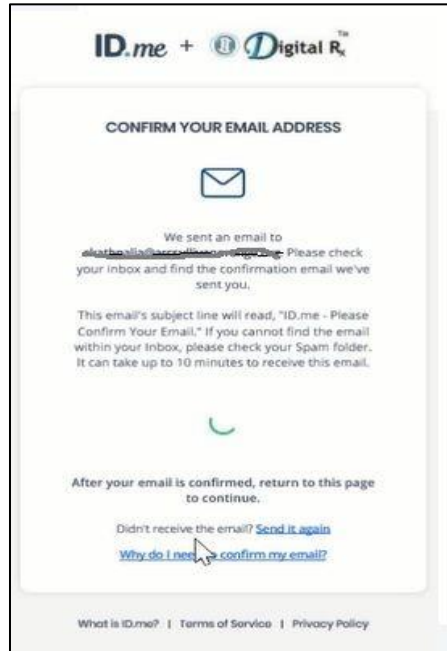
Figure 120: ID.me six-digit 2 FA screen

- Update two-factor authentication screen appears.
- Please click “**Continue**” to update your two factor authentication settings.



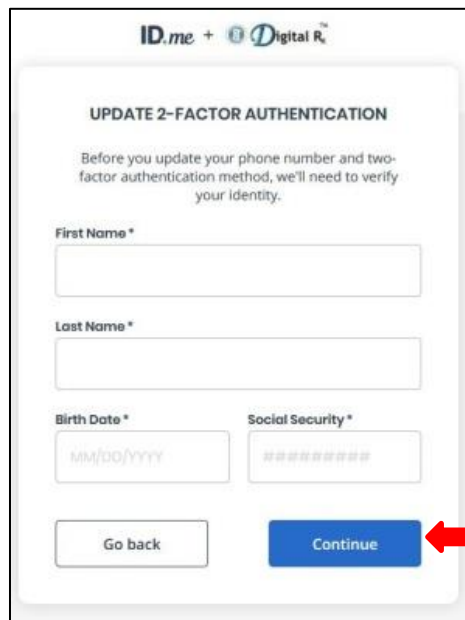
*Figure 121: Update 2 FA screen*

- “**Confirm your email address screen**” appears. Please do not close this screen.
- An email will be sent to the email address used to sign up for ID.me with a link that you must click to confirm your email.
- Navigate to your email inbox in a new tab or web browser window, find the confirmation email and click the link.



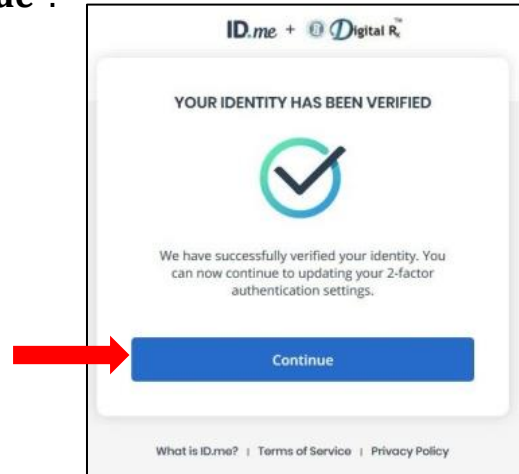
**Figure 122: Confirm email address**

- Update two-Factor authentication screen appears to enter personal details.
- Make sure you enter same details that were entered at the time of enrolling to ID.me.
- Click “**Continue**” button.



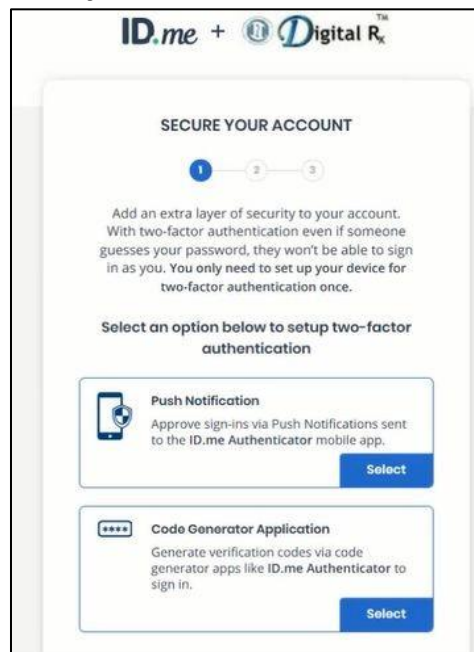
**Figure 123: Update two FA screen to enter personal details**

- Your Identity has been verified screen appears with “**Continue**” button.
- Click “**Continue**”.



*Figure 124: ID verification confirmation screen*

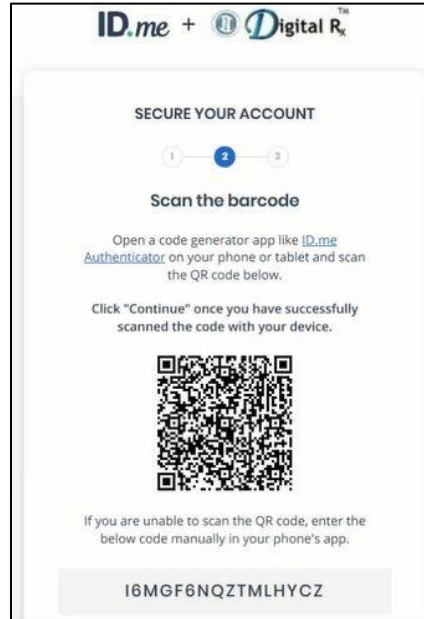
- “SECURE YOUR ACCOUNT” is the screen that appears after you click “**Continue**”.
- Secure your account screen by choosing one of two options to set-up your two-factor authentication:
  - [A] Code Generator**
  - [B] Push Notification**
- Choose the option that you want to switch to.



*Figure 125: Secure your account screen*

## 4.1 Code Generator

- The user will be presented with a screen that will give instructions and a QR code to scan.



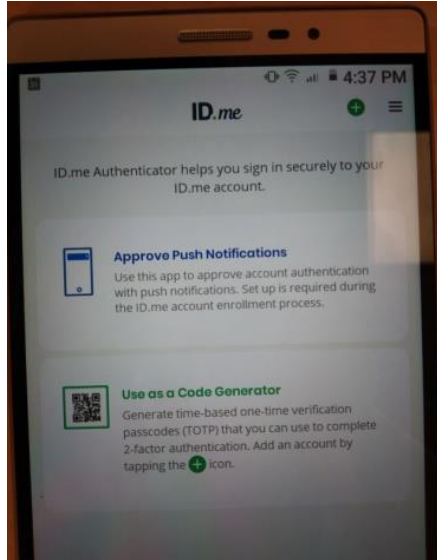
*Figure 126: Secure your account screen with Scan barcode option for Code Generator*

- To scan QR Code from the web screen, please go to “**ID.me Authenticator**” app which you have earlier downloaded on your phone and open the app.



*Figure 127: ID.me Authenticator app downloaded in mobile phone*

- Go to ID.me authenticator app home screen on your mobile device.
- Add your Account for Code Generator by selecting the green "+" sign in the top right-hand corner of the screen.



*Figure 128: ID.me Authenticator mobile app home screen displaying "Approve Push Notification" & "Use as Code Generator"*

- Add Account screen displays.
- Click the Scan QR Code button at the bottom of the screen.

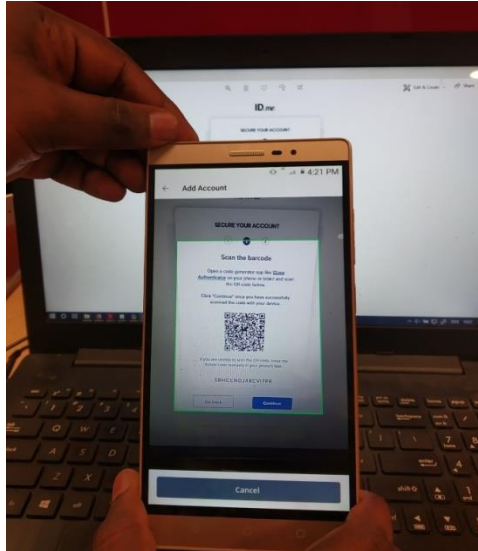


*Figure 129: Scan QR Code option over mobile device*

- A QR

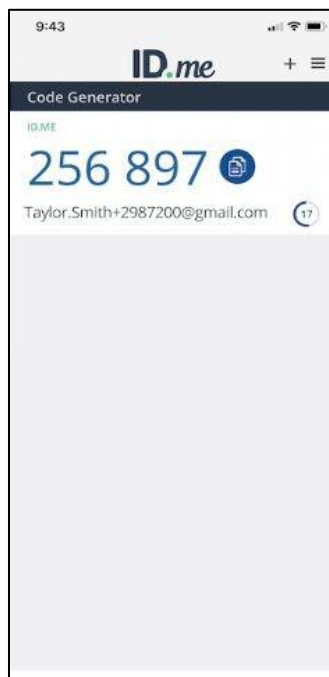
scanning box appears.

- Position your phone so the QR code on the laptop screen is in the box.
- When the app automatically captures the QR code, it advances to the next screen.



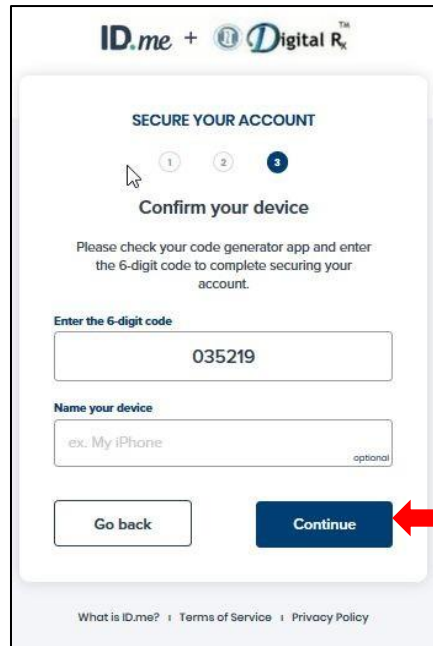
*Figure 130: Six-digit code appearing over mobile device*

- Once scanned, app will generate a six-digit code to be entered on the next web screen.



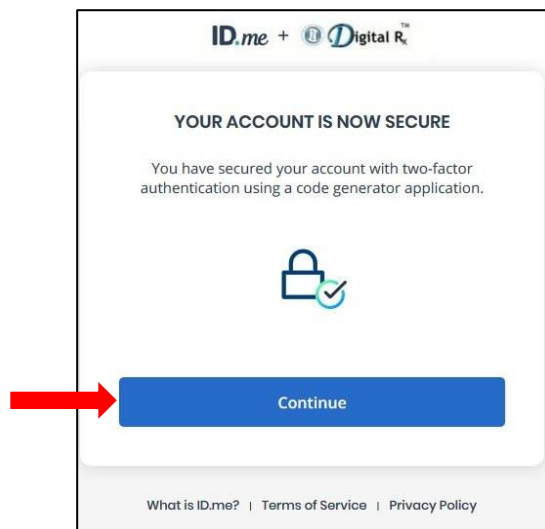
*Figure 131: Six-digit code appearing over mobile device*

- Enter six-digit code into the field provided and click **“Continue”**.



**Figure 132: Six-digit code appearing over mobile device**

- Confirmation screen appears stating that account got secured with Dual factor authentication using code generator, click **“Continue”**.



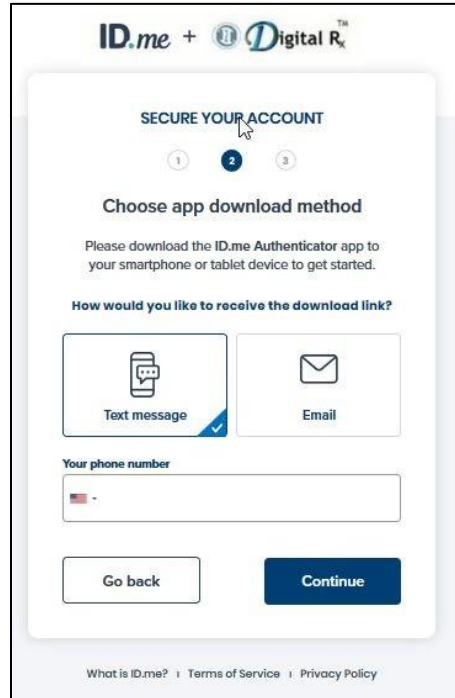
**Figure 133: Your account is now secure screen**

## 4.2 Push Notification

- “SECURE YOUR ACCOUNT” screen appears. There are two methods you can use to download the ID.me Authenticator App:



- a) Text Message
- b) Email



*Figure 134: Secure your account screen with mobile app download methods*

- An alert will pop-up requesting you to allow notifications.
- Select “**Allow**” to receive notifications.



*Figure 135: Pop-up requesting to allow notifications in mobile device*

- Please select **“Registration Request”** notification.



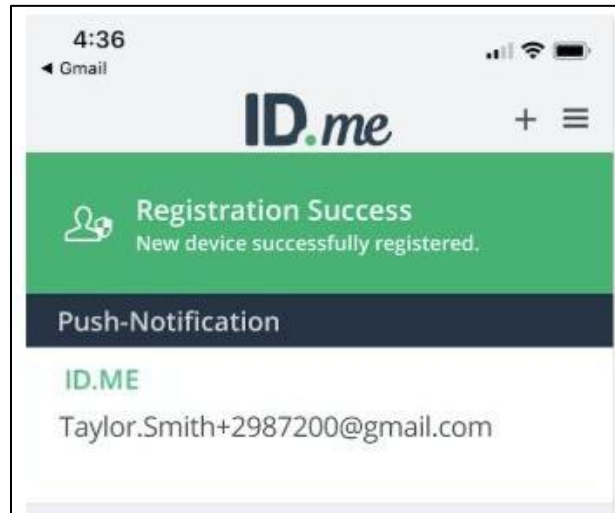
*Figure 136: Registration request screen to*

- Select **"Yes"** on Registration Request page to complete registration.



*Figure 137: Registration request screen  
with Yes and No options to*

- When you confirm enrollment, and receive the “**Registration Success**” prompt, the two-factor enrollment process will be complete, and you can close the App.



*Figure 138: Registration Success Screen in  
Mobile device*

## 5. Process to Follow if Prescriber is Already Registered with ID.me to Get that Registration Synced with H2H

- Because the provider has already verified their identity with ID.me, they will not have to complete the Identity Proofing portion of the ID.me workflow again.
- However, they still need to proceed through the Digital Rx + ID.me workflow to set up their two-factor authentication device for Digital Rx and to enable ID.me to send a back-end data response to Digital Rx.
- The prescribers who have already been proved to the LOA3 level with ID.me for other EMRs/EHRs should:
- Follow the steps as if they were enrolling to ID.me for the first time in the Digital Rx + ID.me workflow by clicking on 'Verify with ID.me' from your hosted landing page (HLP), <https://h2hdigitalrx.com/enrollment.html>.

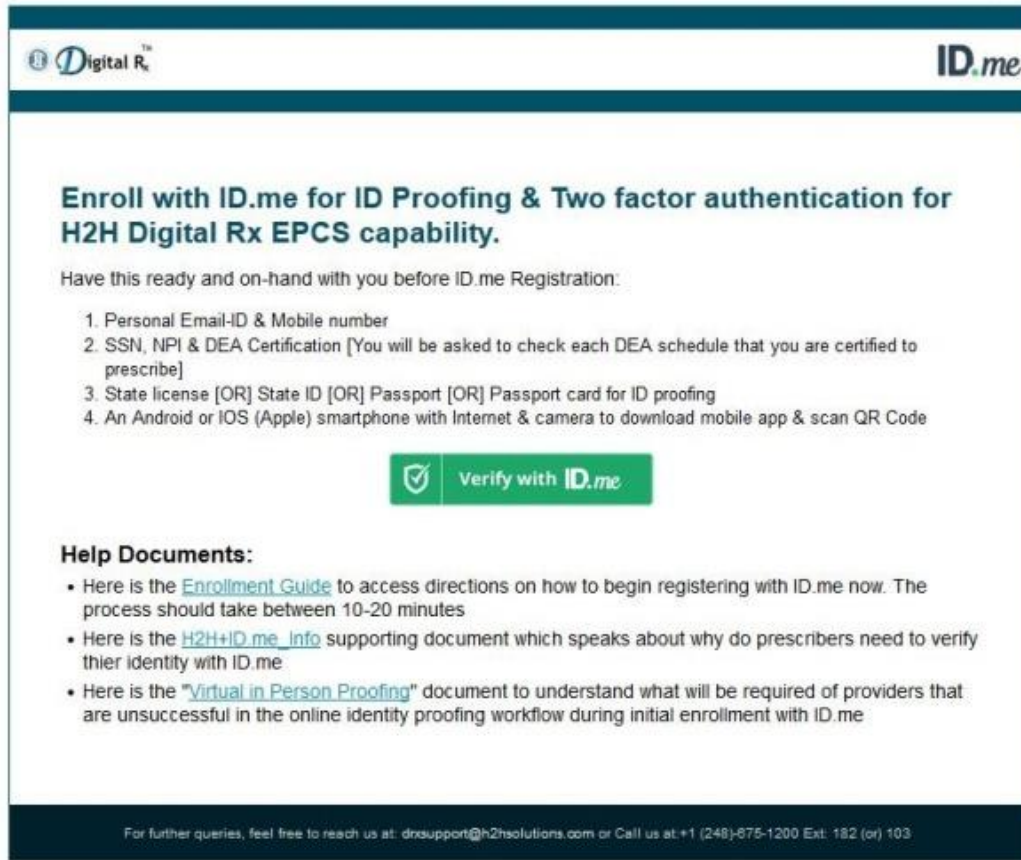


Figure 139: Hosted Landing Page with button to “Verify with ID.me”

- After clicking Verify with ID.me from your HLP, they should Sign in to ID.me with the same username and password they have already used to create an account with ID.me.

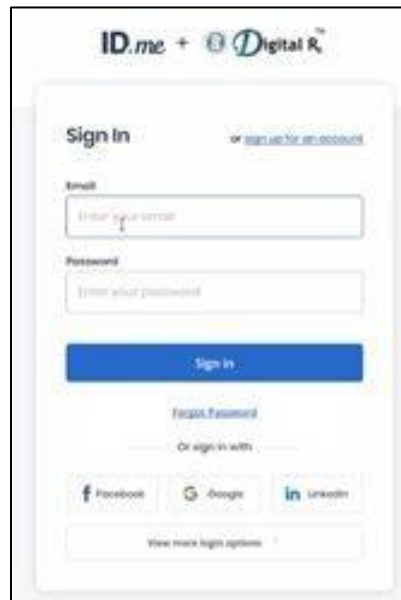
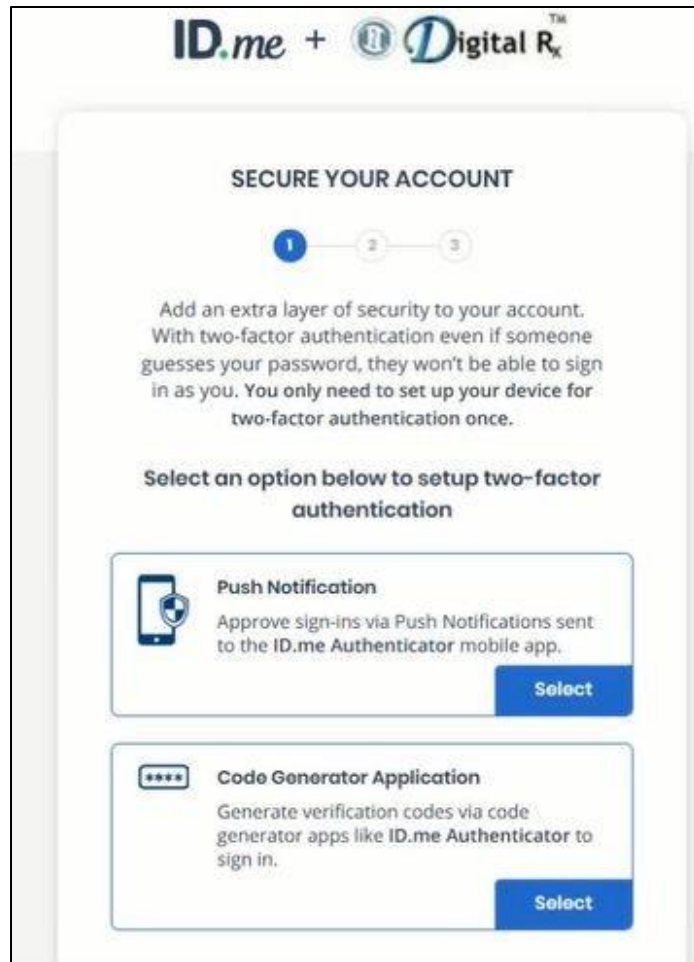


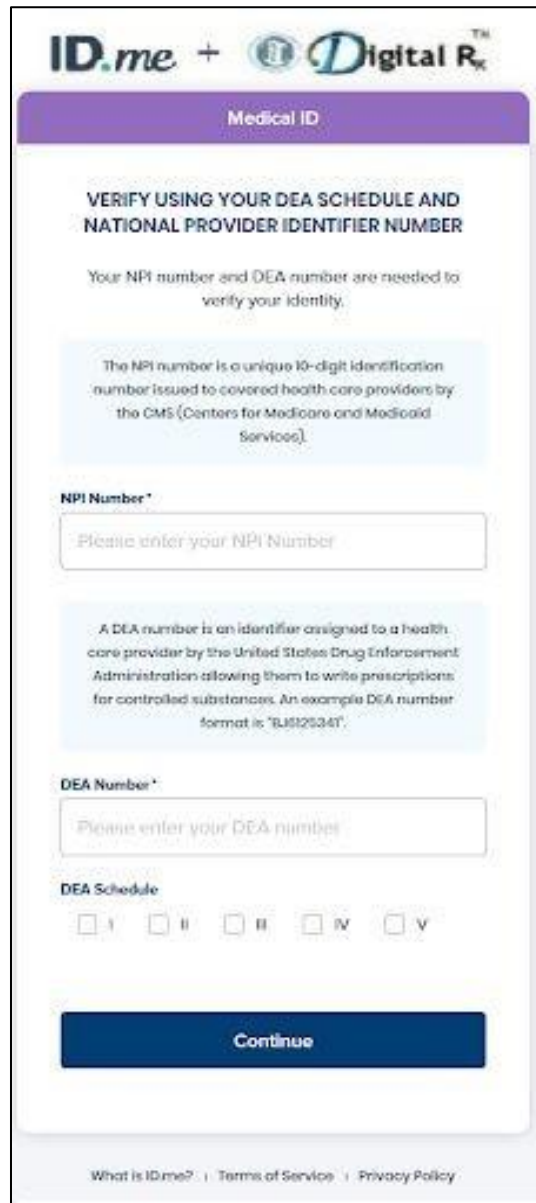
Figure 140: ID.me Sign In screen

- After signing in, they up their 2FA or two factor authentication devices. They will skip the Identity Proofing steps (already complete).



*Figure 141: Secure account screen with options available to set-up 2FA*

- After completing the 2FA, they should be taken either to the Medical Credential check steps (if not already complete for this other EMR/HER).



**ID.me + Digital Rx™**

**Medical ID**

**VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER**

Your NPI number and DEA number are needed to verify your identity.

The NPI number is a unique 10-digit identification number issued to covered health care providers by the CMS (Centers for Medicare and Medicaid Services).

**NPI Number\***

Please enter your NPI Number

A DEA number is an identifier assigned to a health care provider by the United States Drug Enforcement Administration allowing them to write prescriptions for controlled substances. An example DEA number format is "R5125341".

**DEA Number\***

Please enter your DEA number

**DEA Schedule**

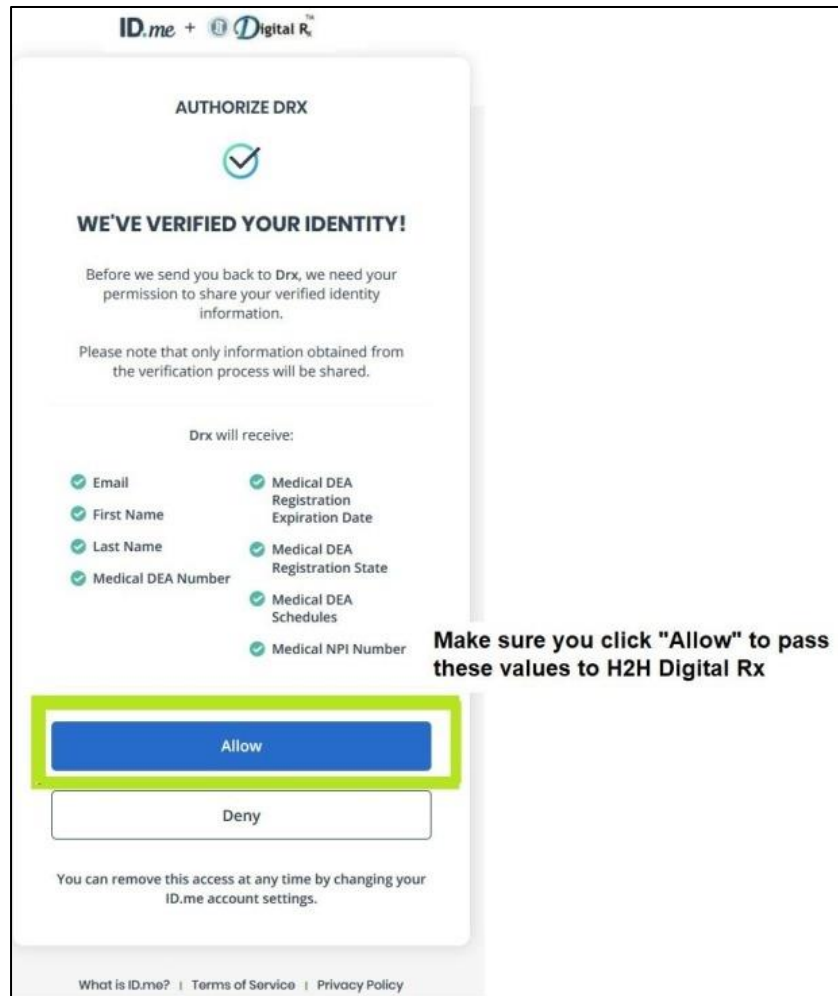
I  II  III  IV  V

**Continue**

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

**Figure 142: Medical Credential check screen to enter NPI & DEA number**

- Then, ultimately the consent **Allow** screen, where they will allow consent to share information back to H2H.



*Figure 143: Consent Allow screen to authorize DRx*

Because the providers in this situation have already completed Identity Proofing, they should have a shorter than normal Digital Rx + ID.me workflow experience.

- ❖ For more information related to ID.me process, go to <https://help.id.me/>