

## Registration

### How do I register for the Prescription Drug Monitoring Program (PDMP) if I am in Nebraska?

- First, watch the PDMP Training video here: <https://www.youtube.com/watch?v=T9ekrvEkKi4>
- After watching the training video, follow the registration link and complete the “PDMP New User Request” form. You can access the link here:
- DHHS link: <https://dhhs.ne.gov/Pages/Drug-Overdose-Prevention-PDMP-Access.aspx> (click the “PDMP User Access and Training Acknowledgement Form”)
- CyncHealth direct link: <https://cynchealth.force.com/s/pdmp/pdmp-new-user-request>
- Please have your license number and the email associated with the license on-hand. You will also need a personal, professional email address to set up the account. For detailed form instructions [click here](#).
- If you have any questions about specific PDMP topics, you can view additional PDMP training videos here: <https://dhhs.ne.gov/Pages/PDMP-Enhancements.aspx>

### How do I register for the PDMP if I am out-of-state?

- First, watch the PDMP Training video here: <https://www.youtube.com/watch?v=T9ekrvEkKi4>
- After watching the training video, follow the registration link and complete the “PDMP New User Request” form. You can access the link here:
- DHHS link: <https://dhhs.ne.gov/Pages/Drug-Overdose-Prevention-PDMP-Access.aspx> (click the “PDMP User Access and Training Acknowledgement Form”)
- CyncHealth direct link: <https://cynchealth.force.com/s/pdmp/pdmp-new-user-request>
- Please have a digital copy of your license available as it is required to be uploaded. You will also need a personal, professional email address to set up the account. For detailed form instructions [click here](#).
- If you have any questions about specific PDMP topics, you can view additional PDMP training videos here: <https://dhhs.ne.gov/Pages/PDMP-Enhancements.aspx>

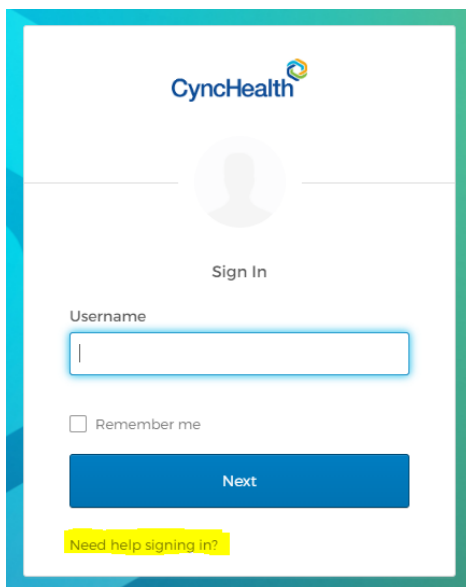
## How long does it take to be approved after I register for the PDMP?

- The entire process to register and authenticate access can take up to 2 weeks. The email will be coming from CyncHealth Secure (support@cynchealth.org) with a subject line of "Welcome to CyncHealth!". If you do not see the email in your inbox, please check your SPAM or junk mail folder.
- If you are still not getting the email, check with your IT Department to ensure that the email CyncHealth Secure (support@cynchealth.org) is "white-listed" so any company related filters are not blocking this email.

## Password

### How do I reset my password?

- Please navigate to <https://secure.cynchealth.org/>. Once you are at the log-in screen, click on "Need help signing in?"



The screenshot shows the CyncHealth login interface. At the top left is the CyncHealth logo. Below it is a circular user icon placeholder. The text "Sign In" is centered below the icon. Underneath is a "Username" label followed by an empty input field. Below the input field is a checkbox labeled "Remember me". A blue button with the text "Next" is positioned below the checkbox. At the bottom left of the form area, there is a yellow highlighted link that reads "Need help signing in?".

- This will show additional options. Select "Forgot password?"

CyncHealth

Sign In

Username

Remember me

Next

Need help signing in?

Forgot password?

Unlock account?

Clinical Viewer Support Ticket

PDMP Support Ticket

- Enter the email address or username associated with your account.

CyncHealth

Reset Password

Email or Username

SMS can only be used if a mobile phone number has been configured.

Reset via SMS

Reset via Email

Back to sign in

Can't access email

- Follow the prompts to reset your password.
- If you are still unable to access your account, please email [support@cynchealth.org](mailto:support@cynchealth.org) with the email address associated with the account.

## I have tried to reset my password, but I have not received the password reset link.

- The reset link is typically sent within 4 hours of the reset request. The email will come from CyncHealth Secure (support@cynchealth.org) with a subject of "Account password reset". If you do not see the email in your inbox, please check your SPAM or junk mail folder.
- If you are still not getting the email check with your IT Department to ensure that the email CyncHealth Secure (support@cynchealth.org) is "white-listed" so any company related filters are not blocking this email.

## I had a PDMP account with another employer and now I don't have access to that email anymore. What should I do?

- If you would like to change the email associated with your PDMP account, or if you no longer have access to that email you will need to request an email change through CyncHealth. This can easily be done by completing the form from this link <https://cynchealth.force.com/s/pdmp/pdmp-email-change-request>. Once that is submitted, the email address will be updated and password reset email will be sent to the new email address.

## Delegates

### How do I add a delegate?

- Please watch the PDMP – Delegate Management video for more information: <https://www.youtube.com/watch?v=hwg3KMFm6GA>

### How do I manage a delegate?

- Please watch the PDMP – Delegate Management video for more information: <https://www.youtube.com/watch?v=hwg3KMFm6GA>

## Missing or Updating Information

### I can't find a patient that should be in the PDMP.

- If you are unable to locate a patient in the PDMP, try entering a partial first and last name with a wildcard (\*) along with the patient's date of birth.

- If you are still unable to find a patient using the wildcard search, you may need to contact the pharmacy(ies) the patient uses to verify how the pharmacy entered the patient's name into the PDMP.

## What do I do if there are dispenses missing from the PDMP?

- The PDMP is a reflection of what is submitted by pharmacies and should be updated within 24 hours of the prescription being sold or picked up by the patient. If items are missing after this timeframe, reach out to the pharmacy to ensure that the information on the dispensed label matches the patient's information.
- If this does not resolve the issue, open a ticket for the patient inside the PDMP. For instructions on how to open the ticket, please review the PDMP – RXGov Tickets video found here: <https://dhhs.ne.gov/Pages/PDMP-Enhancements.aspx>.

## What do I do if there are multiple profiles for the same patient? How do I merge patient profiles?

- Search for the patient (including using the wildcard \*) and date of birth, select the profiles and click on "Flag for Patient Merge" this will open a ticket to the administrators to address the issue.
- If the patient has multiple profiles but different first and last names, select the most accurate profile and open a ticket to include other spellings or Patient IDs.

## Updates

### How often is the PDMP updated?

- The PDMP is a reflection of what is submitted by pharmacies and should be updated within 24 hours of the prescription being sold or picked up by the patient.

### How often is the query history updated?

- The query history is updated each time you log in and when you click on the refresh button on the query history tab. If you've looked up a number of individuals during the day and want to go back, click on the refresh button to reload that information.

## CME Requirements

### Does the PDMP training meet CME requirements?

- Yes, the Prescription Drug Monitoring Program PDMP Training video is available for 0.5 hours of CME credit. You can watch the video on the DHHS website here: <https://dhhs.ne.gov/Pages/Drug-Overdose-Prevention-Clinician-Continuing-Education.aspx>

- Once you have watched the video, complete the educational assessment that corresponds with your profession (found near the bottom of the webpage). After finishing the assessment, you will be presented with a certificate of completion. The certificate will not auto-fill your information, but you can save or print the certificate and add your information for your records.

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