

## IdenTrust Identity Proofing Process (for Electronic Prescribing of Controlled Substances)

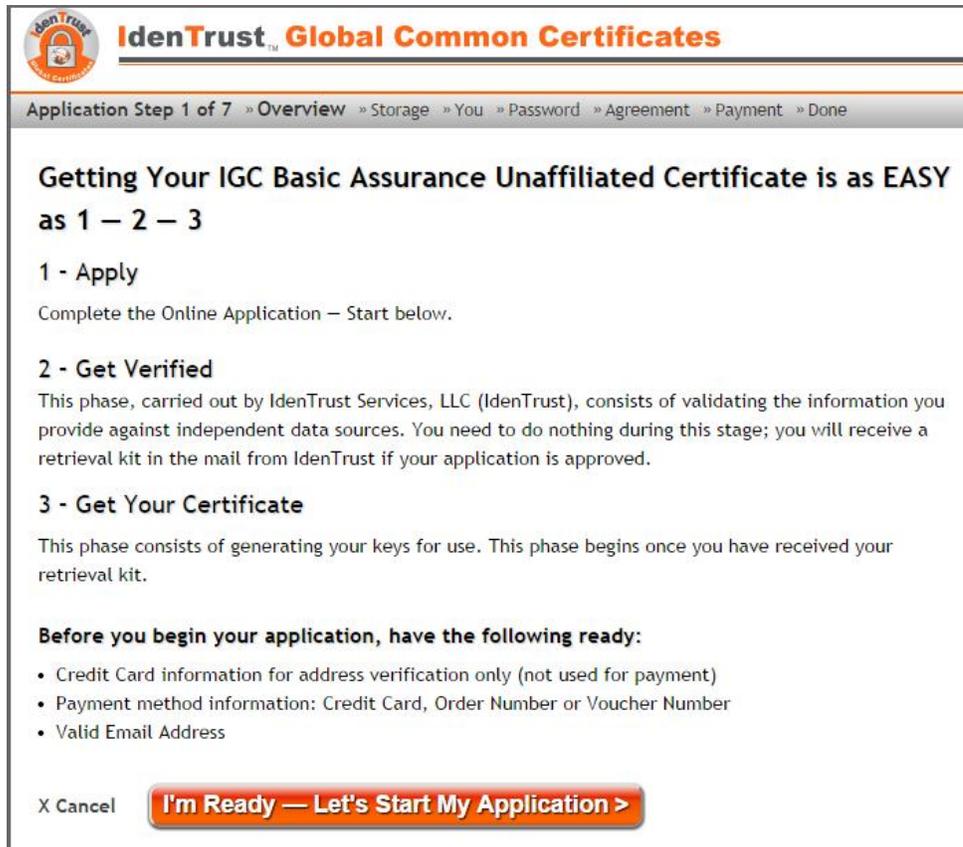
A Token must be purchased per provider intending to e-prescribe controlled substances. Additionally, the information entered when purchasing the Token must be the Token Holders (i.e. the provider).

### Purchasing an IdenTrust Token:

1. Open a web browser and go to <http://www.identrust.com/igc/sti/>
2. Click **“BUY”** next to “IGC Basic Unaffiliated Hardware Two Year Certificate \$109.00 + Hardware”

The screenshot shows a web browser window displaying the IdenTrust Global Common Certificates page for STI Computer Services, Inc. The page has a navigation menu with links for Home, Buy, Learn, Partners, Support, and Sign In. The main content area is titled "STI Computer Services, Inc." and "IdenTrust Global Common Certificates (IGC)". It includes a section for "Prescriber Identity Proofing and Token Purchase" with a "Buy Now" button for the "IGC Basic Unaffiliated Hardware Two Year Certificate \$109.00 + Hardware". The right sidebar contains "SALES CONTACT", "CUSTOMER SUPPORT", "RELATED CONTENT", and "DOWNLOADS" sections.

3. Click “I’m Ready – Let’s Start My Application”



The screenshot shows the IdenTrust Global Common Certificates application interface. At the top left is the IdenTrust logo. The main header reads "IdenTrust™ Global Common Certificates". Below this is a navigation bar for "Application Step 1 of 7" with links for Overview, Storage, You, Password, Agreement, Payment, and Done. The main content area is titled "Getting Your IGC Basic Assurance Unaffiliated Certificate is as EASY as 1 – 2 – 3". It lists three steps: 1 - Apply, 2 - Get Verified, and 3 - Get Your Certificate, each with a brief description. A section titled "Before you begin your application, have the following ready:" lists three requirements: Credit Card information, Payment method information, and Valid Email Address. At the bottom left is a link "X Cancel" and a large orange button labeled "I'm Ready — Let's Start My Application >".

4. Click “Next”



The screenshot shows the IdenTrust Global Common Certificates application interface at Step 2 of 7. The header and navigation bar are similar to the previous step, but the "Storage" link is highlighted. The main content area is titled "Compatibility Check" and contains two paragraphs of text. At the bottom left is a link "X Cancel", a link "< Back", and a large orange button labeled "Next >".

5. Select the radio button for “You want to buy a new USB Token (add \$48.00 USD)” and click “Next”

 **IdenTrust™ Global Common Certificates**

Application Step 2 of 7 » Overview » **Storage** » You » Password » Agreement » Payment » Done

### Which Device Would You Like to Use?

Select a mechanism for storing your IGC Basic Assurance Unaffiliated Certificate from the options below. A hardware device, such as a smart card or USB token, offers the highest level of protection for your digital certificate. You will receive your hardware after your application has been approved.

**Smart Card** 

You already have a Smart Card you plan to use

You want to buy a new Smart Card (add \$40.00 USD)

You want to buy a new Smart Card and a card reader (add \$60.00 USD)

**USB Token** 

You already have a USB Token you plan to use

You want to buy a new USB Token (add \$48.00 USD)

You want to buy a new USB Token and an extension cable (add \$52.00 USD)

**Hybrid PKI/OTP Token** 

You want to buy a new Hybrid PKI/OTP Token (add \$128.00 USD)

X Cancel < Back **Next >**

6. Click “Yes, This is Correct – Continue ”

 **IdenTrust™ Global Common Certificates**

Application Step 2 of 7 » Overview » **Storage** » You » Password » Agreement » Payment » Done

### Let's Verify Your Selections

You have selected

- IGC Basic Assurance Unaffiliated Certificate
- New USB Token

**Total Price: \$157.00 USD**

Your certificate will be stored on a USB token that plugs into your computer's USB port.

X Cancel < Back **Yes, This is Correct — Continue >**

7. Fill out your information and click “Next”



## IdenTrust™ Global Common Certificates

Application Step 3 of 7 » Overview » Storage » **You** » Password » Agreement » Payment » Done

### Getting to Know You

#### Name and Address

The information you provide below will be checked against independent data sources to verify your identity. **Only your full name and e-mail address will appear in your certificate.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent. IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Please see our [Privacy Policy](#) for more information.

\* Indicates required fields

First Name\*

Middle Initial

Last Name\*

Has your last name changed within the last 6 months?  Yes  No

Home Address Line 1\*

Home Address Line 2

City\*

State\*

Postal Code\*

Has your address changed in the last 6 months?  Yes  No

Is the U.S. Postal Service able to deliver to this address?  Yes  No  Not sure

X Cancel < Back **Next >**

8. Fill out your information and click “Next”



## IdenTrust™ Global Common Certificates

Application Step 3 of 7 » Overview » Storage » **You** » Password » Agreement » Payment » Done

### Getting to Know You Better

#### Personal Information - Continued

The information you provide below will be checked against independent data sources to verify your identity. **Only your full name and e-mail address will appear in your certificate.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent. IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Please see our [Privacy Policy](#) for more information.

\* Indicates required fields

Date of Birth\*  /  /

Social Security #\*

Photo ID Type\*

Photo ID #\*

Photo ID State\*

Photo ID Expiration\*  /

E-mail Address\*

Home Phone\*

Office Phone  Ext.

X Cancel < Back **Next >**

9. Enter your payment information and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 3 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Let's Verify Your Delivery Address

This is not a payment. The credit card number provided will not be billed by IdenTrust. IdenTrust uses several pieces of personal identifiers to verify applications; the credit card number provided will be used to verify your delivery address.

IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Click here to view our [Privacy Policy](#) for more information.

\* Indicates required fields

Credit Card Type \*  Visa  Mastercard  American Express

Credit Card # \*

Credit Card Expiration \*  /

X Cancel < Back **Next >**

10. Confirm your information and click “Yes and Continue”

11. Read the disclaimer and click “I Don’t Want That – I’ll Remember My Passwords”

**IdenTrust™ Global Common Certificates**

Application Step 4 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Remember Your Passwords

Here at IdenTrust, we are often contacted by people who have forgotten their passwords. We will always try to help. Unfortunately, in many cases, there is nothing we can do, and you, the customer, will have to **start over to apply for a new certificate.**

There are two passwords you will need to remember:

#### Account Password

 Next, you will create your Account Password with Secret Questions and Answers. This password will be used to download your certificate after your application is approved. If this Account Password is forgotten, you may reset it using Your Secret Questions and Answers.

If you are unable to recall the Answers to your Secret Questions, **you will have to start over and apply again.**

#### Token Passcode

A passcode is required for the hardware which will store your certificate. You will create the passcode when you download your certificate. The Token Passcode must be entered when you use your certificate.

If the token passcode is forgotten, your certificate is locked and can not be recovered, so **you would need to purchase a new IGC Basic Assurance Unaffiliated Certificate.**

X Cancel < Back **I Don't Want That — I'll Remember My Passwords >**

12. Create a Password and Secret Questions and click “Next”

The screenshot shows the 'Create Your Account Password' section of the IdenTrust Global Common Certificates application. At the top, the IdenTrust logo and the title 'IdenTrust™ Global Common Certificates' are visible. Below the title is a navigation bar for 'Application Step 4 of 7' with links for Overview, Storage, You, Password, Agreement, Payment, and Done. The main heading is 'Create Your Account Password'. Underneath, there is a section for 'Account Password' with tips for creating a password: lowercase or uppercase letters, 8-30 characters in length, and no special characters. A 'Reminder' icon is next to two input fields for 'Your Account Password' and 'Re-type Account Password'. Below this is the 'Secret Questions' section, which asks the user to select three questions and provide answers. Three questions are listed with dropdown menus and corresponding answer input fields. At the bottom, there are buttons for 'X Cancel', '< Back', and 'Next >'.

13. Check the box for “I have reviewed, and I hereby sign and accept the complete terms of the Subscriber Agreement” and click “Next”

The screenshot shows the 'Accepting the Subscriber Agreement' section of the IdenTrust Global Common Certificates application. At the top, the IdenTrust logo and the title 'IdenTrust™ Global Common Certificates' are visible. Below the title is a navigation bar for 'Application Step 5 of 7' with links for Overview, Storage, You, Password, Agreement, Payment, and Done. The main heading is 'Accepting the Subscriber Agreement'. The text explains that the user must read and accept the 'Subscriber Agreement' and 'Privacy Policy'. A checkbox is provided for the statement: 'I have reviewed, and I hereby sign and accept the complete terms of the Subscriber Agreement'. Below this, there is a note that the user should choose 'Next >' to continue or 'Cancel' to terminate the application. At the bottom, there are buttons for 'X Cancel', '< Back', and 'Next >'.

14. Select your method of payment and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 6 of 7 » Overview » Storage » You » Password » Agreement » **Payment** » Done

### Paying for Your Digital Certificate

#### Review Your Purchase

You are purchasing the following item(s):

IGC Basic Assurance Unaffiliated Certificate	\$109.00 USD
New USB Token	\$48.00 USD
<hr/>	
Total Price	\$157.00 USD

#### How Would You Like to Pay?

Credit Card  
 Order Number  
 Voucher Number

X Cancel   < Back   **Next >**

15. Enter your payment details and click “Next”

16. Review your information and click “Submit Application for Approval”

**IdenTrust™ Global Common Certificates**

Application Step 6 of 7 » Overview » Storage » You » Password » Agreement » **Payment** » Done

### Review Your Purchase

#### Voucher Information - Review

Please take a moment to review your information before submitting.

You may [print a copy of this page](#) now for your records.

#### Billing Information

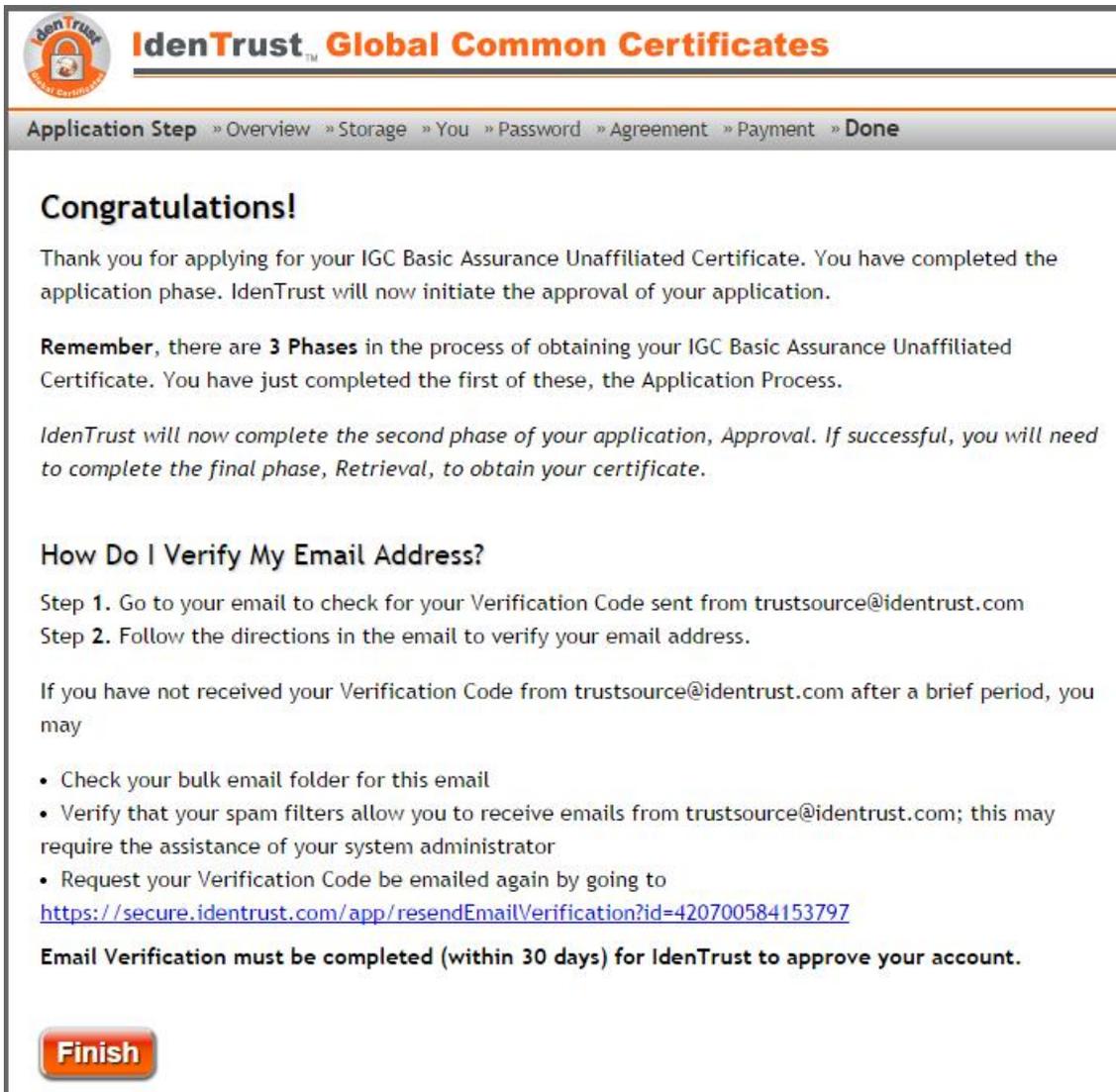
Voucher Number: \_\_\_\_\_

#### Order Summary

IGC Basic Assurance Unaffiliated Certificate	\$109.00 USD
New USB Token	\$48.00 USD
Shipping	\$0.00 USD
<hr/>	
Total Price	\$157.00 USD

X Cancel   < Back   **Submit Application for Approval >**

17. Click “Finish”



The screenshot shows the IdenTrust Global Common Certificates application page. At the top left is the IdenTrust logo. The page title is "IdenTrust™ Global Common Certificates". Below the title is a navigation bar with the following steps: "Application Step", "Overview", "Storage", "You", "Password", "Agreement", "Payment", and "Done". The main content area starts with a "Congratulations!" heading, followed by a thank-you message and a reminder that there are three phases in the process. A link is provided to resend the verification code. At the bottom of the main content area is a red "Finish" button.

**IdenTrust™ Global Common Certificates**

Application Step » Overview » Storage » You » Password » Agreement » Payment » Done

## Congratulations!

Thank you for applying for your IGC Basic Assurance Unaffiliated Certificate. You have completed the application phase. IdenTrust will now initiate the approval of your application.

**Remember**, there are **3 Phases** in the process of obtaining your IGC Basic Assurance Unaffiliated Certificate. You have just completed the first of these, the Application Process.

*IdenTrust will now complete the second phase of your application, Approval. If successful, you will need to complete the final phase, Retrieval, to obtain your certificate.*

### How Do I Verify My Email Address?

Step 1. Go to your email to check for your Verification Code sent from trustsource@identrust.com  
Step 2. Follow the directions in the email to verify your email address.

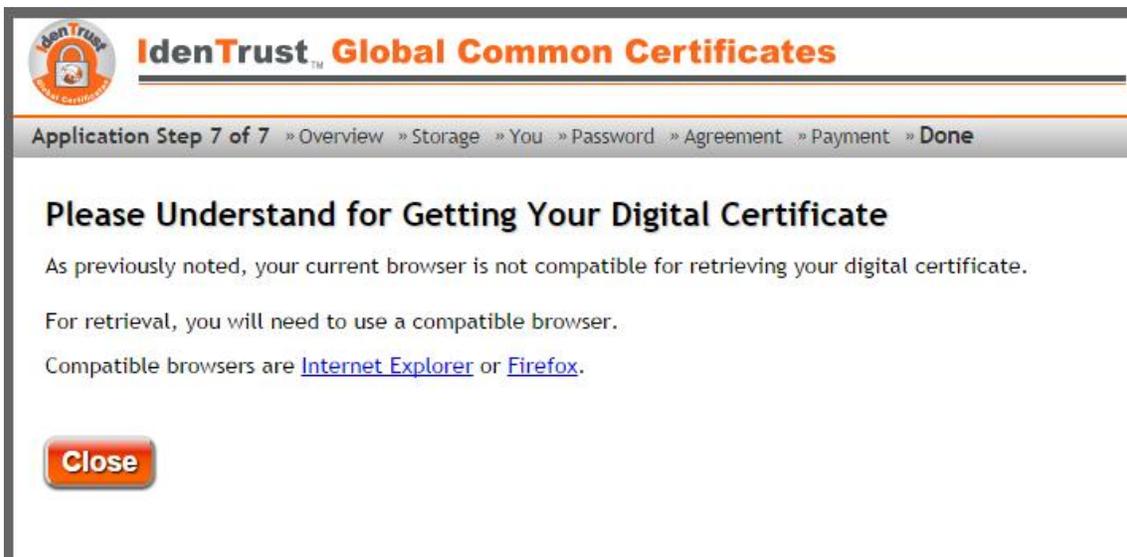
If you have not received your Verification Code from trustsource@identrust.com after a brief period, you may

- Check your bulk email folder for this email
- Verify that your spam filters allow you to receive emails from trustsource@identrust.com; this may require the assistance of your system administrator
- Request your Verification Code be emailed again by going to <https://secure.identrust.com/app/resendEmailVerification?id=420700584153797>

**Email Verification must be completed (within 30 days) for IdenTrust to approve your account.**

**Finish**

18. Click “Close”



The screenshot shows the IdenTrust Global Common Certificates application page. At the top left is the IdenTrust logo. The page title is "IdenTrust™ Global Common Certificates". Below the title is a navigation bar with the following steps: "Application Step 7 of 7", "Overview", "Storage", "You", "Password", "Agreement", "Payment", and "Done". The main content area starts with a "Please Understand for Getting Your Digital Certificate" heading, followed by a message about browser compatibility. At the bottom of the main content area is a red "Close" button.

**IdenTrust™ Global Common Certificates**

Application Step 7 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

## Please Understand for Getting Your Digital Certificate

As previously noted, your current browser is not compatible for retrieving your digital certificate.

For retrieval, you will need to use a compatible browser.

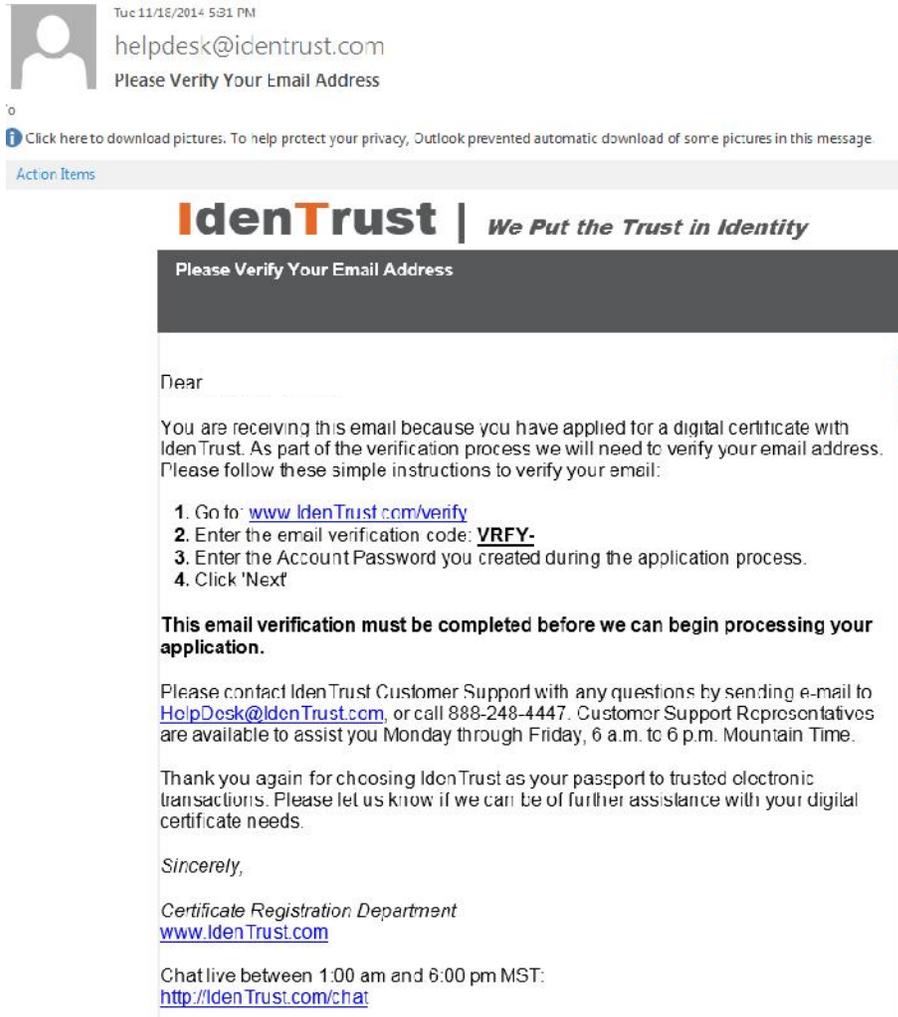
Compatible browsers are [Internet Explorer](#) or [Firefox](#).

**Close**

## Completing Verification:

You most likely will receive several emails from IdenTrust after completing the enrollment process: a payment confirmation, a registration approval and a request to verify your email address.

### 1. Click on the **link** from within the email



The screenshot shows an email interface. At the top left is a profile icon and the text 'Tue 11/18/2014 5:31 PM' and 'helpdesk@identrust.com'. The subject line is 'Please Verify Your Email Address'. Below this is a small icon and a message: 'Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.' An 'Action Items' bar is visible. The main content of the email is as follows:

**IdenTrust | We Put the Trust in Identity**

**Please Verify Your Email Address**

Dear \_\_\_\_\_

You are receiving this email because you have applied for a digital certificate with IdenTrust. As part of the verification process we will need to verify your email address. Please follow these simple instructions to verify your email:

1. Go to [www.IdenTrust.com/verify](http://www.IdenTrust.com/verify)
2. Enter the email verification code: **VRFY-**
3. Enter the Account Password you created during the application process.
4. Click 'Next'

**This email verification must be completed before we can begin processing your application.**

Please contact IdenTrust Customer Support with any questions by sending e-mail to [HelpDesk@IdenTrust.com](mailto:HelpDesk@IdenTrust.com), or call 888-248-4447. Customer Support Representatives are available to assist you Monday through Friday, 6 a.m. to 6 p.m. Mountain Time.

Thank you again for choosing IdenTrust as your passport to trusted electronic transactions. Please let us know if we can be of further assistance with your digital certificate needs.

Sincerely,

Certificate Registration Department  
[www.IdenTrust.com](http://www.IdenTrust.com)

Chat live between 1:00 am and 6:00 pm MST:  
<http://IdenTrust.com/chat>

### 2. Enter the Verification Code and Password and click “**Next**”