

Questions and answers

RHS EPCS Training 1 of 3

Question 1: We have a PC dedicated to EPCS in our facility. We already installed a Token for one doctor. What do we do to install a second doctor?

Answer: Do not load the IdenTrust CD a second time. Simply insert the 2nd doctor's token into a USB port on that same computer and follow the instructions.

Question 2: I am a doctor and I already activated my token on a PC at the facility. What do I do to install it on my home computer?

Answer: On your home computer insert your USB Token and the IdenTrust CD. (If the CD does not launch click 'Setup' on the CD.) Click 'Instill the Utility Software' and confirm 'Yes'. When requested, allow the computer to reboot. After the computer reboots you will be asked, 'Do you want to install your certificate?' Click, 'Yes'. You are done.

Question 3: On IdenTrust, I don't see the ability to order an additional card reader.

Answer: Call IdenTrust toll free at 800-748-5360 to order an additional card reader.