PMP AWARxE™

Law Enforcement and Regulatory User Support Manual

DH8012-PDMP 6/19
Rule 64K-1.003, F.A.C.

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1 What Is a Requestor?

A requestor is a PMP AWAR$_x$E account type that is used to review patient's prescription history, prescriber history and dispenser history.

Note: Law Enforcement or Regulatory Agencies interested in in accessing information in E-FORCSE should contact the State Administrator for instruction on applying and setting up a new in PMP AWAR$_x$E.

A complete list of available roles are as follows:

Agency Administration

Agency Admin

Law Enforcement

- DEA
- FBI
- HHS
- Local
- Medicaid Fraud Units
- Military Police
- State Attorney General
- State Police
- State Prosecutor Special Investigators (District or Commonwealth Attorney)
- VA Investigator

Other

- Licensing Board Investigator
- Medical Examiner/Coroner
- Medical Examiner - Delegate
- Peer Assistance Program / Recovering Health Professions Program

2 Registration

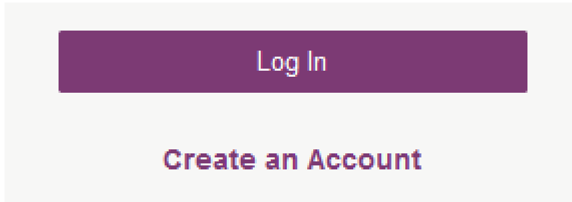
E-FORCSE® requires that every individual register as a separate user, using their email address as their username within the system. Law Enforcement, Investigators, Impaired Practitioner Consultants, State Attorney General and Medical Examiner Delegates users must register as a delegate linked to their Agency Administrator or Medical Examiner/Coroner.

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 processing.

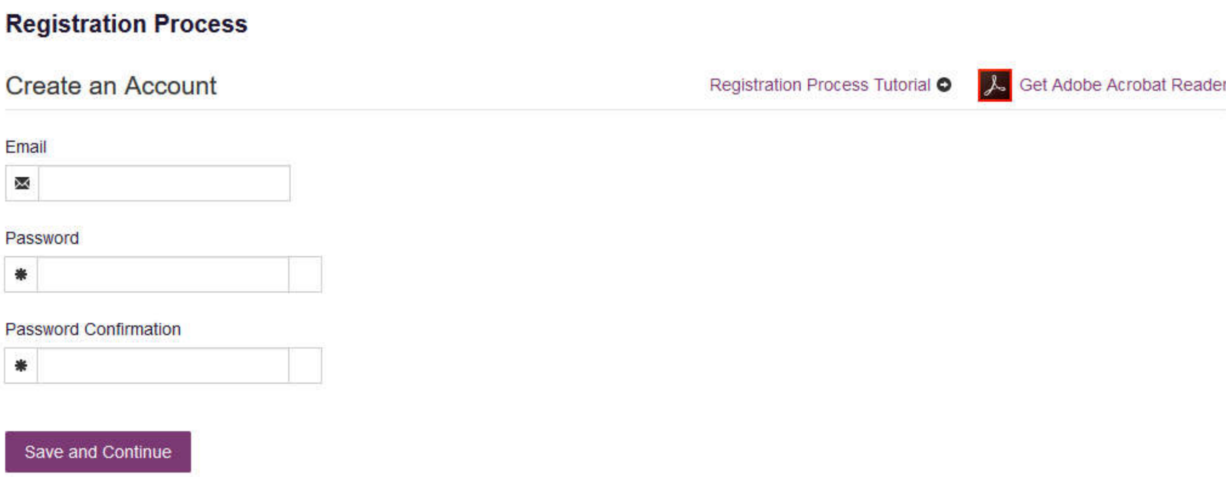
Some requestor roles require the User to upload the required certification document(s). This documentation must be submitted prior to the user account being approved. The user can submit digital copies through PMP AWAR$_x$E after completing the initial registration screens.

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://florida.pmpaware.net.
2. Once at the login screen, the user must click the "Create an Account" option to begin the process.



3. The next screen 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 10 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 affiliated agency. The Agency Administration role is only used when the agency initially sets up their department level account. Individual requestors will find their roles under either Law Enforcement or Other.
    a. If you do not see an applicable role for your agency type, the State Administrator has not configured a role of that type and potentially may not allow users in that agency access to PMP AWAR$_x$E.

Registration Process

Select your User Roles

- Healthcare Professional
- Agency Administration
- Law Enforcement
- Other

Save and Continue

Registration Process

Select your User Roles

- Healthcare Professional
- Law Enforcement
  - ☐ DEA
  - ☐ FBI
  - ☐ HHS
  - ☐ Local
  - ☐ Medicaid Fraud Units
  - ☐ Military Police
  - ☐ State Attorney General
  - ☐ State Police
  - ☐ State Prosecutor (District or Commonwealth Attorney)
  - ☐ VA Investigator
- Other
  - ☐ Medical Examiner/Coroner
  - ☐ Medical Examiner - Delegate
  - ☐ Peer Assistance Program / Recovering Health Professions Program
  - ☐ Licensing Board Investigator

Save and Continue

6. After the role has been selected, the user must click the “Save and Continue” button.

7. The final screen is the demographics screen. Here the user must enter their badge number (Employee ID if Badge Number is not applicable), name, date of birth, agency information, and other information as configured by the State Administrator. Required fields are marked with a red asterisk.

   Note: Agency Administrators contact the State Administrator for instruction on applying and setting up a new Law Enforcement, Medical Examiner or Regulatory agency account.

   Note: If you are a delegate (designee) and do not find your specific agency listed in the demographic section, contact your Agency Administrator for direction.

Registration Process

Create an Account

Registration Process Tutorial

Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

Badge Number *

Position, Title, or Rank *

First Name *

Middle Name

Last Name *

Date of Birth *

Primary Contact Phone *

Employer

Agency *

Address *

Address Line 2

City *

State *

Zip Code *

Phone *

Fax

Delegate

I am a delegate for the following people... *

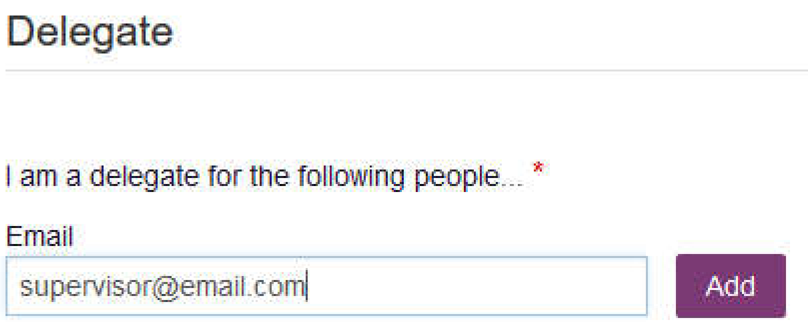
Email

Add

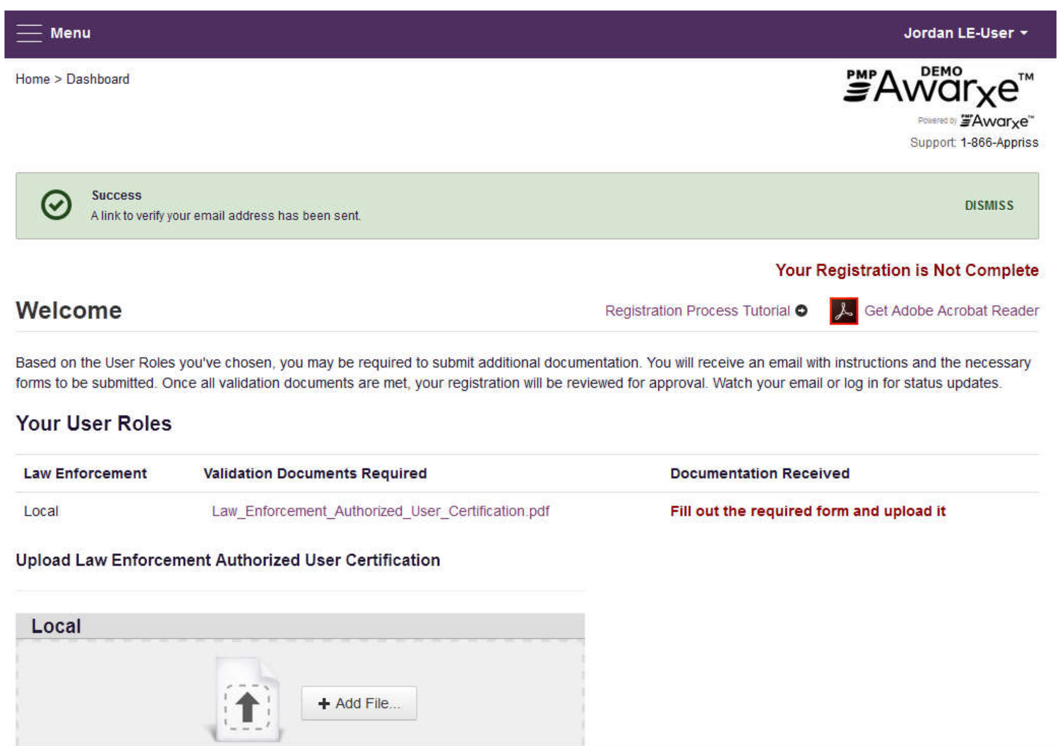
Selected Supervisors

Submit Your Registration

8. If the user is a delegate (designee), the final section of the demographics screen requires the delegate to enter their Agency Administrator's (AWAR$_x$E supervisor) registered email address. NOTE: **The Agency Administrator must already have set up an agency account with PMP AWAR$_x$E.** When adding an Agency Administrator (AWAR$_x$E supervisor), a delegate will want to ensure that they enter the supervisor's email address correctly and that they are using a valid email address.



9. After all information has been entered into the form, the user must click the "Submit Your Registration" button to complete the process.
10. The user will then be taken to a landing page notifying them that their account is either pending approval, or incomplete and requires further action.
    a. Users will also be notified that a link to verify their email address has been sent.
    b. If your registration is "Incomplete," please see the Validation Documents section.

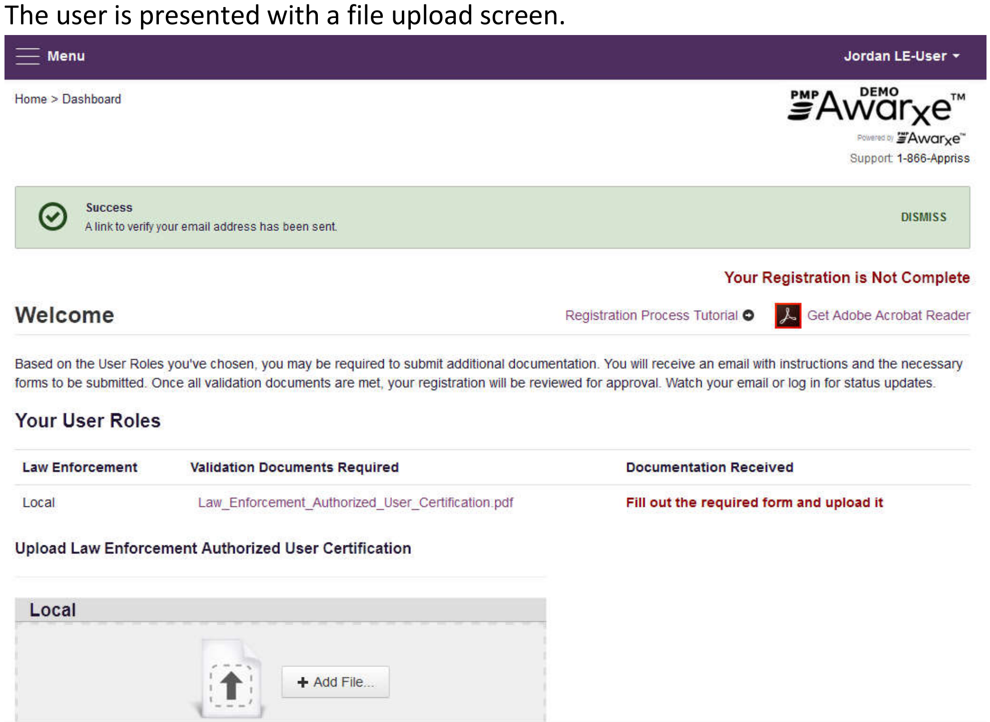


2.2 Email Verification

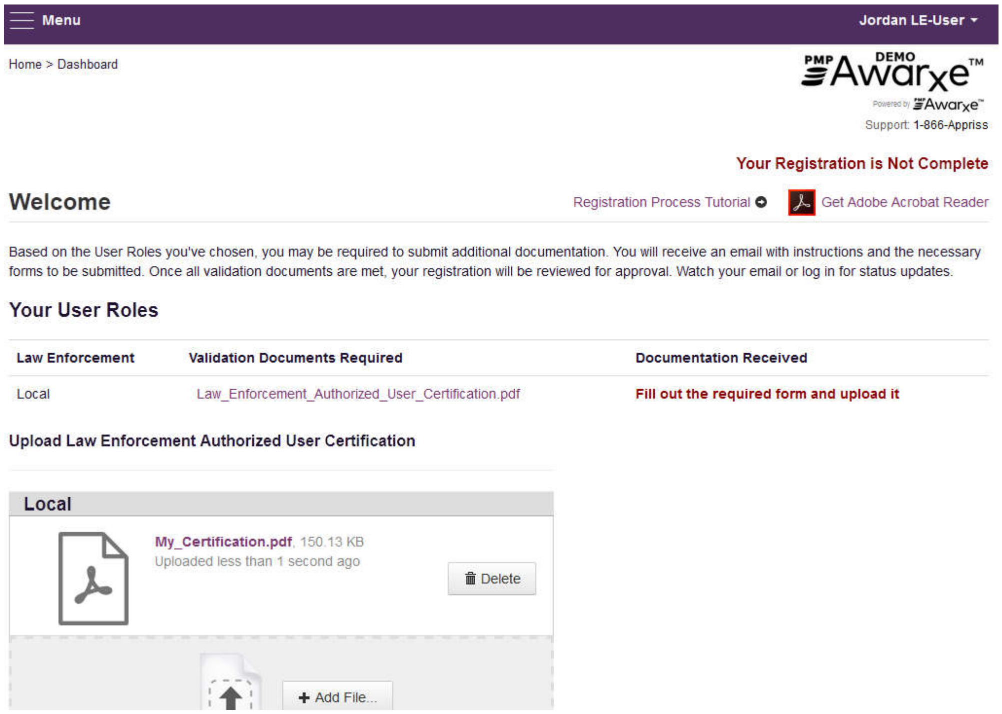
1. After the user submits their registration, PMP AWAR$_x$E sends an email to the supplied email address asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
    a. The link contained within the email is only valid for 20 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.
    b. If you are not able to receive HTML formatted emails/emails with hyperlinks, please contact the helpdesk with the contact information located in the Technical Assistance section of this document.
    c. If you registered with the wrong email address, please login to the account using the wrong email address as the User Name and navigate to Menu > User Profile > My Profile to update your email address. For further instructions see the My Profile section of this document.
3. The user is taken to a screen displaying a message that their email address has been validated.

2.3 Validation Documents

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



ii. The user clicks "add file" and selects the file for upload. No further action is needed to submit. The user will receive an email notifying them that an update has been made to their account. Once the validation document(s) are uploaded, no further action is needed by the user.

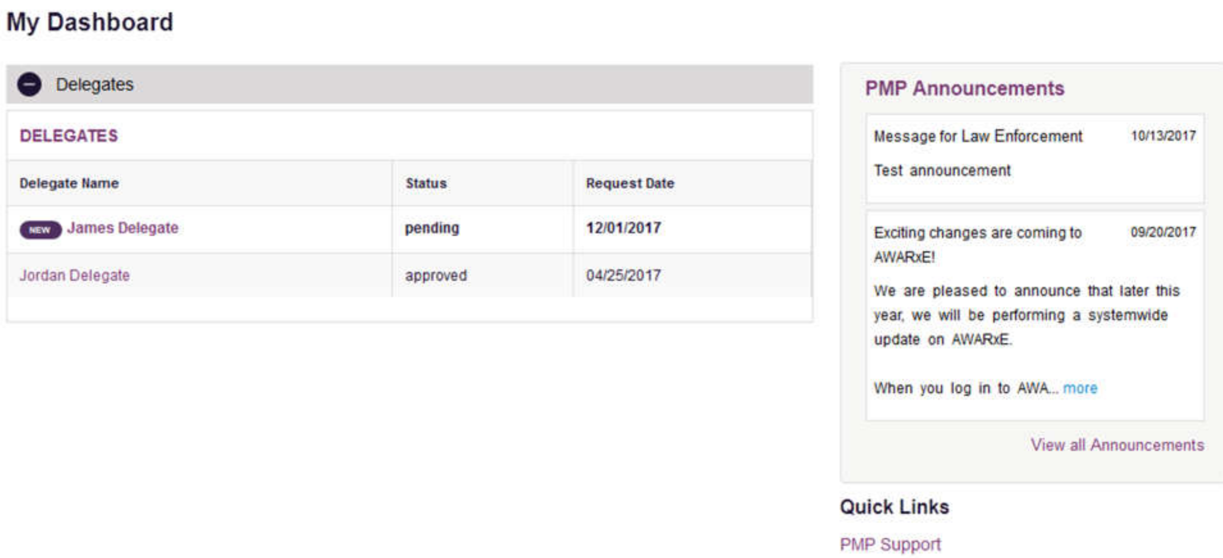


2.4 Account Approved

1. After the State Administrator has determined that all requirements have been met for the user account and a Delegate's (Designee's) Supervisor has approved the Delegate's request 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 PMP AWAR$_x$E using the email address and password supplied during the account creation process. If the user no longer has the password, it can be reset by navigating to https://florida.pmpaware.net and clicking the Reset Password link, or by navigating to https://florida.pmpaware.net/identity/forgot_password.

3 Requestor Dashboard

The Requestor Dashboard is the first screen users see once logged in with an approved account. It provides a quick summary of pertinent items within PMP AWAR$_x$E, including State Administrator announcements, their delegate's/supervisor's status, and any Quick Links the State Administrator has configured. The Dashboard can be accessed at any time by clicking **Menu** > **Home > Dashboard**.



3.1 Delegates (Designees)/Supervisors

This section shows the user's delegates or supervisors depending on the user's role. A supervisor can quickly change a delegate's status from the dashboard by clicking the delegate's name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their profile. Users can also click the "Delegates" link to be taken to the Delegate Management section, which is also accessible at any time by navigating to **Menu > User Profile > Delegate Management**. For additional information regarding delegate management, see the Delegate Management section.

3.2 Announcements and Quick Links

State Administrators can configure Announcements to be displayed to users in this section. The quick view on the right shows only the first few lines of text, but clicking on the **Announcements** button will display the full announcement text. This can also be accessed by navigating to **Menu > Home > PMP Announcements**. The announcements can be configured as role specific meaning that a user whose role is Agency Admin can have an announcement whereas a delegate user may not have the same announcement viewable under their profile.

State Administrators can also configure Quick Links to webpages outside of PMP AWAR$_x$E. Any links configured will be visible towards the bottom right of the dashboard in the Quick Links Section.

4 Insight

A select number of reports are available within the PMP AWAR$_x$E application. These include reports on prescriber activity, dispenser activity and patient activity.

4.1 New Reports

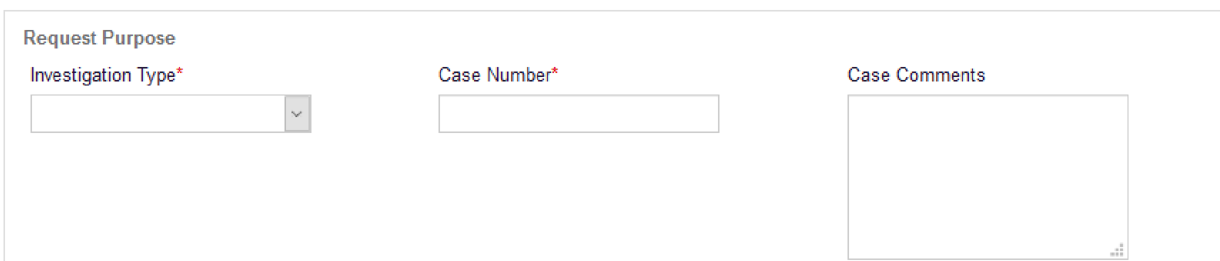
To run a report:

1. Navigate to **Menu > Insight > New Report**
2. A list of reports and their associated descriptions are displayed. Please note your account may not have access to all of the below displayed reports.

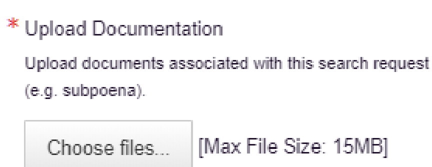
PMP AWARxE Reports

Report Name	Description
Prescriber Activity Request	Displays a summary of prescriptions prescribed by specified DEA number and the corresponding patient and pharmacy information.
Dispenser Activity Request	Displays a summary of prescriptions dispensed at specified location and the corresponding patient and prescriber information.
Investigative Patient Request	Allows broader searches for a single or multiple patients by name, identification number, or address.

3. Click the name of the report you want to run.
4. Insert the desired information into the Request Purpose section on all types of request forms.
5. Follow the steps to run the report as outlined below in the individual report sections.



6. Upload documentation to the request as required (Impaired Practitioner Consultants: patient releases and State Attorney General: evidence of the trial court granting the petition or motion that led to the discovery of admissible evidence)

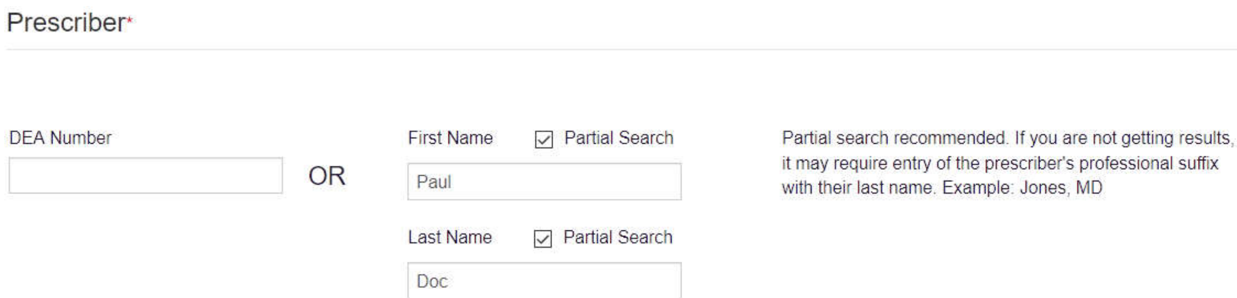


7. Click the Run Report button. A Report Creation message is displayed on screen.

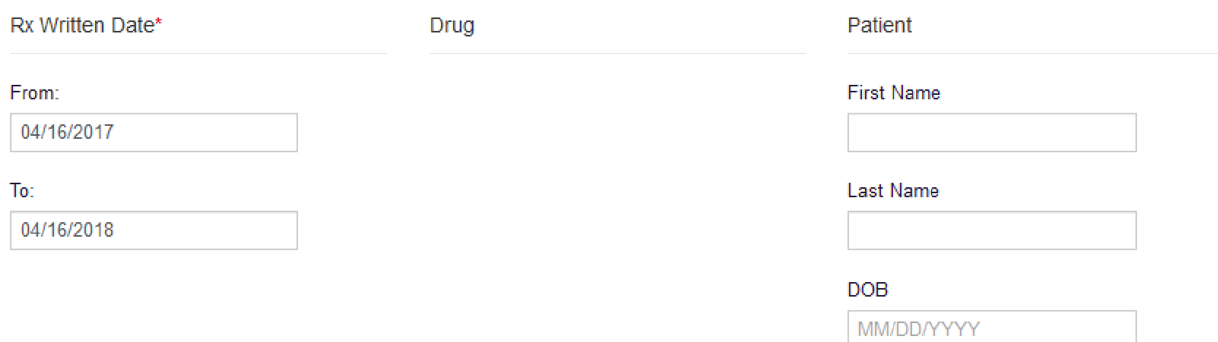
8. Access the results by navigating to **Menu > Insight > Reports History.** The report will be listed in a status of "In Review" until approved by the State Administrator.

4.1.1 Prescriber Activity Request

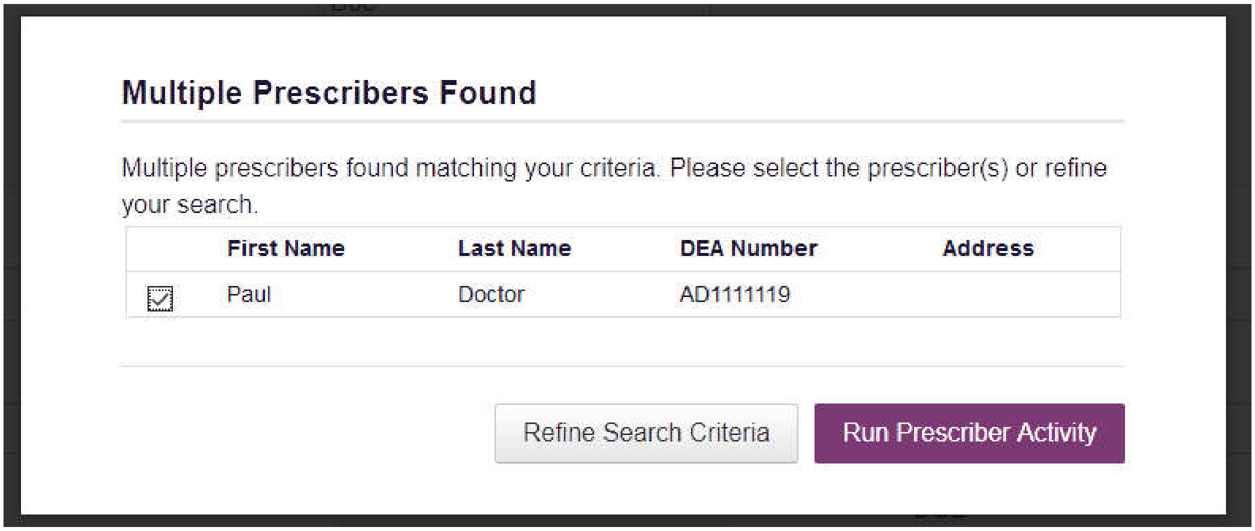
1. Navigate to **Menu > Insight > New Reports** and click "Prescriber Activity Request"
2. Enter the DEA number or the name of the prescriber. Due the different manner in which prescriber names can be provided by pharmacies, we recommend using a partial search to ensure you obtain all applicable results. Using partial search will result in a picklist for you to select the appropriate prescriber.



3. Enter the date range for the report. If necessary, you can also filter by patient name if necessary and is an available option. (Entering a Patient Name may limit your results based on the manner in which patient names can be provided by pharmacies) Then, click "Run Report"



4. If partial search was used, you will be presented with a picklist to select the prescriber you were looking for. Select the prescriber and click "Run Prescriber Activity."



5. Once you have selected the prescriber or if you did not use partial search, a successful message is displayed on screen. Navigate to **Menu > Insight > Reports History** to view the results of your search.

<u>Report Results</u>

6. Once the report has a status of "Ready," click the "Prescriber Activity Request" link to view the results of the report. The report will be listed in a status of "In Review" until approved by the State Administrator.

Paul Doctor

Street Address	Street Address 2	City	State	Zip

Report Criteria

DEA Number	Prescriber First Name	Prescriber Last Name
AD1111119	Paul	Doctor

Summary

Prescriptions:	4
Patients:	3
Pharmacies:	3

The top of the report itself will have export options, a prescriber table which will detail any names, DEA numbers, and available addresses associated with your prescriber search, as well as a summary of the prescriptions contained within the report to detail prescription, patient and pharmacy count at a quick glance.

Prescriber Activity

Last	First	DOB	Fill Date	Written Date	Drug Name	Qty	Supply	Store ID	Rx #	Pymt Type
Testpatient	Bob	01/01/1900	08/07/2017	08/07/2017	ALPRAZOLAM 2 MG TABLET	10.0	10	WALG7516	xx091	Comm Ins
patient	test	01/01/1901	04/11/2017	04/11/2017	GABAPENTIN 100 MG CAPSULE	30.0	30	Appr1119	1234567	Comm Ins
TESTPATIENT	ALICE	01/01/1900	12/19/2016	12/19/2016	ACETAMINOPHEN-COD #3 TABLET	3.0	3	Appr1119	AT1152500	Private Pay
TESTPATIENT	BOB	01/01/1900	12/15/2016	12/15/2016	HYDROCODON-ACETAMINOPHN 10-325	30.0	10	Dave1119	152847B	Comm Ins

Dispensers

Store ID	Name	Address	City	State	Zip
Appr1119	Appriss Pharmacy	10401 LINN STATION RD	LOUISVILLE	KY	40223
Appr1119	Appriss Pharmacy	10401 LINN STATION RD	LOUISVILLE	KY	40223
WALG7516	WALGREEN CO.	301 W MAIN ST	INDEPENDENCE	KS	67301

The Prescriber Activity table will provide the prescription detail. You can sort it by any of its columns.

The Dispensers table will provide the dispensary name and address for any pharmacies that filled the prescriptions in the Prescriber Activity table.

Therapeutic Class Summary

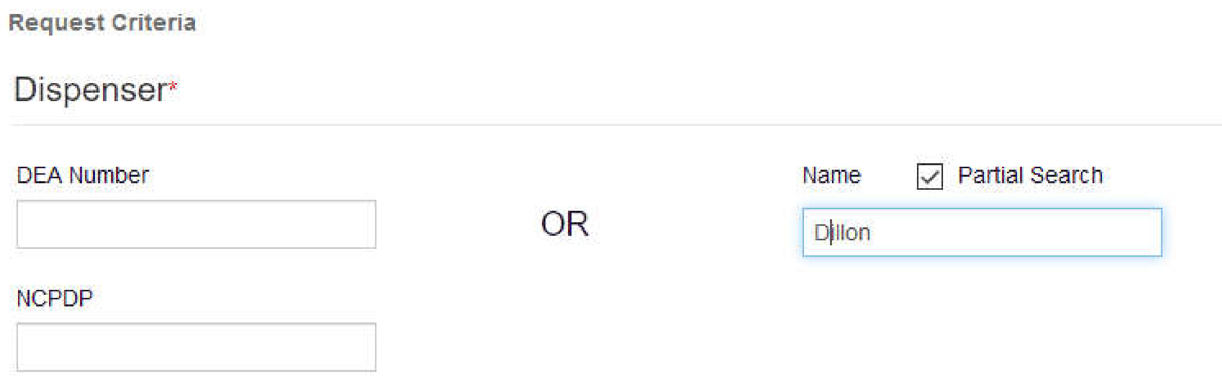
Therapeutic Class 4	Script Count	Patient Count	Pharmacy Count
BENZODIAZEPINES (ANXIOLYTIC,SEDATIV/HYP)	1	1	1
OPIATE AGONISTS	2	2	1
ANTICONVULSANTS, MISCELLANEOUS	1	1	1

A Therapeutic Class Summary table is provided as well for quick reference.

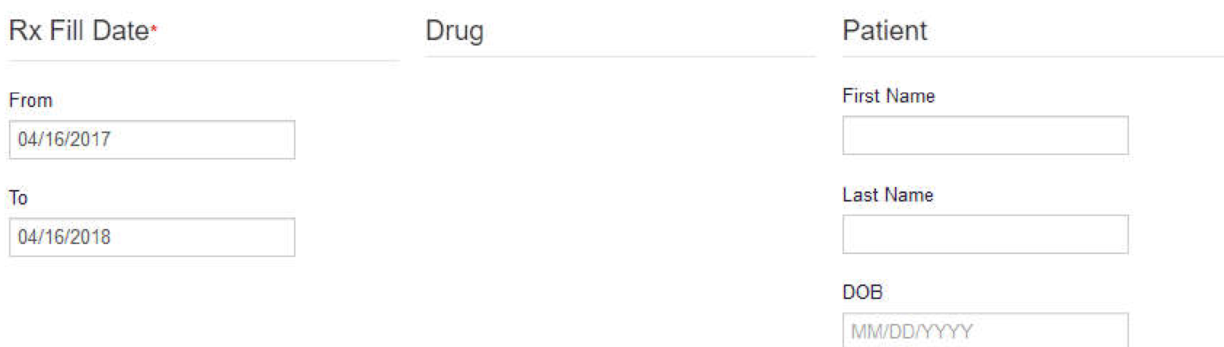
See the Reports History section for more information.

4.1.2 Dispensary Activity Request

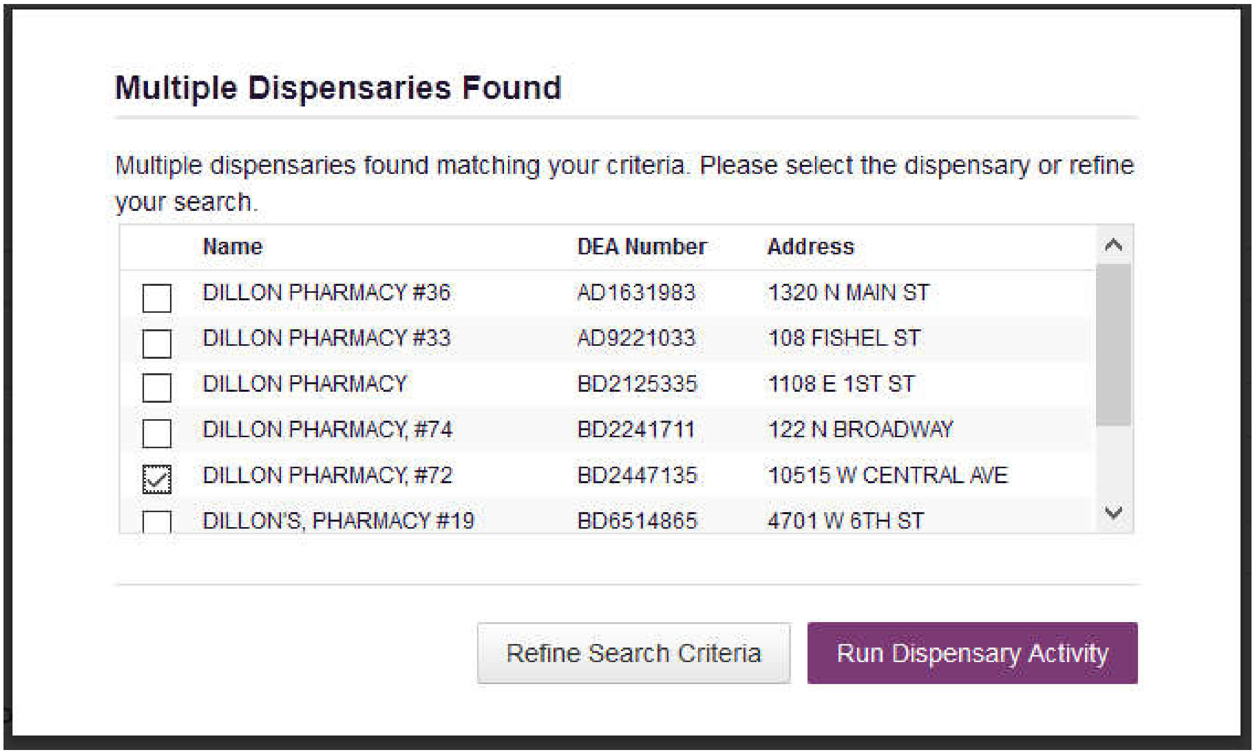
1. Navigate to **Menu > Insight > New Reports** and click "Dispensary Activity Request"
2. Enter the DEA, NCPDP, or Pharmacy Name you'd like to search.



3. Enter the date range for your search. You can also filter by patient name if necessary and is an available option. (Entering a Patient Name may limit your results based on the manner in which patient names can be provided by pharmacies)



4. Click "Run Dispensary Activity Report." If partial name search was used, pick the dispensary from the pick list and click "Run Dispensary Activity."



5. A successful message is displayed on screen. Navigate to **Menu > Insight > Reports History** to view the results of your search.

Report Results

6. Once the report has a status of "Ready," click the "Prescriber Activity Request" link to view the results of the report. The report will be listed in a status of "In Review" until approved by the State Administrator.

Report Prepared: 12/21/2017
Date Range: 12/21/2016 – 12/21/2017

Download PDF Download CSV

DILLON PHARMACY

Street Address	City	State	Zip
10515 W CENTRAL AVE	WICHITA	KS	67212

Report Criteria

Street Address	City	State	Zip	DEA Number
10515 W CENTRAL AVE	WICHITA	KS	67212	BD2447135

Summary

Prescriptions:	8
Patients:	5
Prescribers:	4

The top of the report itself will have export options, a dispenser table which will detail the dispensary name, DEA number, and address associated with your dispensary search, as well as a summary of the prescriptions contained within the report to detail prescription, patient and prescriber count at a quick glance.

Dispenser Activity

Last	First	DOB	Fill Date	Drug Name	Qty	Supply	Written Date	Prescriber Name	Rx #	P
Carroll	Lucinda	10/31/1990	08/15/2017	CHEST CONGESTION RELIEF PE	801.0	214	08/01/2017	LLC GENOA HEALTHCARE OF KANSAS	fgT3DNEEkap4VkxB3QcG	M
Marquardt	Joshuah	05/19/2017	08/15/2017	TELMISARTAN 40 MG TABLET	658.0	740	07/26/2017	WALGREEN CO	K	C
Zulauf	Antone	03/31/2010	08/15/2017	MAPAP ARTHRITIS ER 650 MG CPLT	336.0	171	07/31/2017	STANFORD W GRIST, DVM	5	W C
Pollich	Rodrick	01/27/1985	08/15/2017	VENLAFAXINE HCL ER 75 MG CAP	954.0	45	07/27/2017	CRANFORDS DRUG STORE INC	xhLTHuZ	W C
Doyle	Diego	09/16/1977	08/15/2017	VALSARTAN-HCTZ 320-25 MG TAB	534.0	331	07/31/2017	WOOLMARKET PHARMACY INC	1kX3vzfQu3OHJcCCPg42Ls3o	C Ir
Zulauf	Antone	03/31/2010	08/15/2017	AMOXICILLIN 250 MG/5 ML SUSP	160.0	388	07/29/2017	ERIC M WOLFSON	Af4vIKfFnnrWDZGA12CQ	M
Homenick	Jonatan	07/09/1961	08/15/2017	ENALAPRIL MALEATE 20 MG TAB	19.0	425	07/31/2017	DAVIS PHARMACY	6JeeW2V	W C
Kirlin	Luigi	10/13/1937	08/15/2017	HUMATROPE 12 MG	330.0	179	07/25/2017	ACCREDO HEALTH GROUP	B2OKI0YiFFSHL1YHBIs	C

The Dispenser Activity table will provide the prescription detail. You can sort it by any of its columns.

The Prescribers table will provide the prescriber name, and address if available, for any prescribers that wrote the prescriptions in the Dispenser Activity table.

Therapeutic Class Summary

SKELETAL MUSCLE RELAXANTS, MISCELLANEOUS	1	1	1
HIV NUCLEOSIDE, NUCLEOTIDE RT INHIBITORS	2	2	2
REPLACEMENT PREPARATIONS	2	2	2
BETA-ADRENERGIC BLOCKING AGENTS	12	10	12

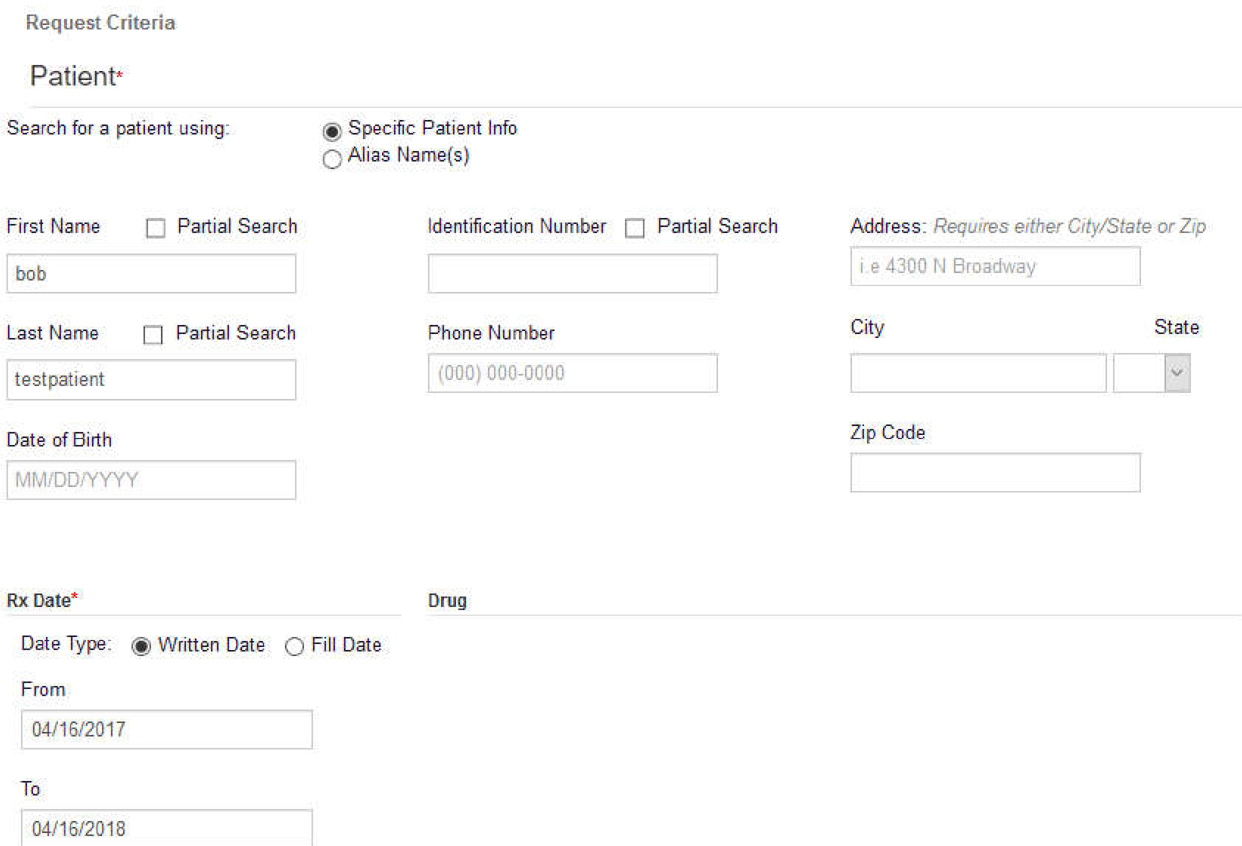
A Therapeutic Class Summary table is provided as well for quick reference.

See the Reports History section for more information.

4.1.3 Investigative Patient Request

The Investigative Patient Request provides broader search capabilities as it allow you to search for a single patient by name and date of birth or Telephone Number (if available). Using the “Alias Name(s)” option allows the user to search for up to 4 names used by the patient at one time. (Name and Date of Birth is required for each Alias)

1. To run an investigative Patient Request, navigate to **Menu > Insight > New Reports** and click “Investigative Patient Request.”



2. Enter your patient criteria.
   The minimum patient requirements are one of the following:
   First Name, Last Name + Date of Birth

   Due the different manner in which patient names can be provided by pharmacies, we recommend using a partial search to ensure you obtain all applicable results. Using partial search will result in a picklist for you to select the appropriate patient.
   Phone Number

3. Entering additional information such as Address, City and Zip Code etc. will narrow your search and may eliminate applicable results. E-FORCSE is not permitted to collect identification numbers.

4. Date Range is always required, and users can select from either written date or fill date.

5. Click “Search.” A successful message is displayed on screen. Navigate to **Menu > Insight > Reports History** to view the results of your search.

Success
The request has been forwarded to your admin for approval.
DISMISS

Report Results

Report Requests

Click on Report Type to view the report

Report Type	Key Parameters	Match Result	Requestor	Request Date	Status
Investigative Search Request	First Name: bob, Last Name: testpatient	1 Patients	Jordan Crawford	12/18/2017 7:29 AM	Ready

6. The report will be listed in a status of “In Review” until approved by the State Administrator.

7. Once the report has a status of “Ready,” click the “Investigative Search Request” link to view the results of the report.
8. A picklist will display of all patients that matched thae search. Select your patient(s) and click “Run Report.”

Investigative Patient Results

Refine Search
1 matches found

☐ Select All
Select patient(s) to include in the report

☑ **Bob Testpatient** Date of Birth: 1900-01-01 Gender: unknown 1023 NOT REAL STREET WITCHITA KS 67203

Run Report

9. The report begins with the patients table which will provide you with all the linked records the system was able to locate for the patient(s) you selected. Above the report you are able to

export the results. Below the patients table is a quick reference summary table of various counts.

Report Prepared: 12/18/2017
Date Range: 12/18/2016 – 12/18/2017

Download PDF Download CSV

Bob Testpatient DOB: 01/01/1900 Gender: unknown Patient Address One: 1023 NOT REAL STREET

Linked Records

Name	DOB	ID	Gender	Address
Bob Testpatient	01/01/1900	1	unknown	1023 NOT REAL STREET WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	2	male	1023 NOT REAL ST WITCHITA KS 67203

Report Criteria

First Name	Last Name
bob	testpatient

Summary

Prescriptions:	4
Prescribers:	3
Pharmacies:	4
Private Pay:	3
Active Daily MME:	0.0

10. The prescriptions table will display all pertinent information relating to the prescription, and can be sorted by any of its columns.

Prescriptions

Filled	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy	Refills	MME/D	Pymt Type
08/07/2017	1	08/07/2017	ALPRAZOLAM 2 MG TABLET	10.0	10	Paul Doctor	xx091	WALGREEN CO.	0		insurance
01/03/2017	2	01/03/2017	ACETAMINOPHEN-COD #3 TABLET	3.0	3	MULVANE PHARMACY	AT1152500	HOMECARE PLUS INC	0	4.5	paid
12/27/2016	2	12/27/2016	ACETAMINOPHEN-COD #3 TABLET	3.0	3	WALGREEN CO. CO.	AT1152500	RANDALL, DANIEL C DVM	0	4.5	paid
12/20/2016	2	12/20/2016	ACETAMINOPHEN-COD #3 TABLET	3.0	3	WALGREEN CO. CO.	AT1152500	Appriss Pharmacy	0	4.5	paid

Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain.

Prescribers

Name	Address	City	State	Zip	Phone
WALGREEN CO. CO.	301 W MAIN ST	INDEPENDENCE	KS	67301	
Paul Doctor					
MULVANE PHARMACY	1008 SE LOUIS DR	MULVANE	KS	67110	

Dispensers

Pharmacy	Address	City	State	Zip	Phone
Appriss Pharmacy	10401 LINN STATION RD	LOUISVILLE	KY	40223	5028151000
HOMECARE PLUS INC	864 WILSON DR	RIDGELAND	MS	39157	
RANDALL, DANIEL C DVM	20 RAYFORD LN	GREENVILLE	SC	29609	
WALGREEN CO.	301 W MAIN ST	INDEPENDENCE	KS	67301	

11. A prescriber and dispensers table is listed below to relate the prescriptions in the prescriptions table to their associated prescribers and dispensers.

Therapeutic Class Summary

Therapeutic Class 4	Script Count	Dispensary Count	Prescriber Count	Total Quantity	Total Days Supply
BENZODIAZEPINES (ANXIOLYTIC,SEDATIV/HYP)	1	1	1	10.0	10
OPIATE AGONISTS	3	3	2	9.0	9

12. A Therapeutic Class Summary table is provided as well for quick reference.

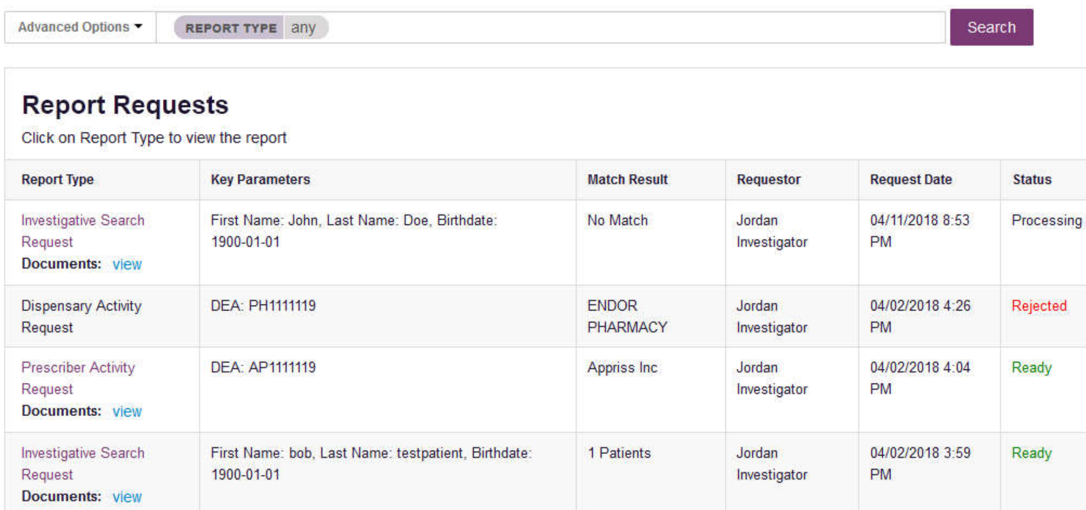
See the Reports History section for more information.

4.2 Reports History

Reports History is where all reports are stored. Users must navigate here to access any report that they have run.

To access Reports History, navigate to **Menu > Insight > Reports History.**

Reports have 4 status types: Processing, Ready, In Review, and Rejected. In Review reports are awaiting approval or rejection from a State Administrator. Rejected Requests retain the rejection reason. To see the rejection reason, hover over the “Rejected” message in red. Processing reports are still running. “Ready” reports are reports that are approved by an administrator and available for viewing. To view the results of the report, click on the Report Name in the Report Type column.



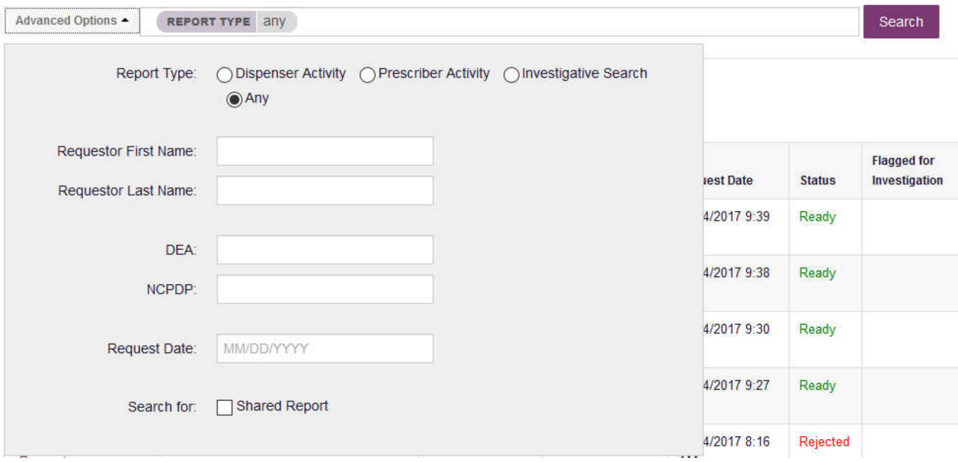
Report Requests

Click on Report Type to view the report

Report Type	Key Parameters	Match Result	Requestor	Request Date	Status
Investigative Search Request **Documents:** view	First Name: John, Last Name: Doe, Birthdate: 1900-01-01	No Match	Jordan Investigator	04/11/2018 8:53 PM	Processing
Dispensary Activity Request	DEA: PH1111119	ENDOR PHARMACY	Jordan Investigator	04/02/2018 4:26 PM	Rejected
Prescriber Activity Request **Documents:** view	DEA: AP1111119	Appriss Inc	Jordan Investigator	04/02/2018 4:04 PM	Ready
Investigative Search Request **Documents:** view	First Name: bob, Last Name: testpatient, Birthdate: 1900-01-01	1 Patients	Jordan Investigator	04/02/2018 3:59 PM	Ready

Case numbers and comments, can be viewed or downloaded by clicking the “View” button. To close, click “View” again.

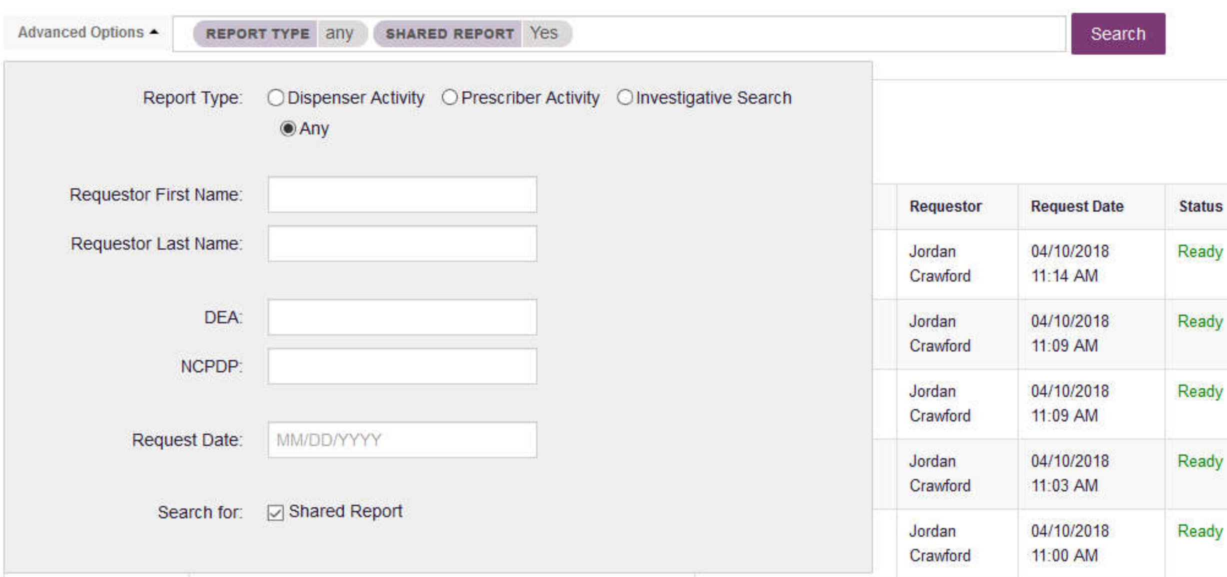
Reports History can be filtered by the following:



4.3 Shared Reports

If an administrator shares a report with a user, the user will receive an email to inform that an E-FORCSE® administrator has shared a report with them. The email will include instructions on how to view the report. Shared Reports can be viewed in Reports History.

1. Login to https://florida.pmpaware.net
2. Navigate to Menu > Insight > Reports History
3. Click “Advanced Options”
4. Click the “Shared Report” radio button and click search. A listing of shared reports is displayed.



5 User Profile Management

The User Profile section allows users to view and edit certain aspects of their PMP AWAR$_x$E account.

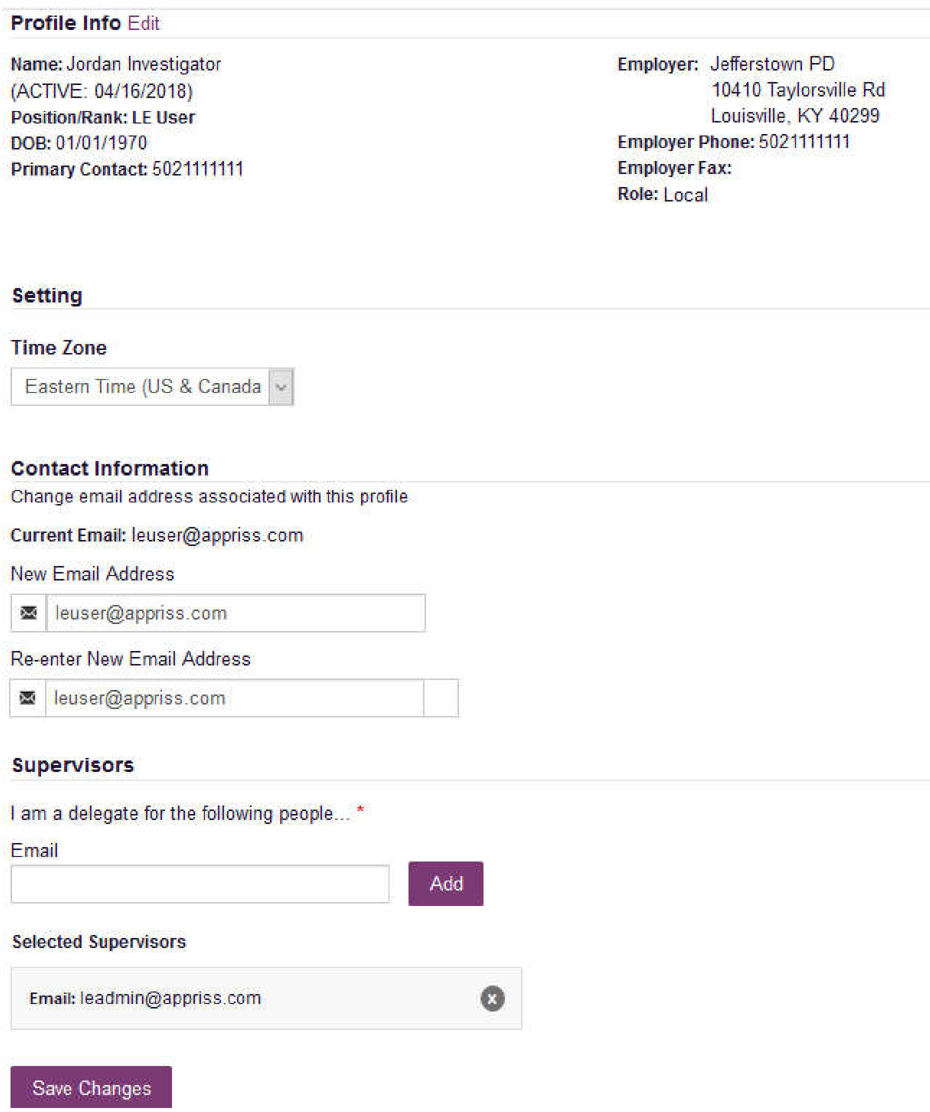
To Access the User Profile, navigate to **Menu > User Profile**.

5.1 My Profile

The My Profile section allows the user to view their account demographics such as role, position/rank, agency details, etc.

Users have the ability to update their address, email address, time zone, mobile phone number for password resets and supervisor(s) (if a delegate).

Updating agency name or badge number must be requested through the State Administrator. Contact information is located in the Administrative Assistance section.

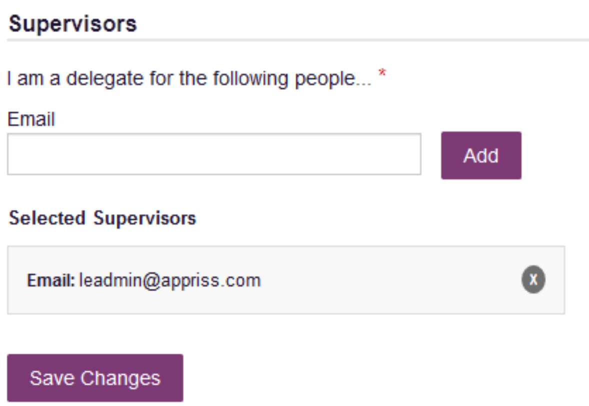


To update your account:

1. **Updating Employer Information:** Users may update their Employer information by clicking the "Edit" link next to "Profile Info." Employer Name and Address can be updated here. Update the

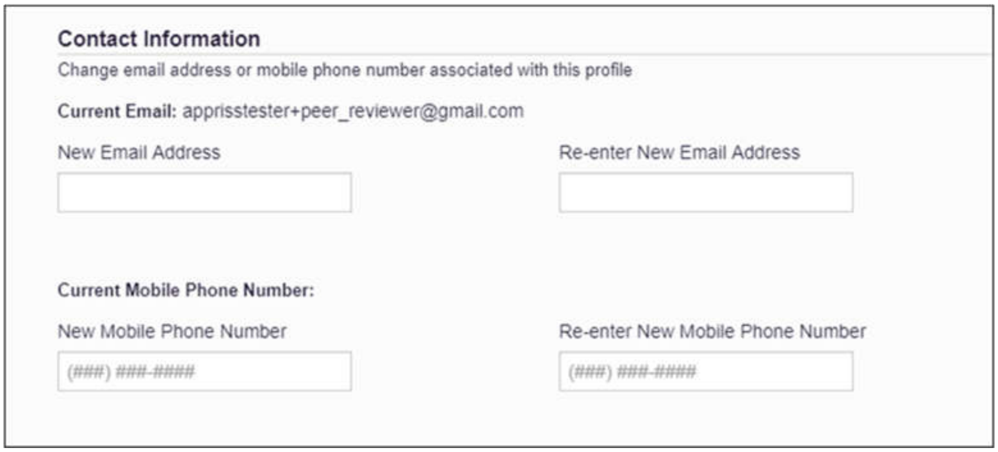
information in the requested fields and click “Update.” Updating other fields like Agency Name or badge number must be requested through the State Administrator.

2. **Adding and Removing Supervisors:** Delegate users may add additional supervisors to their accounts at the bottom of the screen. The delegate must enter their supervisor’s email address and click add. If the delegate needs to remove a supervisor, click the “x” button next to the supervisor. Click “Save Changes.”



3. **Email Address:** To update the email address on the account, enter the new email address in the **New Email Address** and **Re-enter Email Address** fields. Click “Save changes.” Upon saving a confirmation message will be displayed. Please ensure to click the link in the verification email received to verify the new email address. Note that the verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.

4. Mobile Phone Number: To update the mobile phone number associated with your account, enter the new phone number in the **New Mobile Phone Number** field, then re-enter it in the **Re-enter New Mobile Phone Number** field



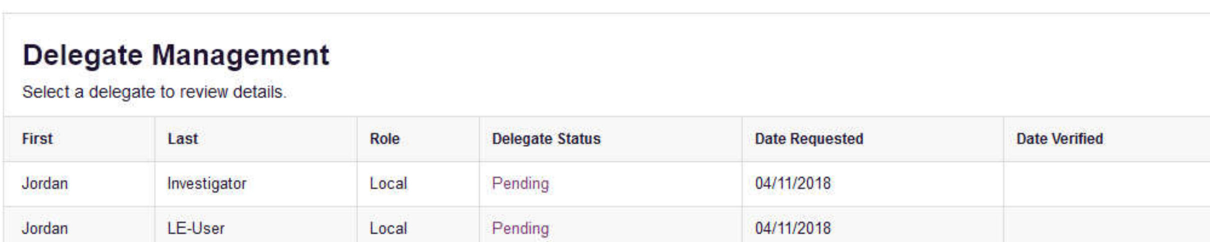
After Clicking "Save Changes," a successful message will be displayed on screen.

5.2 Delegate (Designee) Management

For supervisors (Agency Administrators), delegates associated with the user's account are displayed in a table found at **Menu > User Profile > Delegate Management**. From this location, the supervisor can approve or reject new delegates, or remove existing delegates from their account.

5.2.1 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.
    a. If the request is not acted upon, PMP AWAR$_x$E will send follow up emails advising that action is still required.
2. The supervisor logs into the PMP AWAR$_x$E application (https://florida.pmpaware.net/) and navigates to **Menu > User Profile > Delegate Management**.
3. From the Delegate management screen, the supervisor can see all delegates associated with their account. New Delegate(s) are identified as "Pending" in the Delegate Status column.

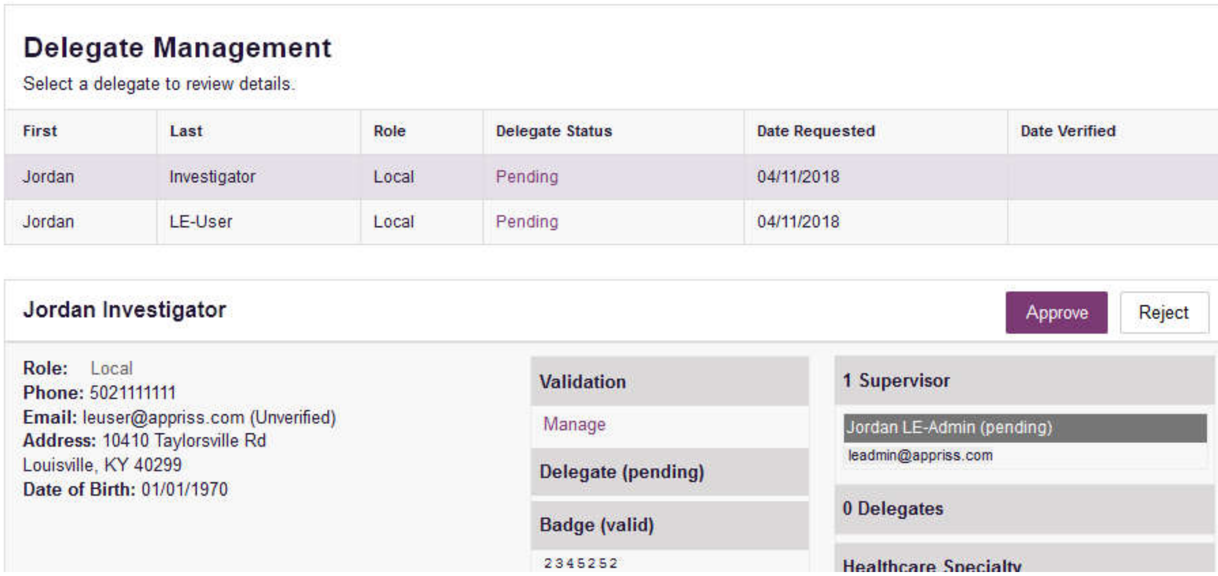


Delegate Management

Select a delegate to review details.

First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Investigator	Local	Pending	04/11/2018	
Jordan	LE-User	Local	Pending	04/11/2018	

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 above the delegate's information. The delegate will be removed from the list if rejected.

5.2.2 Removing Delegates (Designees)

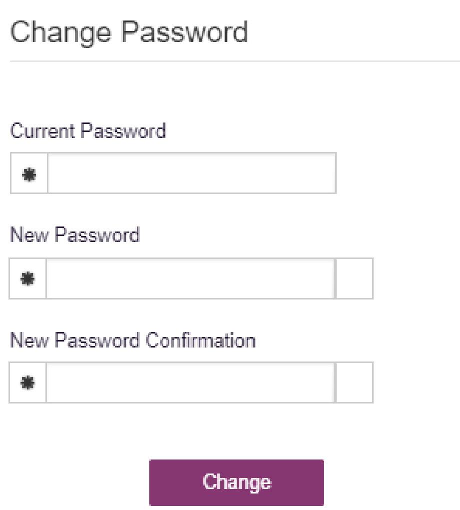
1. If a supervisor decides to remove a delegate from their account, the supervisor navigates to **Menu > User Profile > Delegate Management**.
2. The supervisor selects the active delegate from the list displayed.
3. The supervisor clicks the "Remove" button in the detail card at the bottom of the screen.
4. The delegate will be placed back in pending status. 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.
    c. It is the supervisor's responsibility to regularly maintain the delegate listing to ensure to remove access if access is no longer necessary.

5.3 Password Management

Password management can be handled within PMP AWAR$_x$E by the user. The user's password will expire after 90 days. A user can 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" on the log in page to change their password. Note: You can reset your password via email or mobile phone text, if you have entered a mobile phone number in to your profile.

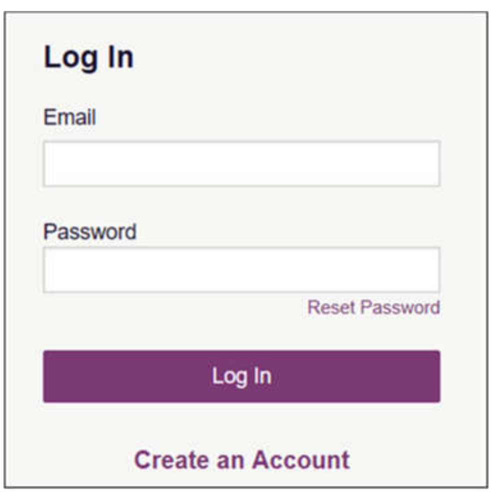
5.3.1 Updating the Current Password

1. When a user wants to change their current password, they navigate to **Menu > User Profile > Password Reset.**
    a. This requires the user to know the current password and be logged into PMP AWAR$_x$E.
2. The user must then enter their current password and enter a new password twice.
    a. The password must contain at least 10 characters, including 1 capital letter and 1 special character (such as !,@,#,$). Users cannot reuse any of their last 12 passwords.
3. The new password will take effect once the user has logged out of the application.

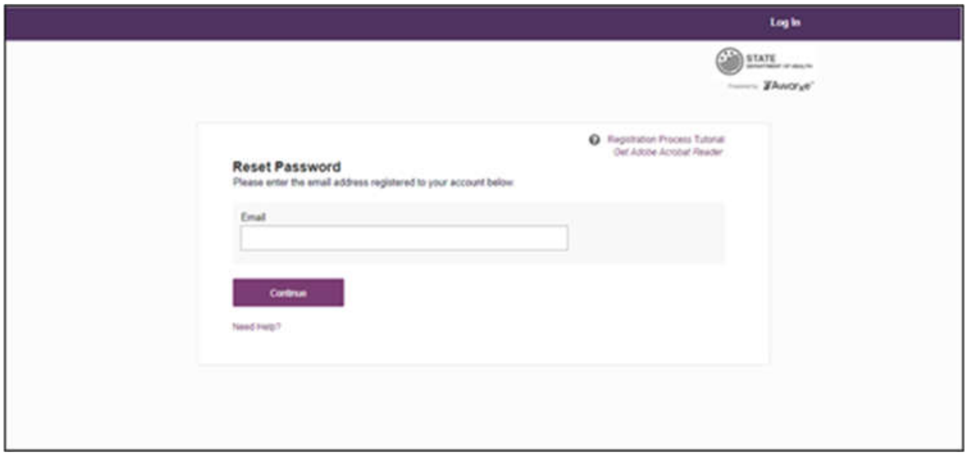


5.3.2 Resetting a Forgotten Password

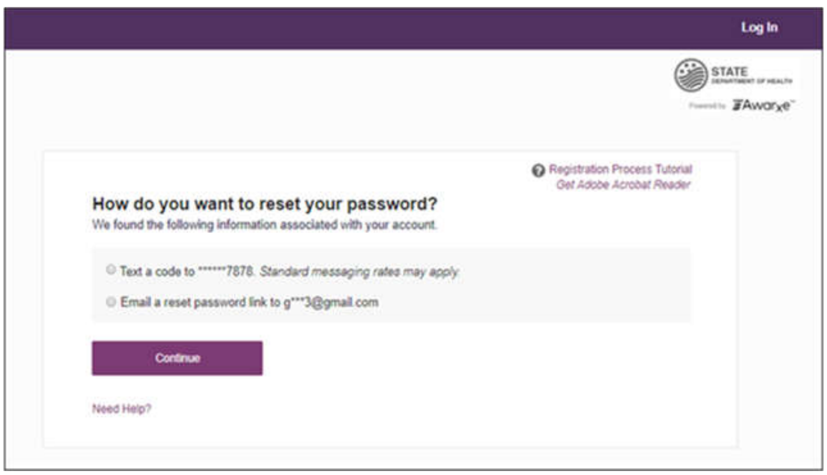
1. When a user has forgotten their password or their password has expired, the user should click on the **Reset Password** link located on the log in screen.



2. The user must enter the email address they used to register with the application and click **Continue**.

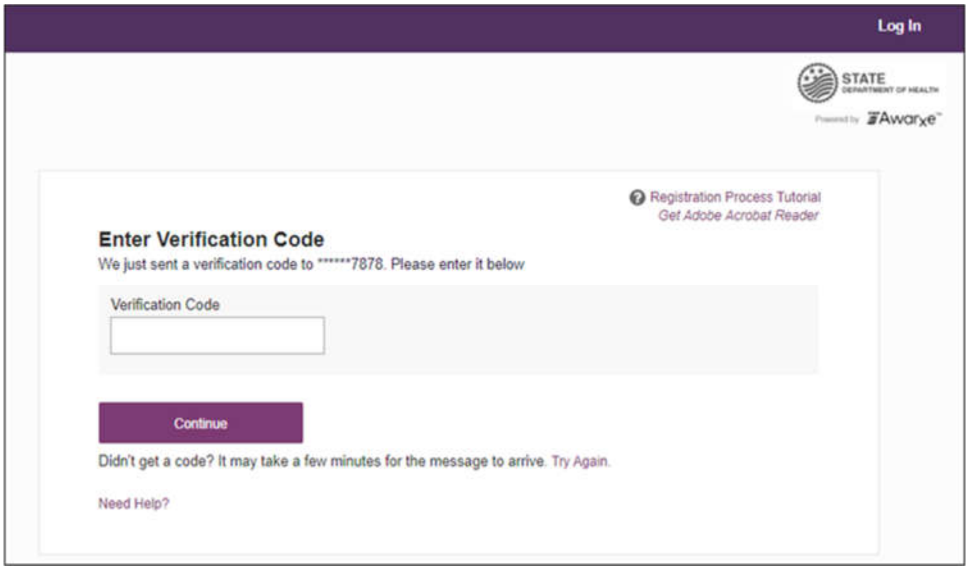


3. If you have a mobile phone number entered in your profile, you will be prompted to select how you want to reset your password.



4. Select whether you would like to reset your password via a code texted to your mobile phone or via an email containing a link to reset the password.
   Note: Resetting your password via mobile phone requires that you have a mobile phone number stored in the system. Please refer to My Profile for information on adding your mobile phone number to your account. If you do not have a mobile phone number stored in the system, and you cannot remember your password or it has expired, please select the email option.

5. Click **Continue**.
   a. If you selected the mobile phone option, a verification code is sent to your mobile phone, and you are prompted to enter that code.



Once you have received the verification code, enter it, then click **Continue**.

OR

b. If you selected the email option and the email address you provided is valid and registered, you will receive an email containing a link to reset your password. Once you have received the email, click the link.

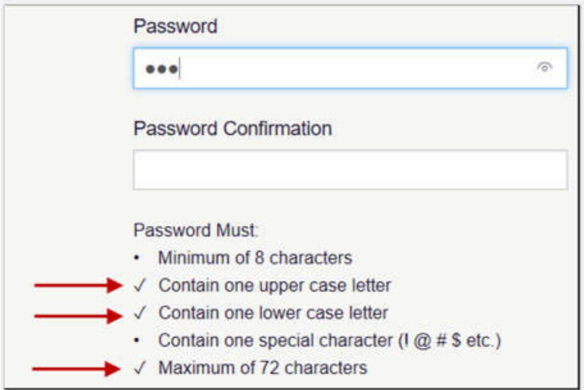
Once you have entered the verification code or clicked the link in the email, the Change Password page is displayed

6. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- *At least ten (10) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, $, etc.*

Note that a checkmark appears next to each requirement as it is met.



7. Click **Change**.
   Your password is updated, and you will use the new password the next time you log in to the system.

   a.

Notes:

- *The password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1–5 to generate a new password reset email.*
- *If you use the mobile reset option, the validation code is only active for 20 minutes. In addition, only the most recent code is valid (e.g., if you requested a validation code twice, only the second code would be valid.*
- *Per our security protocol, PMP AWARxE will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
  1. Ensure you entered a valid email address.
  2. Check your Junk, Spam, or other filtered folders for the email.
  3. If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.
  4. Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:
  (a) no-reply-pmpaware@globalnotifications.com
  (b) globalnotifications.com
  (c) amazonses.com

6 Assistance and Support

6.1 Technical Assistance

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

1-877-719-3120

or

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

6.2 Administrative Assistance

If you have non-technical questions regarding E-FORCSE®, please contact:

E-FORCSE®, Florida Prescription Drug Monitoring Program

4052 Bald Cypress Way
Bin C16
Tallahassee, FL 32399
Phone: 1-850-245-4797
Fax: 1-850-617-6430
Email: e-forcse@flhealth.gov

7 Document Information

7.1 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.