

iPLEDGE® Troubleshooting Tips for Prescriber - Updated on 30 January 2022

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 you are new to the iPLEDGE REMS, 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

Prescriber Information

Attention: This enrollment page is for licensed prescribers only. If you are a patient, you must be enrolled in iPLEDGE REMS by your prescriber.

The iPLEDGE REMS will require prescribers to provide a National Provider Identifier (NPI). If your NPI is not on file with the iPLEDGE REMS, you will be prompted to enter your NPI upon first log-in to the iPLEDGE REMS. Failure to supply this identifier may result in your patients' prescriptions not being authorized for dispensing.

* NPI Number

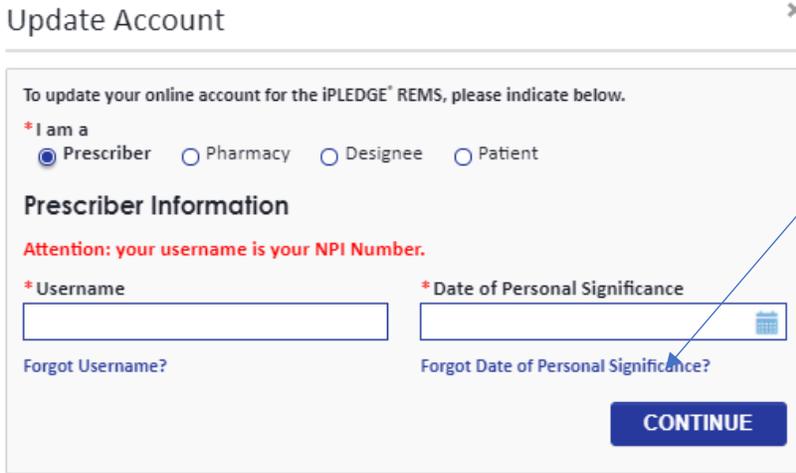
[CONTINUE](#)

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 Date of Personal Significance

Please utilize the “Forgot Date of Personal Significance?” link if you do not have your Date of Personal Significance.



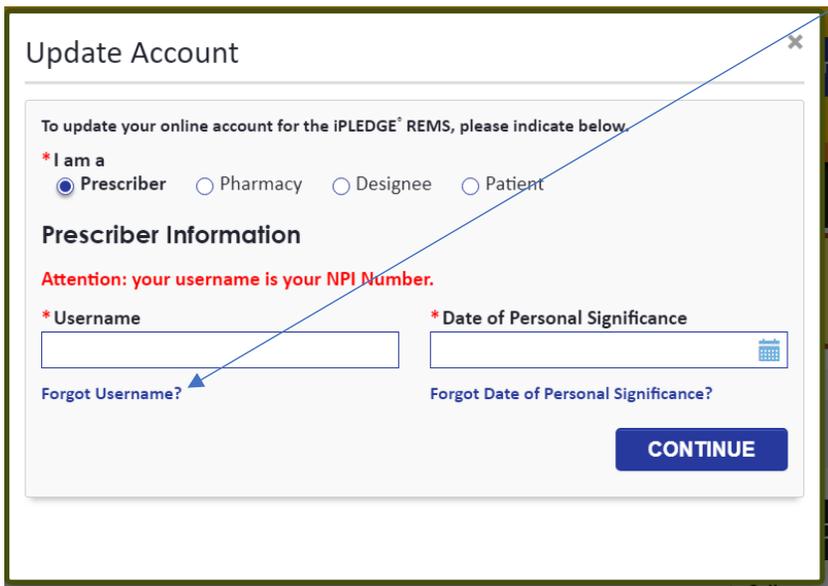
The screenshot shows a web form titled "Update Account" with a close button (X) in the top right corner. The form contains the following elements:

- Instruction: "To update your online account for the iPLEDGE® REMS, please indicate below."
- Role selection: "* I am a" with radio buttons for "Prescriber" (selected), "Pharmacy", "Designee", and "Patient".
- Section: "Prescriber Information"
- Warning: "Attention: your username is your NPI Number."
- Fields: "* Username" and "* Date of Personal Significance" (with a calendar icon).
- Links: "Forgot Username?" and "Forgot Date of Personal Significance?".
- Button: "CONTINUE".

A blue arrow points from the text above to the "Forgot Date of Personal Significance?" link.

Forgot Username

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



This screenshot is identical to the one above, showing the "Update Account" form. A blue arrow points from the text above to the "Forgot Username?" link.

Using your NPI as your Username, enter your email address and select “CONTINUE”.

Verifying Patient's Category

- Upon log-in you will be taken to the Verify Patients screen below. This will allow you to verify the patient's category and check the 'Yes' to confirm that selection. Click 'SAVE' to save selection. Only the prescriber can verify the patient's category.
- To sort patient listing, click on any column header to arrange the listing. You may also search by iPLEDGE REMS ID, First Name and Last Name.
- Only the patient(s) you have verified can be managed by you or your Designees. Designees will not be able to see the patients until they have been verified.

Verify Patients



Each Active Patient's Category Must be Verified

Gender will no longer be collected and the patient categories have changed. "Females of Reproductive Potential" are now categorized as "Patients Who Can Become Pregnant", and "Males and Female Patients of Non-Reproductive Potential" are now categorized as "Patients Who Cannot Become Pregnant".

[Click here to review the new categories and verify each patient's category.](#) You must verify the category of each patient by clicking the "Yes" checkbox.

If the category selected below is not correct, please select the correct category and then click the "Yes" checkbox to verify. *A patient's category must be verified before any actions can be performed for that patient.*

Below is the list of all your active patients. Please review the list and verify each patient's category.

- 🔍 Search/Filter the list by entering information in the textbox below any column header
- 📄 Sort the list by clicking on any column header
- 💾 Save the updates before you leave the session
- 📄 For reference, the list can be downloaded to spreadsheet format by clicking the Excel icon

iPLEDGE REMS ID	First Name	Last Name	Date of Birth (MM/DD/YYYY)	Category	Verified
				-	
5548472700	Parker	Woods	9/23/2000	<input type="radio"/> Patient Who Can Become Pregnant <input checked="" type="radio"/> Patient Who Cannot Become Pregnant	<input checked="" type="checkbox"/> Yes
1498634833	Anne	Hinds	6/6/1997	<input checked="" type="radio"/> Patient Who Can Become Pregnant <input type="radio"/> Patient Who Cannot Become Pregnant	<input checked="" type="checkbox"/> Yes
8455066862	Jenny	Mayer	4/9/1982	<input checked="" type="radio"/> Patient Who Can Become Pregnant <input type="radio"/> Patient Who Cannot Become Pregnant	<input checked="" type="checkbox"/> Yes

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CANCEL

SAVE

Viewing Patients After Category Confirmation

- To view current patients, utilize the 'MANAGE PATIENTS' screen from the top tab bar. This will allow you to view your current patients and any actions required. To select a patient, click on iPLEDGE REMS ID to access the patient's profile.
- If the patient is in an inactive status, , please view the 'Former Patients' tab.
- To sort the patient listing, click on any column header to arrange the listing. You may also search by iPLEDGE REMS ID, First Name, Last Name or Prescriber. Additional filtering is available by category and status.



The screenshot shows the 'Current Patients' interface. At the top, there are tabs for 'Current Patients' and 'Former Patients'. Below the tabs, there are instructions: 'Search/Filter the list by entering information in the textbox below any column header', 'Sort the list by clicking on any column header', and 'For reference, the list can be downloaded to spreadsheet format by clicking the Excel icon.' The main part of the screen is a table with the following columns: iPLEDGE REMS ID, First Name, Last Name, Date of Birth (MM/DD/YYYY), Category, Prescriber, Status, and Action. The table contains five rows of patient data. Each row has a green button in the Action column labeled 'CLICK HERE TO SEND LOGIN LINK'. A blue arrow points from the text in the list below to one of these buttons.

iPLEDGE REMS ID	First Name	Last Name	Date of Birth (MM/DD/YYYY)	Category	Prescriber	Status	Action
7474657852	Mary	Becker	3/10/2000	Patient Who Can Become Pregnant	MARK MANLEY	Enrolled	CLICK HERE TO SEND LOGIN LINK
9860620018	Marie	Bender	8/8/1997	Patient Who Can Become Pregnant	MARK MANLEY	Enrolled	CLICK HERE TO SEND LOGIN LINK
9238958352	Dave	Calahan	12/12/1999	Patient Who Cannot Become Pregnant	MARK MANLEY	Requires Confirmation	CLICK HERE TO SEND LOGIN LINK
1771988034	James	Chambers	1/1/2000	Patient Who Cannot Become Pregnant	MARK MANLEY	Uninitialized	CLICK HERE TO SEND LOGIN LINK
7875620256	Donna	Clark	6/6/1998	Patient Who Can Become Pregnant	MARK MANLEY	Enrolled	CLICK HERE TO SEND LOGIN LINK

- The new "CLICK HERE TO SEND LOGIN LINK" feature allows you to send a patient a link to login to the iPLEDGE REMS website. More information of this feature can be found on your Home/Manage Patients screen.

WHAT'S NEW?
Send Login Link has been introduced on "Manage Patients" and "Manage Designees" screens. Please click [here](#) to see the instructions on how to use it.

Viewing/Managing Designees to View Patients

Step 1: To add/view/remove and manage designees, utilize the tab at the top of the home screen, 'MANAGE DESIGNEES'. This will allow you to view/add the current Designees associated to your account who can access your patients. Click on the blue 'ADD DESIGNEE' button to add a new Designee.

Manage Designees

Note: The enrolled prescriber is responsible for all information entered and activities performed in the iPLEDGE REMS by all designees under their supervision.

A designee is a staff member in the prescriber's office. An activated designee may perform some patient functions on behalf of the prescriber. A designee may support some of the enrolled prescribers in a multi-physician practice and will also have rights for any patient of a delegate prescriber. Each office staff designee will only need to enroll once, even if they support several prescribers. Also, if a prescriber is not activated in the iPLEDGE REMS website, neither the prescriber nor the designee can enroll a patient.

To add a designee, click on the Add Designee button.

To remove a designee, click the "Remove Designee" button at the bottom of the tile.

Designees

[ADD DESIGNEE](#)

Bill Michaels

444-555-6789

444-555-3111

manley.christine2022+11@gmail.com

[REMOVE DESIGNEE](#)

[CLICK HERE TO SEND LOGIN LINK](#)

Tim Robbins

666-555-4999

666-555-0002

manley.christine2022+12@gmail.com

[REMOVE DESIGNEE](#)

[CLICK HERE TO SEND LOGIN LINK](#)

Step 2: You may search to see if the Designee already exists: if not, click "ADD".

Add Designee

Search/Filter the list by entering information in the textbox below any column header.

Please click on the row to select a designee, then click "Continue" to confirm the designee's details.

[ADD DESIGNEE](#)

First Name	Last Name	Phone	Fax Number	Email
<input type="text"/>				

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[CANCEL](#) [CONTINUE](#)

Step 3: Enter the Designee information and click 'ADD'.

Add Designee



*Required fields are marked **

* First Name	Middle Initial	* Last Name	
<input type="text" value="Mary"/>	<input type="text"/>	<input type="text" value="Jones"/>	
* Address Line 1	Address Line 2	* City	
<input type="text" value="123 Main Street"/>	<input type="text"/>	<input type="text" value="Philadelphia"/>	
* State	* ZIP	* Phone Number	* Fax Number
<input type="text" value="PA"/> ▼	<input type="text" value="19141"/>	<input type="text" value="215-555-5555"/>	<input type="text" value="215-555-5151"/>
* E-mail	* Preferred Method of Communication		
<input type="text" value="test.designee@iplodge.com"/>	<input checked="" type="radio"/> Email <input type="radio"/> Phone		

CANCEL **ADD**

Step 4: Upon clicking 'ADD', you will see a message 'Designee has been added successfully.'

Designees

ADD DESIGNEE

Designee has been updated successfully.

<p> Bill Michaels </p> <p> 444-555-6789</p> <p> 444-555-3111</p> <p> manley.christine2022+11@gmail.com</p> <p>REMOVE DESIGNEE</p> <p>CLICK HERE TO SEND LOGIN LINK</p>	<p> Tim Robbins </p> <p> 666-555-4999</p> <p> 666-555-0002</p> <p> manley.christine2022+12@gmail.com</p> <p>REMOVE DESIGNEE</p> <p>CLICK HERE TO SEND LOGIN LINK</p>	<p> Mary Jones </p> <p> 215-555-5555</p> <p> 215-555-5151</p> <p> test.designee@iplodge.com</p> <p>REMOVE DESIGNEE</p> <p>CLICK HERE TO SEND LOGIN LINK</p>
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To remove a designee, click the red button 'REMOVE DESIGNEE'. You will be prompted to confirm this action.

ADD DESIGNEE

Mary Jones

215-555-5555

215-555-5151

test.designee@ipledge.com

REMOVE DESIGNEE

Are you sure you want to remove this Designee?

YES **NO**

SEND LOGIN LINK

You will then see the Designee has been removed.

Designees **ADD DESIGNEE**

<p>Bill Michaels</p> <p>444-555-6789</p> <p>444-555-3111</p> <p>manley.christine2022+11@gmail.com</p> <p>REMOVE DESIGNEE</p> <p>CLICK HERE TO SEND LOGIN LINK</p>	<p>Tim Robbins</p> <p>666-555-4999</p> <p>666-555-0002</p> <p>manley.christine2022+12@gmail.com</p> <p>REMOVE DESIGNEE</p> <p>CLICK HERE TO SEND LOGIN LINK</p>
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Viewing/Managing Delegates

Step 1: To add/view and manage delegates, utilize the tab at the top of the home screen, 'MANAGE DELEGATES'. This will allow you to view the current Delegates associated to your account who can access your patients. Click on the blue 'ADD DELEGATE' button to enter search for the delegate you would like to add.

iPLEDGE
Committed to Pregnancy Prevention

Prescriber Portal

MARK MANLEY

MANAGE PATIENTS MY PROFILE MANAGE DESIGNEES **MANAGE DELEGATES** PHARMACIES RESOURCES HOW TO REPORT PREGNANCY

PRINT INFORMED CONSENT(S)

Manage Delegates

A prescriber can delegate another enrolled and activated iPLEDGE REMS prescriber to cover for them during a scheduled absence (travel, vacation, etc.). This also can be used to delegate to another enrolled and activated prescriber in a multiple doctor practice where a patient may see any of the doctors in the office. Delegate status has an expiration date that can be set by the delegating prescriber.

Delegates [ADD DELEGATE](#)

Prescriber iPLEDGE REMS ID	First Name	Last Name	NPI	Practice Name	Expiration Date
5413832382	RITA	BAGLIN	1437574423	Test Practice	1/1/2023

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Step 2: Search and click on the correct delegate. Enter an expiration date in the 'Expiration Date' field and click 'CONTINUE'.

iPLEDGE
Committed to Pregnancy Prevention

ROBERT JOHNSON

MANAGE PATIENTS MY PROFILE MANAGE DESIGNEES **MANAGE DELEGATES** PHARMACIES RESOURCES HOW TO REPORT PREGNANCY

Add Delegate

Search/Filter the list by entering information in the textbox below any column header.

Please click on the row to select a prescriber, and set an Expiration Date if needed, then click "Continue" to confirm the delegate's details.

NPI	First Name	Last Name	Zip Code
1234567890	Gary	Booker	12345
1234543210	Susan	Lee	12345

Expiration Date:

CANCEL **CONTINUE**

Step 3: Confirm the details to ensure this is the correct Delegate. Click 'ADD'.

Confirm Delegate Details



hema prescriber, MD

iPLEDGE REMS ID:
NPI: 1366632481

479 THOMAS JONES WAY SUITE
800,
EXTON, PA, 19341-2580

Email: 123@ubc.com
Specialty: Derm
Phone: 610-648-1130
Fax Number: 610-560-8219

Expiration Date: 2/20/2023

CANCEL **ADD**

Upon adding, you will see a 'Delegate has been added successfully' message.

Delegates

ADD DELEGATE

Delegate has been added successfully.

Prescriber iPLEDGE REMS ID	First Name	Last Name	NPI	Practice Name	Expiration Date
	hema	prescriber	1366632481		2/20/2023
5413832382	RITA	BAGLIN	1437574423	Test Practice	1/1/2023

To remove a delegate, double click on that delegate, click the red button 'REMOVE DESIGNEE'

Remove Delegate



MEHUL SHAH, MD

iPLEDGE REMS ID: 7878054203
NPI: 1174529101

170 N HENDERSON RD STE 302
KING OF PRUSSIA, PA, 19406-2155

Email: lvshah05+333@ubc.com
Specialty: Int. Med.
Phone: 555-555-5555
Fax Number: 555-555-5555

Expiration Date: 2/2/2024

CANCEL **REMOVE DELEGATE**

Viewing Patients

You can search and filter for patients by REMS ID, First and Last Name, Category, Prescriber, and Status.

Current Patients **Former Patients**

Current Patients

Search/Filter the list by entering information in the textbox below any column header

Sort the list by clicking on any column header

For reference, the list can be downloaded to spreadsheet format by clicking the Excel icon.

iPLEDGE REMS ID	First Name	Last Name	Date of Birth (MM/DD/YYYY)	Category	Prescriber	Status	Action
0490827402	Adrian	Blake	12/12/1998	Patient Who Cannot Become Pregnant	Shilpa Koduri	Qualified to Receive Drug	CLICK HERE TO SEND LOGIN LINK
9238958352	Dave	Calahan	12/12/1999	Patient Who Cannot Become Pregnant	MARK MANLEY	Requires Confirmation	CLICK HERE TO SEND LOGIN LINK
2554186077	Peggie	Campbell	7/22/1995	Patient Who Can Become Pregnant	RITA BAGLIN	Reported Positive	CLICK HERE TO SEND LOGIN LINK
2740017956	Zena	Campos	1/1/2002	Patient Who Can Become Pregnant	Shilpa Koduri	Requires Confirmation	CLICK HERE TO SEND LOGIN LINK
1771988034	James	Chambers	1/1/2000	Patient Who Cannot Become Pregnant	MARK MANLEY	Uninitialized	CLICK HERE TO SEND LOGIN LINK

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You may filter on this grid to limit the patient listing to only your patients, or those of a delegate:

Current Patients **Former Patients**

Current Patients

Search/Filter the list by entering information in the textbox below any column header

Sort the list by clicking on any column header

For reference, the list can be downloaded to spreadsheet format by clicking the Excel icon.

iPLEDGE REMS ID	First Name	Last Name	Date of Birth (MM/DD/YYYY)	Category	Prescriber	Status	Action
				-	Mark Manley		
7474657852	Mary	Becker	3/10/2000	Patient Who Can Become Pregnant	MARK MANLEY	Enrolled	CLICK HERE TO SEND LOGIN LINK
9860620018	Marie	Bender	8/8/1997	Patient Who Can Become Pregnant	MARK MANLEY	Enrolled	CLICK HERE TO SEND LOGIN LINK
9238958352	Dave	Calahan	12/12/1999	Patient Who Cannot Become Pregnant	MARK MANLEY	Requires Confirmation	CLICK HERE TO SEND LOGIN LINK
1771988034	James	Chambers	1/1/2000	Patient Who Cannot Become Pregnant	MARK MANLEY	Uninitialized	CLICK HERE TO SEND LOGIN LINK
7875620256	Donna	Clark	6/6/1998	Patient Who Can Become Pregnant	MARK MANLEY	Enrolled	CLICK HERE TO SEND LOGIN LINK

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How do I correct/edit a pregnancy result entry for a patient?

Please contact the iPLEDGE REMS Contact Center for assistance.