Training Guide for Georgia Practitioners and Pharmacists

Georgia Drugs and Narcotics Agency
Prescription Drug Monitoring Program

June 2013

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1 Document Overview

Purpose and Contents

The RxSentry® Training Guide for Georgia Practitioners and Pharmacists serves as a step-by-step training guide for prescribers and dispensers using RxSentry for querying purposes. It includes such topics as:

- Creating query requests
- Viewing query request status
- Generating reports
2 System Overview

About the RxSentry Prescription Drug Monitoring Program

The RxSentry Prescription Drug Monitoring Program is a Web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs for the Georgia Prescription Drug Monitoring Program (GA PDMP). Georgia’s PDMP is administered by the Georgia Drugs and Narcotics Agency (GDNA).

The purpose of the PDMP shall be to assist in the reduction of the abuse of controlled substances; to improve, enhance, and encourage a better quality of healthcare by promoting the proper use of medications to treat pain and terminal illness; and to reduce duplicative prescribing and overprescribing of controlled substances practices.

The data collected will be used to enhance patient care by providing prescription drug monitoring information that will ensure legitimate use of controlled substances in healthcare, including palliative care, research, and other medical pharmacological uses.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs. More information about Georgia’s PDMP can be found at www.hidinc.com/gapdmp.

Note: For the purposes of this document, the RxSentry Prescription Drug Monitoring Program is referred to as RxSentry.
3 Accessing RxSentry

Establish Access to RxSentry

The GA PDMP grants system access accounts to practitioners and pharmacists so that practitioners and pharmacists may look up and view controlled substance dispensing information on their specific patients directly via user name and password. Practitioners may also print this information.

Practitioners and pharmacists licensed in Georgia may request a user account to access information in the system. Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other healthcare facility.

Note: The steps included in this section are performed only once—the first time you log in to RxSentry. Thereafter, follow the steps provided in the Log In to RxSentry topic.

Perform the following steps to request an account:

1. Open an Internet browser window and type the following URL in the address bar: www.hidinc.com/gapdmp.

2. Click the Practitioner/Pharmacist link located on the left menu.

   A window similar to the following is displayed:

   | Practitioner/Pharmacist | Terms and Conditions | Registration Site | Training Guide | Practitioner / Pharmacist Query Site |

3. Click the Registration Site link.

   A login window is displayed.

4. Type newacct in the User Name field.

5. Type welcome in the Password field.

6. Click OK.
The Practitioner/Pharmacist Account Registration Form is displayed:

7 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).

8 Click Accept & Submit.

If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your account registration form can be submitted.

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form. Print the form if desired.

Your information will be compared and validated against the information the GA PDMP staff has on file for you. If your information is validated, your account will be automatically approved.

Once you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required
to change the temporary password immediately when you first attempt to access the system.

If your information cannot be validated, you will be denied access to the system. If you are denied access to the system, you may be contacted by the GA PDMP program staff if additional information is required.

Log In to RxSentry

Note: If you have forgotten your RxSentry user name or password, please refer to the Retrieve User Name or Retrieve Password topics in this document. After three (3) unsuccessful login attempts, your account will be locked for 30 minutes.

Perform the following steps to log in to RxSentry:

1. Open an Internet browser window and type the following URL in the address bar: www.hidinc.com/gapdmp.

2. Click the Practitioner/Pharmacist link located on the left menu. A window similar to the following is displayed:

3. Click Practitioner/Pharmacist Query Site Login.

A window similar to the following is displayed:
4 Click **Access System**.
A window similar to the following is displayed:

5 Click **Login**.
A login window is displayed.

6 Type your user name in the **User Name** field.
**Note:** If you have forgotten your user name, see the [Retrieve User Name](#) topic.

7 Type your password in the **Password** field.
**Note:** If you have forgotten your password, see the [Retrieve Password](#) topic.

8 Click **OK**.
The RxSentry home page is displayed as shown on the following page.
The main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screen shot above, the user clicked Query from the main menu, and the Query sub-menu was displayed on the left.

**Retrieve User Name**

If you have forgotten your RxSentry user name, perform the following steps to retrieve it:

1. Open an Internet browser window and type the following URL in the address bar: [www.hidinc.com/gapdmp](http://www.hidinc.com/gapdmp).

2. Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:

   ![Practitioner/Pharmacist link]

3. Click **Practitioner / Pharmacist Query Site**.
A window similar to the following is displayed:

4 Click **Access System**.

A window similar to the following is displayed:

5 Click **Retrieve User Name**.
A window similar to the following is displayed:

6 Type the e-mail address associated with your account in the **Enter Email Address for Account** field.

7 Type your date of birth in the **Enter Date of Birth for Account** field.

8 Click **Submit**.

A message providing your user name is displayed.

## Retrieve Password

If you have forgotten your RxSentry password, perform the following steps to retrieve it:

1 Open an Internet browser window and type the following URL in the address bar: [www.hidinc.com/gapdmp](http://www.hidinc.com/gapdmp).

2 Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:

3 Click **Practitioner / Pharmacist Query Site**.
4 Click **Access System**.

A window similar to the following is displayed:

5 Click **Retrieve Password**.
A window similar to the following is displayed:

6 Type your user name in the **Enter User Name for Account** field.

7 Type your date of birth in the **Enter Date of Birth for Account** field.

8 Click **Submit**.

A window similar to the following is displayed, prompting you to answer a security question:

9 Provide the answer to your security question in the **Answer** field, and then click **Submit**.

**Note:** If you cannot remember the answer to your security question, please call the HID Help Desk.

A message displays indicating that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

You will receive an e-mail from **gapdmp-info** containing your temporary password.

**Note:** You will be required to change your temporary password immediately after you log in.

10 Once you have received your temporary password, and you know your user name, click **Login**, and enter your user name and temporary password.
The RxSentry home page is displayed.

11 Click **Log Out**.

A window similar to the following is displayed:

![Change Password Window](image)

12 Type your temporary password in the **Current Password** field.

13 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

14 Type your new password again in the **Confirm New Password** field.

15 Click **Submit**. A message displays indicating that your password was accepted and that you are required to log in using your new password.

16 Click **Log Out**, and then perform the steps in the **Log In to RxSentry** topic to log in using your new password.
Password Expirations

RxSentry passwords expire every six (6) months. When the expiration date is reached, a message will display indicating that you must change your password. Once you click OK on this message window, the following window is displayed:

Perform the following steps to change your password:

1. Type your current password in the Current Password field.
2. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.
3. Type your new password again in the Confirm New Password field.
4. Click Submit.

Log Out of RxSentry

To ensure your login credentials (user name and password) are not used by an unauthorized individual to access RxSentry, it is important that you log out of the system when you have completed your session. To do so, click Log Out from the RxSentry menu, and then close your Internet browser.

Note: Clicking Log Out closes your session and allows you to re-enter the system by simply supplying your password. If you do not plan to use the system for a period of time, click Log Out, and then close ALL open Internet browser windows to prevent another user from inadvertently attempting to access your session.
Session Timeouts

Session timeouts occur following five (5) minutes of inactivity in the system, and the following message is displayed:

```
Session Timeout

Your session has expired due to inactivity.
Please enter your password to reactivate your session.

User Password: ____________________________

Submit
```

Perform one of the following actions:

If you wish to log in with the same user name, type your password in the User Password field, and then click Submit;

Or

If you wish to log in with a different user name, close ALL open Internet browser windows, and then log in again. You will be prompted to enter both your user name and password.
4 Using RxSentry

Query

This section explains how to create queries that can be used to report information about recipient usage of controlled substances, and how to create queries to report information about your prescribing history.

Recipient Query

Perform the following steps to create a query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click Recipient Query.
A window similar to the following is displayed:

You may query any recipient who is a current or prospective patient, but before you can view the results of the query, you must authenticate the query by indicating that the query is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

**Note:** Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Recipient Query screen.

3 Select the check box indicating that you accept the terms and conditions.

The recipient query window is displayed as shown on the following page.
Complete the information on the **Recipient Query** window, using the field descriptions in the following table as a guideline:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Last Name</strong></td>
<td>(Required) Type the recipient’s last name. You may also search for a specific recipient by using partial text, for example, type <strong>Smi</strong> to display a list of recipients containing “Smi” in the first three letters of their last name.</td>
</tr>
<tr>
<td><strong>First Name</strong></td>
<td>(Required) Type the recipient’s first name. You may also search for a specific recipient by using partial text, for example, type <strong>Tho</strong> to display a list of recipients containing “Tho” in the first three letters of their first name.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Usage</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Search Method</td>
<td>Select one of the following search methods:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Fastest: Last Name Equals, First Name Begins</strong> – Allows you to search by a recipient’s complete last name and partial first name. The more information you can provide, the more specific your search results will be.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Begins With</strong> – Allows you to search by the first few letters of the recipient’s last and first names.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Sounds Like</strong> – Allows you to search by a name, and the system will find names that sound similar to the one you entered.</td>
</tr>
<tr>
<td></td>
<td>If you are unsure of the recipient’s first and last name, or are unsure of the spelling, use the <strong>Begins With</strong> or <strong>Sounds Like</strong> option.</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>(Required) Type the recipient’s date of birth using the <em>mm/dd/yyyy</em> format, or click the calendar icon to select a date from the calendar.</td>
</tr>
<tr>
<td>Within</td>
<td>Used in conjunction with the <strong>Date of Birth</strong> field to specify a time range within which to match the date of birth.</td>
</tr>
<tr>
<td>Gender</td>
<td>Click the down arrow and select the gender of the recipients to include in your search.</td>
</tr>
<tr>
<td>County</td>
<td>Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>ZIP Code</td>
<td>Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>Dispensed Start Date</td>
<td>(Required) Use this field to enter a specific start date for the dispensing time frame, for example, <em>05/01/2013</em>; Or You may click the calendar icon and select a specific start date from the calendar.</td>
</tr>
<tr>
<td>Dispensed End Date</td>
<td>(Required) Use this field to enter a specific end date for the dispensing time frame, for example, <em>05/31/2013</em>; Or You may click the calendar icon and select a specific end date from the calendar. <strong>Note:</strong> The <strong>Dispensed End Date</strong> cannot be greater than 14 days ago.</td>
</tr>
</tbody>
</table>

**Table 1 – Recipient Query Field Descriptions**

5 Once all criteria has been entered or selected, click **Next**.
Your search results are displayed similar to the following:

![Search Results table]

6 From the **Search Results** section of this window, click the desired recipient’s name. To select multiple recipients from the list:
   - Select multiple recipients, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.
   - Select multiple recipients, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.

7 Select one of the following sort options:
   - **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
   - **By Date Only**: this option sorts by prescription dispense date (newest to oldest)

8 Click **Submit**.

Your report results are displayed similar to the following:

![Recipient Report]

**Note**: Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the **Selected Recipients** field to view the patients you chose to include in your report.
9 From this window, you may perform the following functions:

- Click the column headers that are hyperlinks (Date Dispensed/Date Prescribed, Prescriber, and Dispenser) to sort your results.

- **PRACTITIONERS ONLY**: Click Generate PDF to generate a PDF version of your report, or click Generate CSV to generate a comma separated values version of your report to display in a spreadsheet.

Your report will begin to process, and a window similar to the following is displayed:

```
Query 276 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.
```

Click the Report Queue link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

- Click Map Results to view a graphical depiction of your results.

A window similar to the following is displayed:

If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (−) symbols. When the map is expanded, the following icons are visible:

- **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient

- **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient

- **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number
Multiple Recipient Query

This function allows you to query up to 20 recipients at once and generate a recipient report for each recipient. For your convenience, all reports are compiled in to a single PDF file.

Perform the following steps to create a multiple recipient query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

   ![RxSentry Login](image)

2. Click Multiple Recipient Query.

   A window similar to the following is displayed:

   ![Multiple Recipient Query](image)

You may query any recipient who is a current or prospective patient, but before you can view the results of the query, you must authenticate the query by indicating that
the query is for a valid reason and that you have the potential to provide a service to
the recipient who is being queried.

**Note:** Without selecting the check box indicating that you understand and agree to
the terms and conditions, you will not be able to access the Multiple Recipient Query
screen.

3 Select the check box indicating that you accept the terms and conditions.

The multiple recipient query window is displayed:

![Multiple Recipient Query Window](image)

4 Type a specific start date for the dispensing time frame in the **Dispensed Start Date** field, or you may click the calendar icon and select a specific start date from the calendar.

5 Type a specific end date for the dispensing time frame in the **Dispensed End Date** field, or you may click the calendar icon and select a specific end date from the calendar.

6 For each recipient you wish to query, complete the following information in the **Recipient #** fields, beginning with **Recipient 1:**

- Type the recipient’s last name in the **Last Name** field.
- Type the recipient’s first name in the **First Name** field.
- Type the recipient’s date of birth in the **DOB** field, or you may click the calendar icon and select a date from the calendar.
- Select a time frame within which to match the date of birth in the **Within** field.

7 Click **Next**.

A window similar to the following is displayed:

8 By default, all recipients displayed are selected. You may leave all recipients selected;

Or

If you wish to generate a report for a specific recipient, click the desired recipient’s name.

9 Click **Request**.
A window similar to the following is displayed:

**Query 104 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.**

10 Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the **Report Queue** topic in this document for more information.

### Search History Query

This function allows you to view an audit trail of all queries performed using your user ID for a specified time frame.

Perform the following steps to view your search history:

1. Log in to RxSentry.

   A window similar to the following is displayed:

   ![Image of Search History Query](image)

2. Click **Search History Query**. A window similar to the following is displayed:

   ![Image of Search History Query Details](image)
You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

**Note:** Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Search History Query screen.

**3** Select the check box indicating that you accept the terms and conditions.

A window similar to the following is displayed:

![Audit Form](image)

**4** The **Audit Start Date** and **Audit End Date** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

You may change the **Audit Start Date** and **End Date** by typing the desired dates or by clicking the calendar icon and selecting a date from the calendar.

**5** Click **Submit**. Your report results are displayed similar to the following:

![Audit Results](image)

From this window, you may click the **details** link next to a query to view the details of that query.
Prescriber DEA Query

This function allows you to query all records for your prescriber DEA number for a specified time frame.

Perform the following steps to query by your prescriber DEA:

1. Log in to RxSentry.

   A window similar to the following is displayed:

   ![Prescriber DEA Query](image)

2. Click **Prescriber DEA Query**.

   A window similar to the following is displayed:

   ![Prescriber DEA Query](image)

You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

**Note:** Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber DEA Query screen.
Select the check box indicating that you accept the terms and conditions.

A window similar to the following is displayed:

3 The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

You may change the **Dispensed Start Date** and **Dispensed End Date** by typing the desired dates or by clicking the calendar icon and selecting a date from the calendar.

5 Click Submit. A window similar to the following is displayed:
From this window, you may perform the following tasks:

- Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.

- **PRACTITIONERS ONLY:** Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet.

  Your report will begin to process, and a window similar to the following is displayed:

  Query 276 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.

  Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the **Report Queue** topic in this document for more information.

- Click **Map Results** to view a graphical depiction of your results.

  A window similar to the following is displayed:

  ![Map of Georgia with pushpins, doctor bags, and mortar and pestles](image)

  If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

  You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols. When the map is expanded, the following elements are visible:

  - **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient
  - **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
  - **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number
Report Queue

The Report Queue allows you to check the status of a submitted query and view your reports. The Query Status/Job Status column on the Report Queue window displays one of the following query statuses:

- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** – the query has been approved and processed, and is available for viewing.

Perform the following steps to view your reports:

1. Log in to RxSentry.
2. Click **Report Queue**. A window similar to the following is displayed:

![Report Queue Window](image)

3. If the report is ready for viewing, the Job Sequence ID column contains a hyperlink to the report. If the Job Sequence ID for your report is not a hyperlink, simply click the refresh button on your browser to update the Report Queue. Click the hyperlink for the desired report.

A window similar to the following is displayed:

![Opening CSV File](image)
4 Perform one of the following actions:
   - Select **Open with** and select the program you would like to use to open the report for viewing.
   - Select **Save File** to save the report to a specific location for viewing at a later time.

5 Click **OK**, or click **Cancel** to return to the previous window.

**Notes:**
- Queries are available for viewing only by the user who submitted the query request.
- Queries are automatically removed from the report queue after 14 days.

If a practitioner prints the query, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility’s protocols and policies regarding the destruction of confidential records. **Georgia’s law regarding electronic database prescription information is provided below:**

16-13-60

(e) Any person or entity who receives electronic data base prescription information or related reports relating to this part from the agency shall not provide such information or reports to any other person or entity except by order of a court of competent jurisdiction pursuant to this part.

(f) Any permissible user identified in this part who directly accesses electronic data base prescription information shall implement and maintain a comprehensive information security program that contains administrative, technical, and physical safeguards that are substantially equivalent to the security measures of the agency. The permissible user shall identify reasonably foreseeable internal and external risks to the security, confidentiality, and integrity of personal information that could result in the unauthorized disclosure, misuse, or other compromise of the information and shall assess the sufficiency of any safeguards in place to control the risks.

16-13-64

(b) An individual authorized to access electronic data base prescription information pursuant to this part who negligently uses, releases, or discloses such information in a manner or for a purpose in violation of this part shall be guilty of a misdemeanor. Any person who is convicted of negligently using, releasing, or disclosing such information in violation of this part shall, upon the second or subsequent conviction, be guilty of a felony and shall be punished by imprisonment for not less than one nor more than three years, a fine not to exceed $5,000.00, or both.
User Management

This section explains how to update your PDMP user profile and how to change your password.

Update User Profile

This function allows you to update the information the GA PDMP has on file for you, as needed.

Perform the following steps to update your PDMP profile:

1. Log in to RxSentry.
2. Click **User Management**.
3. Click **Update User Profile**.

A window similar to the following is displayed:

3. Click **Update User Profile**.
A window similar to the following is displayed:

![Form fields](image)

4. Update your information, as necessary, noting that required fields are marked with an asterisk.

5. Click **Update**.

A message displays confirming that your record has been updated.

**Change Password**

This function allows you to change your RxSentry password, as needed.

Perform the following steps to change your password:

1. Log in to RxSentry.

2. Click **User Management**.
A window similar to the following is displayed:

3 Click **Change Password**. A window similar to the following is displayed:

```
Change Password

Password requirements:
- 1 uppercase letter (e.g., A-Z)
- 1 lowercase letter (e.g., a-z)
- 1 digit (e.g., 0-9) and at least 8 characters in length
- Password must not contain dictionary words or a name
- Password must not contain the characters ! " # $ % ^ & * ( ) ~ `< > | \ / ? , .

Current Password: 
New Password: 
Confirm New Password: 

Submit
```

4 Type your current password in the **Current Password** field.

5 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

6 Type your new password again in the **Confirm New Password** field.

7 Click **Submit**. A message displays that your password was accepted and that you are required to log in using your new password.

8 Click **Log Out**, and then perform the steps in the Log In to RxSentry topic to log in using your new password.
5 Assistance and Support

Technical Assistance

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

Contact HID by e-mail at gapdmp-info@hidinc.com

OR

Call the HID Help Desk at 1-855-729-8919.

Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. Eastern Time.

Administrative Assistance

If you have any non-technical questions regarding the GA PDMP, please contact:

Ronnie Higgins, RPh
Title: Special Agent
Georgia Drugs and Narcotics Agency
40 Pryor Street SW, Suite 2000
Atlanta, GA 30303
Telephone: (404) 656-5100
Fax: (404) 651-8210
Email: GAPDMP@gdna.ga.gov
6 Document Information

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Health Information Designs, LLC
391 Industry Drive
Auburn, AL 36832

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HID 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.

Formatting Conventions

The following formatting conventions are used throughout this document.

<table>
<thead>
<tr>
<th>Format</th>
<th>Used to Designate…</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>References to execution buttons, windows, file names, menus, icons, or options</td>
</tr>
<tr>
<td><em>Arial</em> <em>Italic</em></td>
<td>Text you must type in a field or window, for example, “type Tho to display a list of recipients...”</td>
</tr>
<tr>
<td><strong>Blue underlined text</strong></td>
<td>Hyperlinks to other sections of this document or external websites</td>
</tr>
</tbody>
</table>

Table 2 – Text Formats
Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

<table>
<thead>
<tr>
<th>Publication Date</th>
<th>Version Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/15/2013</td>
<td>1.0</td>
<td>Initial publication</td>
</tr>
<tr>
<td>06/05/2013</td>
<td>1.1</td>
<td>Updated publication</td>
</tr>
</tbody>
</table>

Table 3 – Document Version History

Change Log

The Change Log records the changes and enhancements included in each version.

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Chapter/Section</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1.1</td>
<td>Chapter 3/Log In to RxSentry</td>
<td>Added a note explaining that the user will be locked out of his/her account for 30 minutes after 3 unsuccessful login attempts</td>
</tr>
<tr>
<td></td>
<td>• Chapter 3/Retrieve Password</td>
<td>Added security question information</td>
</tr>
<tr>
<td></td>
<td>• Chapter 4/Update User Profile</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chapter 4/Multiple Recipient Query</td>
<td>Added new topic</td>
</tr>
<tr>
<td></td>
<td>Global</td>
<td>Updated screen shots</td>
</tr>
</tbody>
</table>

Table 4 – Document Change Log