



RxGov Investigative Role User Guide

Release Date: February 24, 2025

Disclaimer

The content represented within this document is current upon the date of publication. Some material may or may not apply to the user's individual circumstances due to differences in user role options enabled, and the user's specific client setup. Refer to the latest release notes for additional updates.

All data in this guide is pre-populated, test data (patient name, DEA number, user name, phone numbers, etc.).

Contents

About RxGov	3
RxGov Version	3
How Does RxGov Work?	4
Investigative User Dashboard	5
Getting Started	5
Creating an Account	5
Log in to RxGov	9
Performing Queries	10
Investigative Tickets	11
Ticket Status	12
The Investigative Approver Dashboard	14
Getting Started	14
Creating an Account	14
Log in to RxGov	17
Managing Investigative Queries	18
Reviewing and Resolving Investigative Tickets	19
Resolving Investigative Tickets after Legal Review	21
Tickets	23
Legal Reviewer Dashboard	24
Creating an Account	24
Legal Review	27
Tickets	30
Account Assistance	32
Update User Profile Details	32
Updating Your Password	33
Forgot Password	34
Account Lockout	36
System Notifications	36
View System Notifications	36

About RxGov

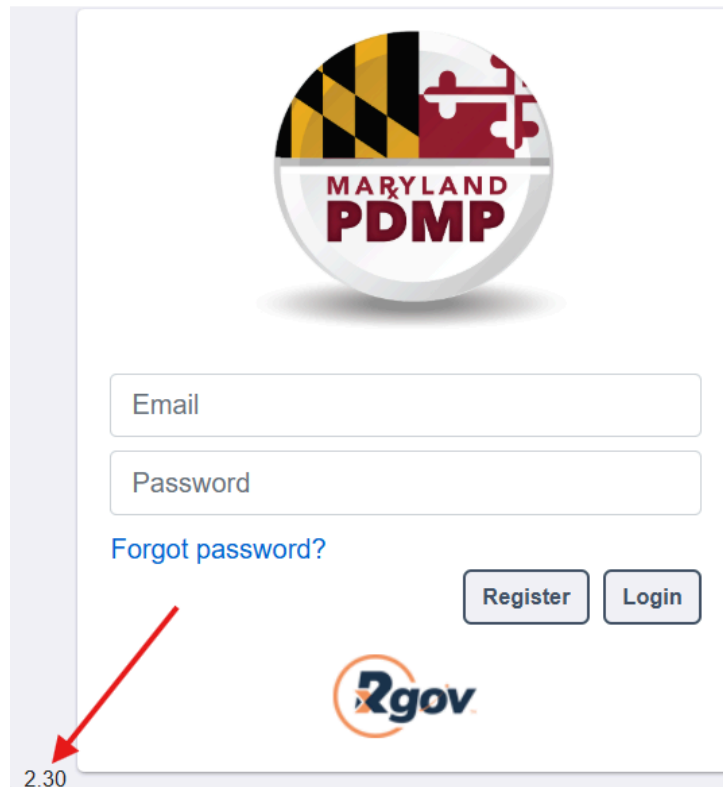
RxGov is a comprehensive Prescription Drug Monitoring Program (PDMP) technology that provides data transparency along with a unique patient matching algorithm as part of a suite of tools designed to assist healthcare providers, pharmacists, governments, and law enforcement in monitoring prescription drug and controlled dangerous substance (CDS) usage.

Misuse or abuse of CDS presents a hazard to the public. Most states have PDMPs that seek to reduce the misuse or abuse of CDS. PDMP users can use RxGov to monitor the prescribing and dispensing of CDS in their state.

RxGov is a complete system. It facilitates communication between multiple user groups to ensure patient confidentiality, data security, and the presentation of accurate information. RxGov operates entirely in an online environment that does not require any special hardware or software, allowing a user to access their account anywhere the internet is available.

RxGov Version

At the bottom left of the screen, the current version of RxGov is displayed.



How Does RxGov Work?

RxGov records and monitors dispensed prescription drugs and is a central access point for all stages of the dispensing process.

When a patient visits a health care provider who considers prescribing a CDS for a patient, the provider must first review the Prescription Drug Monitoring Program (PDMP) to manage the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

By submitting data for a dispenser or group of dispensers, a Data Submitter keeps the RxGov database current and ensures that the data reviewed by health care providers and dispensers is accurate.

Investigative User Dashboard

RxGov is utilized by Investigative Users to request relevant patient, prescriber, and dispenser records, and their associated dispenses. Since Protected Health Information (PHI) is confidential, a subpoena or State-approved documentation must be attached to all investigative requests for access to PHI. After submission, the Prescription Drug Monitoring Program (PDMP) staff reviews the request. If the request is approved, the Investigative User can then use RxGov to view patient Controlled Dangerous Substances (CDS) dispensing records.

Getting Started

The purpose of this document is to provide an overview of the system for users of RxGov with the Investigative role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Investigative Users.

Creating an Account

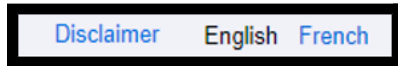
Complete the following steps to create an Investigative User account in the RxGov system:

1. Log in to the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Click **Register**.

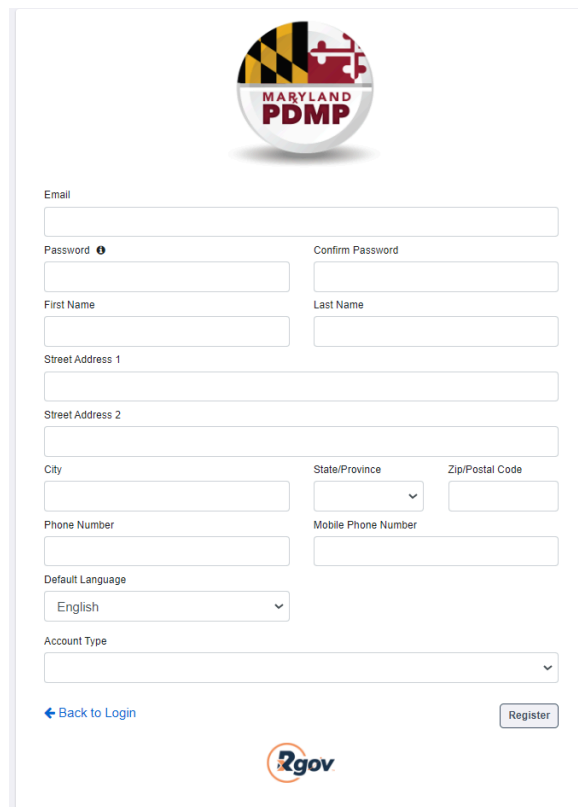


***Note:** If configured, the user can select a default language and display a legal disclaimer by clicking links available in the lower right corner of the screen. Select the language with an active hyperlink (blue color) to change the default language throughout the application. Once a link is selected, RxGov is displayed in the selected language until the user changes the

setting. If a user selects the **Legal Disclaimer** link, the disclaimer is displayed until the user closes it.



3. Enter the following required personal details on the displayed RxGov registration form:
- **Email** (The email created here becomes your username.)
 - **Password** (Passwords must be at least 8 characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.)
 - **Confirm Password**
 - **First Name**
 - **Last Name**
 - **Address**
 - **Mobile Phone Number**
 - **Account Type**



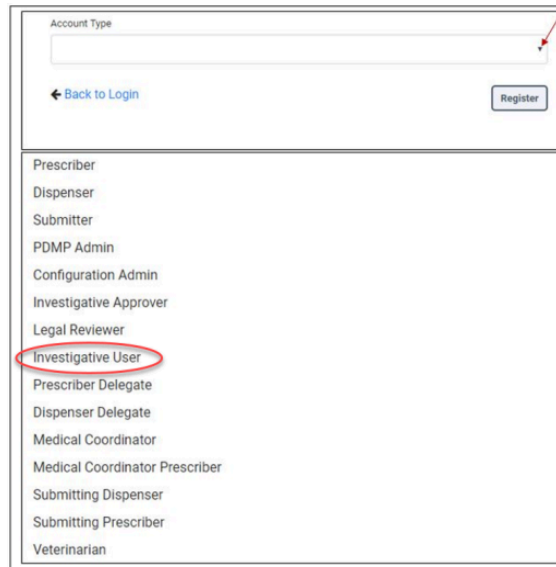
The screenshot shows the registration form for the Maryland Prescription Drug Monitoring Program (PDMP). At the top is the Maryland PDMP logo. The form contains the following fields and controls:

- Email: A single text input field.
- Password: A text input field with a visibility toggle icon.
- Confirm Password: A text input field.
- First Name: A text input field.
- Last Name: A text input field.
- Street Address 1: A text input field.
- Street Address 2: A text input field.
- City: A text input field.
- State/Province: A dropdown menu.
- Zip/Postal Code: A text input field.
- Phone Number: A text input field.
- Mobile Phone Number: A text input field.
- Default Language: A dropdown menu currently set to 'English'.
- Account Type: A dropdown menu.

At the bottom left is a link for 'Back to Login' and at the bottom right is a 'Register' button. The RxGov logo is centered at the bottom of the page.

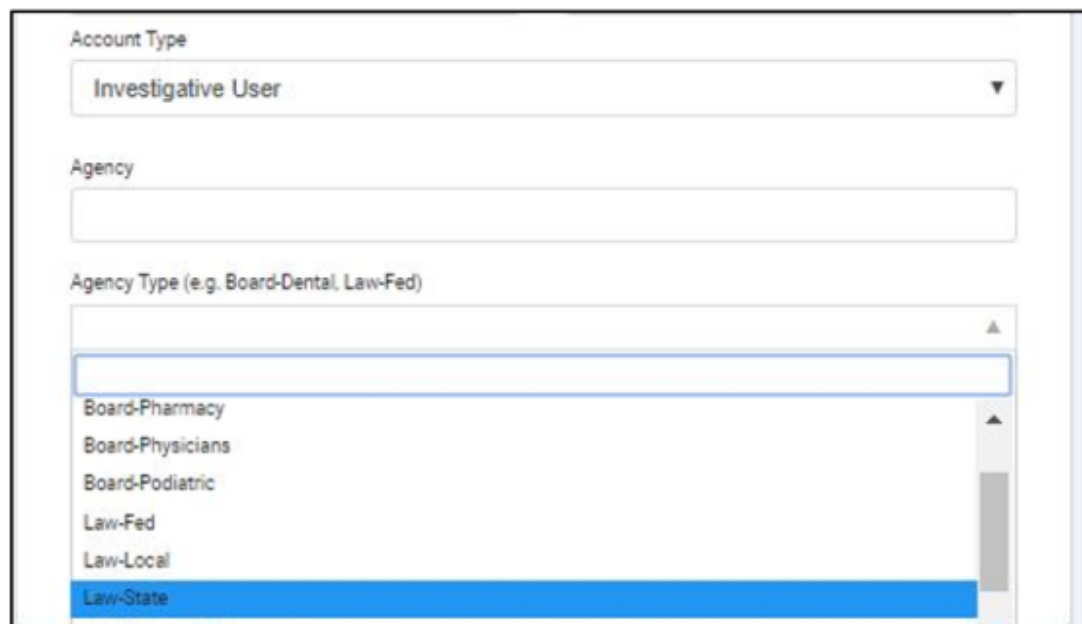
***Note:** Your state's Admin may have enabled a custom privacy statement to display at the top of the registration form upon initial registration. If this privacy statement is displayed, please review it to better understand the site's data collection, use, and categories of information collected.

4. Select **Investigative User** from the **Account Type** drop-down menu.



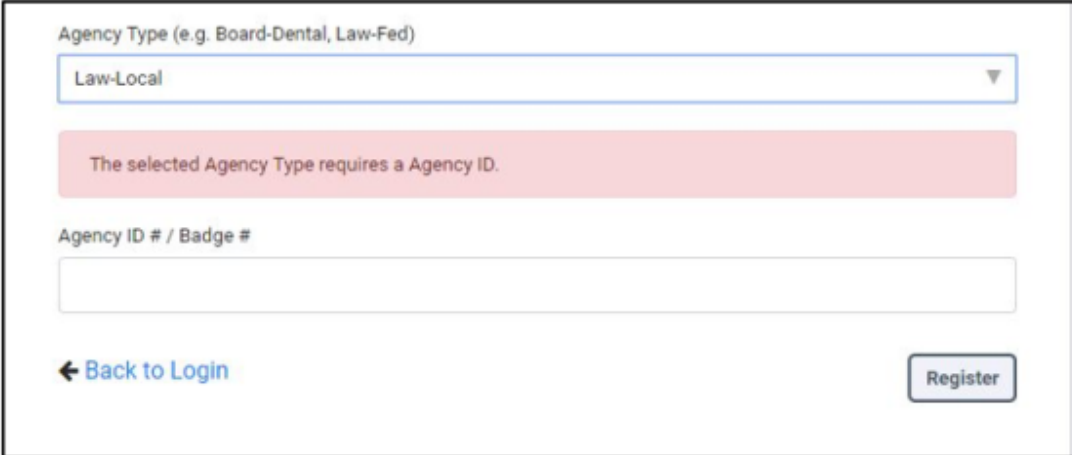
The screenshot shows a registration form with a dropdown menu for 'Account Type'. The dropdown is open, displaying a list of roles. The role 'Investigative User' is highlighted with a red oval. Other roles in the list include Prescriber, Dispenser, Submitter, PDMP Admin, Configuration Admin, Investigative Approver, Legal Reviewer, Prescriber Delegate, Dispenser Delegate, Medical Coordinator, Medical Coordinator Prescriber, Submitting Dispenser, Submitting Prescriber, and Veterinarian. A 'Back to Login' link and a 'Register' button are also visible.

5. Enter the Agency Name in the **Agency** field.
6. Select an Agency Type from the **Agency Type** drop-down list.
***Note:** Agency types for your state may vary according to the configuration of your state's Prescription Drug Monitoring Program (PDMP).



The screenshot shows the registration form with the 'Account Type' dropdown set to 'Investigative User'. Below it is an empty 'Agency' text field. Underneath is another dropdown menu for 'Agency Type (e.g. Board-Dental, Law-Fed)'. This dropdown is open, showing a list of agency types: Board-Pharmacy, Board-Physicians, Board-Podiatric, Law-Fed, Law-Local, and Law-State. The 'Law-State' option is highlighted in blue.

7. If the Agency Type is **Law-Fed**, **Law-Local**, or **Law-State**, enter the required **Agency ID #**.



The screenshot shows a registration form with the following elements:

- A dropdown menu labeled "Agency Type (e.g. Board-Dental, Law-Fed)" with "Law-Local" selected.
- A red error message box stating "The selected Agency Type requires a Agency ID."
- An input field labeled "Agency ID # / Badge #".
- A blue link "← Back to Login" on the bottom left.
- A "Register" button on the bottom right.

8. Click **Register** to complete the account creation.
9. View the displayed **Registration Complete** message and verify that a message was sent to the email address associated with the account.
10. Click the link provided in the confirmation email to confirm the email address.

***Note:** For firewall reasons, some users may be unable to receive the **DoNotReply@rxgov.com** email containing the hyperlink to confirm their email account. In those cases, the user may need to whitelist IP address **149.72.202.144** to receive emails from **DoNotReply@rxgov.com**.
11. Wait for an RxGov Administrator to activate the account. Newly-created accounts must be activated by an RxGov Administrator before the user can proceed to log in.
12. After the RxGov Administrator activates the new account, a **State PDMP RxGov Account Status Changed** email is sent to the email address associated with the account.
***Note:** If a confirmation message is not received, check the Spam folder in the email application. If the message is not found, contact your Admin to have the confirmation resent.
13. Once an Administrator has approved the account, open the RxGov URL and use the email address (username) and previously-created password to log into RxGov.

***Note:** Some specific user roles may be restricted from gaining access to the RxGov portal. In such instances, those user role types are not available as an option during the account registration process and a message is displayed on the login screen with a URL link. Restricted users can click the link to be redirected to alternative login methods.

Log in to RxGov

1. Open the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Enter the **Email** address and **Password** previously created for the account.



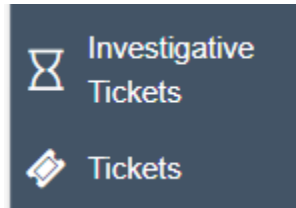
3. Click **Login**.

***Note:** Upon initial login after a new account has been activated, an attestation window may be displayed. If such an attestation is displayed, click the blue link in the text to read the referenced document, or to reach the website which outlines the restrictions and conditions for access to and use of Prescription Drug Monitoring Program (PDMP) data.



- (Optional) If an attestation window is displayed, click either **Reject** or **Accept**.
**Note: To perform queries, the attestation message must be accepted.*

Performing Queries



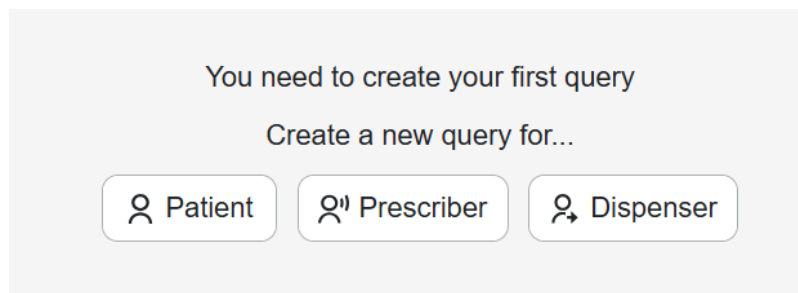
Depending on the requirements of your state Prescription Drug Monitoring Program (PDMP), submitting a query request may require the following fields:

- **First Name**
- **Last Name**
- **DOB**
- **Case Number**
- **Start Date/End Date**
- **DEA Number**

Complete the following steps to perform a query:

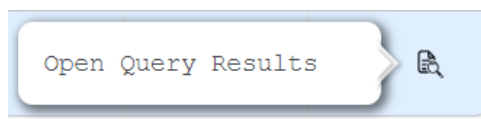
**Note: Required fields are marked with a red asterisk.*

1. Upon logging into RxGov as an investigative user, select the desired tab for the query (**Patient**, **Prescriber**, **Dispenser**).

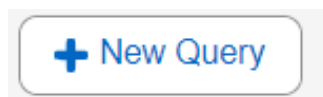


2. Enter the required fields, marked with a red asterisk, and any optional fields as necessary. To add multiple patients, use the 'Add New Patient' button in the top right corner and a new set of patient fields will populate.

3. (Required) Select **Add Attachments** to attach any relevant image files of documentation such as subpoenas, etc.
**Note: Acceptable file formats types are listed in the file upload box.*
4. Click **Submit**.
Note: Upon a successful submission, a Ticket Created message is displayed indicating an email will be sent once the ticket status has been updated. Ticket status may also be viewed in the **Investigative Tickets.*
5. Once approved, query results may be viewed in the **Investigative Tickets** screen, by clicking on 'Open Query Results' at the end of the row for that query.



6. After the initial query, future queries will be submitted by using the 'New Query' button found on the top right corner of the All Submitted Queries page under the Investigative Tickets menu.

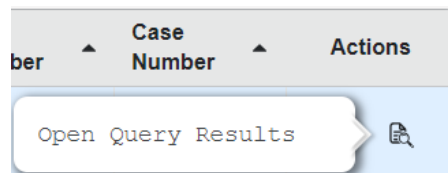


Investigative Tickets

Investigative Users may view a history of their submissions to determine such details as status of the submission, query type, date submitted, case number, patient name, etc. To view a submission, select the **Investigative Tickets** menu and review the results displayed. Under the Actions column, click the **Open Ticket Details** to view more details about the submitted query.

Open Ticket Details

Use the **Query Type** drop-down menu to further customize the results to display, either Patient, Prescriber, Dispenser, or All query types submitted. The default Query Type is **All**. Investigative Users cannot edit a submission in the **Investigative Tickets** menu. Once an Investigative User submits a ticket, the Investigative Approver or Legal Reviewer makes a determination, adds comments, and either approves or rejects the submission. Once the query has been approved, query results may be viewed by clicking the results icon in the Actions column.



Ticket Status

Investigative Users may view the status of submitted tickets to determine such details as type, dates, and resolution details or comments, query type, date submitted, case number, patient name, etc. To view details of a ticket as an Investigative User, select the **Tickets** menu and review the results displayed in the **Tickets** section. Use the **Ticket Status** drop-down menu to further customize the results to display either All Statuses, Open, Closed, or Rescinded. The default Ticket Status is **All Statuses**.

Investigative Users may rescind a submitted ticket if necessary. To rescind a ticket, complete the following steps:

1. On the **Tickets** menu, under the **Tickets** section, locate the displayed row of the ticket to be rescinded.
2. Select the **Rescind** checkbox in the row of the ticket to be rescinded.

A screenshot of a web application interface showing a table of tickets. The table has columns: Rescind, Ticket ID, Type, Status, Date Requested, Start Date, End Date, Resolution, Resolution Date, and Resolution Comment. The 'Rescind' column contains checkboxes for each row. The first two rows (Ticket IDs 361 and 360) have their checkboxes circled in red. A 'Rescind' button is located at the bottom right of the table.

Rescind	Ticket ID	Type	Status	Date Requested	Start Date	End Date	Resolution	Resolution Date	Resolution Comment
<input type="checkbox"/>	361	Investigative Query	Open	12/05/2024 10:42 AM (EST)	12/01/2024	12/03/2024			
<input type="checkbox"/>	360	Investigative Query	Open	12/05/2024 10:41 AM (EST)	01/01/2024	12/02/2024			
	359	Investigative	Open	12/05/2024	01/01/2024	12/02/2024			

3. Click **Rescind**.

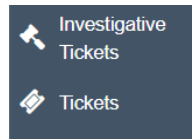
Tickets C

Ticket Status: Open ▾

Rescind	Ticket ID	Type	Status	Date Requested	Start Date	End Date	Resolution	Resolution Date	Resolution Comment
<input type="checkbox"/>	361	Investigative Query	Open	12/05/2024 10:42 AM (EST)	12/01/2024	12/03/2024			
<input type="checkbox"/>	360	Investigative Query	Open	12/05/2024 10:41 AM (EST)	01/01/2024	12/02/2024			
	359	Investigative	Open	12/05/2024	01/01/2024	12/02/2024			

Rescind

The Investigative Approver Dashboard



The Investigative Approver manages the Investigative Query request submissions in RxGov. The Investigative Approver Dashboard provides users with Investigative Approver account permissions enabled access to Investigative Ticket Management features. When opened, the dashboard defaults to the Investigative Tickets page. All menu options are located on the left-hand side of the window.

***Note:** For optimal results, RxGov should be run on a PC with the window maximized to full screen.

Getting Started

The purpose of this document is to provide an overview of the system for users of RxGov with the Investigative role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Investigative Approvers.

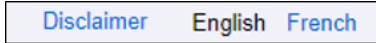
Creating an Account

Complete the following steps to create an Investigative Approver account in the RxGov system:

1. Log in to the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Click **Register**.



***Note:** If configured, the user can select a default language and display a legal disclaimer by clicking links available in the lower right corner of the screen. Select the language with an active hyperlink (blue color) to change the default language throughout the application. Once a link is selected, RxGov is displayed in the selected language until the user changes the setting. If a user selects the **Legal Disclaimer** link, the disclaimer is displayed until the user closes it.



3. Enter the following required personal details on the displayed RxGov registration form:

The screenshot shows a registration form for the Maryland Prescription Drug Monitoring Program (PDMP). At the top center is the Maryland PDMP logo, which features the state flag and a mortar and pestle. Below the logo are several input fields: Email, Password (with a strength indicator), Confirm Password, First Name, Last Name, Street Address 1, Street Address 2, City, State/Province (a dropdown menu), Zip/Postal Code, Phone Number, and Mobile Phone Number. There is also a Default Language dropdown menu currently set to 'English' and an Account Type dropdown menu. At the bottom left is a blue link for 'Back to Login' and at the bottom right is a 'Register' button. The RxGov logo is centered at the very bottom of the form area.

***Note:** Your state's Admin may have enabled a custom privacy statement to display at the top of the registration form upon initial registration. If this privacy statement is displayed, please review it to better understand the site's data collection, use, and categories of information collected.

- **Email** (The email created here becomes your username)
- **Password** (Passwords must be at least 8 characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.)
- **Confirm Password**


- **First Name**
- **Last Name**
- **Address**
- **Mobile Phone Number**
- **Account Type**

4. Select **Investigative Approver** from the **Account Type** drop-down menu.

Account Type

Configuration Admin
Dispenser
Dispenser Delegate
Investigative Approver
Investigative User
Legal Reviewer
Medical Coordinator
Medical Coordinator Prescriber

[← Back to Login](#)

Password  Confirm Password

Configuration Admin
Dispenser
Dispenser Delegate
Investigative Approver
Investigative User
Legal Reviewer
Medical Coordinator
Medical Coordinator Prescriber

5. (Optional) Enter an Admin Identifier in the **Admin Identifier** field.
6. Click **Register** to complete the account creation.
7. View the displayed **Registration Complete** message and verify that a message was sent to the email address associated with the account.
8. Click the link provided in the confirmation email to confirm the email address.

***Note:** For firewall reasons, some users may be unable to receive the **DoNotReply@rxgov.com** email containing the hyperlink to confirm their email account. In those cases, the user may need to whitelist IP address **149.72.202.144** to receive emails from **DoNotReply@rxgov.com**.

9. Wait for an RxGov Administrator to activate the account. Newly-created accounts must be activated by an RxGov Administrator before the user can proceed to log in.

10. After the RxGov Administrator activates the new account, a **State PDMP RxGov Account Status Changed** email is sent to the email address associated with the account.
**Note: If a confirmation message is not received, check the Spam folder in the email application. If the message is not found, contact your Admin to have the confirmation resent.*
11. Once an Administrator has approved the account, open the RxGov URL and use the email address (username) and previously-created password to log into RxGov.
**Note: Some specific user roles may be restricted from gaining access to the RxGov portal. In such instances, those user role types are not available as an option during the account registration process and a message is displayed on the login screen with a URL link. Restricted users can click the link to be redirected to alternative login methods.*

Log in to RxGov

1. Open the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Enter the **Email** address and **Password** previously-created for the account.



3. Click **Login**.

**Note: Upon initial login after a new account has been activated, an attestation window may be displayed. If such an attestation is displayed, click the blue link in the text to read the referenced document, or to reach the website which outlines the restrictions and conditions for access to and use of Prescription Drug Monitoring Program (PDMP) data.*



- (Optional) If an attestation window is displayed, click either **Reject** or **Accept**.

**Note: To perform queries, the attestation message must be accepted.*

Managing Investigative Queries

When the Investigative User submits a query request, the query is executed at the time of the request; however, Investigative Queries must be approved by an **Investigative Approver** before the investigator can view the query results. Depending on the configuration for the Investigative workflow, a legal review may also be required (Check with your Prescription Drug Monitoring Program (PDMP) Administrator for more information.).

Investigative Tickets may be filtered by ticket status by selecting from the **Ticket Status** drop-down menu.

Actions	Ticket ID	Status	Query Type	Queried
	381	Open	Patient	joe sm
	380	Closed	Dispenser	BC9999
	379	Closed	Prescriber	BC9999

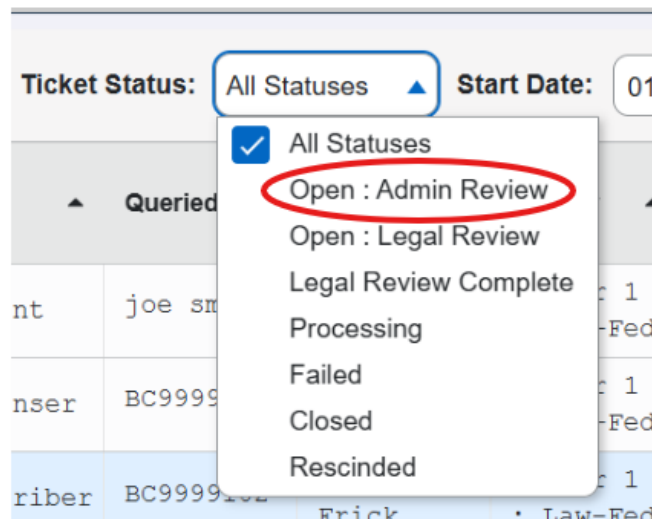
To sort tickets by column header, click the column header of the column to be sorted, then click the arrow.

Status ▲	Query Type ▲	Queried ▲	Requestor Name ▲	Agency ▲	Date Requested ▲
Open	Patient	joe smart	Christie Frick	Tester 1 : Law-Fed	02-05-2025 11:08 AM

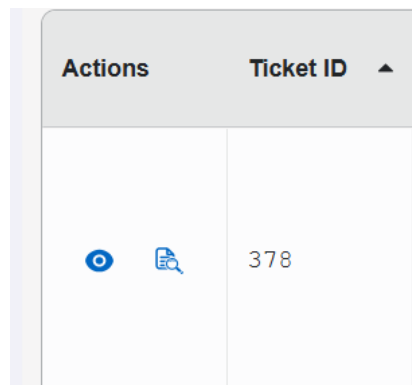
Reviewing and Resolving Investigative Tickets

Complete the following steps to perform a review for an Investigative Query request:

1. On the Investigative Approver Dashboard, in the Investigative menu, under the Investigative Tickets section, select **Open: Admin Review** in the **Ticket Status** drop-down menu.

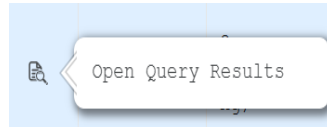


2. Under the Actions column, click on the left icon to display the ticket details or the right icon to display the query results.



3. Select from the following actions to perform:

- a. **Download attachments** (i.e. subpoenas) – Click the blue hyperlink of the attachment under the Original Attachments header.
- b. **Review query details** – Click the **blue icon** in the Actions column.



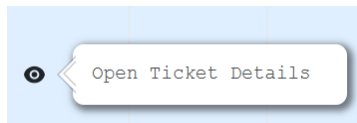
***Note:** Users cannot view queries that are still in Processing status.

- i. Grouped dispenses are displayed with a plus sign (+) and a number in the left-hand column. This indicates a group of dispenses of the same medication, defined as any dispenses where the generic ingredient, strength, and dosage are the same. For example, identical prescriptions and prescriptions with refills. The number indicates how many dispenses are in the group. To expand the group and view the individual dispenses, click the plus (+) sign. Click the minus sign (-) to collapse the group back to one row.

- c. **Download/Print query results** – Click **Download CSV** or **Print** on the right-hand side of the **Dispense Details** window to print the results or download as a CSV file.

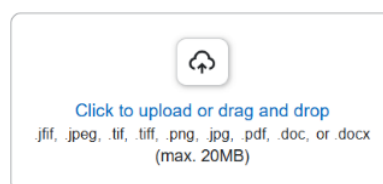
***Note:** If the volume of results returned is unusually large, a message is displayed advising the user that query results must be downloaded to CSV and will not display onscreen.

- d. **View Dispense details** – Click the left icon in the Actions column to display the **Dispense Details** window.



- e. (Optional) Click **+ Add Attachments** to add an attachment to the query information.

Add attachment:



- f. **Send to Legal for Review** – If **Legal Review** is configured as **Legal Review Optional** or **Legal Review Required** click **Send to Legal for Review**.
- g. Click **Yes** on the **Confirm** window to generate a confirmation message that the ticket was successfully sent to **Legal Review**. Click **No** to return to the ticket details window.
- h. If **Legal Review** is not required (contact your Prescription Drug Monitoring Program (PDMP) Admin with questions) the Investigative Approver can immediately resolve the ticket. Click **Resolve Ticket** to display a text box where a comment can be added to the ticket. Comments are optional for approved tickets and will be visible to the Investigative User who submitted the request.
**Note: Tickets still in Processing status cannot be resolved.*
- i. **Send Email** – Click **Send Email** to access the form to request additional information from the Investigative User or to send other communications using the form pre-populated with email addresses.

The screenshot shows a 'Send Email' form with the following fields:

- To:** frickchristie+MDUATLE@gmail.com
- From:** frickchristie+MDlegal@gmail.com
- Subject:** Update regarding your Maryland PDMP RxGov request - Ticket Number 383
- CC:** separate multiple addresses with semi-colon(,)
- BCC:** separate multiple addresses with semi-colon(,)
- Body:** enter message here..

Buttons: Cancel, Send

Resolving Investigative Tickets after Legal Review

Resolving tickets for Investigative Query requests when a **Legal Review** has been performed requires a final review to be performed by an Investigative Approver.

Investigative Approvers can easily locate Investigative Query requests ready for final review for resolution by filtering by **Ticket Status: Legal Review Complete** in the **Investigative Tickets** screen.

Complete the following steps to resolve a ticket:

1. On the Investigative Approver Dashboard, in the Investigative menu, under the Investigative Tickets section, select **Open: Admin Review** in the **Ticket Status** drop-down menu.

The screenshot shows a 'Ticket Status' dropdown menu. The current selection is 'Open : Admin Review'. The dropdown list includes the following options: 'All Statuses', 'Open : Admin Review' (which is selected with a blue checkmark), 'Open : Legal Review', 'Legal Review Complete', 'Processing', 'Failed', 'Closed', and 'Rescinded'. To the left of the dropdown, there are labels for 'Query Type' and 'Prescriber'.

2. Under the Actions column, click on the left icon to display the ticket details or the right icon to display the query results.
3. In the **Ticket Details** section, click **Resolve Ticket** to resolve the ticket.
4. Enter a comment for the resolved ticket in the **Resolution Comment** text box.

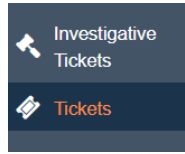
The 'Resolution Comment' form contains the following elements:

- Title: **Resolution Comment**
- Text: Resolution comment will be visible to the originator of the ticket.
- Text input field: **Comments *** with placeholder text 'enter comment here..'.
- Footnote: ** Required only when rejecting a Ticket*
- Buttons: **Cancel**, **Reject Ticket** (red), and **Approve Ticket** (green).

- a. A comment is *optional* for **Approved** Tickets.
 - b. A comment is *required* for **Rejected** Tickets.
 5. (Approve Option) Click **Approve Ticket** to approve a query request.
 6. (Reject Option) Click **Reject Ticket** to reject a query request.
- *Note:** If no comment is entered, the following message is displayed:

This screenshot shows the 'Resolution Comment' form with a validation error. A red border highlights the 'Comments' input field. Below the field, a red message reads '* Required on Required.' The 'Reject Ticket' button is highlighted in red, indicating it is the active option.

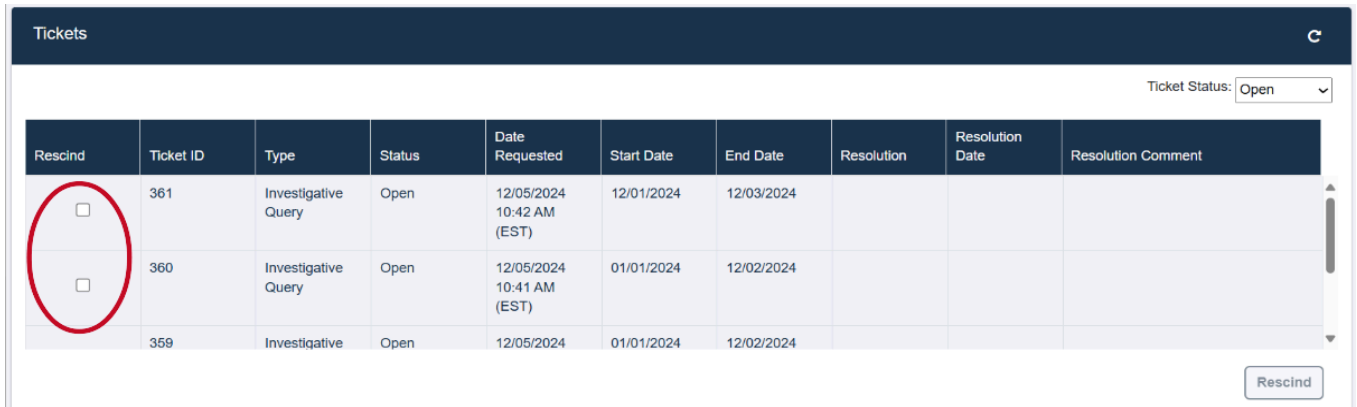
Tickets



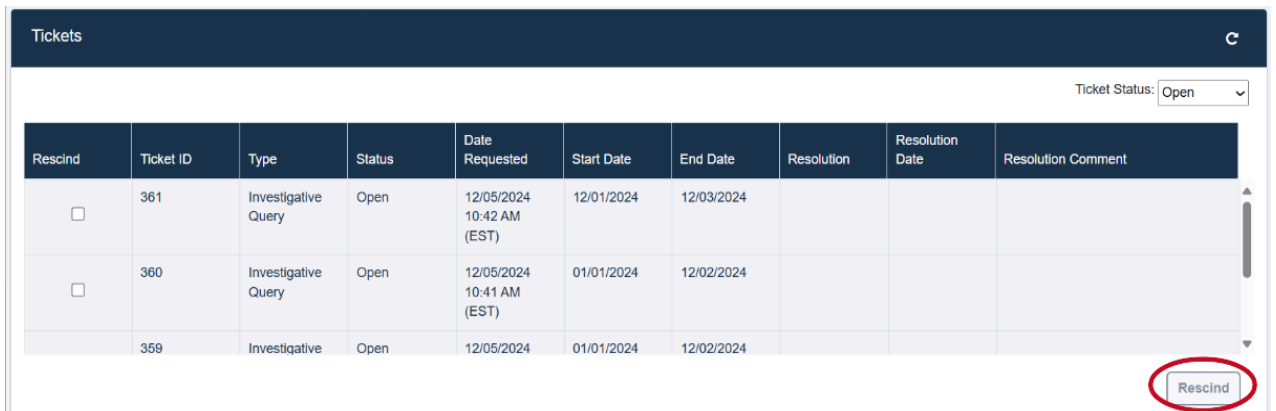
On the Investigative Approver Dashboard, under the Tickets menu, the **Tickets** page displays user profile change requests sent by the Investigative Approver to Prescription Drug Monitoring Program (PDMP) Administration for approval. See *Update User Profile Details* for information on requesting changes to **Identifier Fields** in the **User Profile Details**.

If a change request is submitted incorrectly, it can be rescinded. To rescind a ticket, complete the following steps:

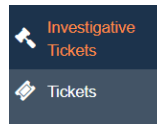
1. On the **Tickets** menu, under the **Tickets** section, locate the displayed row of the ticket to be rescinded.
2. Select the **Rescind** checkbox in the row of the ticket to be rescinded.



3. Click **Rescind**.



Legal Reviewer Dashboard



The purpose of this document is to provide an overview of the system for users of RxGov with the Investigative role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Legal Reviewers.

***Note:** For optimal results, RxGov should be run on a PC with the window maximized to full screen.

Creating an Account

Complete the following steps to create a Legal Reviewer account in the RxGov system:

1. Log in to the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Click **Register**.

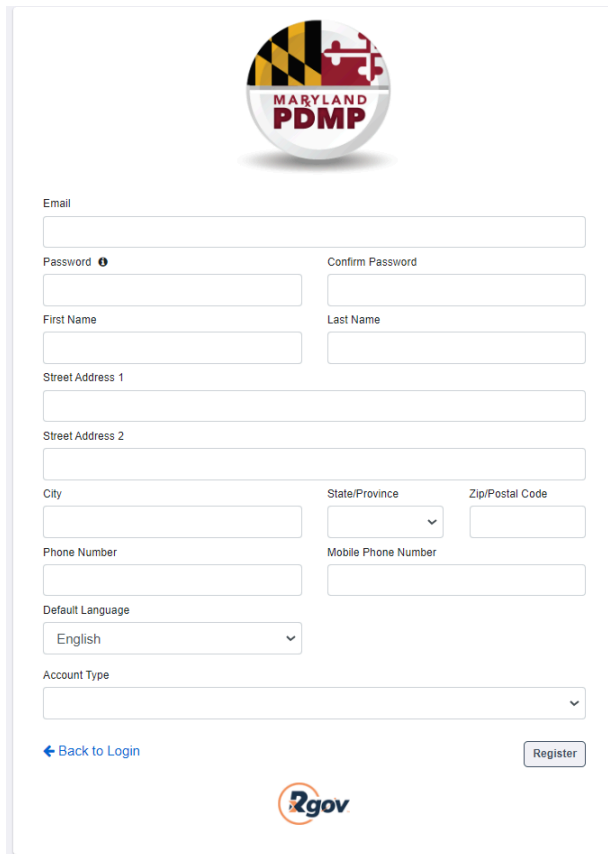
A screenshot of the Maryland PDMP login/register page. At the top is a circular logo with the Maryland state flag and the text 'MARYLAND PDMP'. Below the logo are two input fields: 'Email' and 'Password'. To the left of the 'Register' button is a blue hyperlink 'Forgot password?'. The 'Register' button is circled in red. To the right of the 'Register' button is a 'Login' button. At the bottom is the 'Rxgov' logo.

***Note:** If configured, the user can select a default language and display a legal disclaimer by clicking links available in the lower right corner of the screen. Select the language with an active hyperlink (blue color) to change the default language throughout the application. Once a link is selected, RxGov is displayed

*in the selected language until the user changes the setting. If a user selects the **Legal Disclaimer** link, the disclaimer is displayed until the user closes it.*

[Disclaimer](#) [English](#) [French](#)

3. Enter the following required personal details on the displayed RxGov registration form:



The screenshot shows the registration form for the Maryland PDMP. At the top center is the Maryland PDMP logo, which features the state flag and a mortar and pestle. Below the logo are several input fields: 'Email', 'Password' (with an eye icon), 'Confirm Password', 'First Name', 'Last Name', 'Street Address 1', 'Street Address 2', 'City', 'State/Province' (a dropdown menu), 'Zip/Postal Code', 'Phone Number', 'Mobile Phone Number', 'Default Language' (a dropdown menu currently set to 'English'), and 'Account Type' (a dropdown menu). At the bottom left is a blue link that says 'Back to Login', and at the bottom right is a 'Register' button. The 'Rxgov' logo is centered at the bottom of the form area.

***Note:** *Your state's Admin may have enabled a custom privacy statement to display at the top of the registration form upon initial registration. If this privacy statement is displayed, please review it to better understand the site's data collection, use, and categories of information collected.*

- **Email** (the email created here becomes your username)
- **Password** (Passwords must be at least 8 characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.)
- **Confirm Password**
- **First Name**
- **Last Name**
- **Address**

- **Mobile Phone Number**
- **Account Type**

4. Select **Legal Reviewer** from the **Account Type** drop-down menu.

The screenshot shows a registration form with a dropdown menu labeled 'Account Type'. Below the dropdown is a blue link that says '← Back to Login' and a button labeled 'Register'.

The screenshot shows a dropdown menu with the following options: Configuration Admin, Dispenser, Dispenser Delegate, Investigative Approver, Investigative User, Legal Reviewer (highlighted in blue), Medical Coordinator, Medical Coordinator Prescriber, and PDMP Admin. The dropdown is positioned over two input fields labeled 'Password' and 'Confirm Password'.

5. Click **Register** to complete the account creation.
6. View the displayed **Registration Complete** message and verify that a message was sent to the email address associated with the account.
7. Click the link provided in the confirmation email to confirm the email address.







***Note:** For firewall reasons, some users may be unable to receive the **DoNotReply@rxgov.com** email containing the hyperlink to confirm their email account. In those cases, the user may need to **whitelist IP address 149.72.202.144** to receive emails from **DoNotReply@rxgov.com**.
8. Wait for an RxGov Administrator to activate the account. Newly-created accounts must be activated by an RxGov Administrator before the user can proceed to log in.
9. After the RxGov Administrator activates the new account, a **State PDMP RxGov Account Status Changed** email is sent to the email address associated with the account.

***Note:** If a confirmation message is not received, check the Spam folder in the email application. If the message is not found, contact your Admin to have the confirmation resent.

- Once an Administrator has approved the account, open the RxGov URL and use the email address (username) and previously created password to log into RxGov.

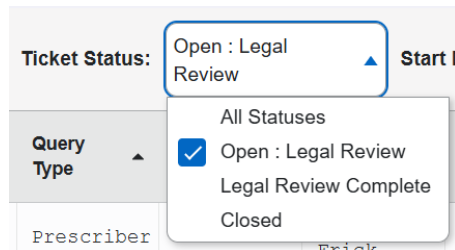
***Note:** Some specific user roles may be restricted from gaining access to the RxGov portal. In such instances, those user role types are not available as an option during the account registration process and a message is displayed on the login screen with a URL link. Restricted users can click the link to be redirected to alternative login methods.

Legal Review

Investigative Tickets												
		Ticket Status:		All Statuses	Start Date:	01/11/2025	End Date:	02/11/2025	Download CSV			
Actions	Ticket ID	Status	Query Type	Queried	Requestor Name	Agency	Date Requested	Review Status	Sent to Legal	Resolution	Resolution Date	
 	384	Closed	Dispenser	BC9999102	Christie Frick	NIC PMP : Law-Local	02-11-2025 03:09 PM	Admin Review	No	Approved	02-11-2025 03:10 PM	
 	383	Closed	Prescriber	BC9999101 BC9999102 BC9999103 BC9999104	Christie Frick	Tester 1 : Law-Fed	02-10-2025 02:31 PM	Admin Review	No	Approved	02-11-2025 03:07 PM	
 	382	Open	Prescriber	12dea	Christie Frick	Tester 1 : Law-Fed	02-10-2025 02:28 PM	Legal Review	Yes			

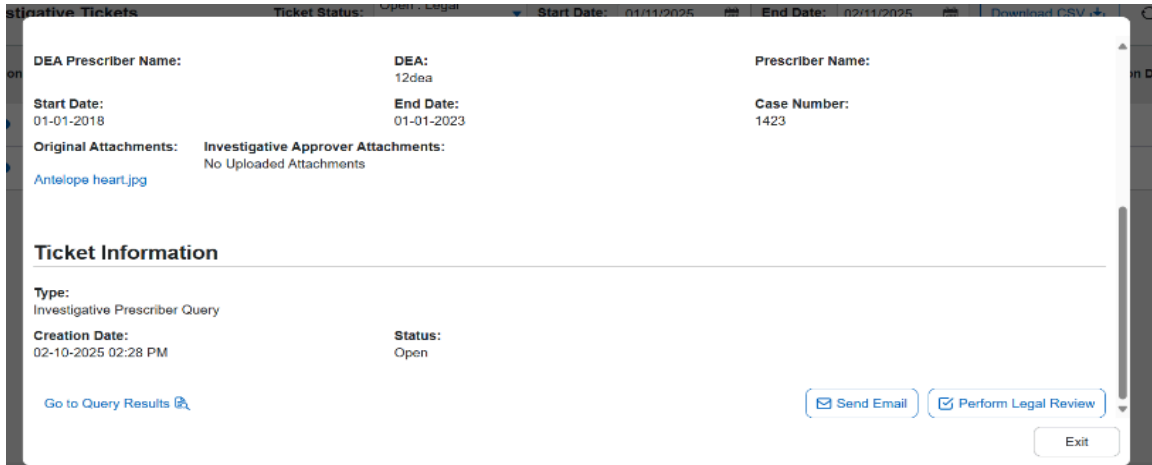
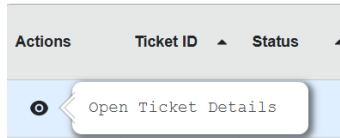
Complete the following steps to perform a **Legal Review** for an **Investigative Query** request:

- On the Legal Reviewer Dashboard, in the Investigative menu, under the Investigative Tickets section, select **Open: Legal Review** in the **Ticket Status** drop-down menu (**Open: Legal Review** is the default view).



- Under the Actions column, click on the left icon to display the ticket details or the right icon to display the query results.

- To view Ticket Details, click the left icon under the Actions column. The **Ticket Details** page displays information for the Investigative User requesting access to query results, details of the request and access to view the attached documentation.



- (Optional) Click the [hyperlink](#) below the Original Attachments header to download attachments (i.e. subpoenas) if available.
- Click **Go to Query Results** in the lower left corner to review the query details. Results are displayed in the lower half of the screen. Scroll down to view the results.

***Note:** Users cannot view queries that are still in Processing status.

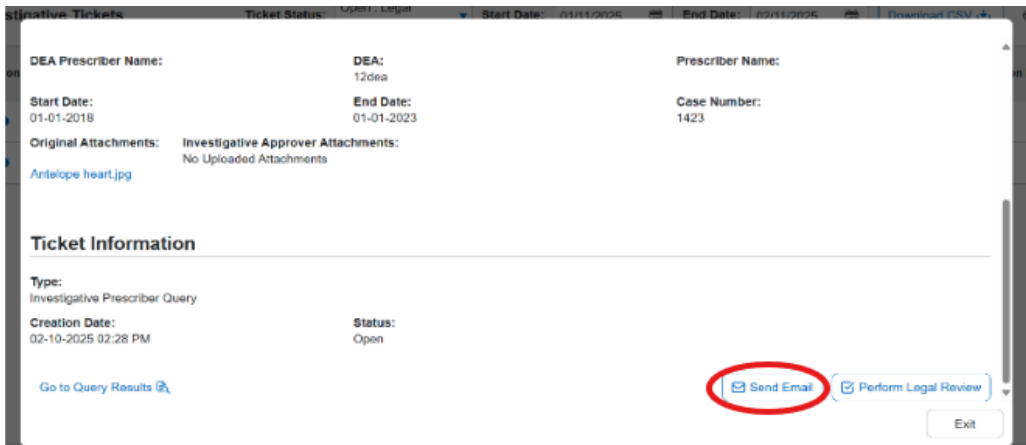
- Grouped dispenses may be expanded to view individual dispenses. Grouped dispenses are displayed with a plus (+) sign in the left column. This indicates a group of dispenses of the same drug, defined as any dispenses where the generic ingredient, strength, and dosage are the same. For example, identical prescriptions and prescriptions with refills would cause a Grouped Dispense. To expand the group and view the individual dispenses, click the plus (+) sign. Click the minus sign (-) to collapse the group back to one row.

Prescriber Results			
Display All	Prescriber	DEA Number	Address & Phone
<input checked="" type="checkbox"/>	+ Dougle, Houser	AB9876543	N/A 9991111456;3014327223;4102828388;0;8002256998

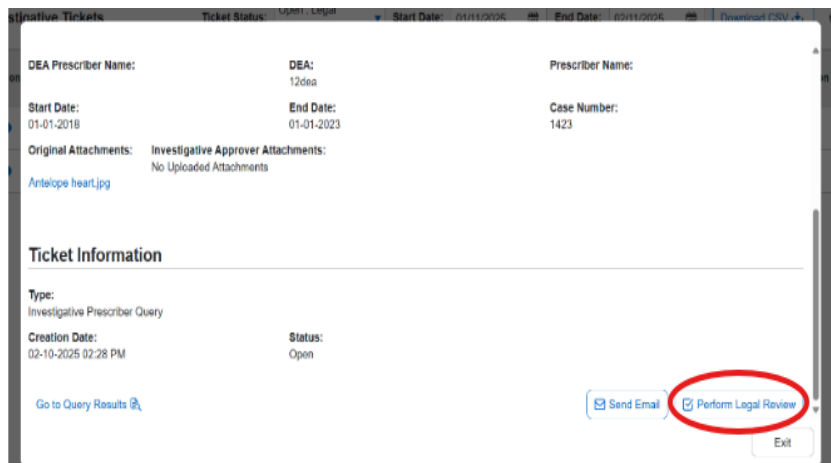
*Report Disclaimer: This Maryland Prescription Drug Monitoring Program Report is based on the search criteria and the data provided by the dispensing entities. For more information about any prescription, please contact the dispenser or the prescriber. This Report contains confidential information, including patient identifiers, and is not a public record. The information should not be provided to any other persons or entity.

+ indicates prescriber that has multiple names, identifiers, addresses or phone numbers

- From the Query Details screen, you can choose to send an email to the investigative user or Perform Legal review.



- Click **Perform Legal Review** to add comments. Comments are required as part of the Legal Review process.



***Note:** Comments added when performing the Legal Review are only visible to Administrative Users who have access to Investigative Tickets; the Investigative User will not see those comments.

- Review the **Legal Comment** box displayed in the **Ticket Details** section.

Legal Comment

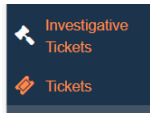
Enter legal review comments here...

Send to Admin Review

10. Click **Send to Admin Review** to finish.
11. Review the **Success** confirmation window which indicates that the comment has been saved.
12. Upon successful confirmation, the status of the ticket changes to **Legal Review Complete**.

Note: If comments are not added prior to clicking **Send to Admin Review, an error message is displayed, and the action cannot be completed until a comment is entered.*

Tickets



On the Legal Reviewer Dashboard, under the Tickets menu, the **Tickets** page displays user profile change requests sent by the Legal Reviewer to Prescription Drug Monitoring Program (PDMP) Administration for approval. See *Update User Profile Details* for information on requesting changes to **Identifier Fields** in the **User Profile Details**.

If a change request is submitted incorrectly, it can be rescinded. To rescind a ticket, complete the following steps:

1. On the **Tickets** menu, under the **Tickets** section, locate the displayed row of the ticket to be rescinded.
2. Select the **Rescind** checkbox in the row of the ticket to be rescinded.

Tickets C

Ticket Status: Open ▾

Rescind	Ticket ID	Type	Status	Date Requested	Start Date	End Date	Resolution	Resolution Date	Resolution Comment
<input type="checkbox"/>	361	Investigative Query	Open	12/05/2024 10:42 AM (EST)	12/01/2024	12/03/2024			
<input type="checkbox"/>	360	Investigative Query	Open	12/05/2024 10:41 AM (EST)	01/01/2024	12/02/2024			
	359	Investigative	Open	12/05/2024	01/01/2024	12/02/2024			

3. Click **Rescind**.

Tickets C

Ticket Status: Open ▾

Rescind	Ticket ID	Type	Status	Date Requested	Start Date	End Date	Resolution	Resolution Date	Resolution Comment
<input type="checkbox"/>	361	Investigative Query	Open	12/05/2024 10:42 AM (EST)	12/01/2024	12/03/2024			
<input type="checkbox"/>	360	Investigative Query	Open	12/05/2024 10:41 AM (EST)	01/01/2024	12/02/2024			
	359	Investigative	Open	12/05/2024	01/01/2024	12/02/2024			

A **Success** window is displayed confirming that the ticket has been rescinded.

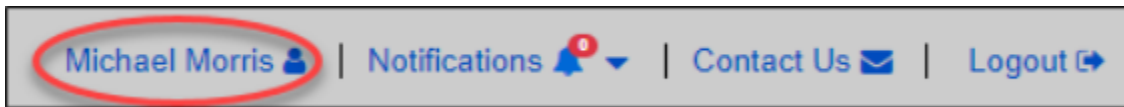
Account Assistance

The main RxGov menu bar and main login window provide useful tools to update user profile details, update passwords, recover forgotten passwords, and to view account lockout and system notifications.

Update User Profile Details

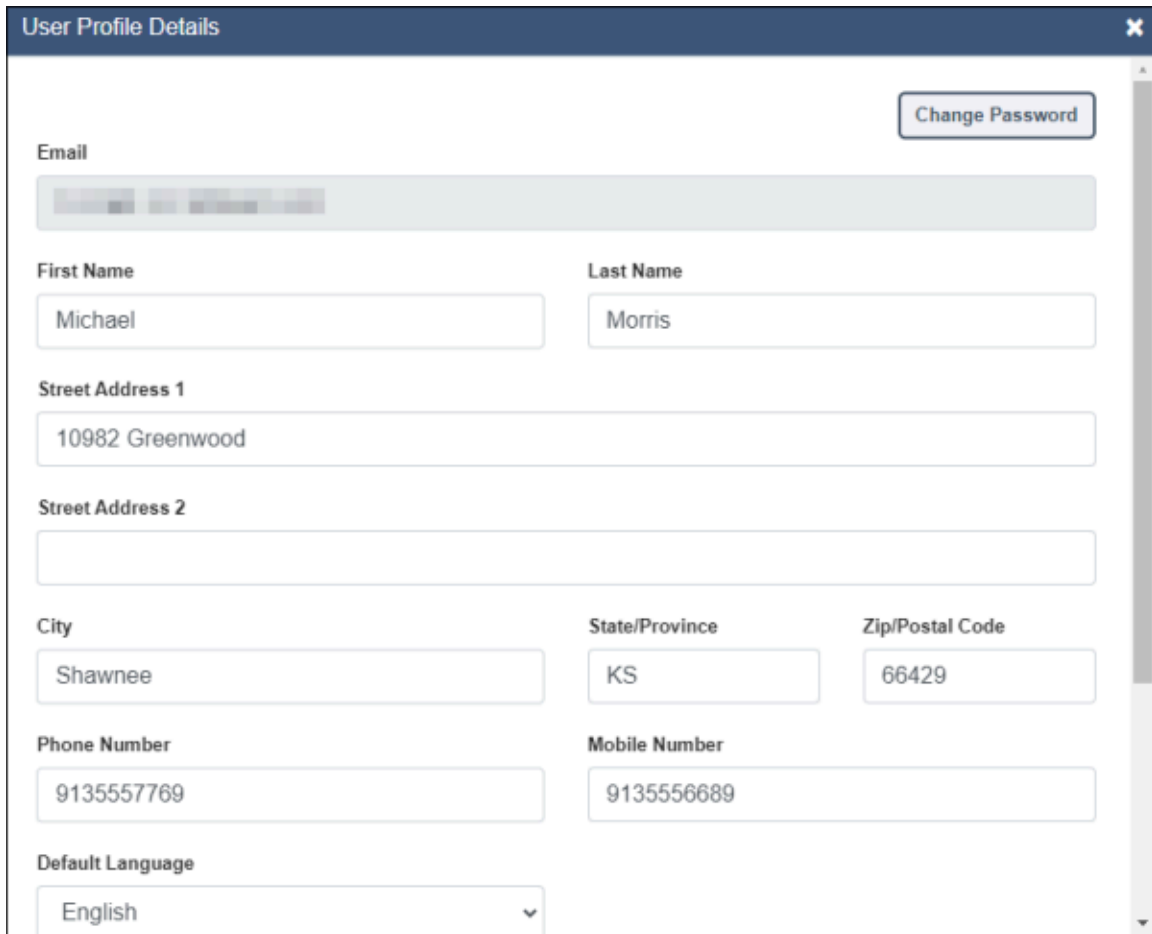
Complete the following steps to update user profile details:

1. On the RxGov menu bar, select the displayed **username**.



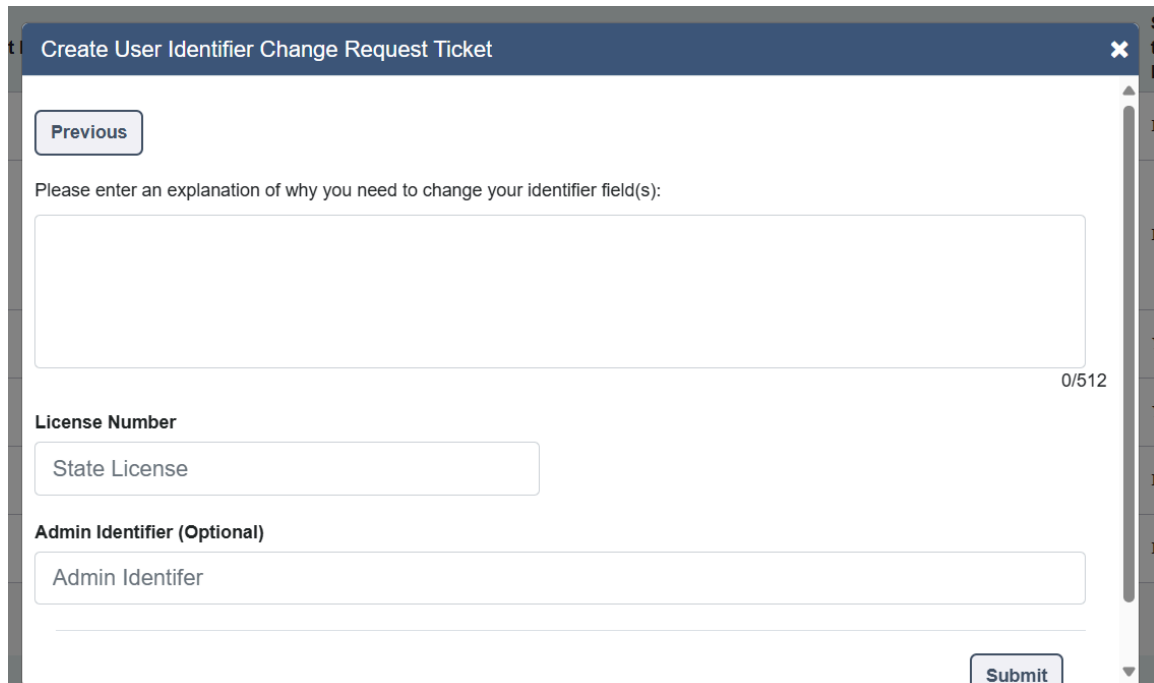
2. On the displayed **User Profile Details** page, make necessary changes to the existing content.

***Note:** The **Email** field content cannot be changed.

A screenshot of the 'User Profile Details' form. The form is displayed in a window with a dark blue header and a close button (X) in the top right corner. The form contains several input fields and a dropdown menu. At the top right of the form area is a 'Change Password' button. The fields are: 'Email' (a long, light gray field with a blurred value), 'First Name' (input field with 'Michael'), 'Last Name' (input field with 'Morris'), 'Street Address 1' (input field with '10982 Greenwood'), 'Street Address 2' (empty input field), 'City' (input field with 'Shawnee'), 'State/Province' (input field with 'KS'), 'Zip/Postal Code' (input field with '66429'), 'Phone Number' (input field with '9135557769'), 'Mobile Number' (input field with '9135556689'), and 'Default Language' (dropdown menu with 'English' selected).

***Note:** The user can select which language to use in RxGov as the default language if the Config Admin has enabled this feature. Use the drop-down menu on the **User Profile Details** window to select the appropriate language, then click **Save**.

3. Click **Save**.
4. Enter an explanation and other necessary criteria for the change in the displayed **Create User Identifier Change Request Ticket** window.



5. Click **Submit**.
6. View the message in the displayed **Success** window to verify that the change was successfully submitted.

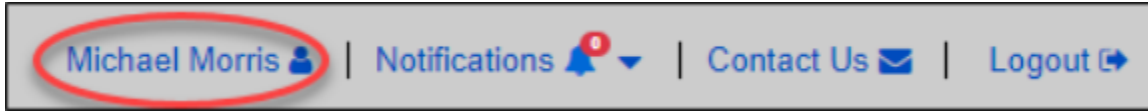
When the requested change is approved by an Admin, an email is sent to the email address associated with the account profile.

Updating Your Password

Passwords may be updated when a user is logged into the system. For security, it is highly encouraged to change passwords every three months. Also, the password used for the RxGov account should not be the same as the password used for any other account.

Complete the following steps to change a password:

1. On the RxGov menu bar, select the displayed **username**.



2. On the **User Profile Details** page, click **Change Password**.
3. In the **Current Password** field, enter your current password.

A screenshot of a web browser window titled 'User Profile Details'. The window has a dark blue header bar with a close button (X) on the right. Below the header, there is a 'Back' button in the top right corner. The main content area contains three text input fields. The first field is labeled 'Current Password', the second is labeled 'New Password', and the third is labeled 'Confirm New Password'. At the bottom right of the form area, there is a 'Change Password' button.

4. In the **New Password** field, enter the new password.
**Note: Password cannot be the same as any of the previous six passwords used.*
5. In the **Confirm New Password** field, re-enter the new password.
6. Click **Change Password** to confirm the update.
7. In the displayed **Success** window, confirm the successful password change.

Forgot Password

If a user forgets their password and cannot continue with the login process, a password change must be requested.

Complete the following steps to request a new password when a current password is forgotten:

1. On the main RxGov login window, select the **Forgot password?** link.



2. Review the email that is sent to the email address associated with the user account. Click the link provided in the email message to reset the password for RxGov.

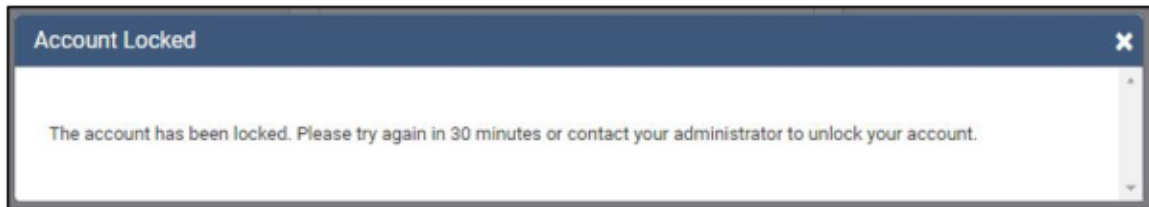


3. In the **Password** field, enter the new password.
**Note: Passwords must be at least eight characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.*
4. In the **Confirm Password** field, re-enter the new password.
5. Click **Enter**.
6. Review the displayed **Success** window to confirm the successful password change.

Account Lockout

After five failed login attempts, the user account is locked out. Locked accounts remain locked for 30 minutes, or until the user contacts an Admin to unlock the account.

When an account is locked out, the following **Account Locked** window is displayed:

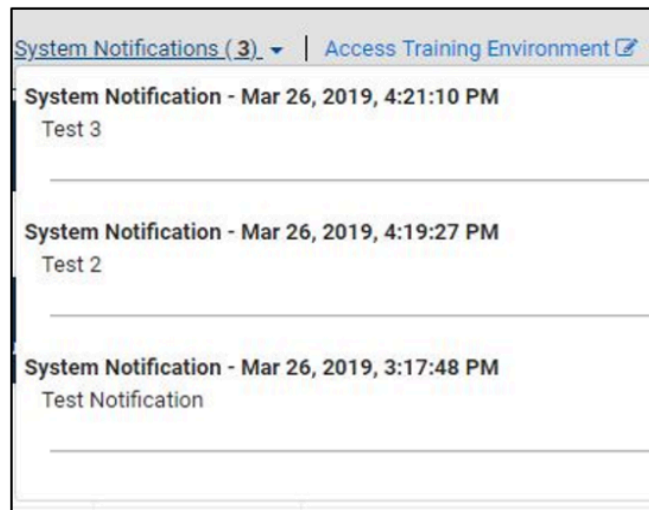


System Notifications

System notifications are set by System Administrators, visible to all users, and usually contain information about updates, system outages, or planned downtime. The notifications may also contain information relevant to use of the system.

View System Notifications

Select **System Notifications** on the top menu bar to view system notifications.



For additional information, reach out to your administrator or RxGov contact.