eAccess Frequently Asked Questions

SYSTEM REQUIREMENTS:

Q: What are the system requirements for using the eAccess web application?

A: In order to access the eAccess web application, users must have Internet Explorer 8 or higher and/or Firefox 4 or higher.

ACCESS:

Q: Am I able to share my username and password with a colleague?

A: Usernames and passwords are unique to each user. This confidential information is **not** permitted to be shared. Prescribers and pharmacists interested in using the eAccess web application must first register with the NSPMP. Registration forms are available on the NSPMP website at www.nspmp.ca or can be requested from NSPMP staff during regular business hours.

LOGIN:

Q: I have registered for eAccess but cannot successfully login. Why?

A: Ensure that the correct username and/or password have been entered in the login screen. If the correct login information has been entered and access is still not granted, there may be system issues. Contact the NSPMP for assistance during regular business hours.

Q: How many attempts do I have to login to eAccess?

A: Users will have 5 attempts to login before the user account becomes locked. Should this occur users will be required to have their password reset. Simply call **1-844-550-1651** (available 24 hours per day, 7 days per week).

Please note: eAccess registrants will be required to answer security questions for identification and registration validation purposes**.**

PASSWORDS:

Q: What are the criteria required for passwords?

A: Passwords must meet the following criteria to be considered valid:

1. Must be between 8 and 20 characters long
2. Cannot contain the Username, First Name or Last Name
3. Cannot contain three or more consecutive repeating characters
4. Cannot be the same as any of the previous 5 passwords
5. Cannot contain the following characters %$@+
6. Must contain at least one character from 3 of the 4 groups:

a. Uppercase letter (A-Z)
b. Lowercase letter (a-z)
c. Number (0-9)
d. Special Character !#$'()*,-./:;=?[|]^_'{}~

Q: How do I get a new password?

A: Simply call **1-844-550-1651** (available 24 hours per day, 7 days per week).

Please note: eAccess registrants will be required to answer security questions for identification and registration validation purposes**.**

PATIENT PROFILES:

Q: What date ranges are available for patient profiles?

A: eAccess provides a default date range which is three months of claims history from the date of login. Users have the ability to select alternative date ranges up to an 18 month time period, using the calendar icons. For a date range greater than 18 months, users must contact the NSPMP during business hours.

Q: Is the claim information available in eAccess up to date?

A: The eAccess application will provide claims for monitored drugs in real time. The exception to this will be between the hours of 4 am to 7 am, Monday through Sunday. The patient profile will still be available for viewing; however, claims entered during this time period will not be processed or appear on the patient profile until after 7 am.

Q: I am unable to locate my patient's profile. Why?

A: The search criteria may not have been entered correctly or there may not be claims for the date range selected. Please ensure that the correct cardholder identity and the patient Health Card Number have been entered. Consider expanding the date range (up to 18 months of history is available). If a profile is still not located, it is likely there is no history available. This can be verified by contacting the NSPMP during business hours.

AVAILABILITY:

Q: Is eAccess available 24 hours a day, 7 days a week?

A: Regular maintenance may be conducted on the eAccess system between the hours of 12 am and 7 am. This may cause temporary periods when the system is not accessible. Every effort will be made to notify users in advance of scheduled outages.

Q: What are the NSPMP hours of availability?

A: NSPMP staff will be available to provide assistance during regular business hours, Monday – Friday, 8am to 5pm by calling (TF) 1-877-476-7767 or 902-496-7123.

Please Note: eAccess password resets can be requested 24 hours per day, 7 days per week by calling **1-844-550-1651**.

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