



Accessing the AL PDMP Database Practitioner Query Site

August 2015

Purpose

Beginning September 8, 2015, you will access the PDMP database using the RxSentry login page—you will no longer use the Security Portal to access the PDMP database. This document describes the steps you must follow the first time you log in using the RxSentry login page. Note that you only need to perform these steps one time. After you have completed the initial login process, you will log in using the instructions provided in the *Training Guide for Alabama Practitioners and Pharmacists*.

Important Facts

- **Beginning September 8, 2015, you will no longer use the Security Portal to access the PDMP database.** You will access the PDMP database using the RxSentry login page. The following section, [Initial Login](#), provides the instructions you must follow the first time you log in using the RxSentry login page.
- **Your user name and password will change.** Between September 1 and September 8, you will receive two (2) e-mails. The first will contain your new user name. The second will contain a temporary password, which you will use the first time you log in through the RxSentry login page.
- **It is very important that the AL PDMP staff have your correct e-mail address before the above e-mails are sent.** Prior to September 1, log in to the Security Portal, click on "Update My Info," and confirm that your e-mail address is correct. If it is not correct, update it.
- **You will now manage your user account information through RxSentry.** Beginning September 8, you will be able to retrieve your name and reset your password using RxSentry. You will also be able to update your user profile and change your password, as necessary, from within the system. See the *Training Guide for Alabama Practitioners and Pharmacists* for more information.
- **Master account holders will now link and manage delegate accounts through RxSentry.** Beginning September 8, master account holders will be able to link and unlink their delegates from within the system. See the *Training Guide for Alabama Practitioners and Pharmacists* for more information.

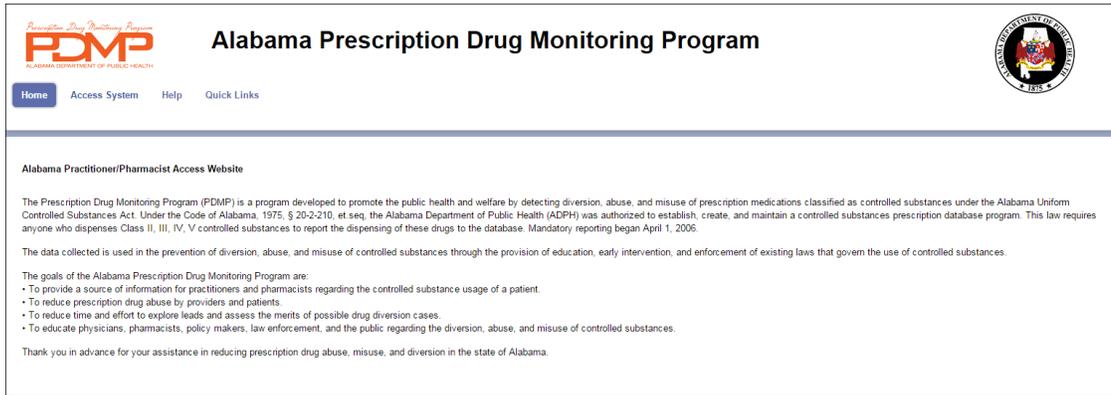
Initial Login

Perform the following steps the first time you access the PDMP database using the RxSentry login page.

Note: You only need to perform these steps one time. After you have completed the initial login process, you will log in using the instructions provided in the *Training Guide for Alabama Practitioners and Pharmacists*.

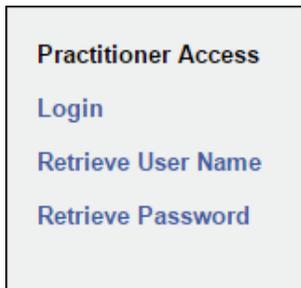
1. Open an Internet browser window and type the following URL in the address bar:
<https://alpdmp-ph.hidinc.com>.

A window similar to the following is displayed:



2. Click **Access System**.

A window similar to the following is displayed:



3. Click **Login**.

A window similar to the following is displayed:



4. Type your user name in the **Username** field.

Note: This is the user name you received via e-mail. It is *not* the user name you used to log in through the Security Portal.

5. Type your temporary password in the **Password** field.

Note: This is the temporary password you received via e-mail. It is *not* the password you used to log in through the Security Portal.

6. Click **Login**.

Note: At this point, you will be required to change your temporary password.

A window similar to the following is displayed:

Change Password

Password requirements:

- 1 uppercase letter (e.g., A-Z)
- 1 lowercase letter (e.g., a-z)
- 1 digit (e.g., 0-9)
- Must be at least 8 characters in length
- Must not contain dictionary words or a name

Current Password:

New Password:

Confirm New Password:

7. Type your temporary password in the **Current Password** field.
8. Type your new password in the **New Password** field, using the information displayed in this window as a password selection guideline.
9. Type your new password again in the **Confirm New Password** field.
10. Click **Submit**.

If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

If the new password is *not* accepted, the message indicates that another password must be selected.

- Once your password has been accepted, click any function, such as **Query**.
The login window is displayed.

- Enter your user name and new password, and then click **Login**.

Note: At this point, you will be prompted to update your account information and establish a security question that will be used to reset your password in the event that you forget it.

A window similar to the following is displayed:

Update User Profile

Note: Fields marked with * are required.

* Name (First and Last) :

* Date of Birth :
mm/dd/yyyy

* Address :

:

* City :

* Zip :

* Email Address :

* Verify Email Address :

* Phone Number (ex. 123-456-7890x0000) :

Fax Number (ex: 234-555-1234) :

Cell Number (ex: 2345551234) :

* Security Question :

* Security Question Answer :

* State :

- Update your information as necessary, noting that required fields are marked with an asterisk (*). This step includes selecting a security question and providing an answer.
- Once all information has been updated and you have selected your security question and answer, click **Update**.

A message displays indicating that your information has been updated. You may now begin using the RxSentry system.