

Enrollment Troubleshooting Guide

Use this list to troubleshoot with your Support representative, as you register to e-prescribe XYWAV and XYREM.

If you did not receive your enrollment email

Check your spam and email quarantine.

Check if your enrollment email was placed in your spam folder or needs to be released by your facility's email quarantine. Emails are sent from DO-NOT-REPLY-EPCS@drfirst.com.

Reach out to the support team.

If you don't receive your enrollment email 15 minutes after registering, and it's not in spam or quarantine, reach out to our support team at <https://support.erx-jazzpharma.com/hc/en-us> for assistance.

If you're having trouble scanning the QR Code

Use your default camera app on your device.

During identity proofing, you will need to scan a QR code; we recommend using your default camera app to complete this and NOT a third-party QR scanning app.

If you don't have a token

Download a soft token.

An authentication token is required to complete enrollment and to sign and send prescriptions.

To get the Symantec VIP Access app, use the appropriate URL below:

- Android: <https://play.google.com/store/apps/details?id=com.verisign.mvip.main&hl=en>
- iOS: <https://itunes.apple.com/app/vip-access-for-iphone/id307658513>
- From web: <https://vip.symantec.com/>

If your existing credentials are not working

If you are an existing prescriber and your existing credentials are not working to e-prescribe controlled substances (EPCS):

Test Your EPCS Credentials

Test your prescribing credentials:

Confidential & Proprietary Information

1. Go to: <https://ui.epcsdrfirst.com/pob/login>
2. Sign in using your NPI and existing EPCS passphrase
3. If your passphrase is not accepted, try resetting your passphrase to avoid being locked out.

Reset Your EPCS Passphrase

If you're an existing EPCS prescriber, you can reset your prescribing passphrase by following the instructions on our Help Center [here](#).

If your login token is not accepted in Logical Access Control (LAC)

Check no spaces were entered.

If your LAC contact is having trouble with the log in token, ensure only letters and numbers are entered and no leading or trailing spaces.

If clicking Validate button displays an error in Logical Access Control (LAC)

Allow all cookies.

In Google Chrome, go to **Settings > Privacy and security > Third-party cookies** and ensure the **Allow third-party cookies** option is selected and enabled.

If you have network connection issues

EPCS, Rcopia Domain Whitelist URLs:

If needed the following domains should be whitelisted in your firewall or network configuration:

- *.erx-jazzpharma.com
- *.drfirst.com
- *.epcsdrfirst.com

Production IP Ranges

If needed, the following IP ranges should be whitelisted in your firewall or network configuration:

Primary range: 207.114.57.0/24

Fallback range: 160.72.8.0/24