



Frequently Asked Questions

I Need Help Accessing DoseSpot

Q: What is my username?

A: Your username will always be the email address your original welcome email was delivered to. You can also contact your EHR/EMR or practice management system provider for assistance.

Q: What is my password? How can I change it?

A: If your office has a Clinician Admin, they can access our Admin Console and unlock, resend, or reset your password. If your office does not have a Clinician Admin, we ask that you contact your EHR/EMR or practice management system provider for assistance.

Q: I was just added to DoseSpot. How do I log in?

A: Depending on whom you are using to access DoseSpot, someone from your EHR/EMR or practice management system provider should contact you to assist. If they have not, we recommend contacting them for additional assistance.

Q: How do I connect or launch DoseSpot from my EHR/EMR or practice management system provider?

A: We ask that you reach out to them directly for assistance. Every client of ours differs slightly in how they manage the actual connection and launch DoseSpot. They would be able to provide details and training on the use and connection to DoseSpot.

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Frequently Asked Questions

I Need Help With Identity Proofing

Q: Why do I need to do Identity Proofing (IDP)?

A: Per DEA regulations, anyone with the ability to send or print electronic prescriptions must complete personal Identity Proofing to ensure the person accessing and sending those prescriptions is whom they say they are. At DoseSpot, we work with Experian, the national credit bureau, to complete this Identity Proofing.

Q: How do I start or complete my Identity Proofing (IDP)?

A: When accessing the DoseSpot application, at the top next to your name, you will see an exclamation mark (!). Simply click that mark and follow the on-screen prompts. If you do not see that mark, please reach out to your EHR/EMR or practice management system for assistance in enabling that for you.

Q: Which phone number should I use?

A: You should always use a personal cell phone number. This will help with the identification, and One-Time Passcode (OTP) required during the IDP process. Do not use a landline or work-provided cell phone. You can enter another phone number if you do not have a personal cell phone. You will not be able to complete the OTP, but you will be able to complete the IDP process.

Q: Why does the IDP process ask for my credit card? Will my card be charged anything?

A: As we work with Experian, the national credit bureau, for our Identity Proofing (IDP) process, a credit card is the quickest and best way to match your information with their records. DoseSpot will not charge anything to the credit card provided.



Frequently Asked Questions

I Need Help With Identity Proofing Ct'd

Q: The questions asked are all related to my credit history. Will this Identity Proofing affect my credit or credit score?

A: Absolutely not. This information is strictly used for identity-proofing purposes only. This will not impact your credit rating or score and should not be reflected in your credit history.

Q: Will DoseSpot save my answers or information?

A: Other than your standard personal information, such as name, address, and birth date, DoseSpot does not save anything related to the Identity Proofing process. All information is provided directly by Experian, and once complete, the only information DoseSpot receives and stores is the date the IDP was completed and passed and the reference number used during the Two-Factor Setup (if used).

Q: I think I passed, but I did not get a One Time Passcode sent to my cell phone. What happens now?

A: First, if the phone number provided was not a personal cell phone, no One Time Passcode will be sent. Alternatively, it is possible that while the Identity Proofing passed, we could not immediately send a One Time Passcode. If that is the case, a certified letter sent directly from Experian will be sent to the address you provided with your reference number. This usually takes 3-5 business days.

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Frequently Asked Questions

I Need Help With Identity Proofing Ct'd

Q: It said I did not pass. What do I do?

A: We ask that you contact your EHR/EMR or practice management system provider for assistance. They can review your information with you to ensure it is correct. In some instances, they may need to open a support case on your behalf to have DoseSpot assist. For security reasons, DoseSpot cannot assist directly with IDP issues.

Q: What do I do if I do not have a credit history? Is there an alternative method of IDP?

A: We recommend contacting Experian directly and working with them to figure out the best way to start or establish a new credit history. DoseSpot does not have an alternative to the Experian Credit Based screening; however, we are always working on updating and exploring alternatives. We ask that you contact your EHR/EMR or practice management system provider for assistance.

Two-Factor Authentication

Q: I Completed IDP. How do I start Two-Factor Authentication?

A: Once your IDP is complete, an admin with your office, EHR/EMR, or practice management system admin can enable this.

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Frequently Asked Questions

Two-Factor Authentication Ct'd

Q: How do I start the Two Factor Authentication process?

A: When accessing the DoseSpot application, at the top next to your name, you will see an exclamation mark (!). Simply click that mark and follow the on-screen prompts. If you do not see that mark, please reach out to your EHR/EMR or practice management system for assistance in enabling that for you.

Q: Can I use any cell phone number or only my personal cell phone?

A: For Two-factor Authentication, you can use any cellular device that has its own active cell phone number.

Q: Can I use a tablet, PDA, or iPad?

A: If that device has its own cellular phone number, yes. However, even if you have a linked device, only the device with the individual cell number can be used.

Q: How do I resync my device?

A: If you ever need the links to contact or resync your device, you can contact your clinician admin or reach out to your EHR/EMR or practice management system for assistance.

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Frequently Asked Questions

Two-Factor Authentication Ct'd

Q: I got a new cell phone. How do I reconnect my Two-Factor authentication?

A: Please ask your clinician admin or reach out to your EHR/EMR or practice management system; they should be able to assist with resending those links.

Q: Can I use a tablet, PDA, or iPad?

A: If that device has its own cellular phone number, yes. However, even if you have a linked device, only the device with the individual cell number can be used.

I Need Help Using DoseSpot

Q: How do I use DoseSpot? Can I get training?

A: As a B2B software provider, DoseSpot does not train users directly. Our clients have different DoseSpot configurations and ways of connecting, interacting, and providing access to their users. We ask that you contact your EHR/EMR or practice management system for assistance.

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Frequently Asked Questions

I Need Help Using DoseSpot Ct'd

Q: Information in DoseSpot does not match what is in our EHR/EMR or practice management system. How do we fix that?

A: We ask you to contact your provider directly for assistance. For security and HIPAA reasons, DoseSpot will never update, change, correct, or manage any information without a support case submitted from the direct client (EHR/EMR or system provider). If something does not match or is missing in either DoseSpot or your system, they should be able to assist in fixing the issue or requesting assistance from DoseSpot.

Q: What do we do if the pharmacy says they did not receive a prescription?

A: First, check the patient's prescription record and ensure the prescription was sent. Look for the Pharmacy Verified icon next to the prescription. If you don't see that icon or any potential errors, please contact your EHR/EMR or practice management software provider to open a support case with DoseSpot. We'll need specific information on the prescription that only their support team can provide. Once DoseSpot receives the case, we will work to resolve the issue or provide information to the provider as quickly as possible.

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Frequently Asked Questions

Additional Services and DoseSpot Features

Q: Does DoseSpot support Real-Time Prescription Benefits?

A: Yes! For any user that uses our DoseSpot application to create, approve, or send prescriptions, you should already have access to RTPB. You can find more information on Real-Time Prescription Benefits under the Services & Integrations tab within the main navigation of our website.

Q: Does DoseSpot Support electronic Prior Authorization?

A: Yes! For any user that uses our DoseSpot application to create, approve, or send prescriptions, you should already have access to ePA. You can find more information on ePA under the Services & Integrations tab within the main navigation of our website.

Q: Why is direct support from DoseSpot limited?

We work with system identification numbers (such as clinic, clinician, patient, prescription IDs, etc.) versus personal identifiers to keep patient-identifying data private. Working directly with end-user providers and prescribers runs the risk of providing patient details to our support team that they would otherwise not need.

The best support experience and fastest resolution will come directly from the organization providing DoseSpot for your use.