FREQUENTLY ASKED QUESTIONS

General Information

The new site URL's (AWARxE and Clearinghouse)

AWARxE: https://hawaii.pmpaware.net. This new site allows licensed professionals (and their delegates) to request data from the Hawaii Prescription Drug Monitoring Program

Clearinghouse: https://pmpclearinghouse.net . This site allows licensed professionals and pharmacies to submit data (controlled substances that have been dispensed) to the Hawaii Prescription Drug Monitoring Program

The URL to the NED website

The Narcotics Enforcement Division website provides registrants with information regarding the Hawaii Prescription Drug Monitoring Program. You will also find quick links to our new support guides on this site. The URL is http://dps.hawaii.gov/about/divisions/law-enforcement-division/ned/ .

Technical Support

Appriss Phone Support: 1-844-544-4767

Appriss Email Support

PMP AWARxE: https://apprisspmp.zendesk.com/hc/en-us/requests/new

PMP Clearinghouse: https://apprisspmpclearinghouse.zendesk.com/hc/en-us/requests/new

1. Who is required to register with the Hawaii Prescription Drug Monitoring Program?

Any registrant of the Narcotics Enforcement Division (NED) who dispenses controlled substances in Hawaii is required by law to register with the Prescription Drug Monitoring Program to submit data on what has been dispensed. The registrant will need to register with Clearinghouse as a data submitter.

A registrant of NED that does not dispense but would like to request data from the Prescription Drug Monitoring Program can register as a data requestor through the AWARxE website.

2. Who can access the information in the system?

Patient information as well as registrant information in the system can only be accessed by registrants of the Prescription Drug Monitoring Program. We strongly discourage sharing your login information with others. The information contained within the program is for providing medical and pharmaceutical care and inappropriate access or disclosure of patient information is a violation of state law and may result in disciplinary action.

Query Users/Data Requestors

What is my new username and password?

If you had an account on RxSentry and you were not sharing an email address with another user, your account was transferred to PMP AWARxE. This means you will not need to re-register for access. You should have received an email on 12/15/16 with instructions for accessing AWARxE. Your new username will be the email address you had in RxSentry. You will use the "Reset Password" link on the PMP AWARxE site to create a new password.

If you did not receive an email and you think you should have, please contact the NED office at (808) 837-8470. We can confirm if your account was transferred or if you will need to register with AWARxE for access.

I received an email confirming that my account has been successfully transferred, but I cannot log into the new system. What should I do?

Please use the "Reset Password" link on the PMP AWARxE site to create a new password. A reset password token will be emailed to you so you will simply follow the instructions in the email.

If you do not receive the password reset email, please check your spam/junk folders. If the email is not there, you may need to add the following email address as a safe sender (no-reply-pmpaware@globalnotifications.com) and then click on the "Reset Password" link again.

If you are still unable to reset your password, please contact the NED office at (808) 837-8470.

How do I reset my password?

As a data requestor, you may reset your password on the AWARxE login screen. Please be sure to enter the email address you initially used to register and follow the prompts after you click on the "reset password" link.

I requested a password reset, but I have not received an email with the link to reset my account. What should I do?

If you do not receive the password reset email, please check your spam/junk folders. If the email is not there, you may need to add the following email address as a safe sender (no-reply-pmpaware@globalnotifications.com) and then click on the "Reset Password" link again.

If you are still unable to reset your password, please contact the NED office at (808) 837-8470.

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I am trying to login with my old password, but it is not working. What should I do?

Passwords on accounts from RxSentry were not transferred to PMP AWARxE.
If you are trying to login with a password that is not working, please click on the link to "reset password" on the PMP AWARxE login screen and follow the prompts.

What do I do if I did not get an email with my username and password?

Contact the NED office at (808) 837-8470. We can confirm whether or not your account was transferred to PMP AWARxE.

During registration, I am getting an error message stating that my email is invalid. What do I do?

Generally, an invalid email address means that the email address is in use by another user. In PMP AWARxE, *an email address can only be registered to one user account*. Since many accounts from RxSentry were migrated over to PMP AWARxE, if you receive this error message during registration it is likely that your account already exists in PMP AWARxE.

Please exit out of the registration screen, go back to the main page, and click on the 'Reset Password' link. An email will be sent to you with instructions for resetting your password.

Please refer to the other FAQ's regarding passwords. If you are still unable to get logged into PMP AWARxE, please contact NED at 808-837-8476 and ask for help to verify your email address on file.

How do I register?

Please register with AWARxE for a username and password. The URL for AWARxE is https://hawaii.pmpaware.net. Information regarding registration can also be found on the website as well as in the user support guide. The user support guide is available on the NED website, http://dps.hawaii.gov/about/divisions/law-enforcement-division/ned/.

Can I complete part of my registration and finish it later?

It is recommended that once you start the registration process you complete it. There are three separate sections that must be completed before the user can successfully submit their registration for approval from the PMP Administrator. If you do not complete all sections, you will need to start the process over.

What are the registration requirements for the Hawaii Prescription Drug Monitoring Program?

Registrants applying for a PDMP account must have a valid and current Professional Vocational License (PVL) with the State of Hawaii and whose status is reported to be in "good standing". Registrant Physicians must have a current/active NED State Controlled Substance license and current/active DEA Federal Controlled Substance license in the State of Hawaii.

Note: The State of Hawaii law does not currently allow other States access to the PDMP.

How long does it take to get approval to access the Program?

Access to the Hawaii Prescription Drug Monitoring Program takes approximately 7 business days.

Data Uploaders/Data Submitters

How do I register?

Please register with PMP Clearinghouse, https://pmpclearinghouse.net. Information regarding account registration as well as data submission requirements can be found in the dispensation guide. The dispensation guide is available on the NED website, http://dps.hawaii.gov/about/divisions/law-enforcement-division/ned/

How long does it take to get approval to submit prescription data to the Program?

Access to the Hawaii Prescription Drug Monitoring Program takes approximately 7 business days.