Forgotten/Reset Passphrase

1. Go to the Dr First website https://ui.epcsdrfirst.com/pob/login
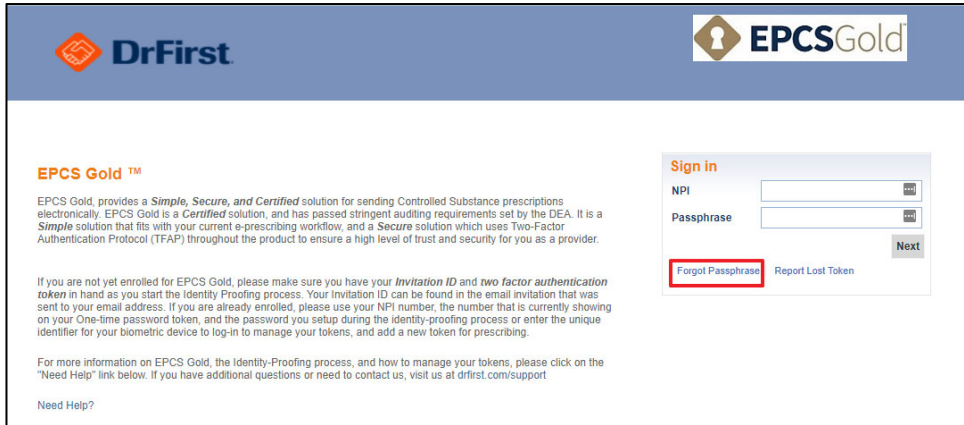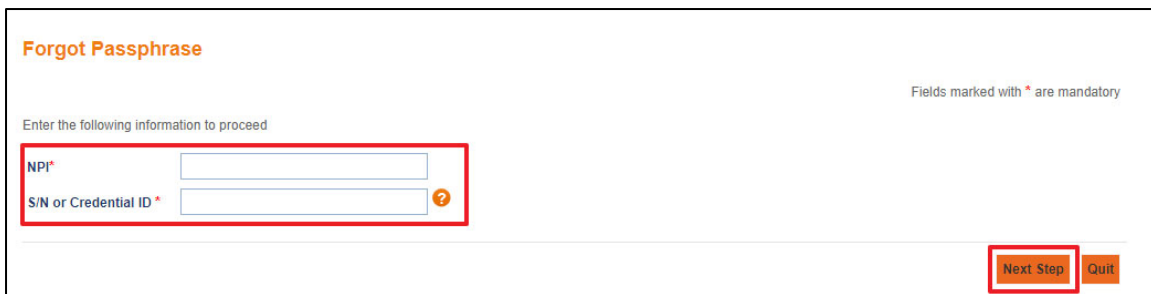2. Once on the website, in the sign in area, select Forgot Passphrase

3. The provider will then need to enter their NPI number and either the serial number from their hard token or the credential ID from the VIP Access app, then click the Next Step Button.

4. Now the provider will need to select a token from the drop-down menu, enter the email address that was used to register for EPCS, and a OTP (one-time-pin) from the selected token. Then click continue.
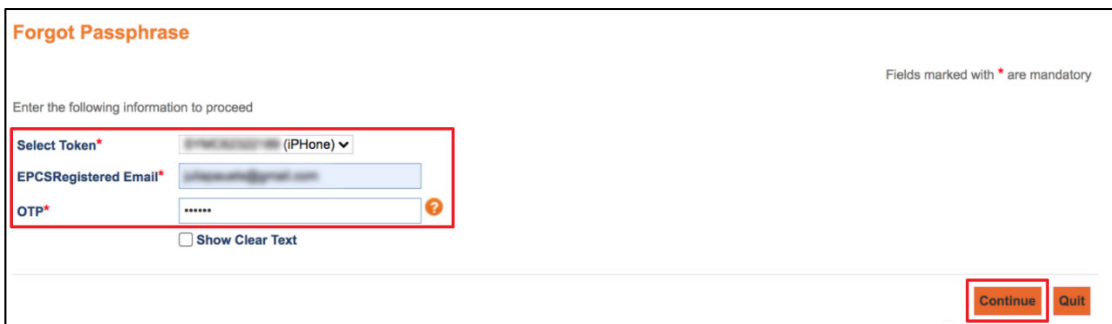
5. The provider will receive an email with instructions and link to reset the passphrase.

6. The provider will be asked again to enter their NPI and token information. Then it will ask for the answer to the security question that was setup during the ID-proofing process.

Reset Passphrase

Fields marked with * are mandatory

Answer your security question.

Security Question   What is your mother's maiden name?

Security Answer*   [   ]

☐ Hide Clear Text

[Continue] [Quit]

7. Now the provider can create a new passphrase. The passphrase must be at least 8 characters long with at least 1 upper case letter and 1 number. When finished click the Continue button. The passphrase has been reset.

Reset Passphrase

Fields marked with * are mandatory

Enter the following information to proceed.

New Passphrase *   [   ]

Confirm New Passphrase*   [   ]

[Continue] [Quit]