

ePrescribe Set Up FAQs

Q: Do I need Tech Support to help me set up ePrescribe?

A: No, you can do it yourself. Follow the instructions at www.HSePrescribe.com/setup.

Q: Is there an app to write Controlled Substance (CS) prescriptions from my phone?

A: No. Apps do not offer the level of encryption needed to write CS prescriptions. To write prescriptions from your phone, go to <https://ePrescribe.Allscripts.com> from the Internet Explorer or Google Chrome app.

Q: Can my staff write CS prescriptions on my behalf?

A: Staff members may prepare the prescription. However, they are prohibited from signing the prescription on behalf of the provider. CFR Title 21 §1311.102(a).

Q: Where can I find tutorials on how to use ePrescribe?

A: When you access ePrescribe, you can find tutorials on the right side of the screen. If you are logged into ePrescribe, you can click this link to access tutorials directly: <https://eprescribe.allscripts.com/media/tutorials/FullVideo/curriculum/1.html>

Q: Where can I find important ePrescribe forms?

A: You can find all ePrescribe forms at <http://HSePrescribe.com/setup>.

Q: How do I register my software with the State of New York?

A: You can register your software at <https://commerce.health.state.ny.us>. To register for ROPES (Registration for Official Prescriptions and E-prescribing Systems), go to https://www.health.ny.gov/professionals/narcotic/electronic_prescribing/ropes.htm.

Q: What information is needed to register my ePrescribe software?

A: Certified Software Application: Allscripts ePrescribe
Software Version Certified: 2015.2.2
Software application provider: Allscripts Healthcare Solutions
Third Party Audit/Certifying Organization: Backbone Consultants
Date of Audit Certification: 11/19/2015

Q: How do I purchase more ePrescribe licenses?

A: Call **1.888.278.3685 Option 1**, or go to <http://HSePrescribe.com/purchase> and fill in the form.

Q: I've already started the setup process. What if I need help?

A: Go to <http://HSePrescribe.com/setup> and choose **Request a Call Back**. You may also call **1.888.278.3685**.

Q: I forgot my ePrescribe password. How do I reset it?

A: Go to <https://ePrescribe.Allscripts.com>. Choose **Can't access your account?** > Select **NO, I do NOT have a Shield Account** > Enter your user ID. You will receive a temporary password via email. Write down this password and go to <https://ePrescribe.Allscripts.com> and log in with your temporary password. Then you will be prompted to create a new password.