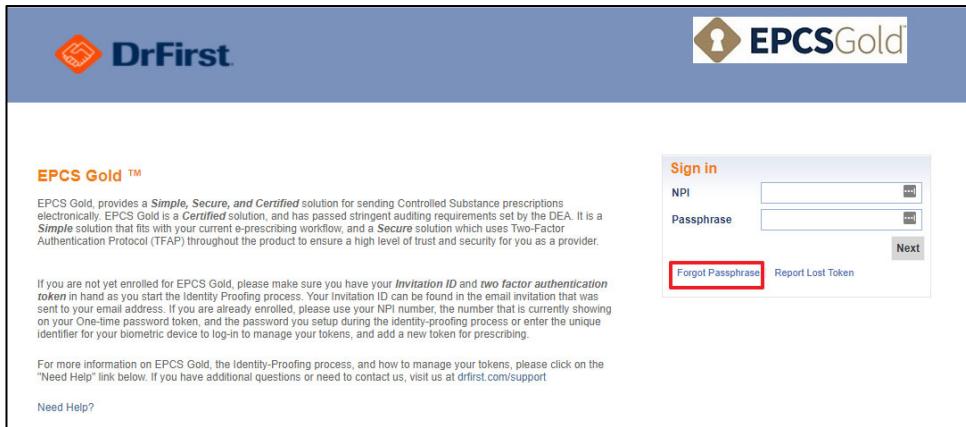


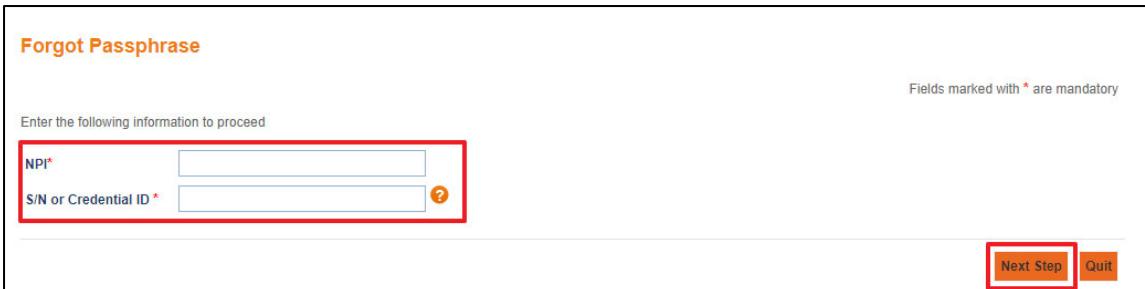
Forgotten/Reset Passphrase

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



The screenshot shows the DrFirst sign-in page. At the top right, there is a 'Sign in' button. Below it, there are fields for 'NPI' and 'Passphrase', with a 'Next' button to the right. At the bottom left of the sign-in area, there is a link 'Forgot Passphrase' which is highlighted with a red box. The rest of the page includes the DrFirst logo, the EPCS Gold logo, and some descriptive text about EPCS Gold.

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.



The screenshot shows the 'Forgot Passphrase' step 1 page. It has fields for 'NPI*' and 'S/N or Credential ID *'. Both fields are highlighted with a red box. At the bottom right, there is a 'Next Step' button which is also highlighted with a red box. The page also includes a 'Need Help?' link and a note about fields marked with an asterisk.

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.



The screenshot shows the 'Forgot Passphrase' step 2 page. It has fields for 'Select Token*', 'EPCSRegistered Email*', and 'OTP*'. All three fields are highlighted with a red box. At the bottom right, there is a 'Continue' button which is also highlighted with a red box. The page also includes a 'Show Clear Text' checkbox and a note about fields marked with an asterisk.

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**

