Training Guide for Arkansas Practitioners and Pharmacists

Arkansas Department of Health
Prescription Monitoring Program

May 2013
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1 Document Overview

Purpose and Contents

The *RxSentry® Training Guide for Arkansas Practitioners and Pharmacists* serves as a step-by-step training guide for prescribers and dispensers using RxSentry for querying purposes. It includes such topics as:

- Creating query requests
- Viewing query request status
- Generating reports
2 System Overview

About the RxSentry Prescription Monitoring Program

The RxSentry Prescription Monitoring Program is a Web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs for the Arkansas Prescription Monitoring Program (AR PMP). Arkansas’s PMP is administered by the Arkansas Department of Health (ADH).

The system materially assists state officials and healthcare professionals authorized to prescribe and dispense controlled substances in the prevention of misuse, abuse, and diversion of controlled substance prescription medication.

The use of data collected through RxSentry allows for the prevention, detection, and early intervention of prescription drug abuse. A secondary use of the data allows prevention of diversion and investigation and enforcement of existing laws governing the use of controlled substances.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs. More information about the AR PMP can be found at www.arkansaspmp.com.

**Note:** For the purposes of this document, the RxSentry Prescription Monitoring Program is referred to as RxSentry.
3 Accessing RxSentry

Establish Access to RxSentry

The AR PMP grants system access accounts to practitioners and pharmacists so that they may access controlled substance dispensing information on their specific patients by logging in with their user name and password.

Practitioners and pharmacists licensed in Arkansas may request a user account to access information in the system. Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other healthcare facility.

**Note:** The steps included in this section are performed only once—the first time you log in to RxSentry. Thereafter, follow the steps provided in the Log In to RxSentry topic.

Perform the following steps to request an account:

1. Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.

2. Click the Practitioner/Pharmacist link located on the left menu.

   A window similar to the following is displayed:

   ![Practitioner/Pharmacist Menu]

3. Click Practitioner/Pharmacist Registration.

   A login window is displayed.

4. Type newacct in the User Name field.

5. Type welcome in the Password field.

6. Click OK.
The Practitioner/Pharmacist Account Registration Form is displayed:

7 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).

8 Click Accept & Submit.

If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your account registration form can be submitted.

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form. Print the form if desired.

Your information will be compared and validated against the information the AR PMP program staff has on file for you. If your information is validated, your account will be automatically approved.

Once you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required
to change the temporary password immediately when you first attempt to access the system.

If your information cannot be validated, you will be denied access to the system. If you are denied access to the system, you may be contacted by the AR PMP staff if additional information is required.

Log In to RxSentry

Perform the following steps to log in to RxSentry:

1. Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.

2. Click the Practitioner/Pharmacist link located on the left menu. A window similar to the following is displayed:

3. Click Practitioner/Pharmacist Site Access. A window similar to the following is displayed:

4. Click Access System.
A window similar to the following is displayed:

5 Click **Login**.

A login window is displayed.

6 Type your user name in the **User Name** field.

   **Note:** If you have forgotten your user name, see the **Retrieve User Name** topic.

7 Type your password in the **Password** field.

   **Note:** If you have forgotten your password, see the **Retrieve Password** topic.

8 Click **OK**.

The RxSentry home page is displayed:

The main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screen shot above, the user clicked **Query** from the main menu, and the **Query** sub-menu was displayed on the left.
Retrieve User Name

If you have forgotten your RxSentry user name, perform the following steps to retrieve it:

1. Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.
2. Click the Practitioner/Pharmacist link located on the left menu.
   A window similar to the following is displayed:

3. Click Practitioner / Pharmacist Site Access.
   A window similar to the following is displayed:

4. Click Access System.
A window similar to the following is displayed:

5 Click **Retrieve User Name**.

A window similar to the following is displayed:

6 Type the e-mail address associated with your account in the **Enter Email Address for Account** field.

7 Type your date of birth in the **Enter Date of Birth for Account** field.

8 Click **Submit**.

A message providing your user name is displayed.

**Retrieve Password**

If you have forgotten your RxSentry password, perform the following steps to retrieve it:

1 Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.

2 Click the **Practitioner/Pharmacist** link located on the left menu.
A window similar to the following is displayed:

![Practitioner / Pharmacist Site Access](image)

3 Click **Practitioner / Pharmacist Site Access**.

A window similar to the following is displayed:

![Arkansas Prescription Monitoring Program](image)

4 Click **Access System**.

A window similar to the following is displayed:

![Practitioner Access](image)

5 Click **Retrieve Password**.
6 Type your user name in the **Enter User Name for Account** field.

7 Type your date of birth in the **Enter Date of Birth for Account** field.

8 Click **Submit**.

A window similar to the following is displayed, prompting you to answer the security question you established when you registered for an account:

9 Provide the answer to your security question in the **Answer** field, and then click **Submit**.

**Note:** If you cannot remember the answer to your security question, please call the HID Help Desk.

A message displays indicating that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

You will receive an e-mail from **AR-PDMP Info** containing your temporary password.

**Note:** You will be required to change your temporary password immediately after you log in.
10 Once you have received your temporary password, and you know your user name, click **Login**, and enter your user name and temporary password. The RxSentry home page is displayed.

11 Click **Log Out**. A window similar to the following is displayed:

```
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
```

12 Type your temporary password in the **Current Password** field.

13 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

14 Type your new password again in the **Confirm New Password** field.

15 Click **Submit**. A message displays indicating that your password was accepted and that you are required to log in using your new password.

16 Click **Log Out**, and then perform the steps in the Log In to RxSentry topic to log in using your new password.
Password Expirations

RxSentry passwords expire every ninety (90) days. When the expiration date is reached, a message will display indicating that you must change your password. Once you click OK on this message window, the following window is displayed:

Perform the following steps to change your password:

1. Type your current password in the Current Password field.
2. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.
3. Type your new password again in the Confirm New Password field.
4. Click Submit.

Log Out of RxSentry

To ensure your login credentials (user name and password) are not used by an unauthorized individual to access RxSentry, it is important that you log out of the system when you have completed your session. To do so, click Log Out from the RxSentry menu, and then close all open Internet browsers.

Note: Clicking Log Out closes your session and allows you to re-enter the system by simply supplying your password. If you do not plan to use the system for a period of time, click Log Out, and then close ALL open Internet browser windows to prevent another user from inadvertently attempting to access your session.
Session Timeouts

Session timeouts occur following fifteen (15) minutes of inactivity in the system, and the following message is displayed:

```
Session Timeout

Your session has expired due to inactivity.
Please enter your password to reactivate your session.
User Password: ____________________
Submit
```

Perform one of the following actions:

If you wish to log in with the same user name, type your password in the **User Password** field, and then click **Submit**.

**OR**

If you wish to log in with a different user name, *close ALL open Internet browser windows*, and then log in again. You will be prompted to enter both your user name and password.
4 Using RxSentry

Query

This section explains how to create queries that can be used to report information about recipient usage of controlled substances, and how to create queries to report information about your prescribing history.

Recipient Query

This function is used by practitioners and pharmacists to create queries that can be used to report information about recipient usage of controlled substances.

Perform the following steps to create a recipient query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click Recipient Query.

   ![Recipient Query Window](image-url)
A window similar to the following is displayed:

![Recipient Query Window]

You may query any recipient who is a current or prospective patient, but before you can view the results of the query, you must authenticate the query by indicating that the query is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

**Note:** Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Recipient Query screen.

3 Select the check box indicating that you accept the terms and conditions.

A window similar to the following is displayed:
4 Complete the information on the Recipient Query window, using the field descriptions in the following table as a guideline:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>(Required) Type the recipient’s last name. You may also search for a specific recipient by using partial text, for example, type Smi to display a list of recipients containing “Smi” in the first three letters of their last name.</td>
</tr>
<tr>
<td>First Name</td>
<td>(Required) Type the recipient’s first name. You may also search for a specific recipient by using partial text, for example, type Tho to display a list of recipients containing “Tho” in the first three letters of their first name.</td>
</tr>
<tr>
<td>Search Method</td>
<td>Select one of the following search methods:</td>
</tr>
<tr>
<td></td>
<td>• Fastest: Last Name Equals, First Name Begins – Allows you to search by a recipient’s complete last name and partial first name. The more information you can provide, the more specific your search results will be.</td>
</tr>
<tr>
<td></td>
<td>• Begins With – Allows you to search by the first few letters of the recipient’s last and first names.</td>
</tr>
<tr>
<td></td>
<td>• Sounds Like – Allows you to enter by a name, and the system will search for names that sound similar to the one you entered.</td>
</tr>
<tr>
<td></td>
<td>If you are unsure of the recipient’s first and last name, or are unsure of the spelling, use the Begins With or Sounds Like option.</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>(Required) Type the recipient’s date of birth using the mm/dd/yyyy format, or click the calendar icon to select a date from the calendar.</td>
</tr>
<tr>
<td>Within</td>
<td>Used in conjunction with the Date of Birth field to specify a time range within which to match the date of birth.</td>
</tr>
<tr>
<td>Gender</td>
<td>Click the down arrow and select the gender of the recipients to include in your search.</td>
</tr>
<tr>
<td>County</td>
<td>Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>ZIP Code</td>
<td>Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>Dispensed Start Date</td>
<td>(Required) Use this field to enter a specific start date for the dispensing time frame, for example, 05/01/2013; Or You may click the calendar icon and select a specific start date from the calendar.</td>
</tr>
</tbody>
</table>
### Field Name

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispensed End Date</td>
<td>(Required) Use this field to enter a specific end date for the dispensing time frame, for example, 05/31/2013; Or You may click the calendar icon and select a specific end date from the calendar. <strong>Note</strong>: The Dispensed End Date cannot be greater than 14 days ago.</td>
</tr>
</tbody>
</table>

**Table 1 – Recipient Query Field Descriptions**

5 Once all criteria has been entered or selected, click **Next**.

Your search results are displayed similar to the following:

6 From the **Search Results** section of this window, click the desired recipient’s name. To select multiple recipients from the list:

- Select multiple recipients, listed consecutively, by clicking the first value, holding down the [Shift] key, and then clicking the last value.
- Select multiple recipients, not listed consecutively, by holding down the [Ctrl] key while clicking each value.

7 Select one of the following sort options:

- **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
- **By Date Only**: this option sorts by prescription dispense date (newest to oldest)

8 Click **Submit**.
Your report results are displayed similar to the following:

![Recipient Report]

**Note**: Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the Selected Recipients field to view the patients you chose to include in your report.

9 From this window, you may perform the following functions:

- Click the column headers that are hyperlinks (Date Dispensed/Date Prescribed, Prescriber, and Dispenser) to sort your results.
- Click Generate PDF to generate a PDF version of your report, or click Generate CSV to generate a comma separated values version of your report to display in a spreadsheet.

Your report will begin to process, and a window similar to the following is displayed:

```
Query 276 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.
```

Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

- Click **Map Results** to view a graphical depiction of your results.

A window similar to the following is displayed:

![Map Results]
If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (−) symbols. When the map is expanded, the following icons are visible:

- **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient
- **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
- **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number

**Prescriber History Query**

This function allows you to view an audit trail of all queries performed using your user ID for a specified time frame.

Perform the following steps to view your prescriber history:

1. Log in to RxSentry.
   
   A window similar to the following is displayed:

   ![Prescriber History Query](image)

2. Click **Prescriber History Query**.
A window similar to the following is displayed:

You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

**Note:** Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber History Query screen.

3 Select the check box indicating that you accept the terms and conditions.

A window similar to the following is displayed:

4 The **Audit Time Frame From** and **Audit Time Frame To** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

You may change the **Audit Time Frame From** and **Audit Time Frame To** by typing the desired dates or by clicking the calendar icon and selecting a date from the calendar.

5 Click **Submit**.
Your report results are displayed similar to the following:

![Prescriber History Query](image)

From this window, you may click the **details** link next to a query to view the details of that query.

**Prescriber DEA Query**

This function allows you to query all records for your prescriber DEA number for a specified time frame.

Perform the following steps to query by your prescriber DEA:

1. Log in to RxSentry.

   A window similar to the following is displayed:

   ![Arkansas Prescription Monitoring Program](image)

2. Click **Prescriber DEA Query**.
A window similar to the following is displayed:

You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

**Note:** Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber DEA Query screen.

3 Select the check box indicating that you accept the terms and conditions.

4 The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

You may change the **Dispensed Start Date** and **Dispensed End Date** by typing the desired dates or by clicking the calendar icon and selecting a date from the calendar.

5 Click **Submit**.
A window similar to the following is displayed:

From this window, you may perform the following tasks:

- Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.
- Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet.

Your report will begin to process, and a window similar to the following is displayed:

Query 276 has been created. Go to **Report Queue** in the navigation menu to retrieve report when query finishes running.

Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the **Report Queue** topic in this document for more information.

- Click **Map Results** to view a graphical depiction of your results.

A window similar to the following is displayed:
If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (−) symbols. When the map is expanded, the following elements are visible:

- **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient
- **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
- **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number

### Report Queue

The Report Queue allows you to check the status of a submitted query and view your reports. The **Query Status/Job Status** column on the Report Queue window displays one of the following query statuses:

- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** – the query has been approved and processed, and is available for viewing.

Perform the following steps to view your reports:

1. Log in to RxSentry.
2. **Click Report Queue.**

   A window similar to the following is displayed:

   ![Arkansas Prescription Monitoring Program](image)

3. If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink to the report. If the **Job Sequence ID** for your report is not a hyperlink, simply click the refresh button on your browser to update the **Report Queue**. Click the hyperlink for the desired report.
A window similar to the following is displayed:

![Opening 001557.pdf window](image)

4 Perform one of the following actions:

- Select **Open with** to open the report for viewing.
- Select **Save File** to save the report to a specific location for viewing at a later time.
- Click **Cancel** to return to the previous window.

**Notes:**

- Queries are available for viewing only by the user who submitted the query request.
- Queries are automatically removed from the report queue after 14 days.

If you print the query, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility’s protocols and policies regarding the destruction of confidential records.
User Management

This section explains how to update your PMP user profile and how to change your password.

Update User Profile

This function allows you to update the information the AR PMP has on file for you, as needed.

Perform the following steps to update your PMP profile:

1. Log in to RxSentry.
2. Click User Management.

   A window similar to the following is displayed:

   ![Update User Profile](image)

3. Click Update User Profile.

   A window similar to the following is displayed:

   ![Update User Profile Window](image)

4. Update your information, as necessary, noting that required fields are marked with an asterisk.

5. Click Update.

   A message displays confirming that your record has been updated.
Change Password

This function allows you to change your RxSentry password, as needed.

Perform the following steps to change your password:

1. Log in to RxSentry.

2. Click **User Management**. A window similar to the following is displayed:

   ![User Management Window]

3. Click **Change Password**. A window similar to the following is displayed:

   ![Change Password Window]

4. Type your current password in the **Current Password** field.

5. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

6. Type your new password again in the **Confirm New Password** field.

7. Click **Submit**. A message displays that your password was accepted and that you are required to log in using your new password.

8. Click **Log Out**, and then perform the steps in the **Log In to RxSentry** topic to log in using your new password.
5 Assistance and Support

Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact HID by e-mail at armp-info@hidinc.com

OR

Call the HID Help Desk at 1-855-729-8917.

Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. Central Standard Time.

Administrative Assistance

If you have any non-technical questions regarding the AR PMP, please contact:

Denise Robertson, P.D.
PMP Administrator
Arkansas Department of Health
4815 West Markham, Slot 25
Little Rock, AR 72205
Phone: (501) 683-3960
Fax: (501) 661-2769
E-mail: denise.robertson@arkansas.gov
6 Document Information

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Auburn, AL 36832

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Disclaimer

HID has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

Formatting Conventions

The following formatting conventions are used throughout this document.

<table>
<thead>
<tr>
<th>Format</th>
<th>Used to Designate…</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>References to execution buttons, windows, file names, menus, icons, or options</td>
</tr>
<tr>
<td><em>Arial Italic</em></td>
<td>Text you must type in a field or window, for example, \server_name\printer_name for a network printer</td>
</tr>
<tr>
<td><em>Blue underlined text</em></td>
<td>Hyperlinks to other sections of this document or external websites</td>
</tr>
</tbody>
</table>

Table 2 – Text Formats
Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

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<th>Publication Date</th>
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<th>Comments</th>
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<td>1.0</td>
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</tr>
<tr>
<td>04/18/2013</td>
<td>1.1</td>
<td>Updated publication</td>
</tr>
<tr>
<td>05/10/2013</td>
<td>1.2</td>
<td>Updated publication</td>
</tr>
</tbody>
</table>

Table 3 – Document Version History

Change Log

The Change Log records the changes and enhancements included in each version.

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Chapter/Section</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1.1</td>
<td>Chapter 3/Retrieve Password</td>
<td>Updated the procedure to reflect that the user will be required to answer a security question in order to retrieve their password</td>
</tr>
<tr>
<td>1.2</td>
<td>Global</td>
<td>Updated screen shots</td>
</tr>
</tbody>
</table>

Table 4 – Document Change Log