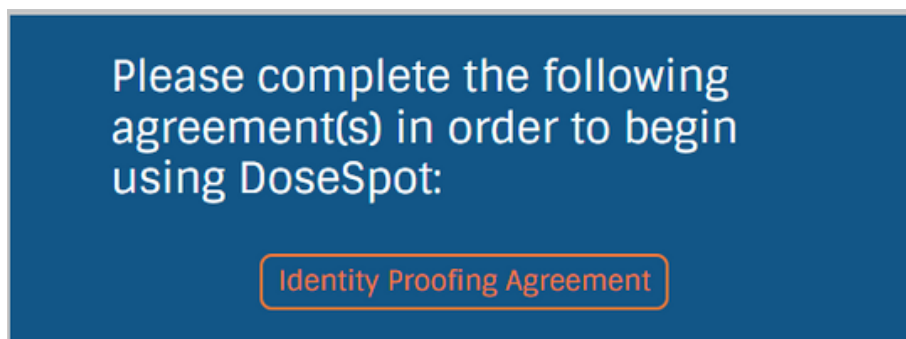


# How To:

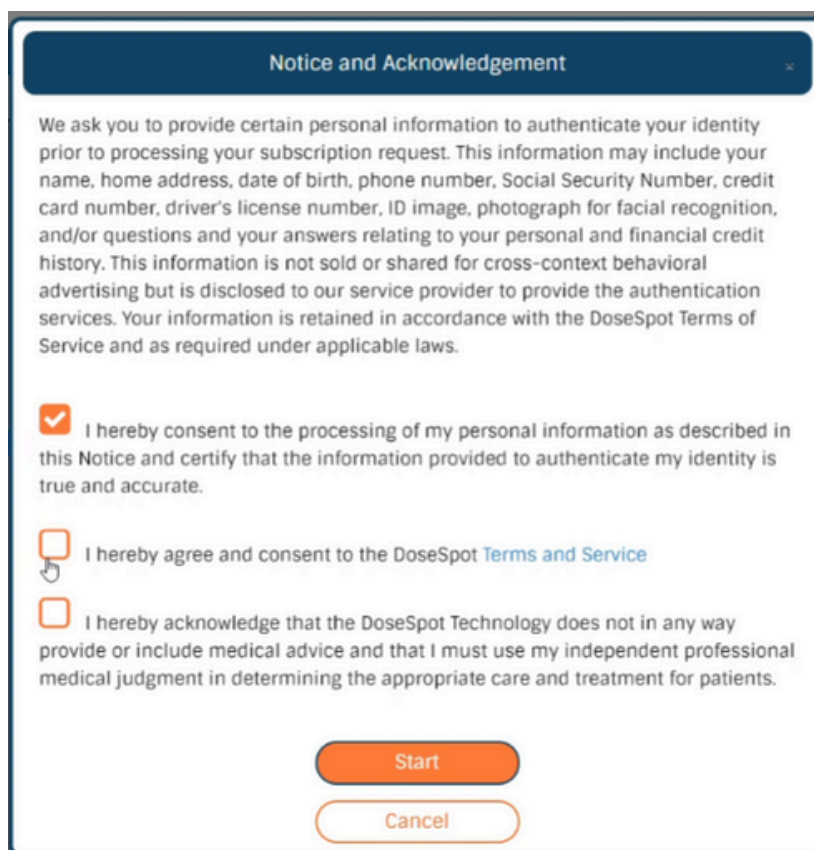
## Understand the Identity Proofing (IDP) Process

1. After signing into your profile, you will be prompted to complete the **Identity Proofing Agreement**, initiating the IDP process. This step is crucial to maintain the highest level of security for your ePrescribing workflow.

**Please Note:** Prescribing medications will not be possible until the Identity Proofing process is successfully completed.



2. After clicking, the Notice and Acknowledgement will appear. Read through the agreement, accept the terms, and click **Start** to continue.



Notice and Acknowledgement

We ask you to provide certain personal information to authenticate your identity prior to processing your subscription request. This information may include your name, home address, date of birth, phone number, Social Security Number, credit card number, driver's license number, ID image, photograph for facial recognition, and/or questions and your answers relating to your personal and financial credit history. This information is not sold or shared for cross-context behavioral advertising but is disclosed to our service provider to provide the authentication services. Your information is retained in accordance with the DoseSpot Terms of Service and as required under applicable laws.

I hereby consent to the processing of my personal information as described in this Notice and certify that the information provided to authenticate my identity is true and accurate.

I hereby agree and consent to the DoseSpot [Terms and Service](#)

I hereby acknowledge that the DoseSpot Technology does not in any way provide or include medical advice and that I must use my independent professional medical judgment in determining the appropriate care and treatment for patients.

Start

Cancel

3. When the disclaimer is finished, you will see the first step (*left picture below*) in the process. You will fill out your personal information and hit next. Please be mindful of what has a red asterisk and is mandatory for completing IDP.

Once “Next” is selected, you will see step 2 of the IDP. You will be asked four multiple-choice questions about your credit history. Select “Next” once completed.

**Identity Proofing**

**Step 1:**  
To complete the identity proofing process, please enter in the following information below.  
Sensitive personal information such as social security, credit cards, etc. are used solely for the Identity proofing purposes. We do not retain this data at DoseSpot.

**Legal First Name\***

**Legal Middle Name**

**Legal Last Name\***

**Home Address\***

**City\***

**State\***

**Zipcode\***

**Date of Birth**

**Mobile Phone Number\***

By checking this box, you agree to receive a one time password text(s) from Experian. Message and data rates may apply.

**Social Security Number\***

**Credit Card Number (No Debit Cards, Please)\***

**Driver's License Number**

\*Providing a drivers license number is highly encouraged as it increases pass rate.

**Next**  
**Back**  
**Cancel**

To complete the identity proofing process, please enter the following information. This information is used solely for the Experian identity proofing process and is not retained by DoseSpot.

According to your credit profile, you may have opened a mortgage loan in or around May 2021. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

PARKWAY MTG  
 BK OF AMER  
 ROCK FINANCIAL CORP  
 INDEPENDENCE ONE  
 NONE OF THE ABOVE/DOES NOT APPLY

According to your credit profile, you may have opened a Home Equity Line of Credit type loan in or around May 2021. Please select the lender to whom you currently make your payments or made your payments.

PRUDENTIAL HOME MORT  
 NORWEST BANK  
 BK OF AMER  
 INDEPENDENT MTG  
 NONE OF THE ABOVE/DOES NOT APPLY

According to your credit profile, you may have opened an auto loan in or around June 2019. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

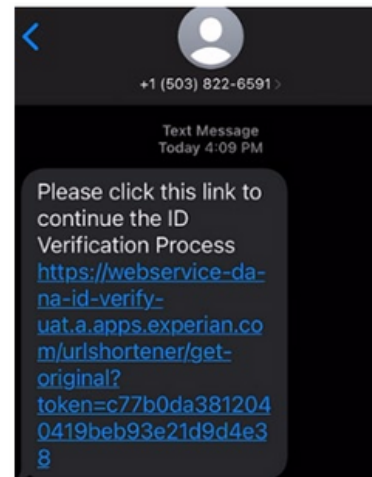
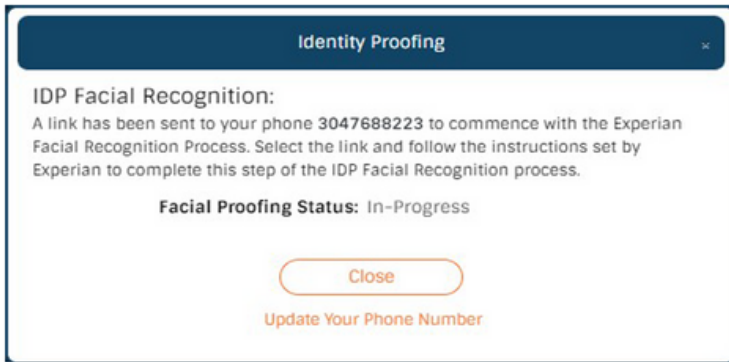
VOLVO FIN  
 TOYOTA MOTOR CREDIT CO  
 VOLKSWAGEN CREDIT  
 BMW FINANCIAL SVCS  
 NONE OF THE ABOVE/DOES NOT APPLY

You may have opened an auto loan or auto lease in or around June 2019. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

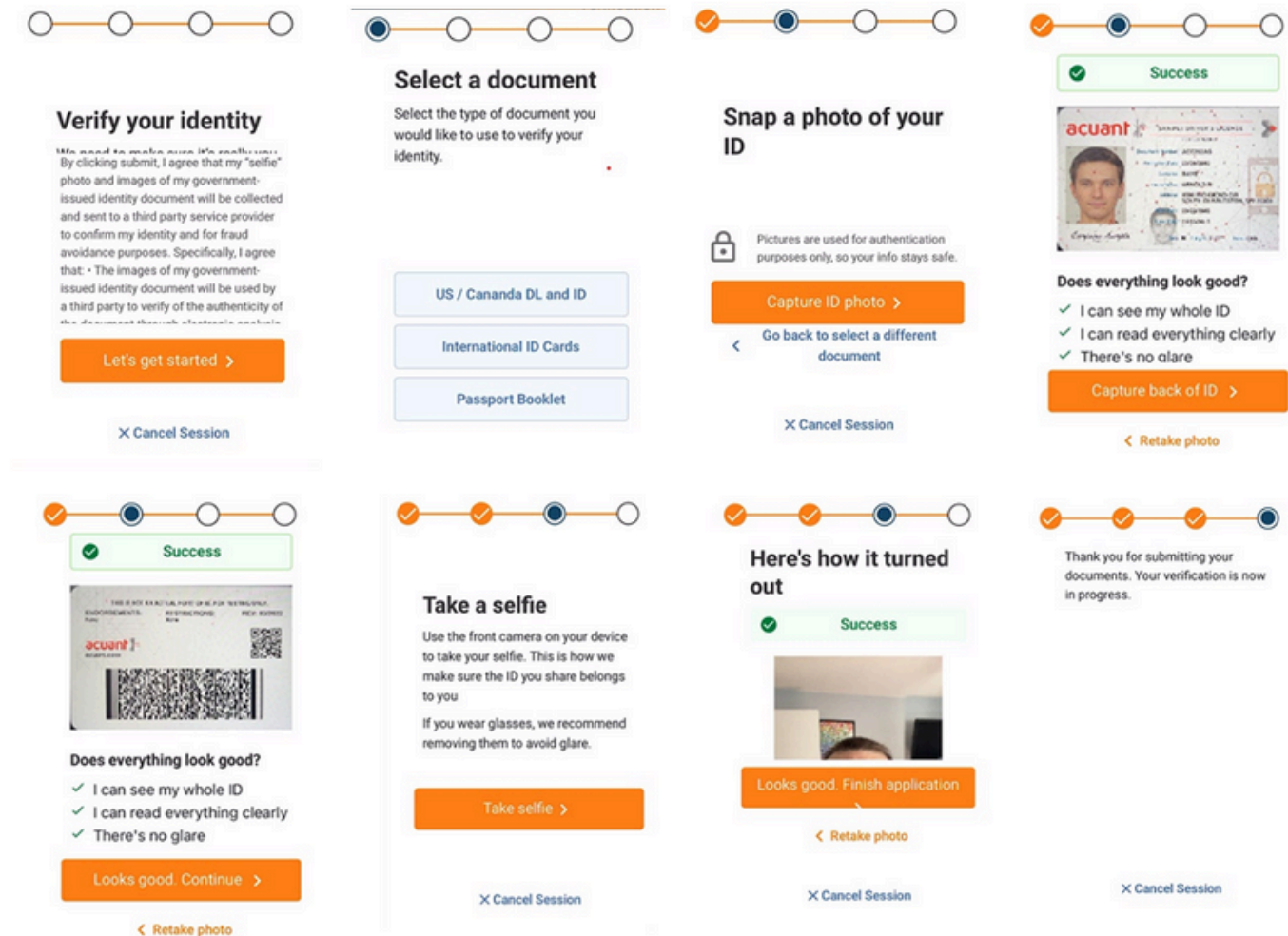
\$145 - \$244  
 \$245 - \$344  
 \$345 - \$444  
 \$445 - \$544  
 NONE OF THE ABOVE/DOES NOT APPLY

**Next**  
**Restart**  
**Cancel**

4. This brings us to the new facial recognition step of IDP. Below, you will see the IDP Facial Recognition initiation pop-up (pictured left) and the text message sent to start the process (pictured right).



5. Below, you will see the steps that are needed to complete IDP Facial Recognition via cellphone.



6. After facial recognition has been completed on your cell phone, you will see one of two banners at the top of your DoseSpot page.

- The **green banner** shows a successful message that IDP has been completed.
- The **red banner** shows a failed IDP.

The image displays two screenshots of the DoseSpot user interface. The top screenshot shows a green banner at the top with the text: "Your Identity proofing process was successfully completed. Please now start the TFA process to authorize the prescribing of controlled substances." Below the banner, the patient information for "Jill Levin, Female, 31 yrs" is visible, along with buttons for "Edit Patient Info", "Add/Edit Drug Allergies", and "Add/Edit Pharmacies". To the right, the "Coverage Details" section shows "No eligible coverages found." and two orange buttons: "Add Prescription" and "Add Patient Reported".

The bottom screenshot shows a red banner at the top with the text: "Your Identity proofing process was unsuccessful due to wrong/invalid information. Please reinitiate the process or call support at 800-831-5614 if there is continued failure of identity proofing." Below the banner, the patient information for "Jill Levin, Female, 31 yrs" is visible, along with buttons for "Edit Patient Info", "Add/Edit Drug Allergies", and "Add/Edit Pharmacies". To the right, the "Coverage Details" section shows "No eligible coverages found." and two orange buttons: "Add Prescription" and "Add Patient Reported".

7. If you fail the Experian identity questions, you will have up to three attempts. After the third failure, we will display the link to complete the workflow using ID.me. You can access the ID.me user guide [here](#).

**Note:** Once the ID.me verification is complete, it takes up to *24 hours* for DoseSpot to update.

The image shows a "Notice and Acknowledgement" dialog box with a dark blue header and a white body. The text inside reads: "You have failed Identity Proofing with Experian. If you would like to try again with Id.me, please follow the link below. Otherwise you may reach out to the DoseSpot Support Team for assistance." Below this text is a blue hyperlink: "Please click here to complete Identity Proofing Through ID.Me." At the bottom of the dialog box is an orange button labeled "Close".