

iPLEDGE® Troubleshooting Tips for Patients - *Updated on April 10, 2022*

For Spanish-speaking patients:

- The following materials are available in Spanish on the iPLEDGE REMS Website:
iPLEDGE REMS Guide for Patients Who Can Get Pregnant (Spanish) <MAKE THE TEXT A HYPERLINK>
iPLEDGE REMS Factsheet (Spanish) <https://ipledgeprogram.com/#Main/Patients>

For further support for Spanish-speaking patients, please call the iPLEDGE Contact Center at 1-866-495-0654.

Para pacientes que hablan español:

- Los siguientes materiales están disponibles en español en el sitio web de la REMS de iPLEDGE:
La Guía de la REMS de iPLEDGE para pacientes que pueden quedar embarazadas (español)

Hoja informativa de la REMS de iPLEDGE (español) <https://ipledgeprogram.com/#Main/Patients>

Para obtener más asistencia para pacientes que hablan español, llame al Centro de contacto de iPLEDGE al 1-866-495-0654.

Browser Compatibility

The iPLEDGE REMS website has been built to be mobile responsive. The compatible browsers are Chrome and Firefox.

How do I handle Internet browser issues?

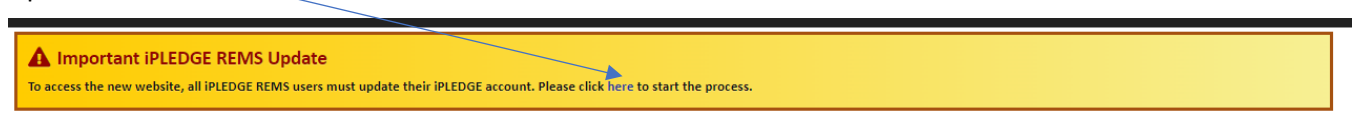
If you are experiencing browser issues, your browser may be blocking the iPLEDGE REMS website or parts of the iPLEDGE REMS website. You can resolve this by disabling the pop-up blocker completely every time you need to use the website.

Creating New Account

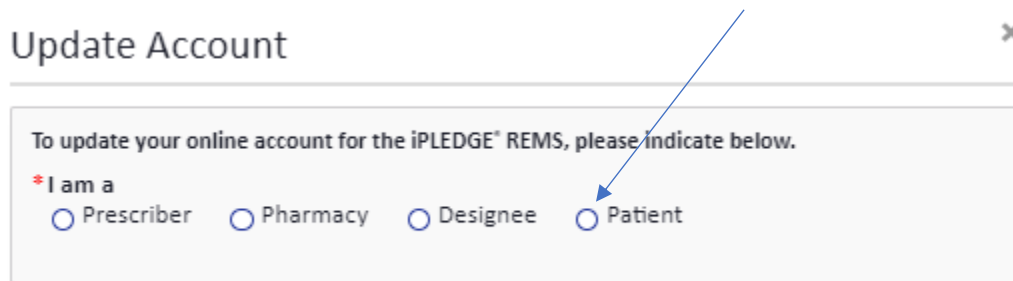
Only Prescribers can enroll patients, which will trigger the account creation.

Accessing My Current Account

As part of the REMS transition in December 2021, all existing patients must update their account to access the iPLEDGE REMS website. To update your account, click on the link “here” on the Important iPLEDGE REMS Update banner:

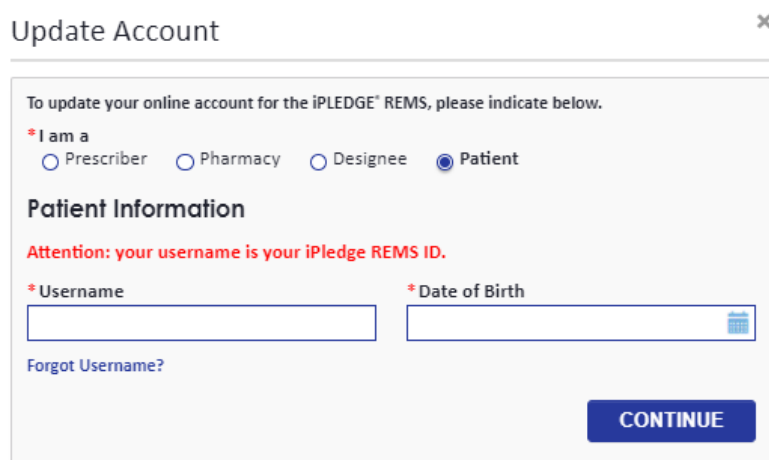


The Update Account window will open, and select “Patient”:



The screenshot shows a window titled "Update Account" with a close button (X) in the top right corner. Inside the window, there is a message: "To update your online account for the iPLEDGE® REMS, please indicate below." Below this message, there is a section labeled "* I am a" followed by four radio button options: "Prescriber", "Pharmacy", "Designee", and "Patient". A blue arrow points to the "Patient" radio button, which is currently selected.

Enter your iPLEDGE REMS ID and your Date of Birth (DOB) to proceed:



The screenshot shows the same "Update Account" window. The "Patient" radio button is now selected. Below the radio buttons, there is a section titled "Patient Information". Under this section, there is a red message: "Attention: your username is your iPledge REMS ID." Below this message, there are two input fields: "* Username" and "* Date of Birth". The "Date of Birth" field has a calendar icon on the right. Below the "Username" field, there is a link that says "Forgot Username?". At the bottom right of the form, there is a blue button labeled "CONTINUE".

If you do not have your REMS ID, select “Forgot Username?”

You will be prompted to enter your email address, then click “CONTINUE”.

Forgot Username

Please utilize the “Forgot Username?” link if you do not have your Username.

Update Account

To update your online account for the iPLEDGE® REMS, please indicate below.

*** I am a**

☐ Prescriber ☐ Pharmacy ☐ Designee ☒ Patient

Patient Information

Attention: your username is your iPledge REMS ID.

*** Username**

*** Date of Birth**

[Forgot Username?](#)

CONTINUE

Forgot Password

Please utilize the “Forgot password?” link available for updating your password on the iPLEDGE REMS website.

Login to iPLEDGE REMS

Username or email address

test.patient

Password

••••••••

[Forgot password?](#)

Continue

Please note: If you used the “Forgot password” links in the iPLEDGE REMS portal and you have not received an email with instructions on how to reset, make sure that the email address you used is active and spelled correctly. Be sure to check your Spam/Junk folder.

If it is correct and you are still not receiving an email, it is possible that the information your using is not the information (e.g. email address, REMS ID) on file with the iPLEDGE REMS. Please contact the Contact Center for assistance.

My prescriber completed my enrollment; what happens next?

If you are a new Patient Who Can Become Pregnant, you will remain in the “Enrolled” status for 30 days while using the two chosen forms of effective contraception before your prescriber confirms you and starts the qualification process for a prescription.

How do I login after enrollment?

After prescriber enrolls you, you will receive an email with invitation link to set your username and password to login. Once your set up username and password, click the “enroll / Login” button on the top right corner of your browser.

What is Date of Personal Significance?

The system requires setting your Date of Personal Significance. This is a date that you will be able to easily remember. It will be used to verify your identity if needed by the iPLEDGE Program system or if a password is lost.

How do I update my information?

Your home page includes a “My Profile” menu option where you can update your contact information.



My Profile will display your current information. If you need to update your information, click on the pencil icon.

My Profile

Use this form to edit your contact information.

Contact Information

Name: Constance Mayer
iPLEDGE REMS ID: 2542699563
Address: 828 Malin Road, Broomall, PA 19008
Mobile Phone Number: 610-555-5203
Email: christine.king2005+232@gmail.com
Date of Birth: 10/11/1991
Preferred Method of Communication: Email
Prescriber: RITA BAGLIN, MD

Once you have updated your information, click “Save”.

Edit Contact Information

Required fields are marked *

iPLEDGE REMS ID
2542699563

* First Name: Constance Middle Initial: Last Name: Mayer

* Address Line 1: 123 Main Street Address Line 2: City: Philadelphia

* State: PA * ZIP Code: 19141 * Mobile Phone Number: 610-555-5203 * Email: |pledge.patient@ipledgepro

* Date of Birth: 10/11/1991

* Preferred Method of Communication
☒ Email
☐ Text Message

CANCEL **SAVE**

The updates to your information will be saved to your profile.

Contact Information

Name: Constance Mayer

iPLEDGE REMS ID: 2542699563

Address: 123 Main Street, Philadelphia, PA 19141

Mobile Phone Number: 610-555-5203

Email: ipledge.patient@ipledgeprogram.com

Date of Birth: 10/11/1991

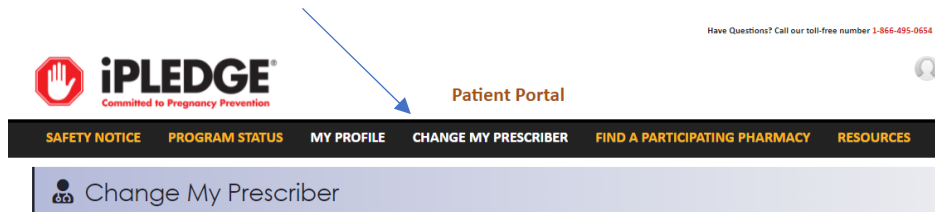
Preferred Method of Communication: Email

Prescriber: RITA BAGLIN, MD

Additional information can be obtained from the Patient Resources available on the iPLEDGE REMS website
<https://ipledgeprogram.com/#Main/Resources>

How do I transfer to another prescriber (doctor)?

Step 1: Transfer is initiated by you. Login to the iPLEDGE REMS, and select “Change My Prescriber”:



Once you make this change, you will not be able to receive prescriptions from your previous prescriber.

If you change your Primary Prescriber, you will not be able to receive prescriptions from your current prescriber. Instead you will be receiving your future prescriptions from your new prescriber.

Current Prescriber: RITA BAGLIN

You are currently in the middle of a **prescription window**. You must continue to use your current Prescriber until either you fill your prescription or after your **prescription window** is over on 1/11/2022.

Step 2: The screen will display your current prescriber. Enter search criteria for the prescriber you want to transfer to and select “Find Prescriber”.

Current Prescriber: MARK MANLEY

Use the fields below to search for a new prescriber.

First Name

Thomas

Last Name

City

ZIP Code

FIND PRESCRIBER

Search/Filter the list by entering information in the text box below any column header, then click a row to select a prescriber.

To transfer to this prescriber please click the Commit to Transfer button.

Please note: Your transfer will not be complete until your selected prescriber has accepted you as a patient.

First Name	Last Name	Phone Number	City	State	Zip Code
THOMAS	SMITH	920-433-9920	GREEN BAY	WI	54301-2300
THOMAS	FLYNN	203-785-2140	NEW HAVEN	CT	06519-1369

Step 3: Select the prescriber you want to transfer to, and select “Commit to Transfer”

First Name	Last Name	Phone Number	City	State	Zip Code
THOMAS	SMITH	920-433-9920	GREEN BAY	WI	54301-2300
THOMAS	FLYNN	203-785-2140	NEW HAVEN	CT	06519-1369

COMMIT TO TRANSFER

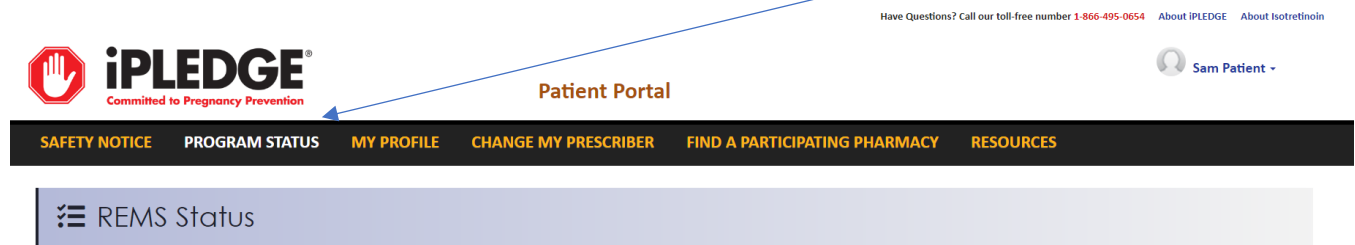
A green confirmation message will display that your submission has been completed. Please note that your transfer will not be complete until your newly selected prescriber has accepted you as a patient.

Transfer to new prescriber has been initiated.

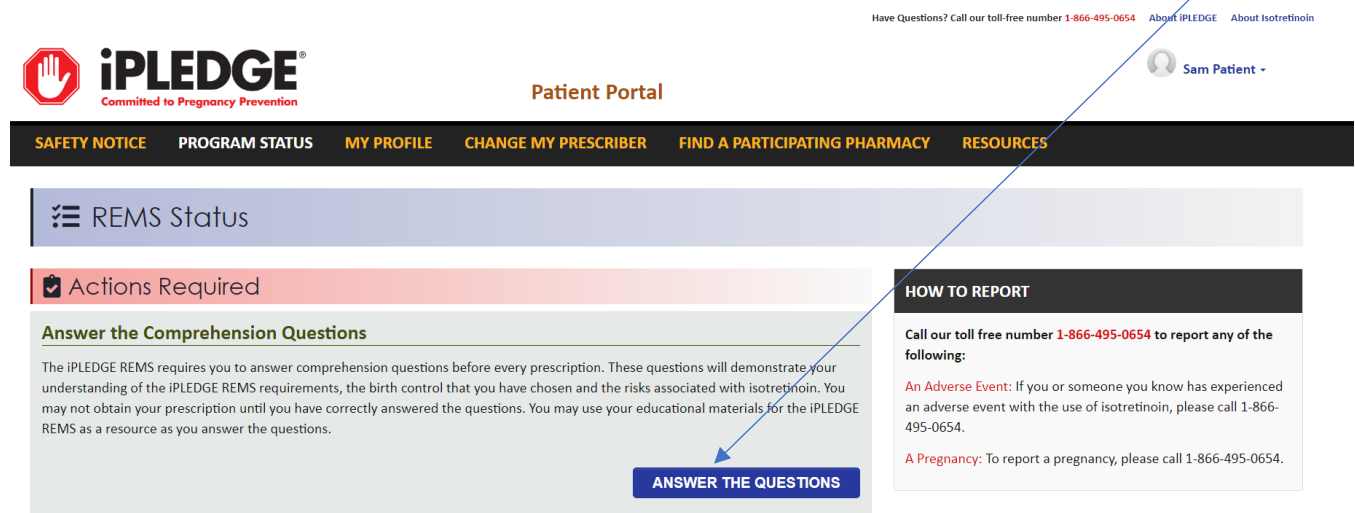
Please note: Your transfer will not be complete until your selected prescriber has accepted you as a patient.

Completing Comprehension Questions (For Patients Who Can Get Pregnant)

Step 1: After you have been confirmed/counseled by your prescriber, your status will change to 'Required to Demonstrate Comprehension'. Login to the iPLEDGE REMS and select "Program Status".



Step 2: The REMS Status Screen will display, under the 'Action Required' section please select the 'ANSWER THE QUESTIONS' Button.



Step 3: The Birth Control Verification Screen will display and require entry/selection of your birth control method:

Selecting birth control methods

The form(s) of contraception entered the iPLEDGE REMS Website by your prescriber, and you must match each month.

PC View:

Please follow these two steps to demonstrate iPLEDGE REMS comprehension.

Step 1: Birth Control Verification

Please enter the two forms of birth control that you are using. These must be the same two forms that you have told your Doctor that you are using. The answers you provide are used to determine what questions will be asked in step 2 below.

Additionally, the first month that you answer your questions, you will be asked a series of questions about information and counseling provided to you. There are no wrong answers to these questions. The answers are used to determine how often the iPLEDGE REMS materials are shared with patients.

*Required fields are marked **

Please select your forms of birth control:

*** Primary**

-- Please Select --

*** Secondary**

-- Please Select --

SUBMIT

Phone View

8:57

Reader View Available

WILL BE ASKED A SERIES OF QUESTIONS about information and counseling provided to you. There are no wrong answers to these questions. The answers are used to determine how often the iPLEDGE REMS materials are shared with patients.

*Required fields are marked **

Please select your forms of birth control:

*** Primary**

-- Please Select --

*** Secondary**

-- Please Select --

SUBMIT

If your responses do not match with that of what your prescriber selected, you will receive a message from the iPLEDGE REMS Website “to contact your prescriber.” If you have made a mistake in entering your contraception method, you can re-enter the correct information.

Step 4: Complete the ‘Step 1: Birth Control Verification’ and answer all questions then select the ‘SUBMIT’ button to proceed to the Comprehension Questions Screen.

Step 5: The Comprehension Questions Screen will display with the Comprehension Questions for completion.

Completing Comprehension Questions

Upon Confirming your contraception methods, you will be presented with comprehension questions. If you answer 1 or more questions incorrectly, you will be directed to review the appropriate educational materials. You can begin again and attempt to answer the questions correctly.

 **Actions Required**

Answer the Comprehension Questions

The iPLEDGE REMS requires you to answer comprehension questions before every prescription. These questions will demonstrate your understanding of the iPLEDGE REMS requirements, the birth control that you have chosen and the risks associated with isotretinoin. You may not obtain your prescription until you have correctly answered the questions. You may use your educational materials for the iPLEDGE REMS as a resource as you answer the questions.

ANSWER THE QUESTIONS

If you answer any questions incorrectly, simply hit the “FINISH” button to start over.

 **iPLEDGE**
Committed to Pregnancy Prevention

Patient Portal

[SAFETY NOTICE](#) [PROGRAM STATUS](#) [MY PROFILE](#) [CHANGE MY PRESCRIBER](#) [FIND A PARTICIPATING PHARMACY](#) [RESOURCES](#)

 **Comprehension Question Results**

 **Results: Failed to Demonstrate Comprehension**
You have answered the following questions incorrectly.

Question:
Which of the following are signs you might be pregnant?

Answers:

- ☒ You miss your menstrual period
- ☒ You have nausea (generally first thing in the morning), sometimes referred to as morning sickness.
- ☒ Your breasts feel tender, like at the beginning of a menstrual period.
- ☒ Any of the above is a sign you might be pregnant.

Explanation:
The correct answer is 4. They are all signs that you might be pregnant. If you think you might be pregnant, stop isotretinoin and call your doctor/prescriber right away.

Once all questions are answered correctly, a confirmation screen will display.

 **Comprehension Question Results**

The questions are complete
You may obtain your prescription any time before 11:59P.M. Eastern Time on January 21, 2022

Important Note:
If this is your last month of treatment:

- Remember to continue using the two forms of acceptable birth control for 30 days after the last dose.
- Get a pregnancy test after the last dose and 30 days after the last dose.

FINISH