Registration Manual

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1 What Is a Requestor?

A requestor is a PMP AWARₓE account type that is typically used to review a patient's prescription history. A requestor's primary task within the application is to determine if a patient should be given or dispensed a prescription based on their history of prescriptions. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of request user. However, there are a myriad of roles that can be classified as a requestor, including those of Law Enforcement. A complete list of available roles that fall into the requestor category are as follows:

Healthcare Professionals	Law Enforcement	Other
• Dentist • IHS Dispensers • IHS Prescribers • Medical Intern with Prescriptive Authority • Medical Resident with Prescriptive Authority • Midwife with Prescriptive Authority • Military Prescribers • Nurse Practitioners/Clinical Nurse Specialist • Optometrist • Pharmacist • Physician Assistant • Physician (MD, DO) • Podiatrist (DPM) • Prescriber Delegate – Licensed • Prescriber Delegate – Unlicensed • Prescriber without DEA • VA Dispenser • VA Prescriber • Veterinarians	• DEA • Local Police • Medicaid Fraud Units • OIG • State Drug Court Agents • State Police • VA Investigator	• Medical Examiner/Coroner • Medical Marijuana Registry

2 Registration

PMP AWAR$_X$E requires that every individual register as a separate user, using their email address as their username within the system. A user is able to register as a delegate, a role which is designed to allow the user to generate reports on the behalf of another current user. An example for a delegate role would be a nurse at a small doctor's office. The nurse would act as a delegate to the physician to create Patient Rx reports for the patients that physician would be helping that day.

The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration for the application.

Some roles may also require additional documentation as designated by the assigned PMP Administrator. This documentation must be submitted prior to the user account being approved. The document(s) will be sent to the user after submitting their registration request. The user can then submit digital copies through AWAR$_X$E or mail it in to the state office for the PMP Administrator to review and upload.

2.1 Registration Process

1. To request a new account in PMP AWAR$_X$E, the user must first load the login screen for the application. The login screen is located at https://connecticut.pmpaware.net/login.
2. Once at the login screen, the user must click the "Create an account" option to begin the process.

3. The first screen displayed requires the user to enter their current, valid email address and select a password. The password must be entered a second time for validation.
    a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !,@,#,$)

4. After the email and desired password have been entered, the user must click the "Save and Continue" button.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their profession. A user can select more than one role from the same category if necessary.

Registration Process

Select your User Roles

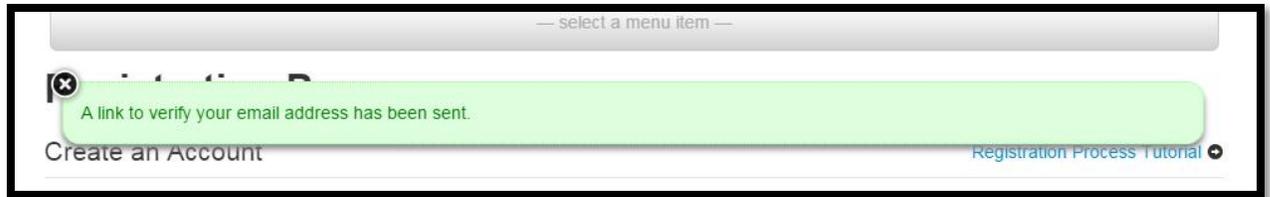▼ **Healthcare Professional**

- ☑ Physician (MD, DO)
- ☐ Dentist
- ☐ Nurse Practitioner / Clinical Nurse Specialist
- ☐ Midwife with Prescriptive Authority
- ☐ Physician Assistant
- ☐ Podiatrist (DPM)
- ☐ Optometrist
- ☐ Pharmacist
- ☐ Veterinarian
- ☐ Medical Intern with Prescriptive Authority
- ☐ Medical Resident with Prescriptive Authority
- ☐ IHS Prescriber
- ☐ IHS Dispenser
- ☐ Military Prescriber
- ☐ VA Prescriber
- ☐ VA Dispenser
- ☐ Prescriber Delegate - Unlicensed
- ☐ Prescriber Delegate - Licensed
- ☐ Prescriber without DEA

▶ **Law Enforcement**

▶ **Other**

[Save and Continue]

6. After the role has been selected, the user must click the "Save and Continue" button.
7. A message is temporarily displayed to the user stating that an email has been sent to their email address for verification. The email should arrive in the user's inbox within a few minutes and will contain a link that the user will click to verify that their email address is valid and current.

— select a menu item —

A link to verify your email address has been sent.

Create an Account   Registration Process Tutorial ●

8. The final screen is the demographics screen. Here the user must enter their name, date of birth, employer information, and other information as configured by the PMP Administrator.
    a. Required fields are marked with a red asterisk
    b. Users may enter more than one DEA number if necessary.
    c. If the user or employer identifier number is located within the system, the user will be able to autofill their information and employer information using the "AutoFill Form" buttons. Searchable identifiers include DEA, NCPDP, or NPI depending on which fields are required by the state administrator.

Registration Process

Create an Account

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *
✓ FW0807000   ⬆ + Add

DEA Numbers Added
✖ FW0807202   ✎ AutoFill Form
✖ FW0807000

— or —

National Provider ID *
[   ] ✎ AutoFill Form

First Name *
[   ]

Middle Name
[   ]

Last Name *
[   ]

Date of Birth *
[   ]

9. After all information has been submitted, the user must click the "Submit Your Registration" button to complete the process.
10. The user will be taken to a landing page notifying them if any additional documentation is required. It will also indicate the account's current status in the upper-right corner.

2.2   Registering as a Delegate

Registering as a delegate is virtually identical to registering as any of the other healthcare professional roles. The user would select one of the delegate roles such as *Prescriber Delegate – Licensed*, and enter any required information on the demographics screen.

The final section of the demographics screen requires the delegate to enter their supervisor's email address. The supervisor must already be registered with the PMP AWAR$_x$E. More than one supervisor can be entered.

2.3   Email Verification

1. After the user enters their email and password from the registration screen, the PMP AWAR$_x$E application sends an email to the supplied email address asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
    a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click on the link in the new email to verify their email address.
3. The user is taken to a screen displaying a message that their email address has been validated.

2.4   Validation Documents

1. If a PMP Administrator requires further validation for a role the user registered for, the user will receive an email with instructions the PMP Administrator has provided and the necessary forms to fill out and complete.
2. The user completes the required form(s) in accordance to the instructions.
3. The user must then submit the form(s) to the PMP AWAR$_x$E system by two methods (as configured by the PMP Administrator)
    a. The user logs into the PMP AWAR$_x$E system using their email address and password used to request and account
        i. The user is presented with a file upload screen.

    ii.   The user upload digital copies of all required forms

   b.   The user mails the forms to the state office.
       i.   The PMP Administrator then scans the forms and uploads the digital copies to the pending user account.

2.5 Account Approved

1. After the PMP Administrator has determined that all requirements have been met for the user account, the account can be approved.
2. The user receives an email stating that their account has been approved and is now active.
3. The user can then log into the PMP AWAR$_x$E application using the email address and password supplied during the account creation process.

3 Managing Delegates

Delegates associated with a user's account are displayed in a table found at **User Profile > Delegate Management**. From this location, a supervisor is able to approve or reject new delegates, or remove existing delegates from their account.
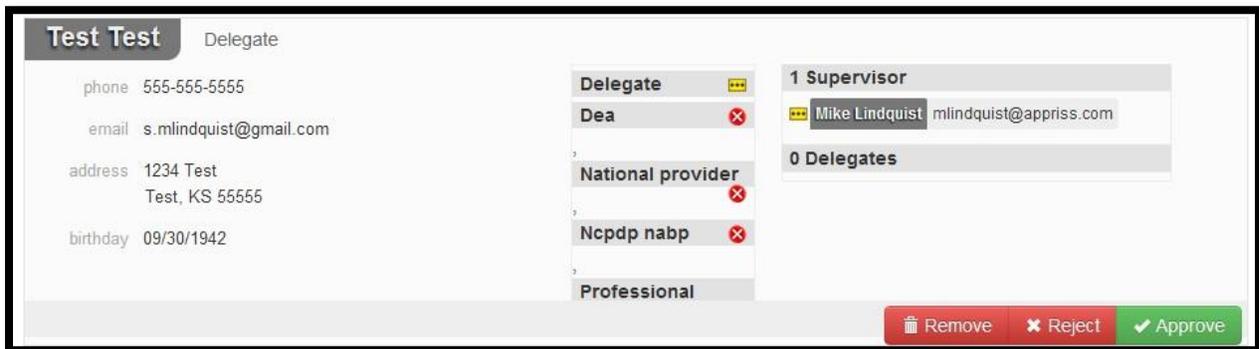
3.1 Approving and Rejecting Delegates

1. When a user registers as a delegate for a supervisor, the supervisor receives an email alerting them that a delegate account is pending their approval.
2. The user logs into the PMP AWAR$_X$E application (https://connecticut.pmpaware.net/) and navigates to **User Profile > Delegate Management**.
3. From the Delegate Management screen, the user is able to see all delegates associated with his account. New Delegate(s) are identified with the pending symbol in the Delegate Status column.

4. The user selects the delegate to view their information in the detail card at the bottom of the screen.

5. To approve or reject the delegate, the supervisor must click the appropriate button under the delegate's information. The delegate's status turns to green if approved or will be removed if rejected.

3.2 Removing Delegates

1. If a supervisor decides to remove a delegate from their account, the user navigates to **User Profile > Delegate Management**.
2. The user selects the active delegate from the list displayed.
3. The user clicks the "Remove" button in the detail card at the bottom of the screen.

4. The delegate will be placed back in the pending status as indicated by the yellow icon. The delegate is not removed from the supervisors list.
   a. If a supervisor wants to add the user again at a later date, the supervisor can locate the former delegate in their list and select approve to add the delegate to their account again.
   b. If a supervisor wants to completely remove the delegate from their account, the supervisor can select the former delegate and click the "Reject" button. This will remove them from the supervisor's account.

4   Password Management

Password management can be handled within PMP AWAR$_X$E by the user. The user's password will expire after 90 days per HIPAA regulations. A user is able to proactively change their password before it expires within the application through their user profile. If a password has expired, or if the user has forgotten the password, they can use "Reset Password" to change their password.

4.1   Changing Your Password

1. When a user wants to change their current password, they navigate to their **User Profile > Password Reset** section.
2. The user must then enter their current password and enter a new password twice.
3. The new password will take effect once the user has logged out of the application.

4.2   Reset Password

1. When a user has forgotten their password or their password has expired, the user should click on the link named "Reset Password" located on the log in screen.
2. The user must enter the email address they used to register with the application.
3. The user will receive an email containing a link to reset the password for the user's account
   a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat steps to generate a new password reset email.
4. The user must enter the new password twice and then save the password.

5   Assistance and Support

5.1   Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact Appriss at 1-866-683-3246

 or

Create a support request using the following URL
https://apprisspmp.zendesk.com/hc/en-us/requests/new

Technical assistance is available Monday – Friday, 8AM – 8PM EST.

5.2   Administrative Assistance

If you have non-technical questions regarding the Connecticut PMP, please contact:

Connecticut Prescription Monitoring and Reporting System (CPMRS): (860) 713-6073 or
dcp.pmp@ct.gov

6   Document Information

6.1   Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.