

iPLEDGE® Troubleshooting Tips for Pharmacies

Updated on XX
XXXX 2022



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Committed to Pregnancy Prevention

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Updates

iPLEDGE REMS updates can be accessed by selecting “Program Update” on the iPLEDGE REMS website.

Update – Patients Who Cannot Become Pregnant

For Patients Who Cannot Become Pregnant, confirmations will now be required every 120 days instead of monthly. For Pharmacy users, RMA approvals will continue to be required; however, there will not be a “Do Not Dispense After” date.

Prescription Authorization

AUTHORIZED to be dispensed to the patient.

If the prescription is not dispensed:

- Reverse the authorization in the iPLEDGE REMS system using the Reverse Prescription process
- Return the product to stock

RMA	Brand/Strength	Quantity	Days Supply	NDC	Do Not Dispense After Date
609110000693	ZENATANE 20 MG CAPSULE Dr. Reddy's Laboratories Limited	30	30	55111-0136-81	

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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

If your pharmacy is not already enrolled, please visit ipledgeprogram.com and select “Enroll | Login” button and follow the steps for enrollment.

Don't have an online account?

Enroll

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

* I am a

Prescriber Pharmacy

Responsible Site Pharmacist Information

Please provide your pharmacy's NCPDP number and click the Continue button. This will be used as your pharmacy's Username to identify you in the REMS and for pharmacy staff to login to the iPLEDGE REMS system using the internet site or the phone.

* NCPDP Number

[CONTINUE](#)

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.

Forgot Password

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

Welcome

Login to iPLEDGE REMS

Username or email address

Password

👁

[Forgot password?](#)

[Continue](#)

If you used the “Forgot password” or “Forgot Date of Personal Significance” 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. If it is correct and you are still not receiving an email, check the Spam folder of your email. You may also call the Contact Center for assistance.

Account Access

How do I access an account with no email/Date of Personal Significance established?

Please contact the iPLEDGE REMS Contact Center for assistance.

Responsible Site Pharmacist (RSP)

How do I update the Responsible Site Pharmacist (RSP) for my pharmacy?

The RSP must register in the program and reactivate annually. Please contact the iPLEDGE REMS Contact Center if your activated pharmacy requires an RSP update.

How do I update my information?

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



Use this form to edit your contact information.

Contact Information 123456789

NCPDP Number: 5670345

Responsible Site Pharmacist Name: Sam Pharm

Responsible Site Pharmacist License: 12331123

Email: clamubc01@gmail.com

Phone Number: 987-545-7899

Fax Number: 886-844-5789

If you need to update your information, click the pencil icon.

Edit Contact Information ×

*Required fields are marked **

* NCPDP Number

* Responsible Site Pharmacist First Name <input type="text" value="Sam"/>	* Responsible Site Pharmacist Last Name <input type="text" value="Pharm"/>	* Responsible Site Pharmacist License <input type="text" value="12331123"/>
* Phone Number <input type="text" value="987-545-7899"/>	* Fax Number <input type="text" value="886-844-5789"/>	* E-mail <input type="text" value="ipledge.pharmacy@ipledge"/>

CANCEL **SAVE**

Once you are finished your updates, click “SAVE.”

Your updates will then be saved to your profile.



My Profile

Use this form to edit your contact information.

Contact Information

NCPDP Number: 123456789

Responsible Site Pharmacist Name: Sam Pharm

Responsible Site Pharmacist License: 12331123

Email: ipledge.pharmacy@ipledgeprogram.com

Phone Number: 987-545-7899

Fax Number: 886-844-5789

Pharmacy Login

Each pharmacy has an account at the time enrollment and activation is completed by the Responsible Site Pharmacist (RSP).

NOTE: if a pharmacy user is associated with more than one pharmacy, they must select the pharmacy upon login to proceed:



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Pharmacy Portal

* Select Pharmacy

-- Please Select --

-- Please Select --

- Pharmacy Name: DeV S.L.4 Test Store
- Pharmacy Name: Celia Ilc

If additional assistance is needed, please call the Contact Center.



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Search For a Patient and Obtain RMA

Step 1: Pharmacy users can search by REMS ID. If the REMS ID is not known, the user will need to provide First Name, Last Name and Date of Birth:

Fill Prescription
Reverse Prescription
Find Patient

Fill Prescription

Look Up Patient

To obtain authorization to fill and dispense a prescription (including additional strengths for the same patient), enter the patient information and then click on the Look Up Patient button.

First Name <input style="width: 95%; height: 20px;" type="text"/>	Last Name <input style="width: 95%; height: 20px;" type="text"/>
* iPLEDGE REMS Patient ID <input style="width: 95%; height: 20px;" type="text"/>	Date of Birth (MM/DD/YYYY) <input style="width: 95%; height: 20px;" type="text"/>

LOOK UP PATIENT

Step 2: Once your search is returned, select "REQUEST RMA":

Fill Prescription

Look Up Patient

To obtain authorization to fill and dispense a prescription (including additional strengths for the same patient), enter the patient information and then click on the Look Up Patient button.

First Name <input style="width: 95%; height: 20px;" type="text"/>	Last Name <input style="width: 95%; height: 20px;" type="text"/>
* iPLEDGE REMS Patient ID <input style="width: 95%; height: 20px;" type="text" value="6702911642"/>	Date of Birth (MM/DD/YYYY) <input style="width: 95%; height: 20px;" type="text" value="1/10/1987"/>

LOOK UP PATIENT

Confirm Patient

iPLEDGE REMS Patient ID: 6702911642
Date of Birth: 1/10/1987
Patient Name: A Test

CANCEL
REQUEST RMA

Step 3: Complete the Product, Days Supply, Quantity Dispensed and Product NDC; if additional strengths are required, select "OBTAIN ADDITIONAL STRENGTH." If not, select "CONTINUE":

Request Authorization

Please select product dispensed

ABSORICA LD™

ABSORICA®

***Generic Isotretinoin Capsules USP**

Accutane

Amneal Isotretinoin

Amnesteem®

Claravis™

Mayne Pharma Isotretinoin
(Generic to ABSORICA®)

Myorisan®

Sun Pharma Isotretinoin
(Generic to ABSORICA®)

Teva Isotretinoin (Generic to
ABSORICA®)

Upsher-Smith Isotretinoin
(Generic to ABSORICA®)

ZENATANE™

***Days Supply (Maximum 30)**

***Quantity Dispensed**

To proceed, please click on the radio button above that confirms your product selection

***Product NDC**

Note: If more than one strength is prescribed, click on the Obtain Additional Strength button below.

OBTAIN ADDITIONAL STRENGTH

CONTINUE

A confirmation screen will display, confirming the RMA approval and the RMA number. Pharmacy users can use the "copy" icon next to the RMA to add the number to their pharmacy management system.

Prescription Authorization



Pharmacy Instructions

It is recommended that the pharmacist documents the "Do Not Dispense to Patient After" date on the prescription bag. Please write the RMA Number on the prescription or document it in your pharmacy management system for each patient's fill.

AUTHORIZED to be dispensed to the patient until 11:59 PM Eastern Time on 02/09/2022.

If the prescription is not dispensed by this date:

- Reverse the authorization in the iPLEDGE REMS system using the Reverse Prescription process
- Return the product to stock

RMA	Brand/Strength	Quantity	Days Supply	NDC	Do Not Dispense After Date
519649702413 	Amneal isotretinoin 30 MG Capsule Amneal Pharmaceuticals, LLC	30	30	69238-1017-01	2/9/2022 

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RMA Reversal

Step 1: **The RMA can only be reversed by the pharmacy that obtained the RMA.** The RMA identified for reversal can be searched by RMA #, REMS ID, or Patient's First Name, Last Name, Date of Birth.

Fill Prescription
Reverse Prescription
Find Patient

Reverse Prescription

*Required fields are marked **

To reverse an authorized prescription, enter the Risk Management Authorization (RMA) Number, and click on the **Continue** button.

*** Risk Management Authorization Number**

519649702413 **CONTINUE**

[Forgot the RMA number? Look it up here.](#)

Step 2: Once you have selected the RMA, select "CONTINUE."

RMA Lookup

Search using the text boxes at the tops of the columns, then select the correct row and click the Continue button below.

RMA	Patient First Name	Patient Last Name	iPLEDGE REMS Patient ID	Date of Birth (MM/DD/YYYY)	Date Processed (MM/DD/YYYY)
<input type="text"/>	<input type="text" value="A"/>	<input type="text" value="Test"/>	<input type="text"/>	<input type="text" value="01/10/1987"/>	<input type="text"/>
519649702413	A	Test	6702911642	01/10/1987	01/14/2022

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CONTINUE

Step 3: A screen will display the information to verify; you may then select "REVERSE RMA."

Verify RMA and Patient Information

Risk Management Authorization (RMA) Number: 519649702413

Associated Product(s):

Product Name	Product NDC	Qty	Supply
Amneal Isotretinoin	69238-1017-01	30	30

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Patient ID: 6702911642

Date of Birth: January 10, 1987

Patient Name: A Test

REVERSE RMA

Confirmation of the reversal will be displayed.

Risk Management Authorization (RMA) number 519649702413 has been REVERSED. The product must be returned to stock.