



RxGov Dispense Correction Guide

**Version 01
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1 Overview

Data submitters may now grant access to other individuals, to assist with error correction. Submitters will automatically be given privileges as Store Admins. This designation allows them to approve or deny requests by individuals to become either Submitter Delegates or Store Admins.

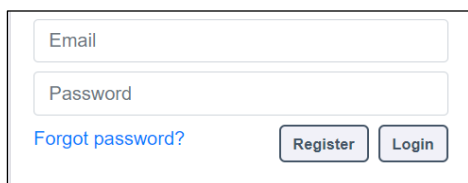
Role	Permissions
Store Admin	Can approve or deny requests for others to become Store Admins or Submitter Delegates in addition to error correction
Submitter Delegate	Can only perform error correction

2 Dispense Correction Accounts

The Submitter/Store Admin should instruct dispense correctors to create an account

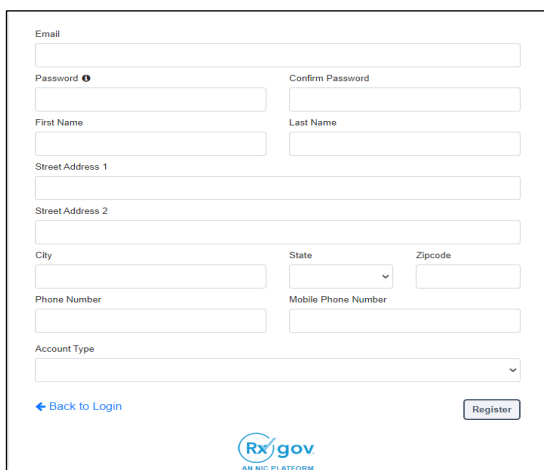
2.1 Account Creation:

1. Go to the RxGov homepage at connie.rxgov.com
2. On the RxGov homepage, click **Register**.



The screenshot shows a registration form with the following elements: an 'Email' input field, a 'Password' input field, a blue link for 'Forgot password?', and two buttons labeled 'Register' and 'Login'.

3. Enter the following information:

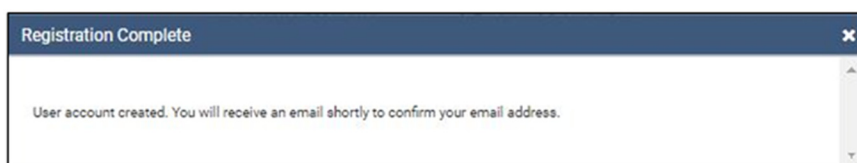


The screenshot shows a detailed registration form with the following fields: 'Email', 'Password' (with an eye icon), 'Confirm Password', 'First Name', 'Last Name', 'Street Address 1', 'Street Address 2', 'City', 'State' (a dropdown menu), 'Zipcode', 'Phone Number', 'Mobile Phone Number', and 'Account Type' (a 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 and 'AN NIC PLATFORM' text are at the bottom center.

- a. Email*: This email will become your username. Use the email address that will be best for receiving error reports and correspondence.
- b. 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.
- c. Confirm Password*
- d. First Name*
- e. Last Name*
- f. State*
- g. Phone Number*
- h. Address
- i. In the Account Type menu, select **Submitter***
- j. Submitter Name

*Fields marked with an asterisk indicate required fields when creating a Submitter account

- 4. Click Register.
- 5. View the displayed Registration Complete message and verify that a message was sent to the email address associated with the account.



- 6. Click the link provided in the confirmation email to confirm the email address. If a confirmation message is not received, check the Spam folder in your email application. If the message is not found, contact your Admin to have the confirmation resent.
- 7. Wait for an RxGov Admin to activate the account. Newly-created accounts must be activated by an RxGov Admin before the user can proceed to log in.
- 8. After the RxGov Admin activates the new account, you will receive another email letting you know that your account has been activated.
- 9. 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.

2.2 Account Setup

- 1. Go to connie.rxgov.com and login using the email address (username) and previously created password.

- Click on Manage Pharmacies to view the “My Pharmacies” tab and the green “Add New Pharmacy” button.

- Pharmacies may be searched by name, DEA number, or NPI number. Names are case sensitive so if you are unable to locate the pharmacy by name, please use the DEA or NPI number. Once a valid entry is detected, the matching Pharmacy will display. Choose a pharmacy by clicking the open box to the left and choose the requested role. Click the desired role and the Submit button will be available to submit the request.

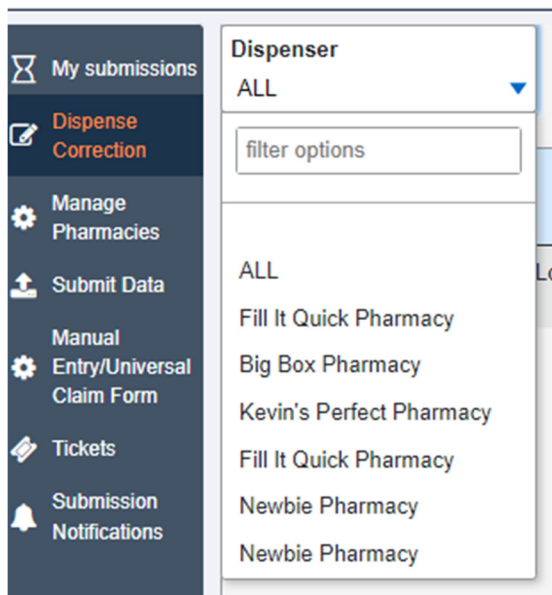
Role	Permissions
Store Admin	Can approve or deny requests for others to become Store Admins or Submitter Delegates in addition to error correction
Submitter Delegate	Can only perform error correction

2.3 Account Activation

For Store Admins, pending requests will appear on the Pharmacy Admin page

3 Dispense Corrections

1. Once approved by the Store Admin, the Dispense Correction menu item will appear on the main menu and you will gain access to the errors and warnings for that pharmacy.
2. Click on Dispense Correction, and you will be able to see dispenses with Errors and Warnings. If you have access to more than one pharmacy, there is a drop-down box at the top of the Dispense Correction page where you can choose the pharmacy you wish to work on. Leaving it on ALL will show all dispenses with Errors/Warnings from all your associated pharmacies.



3. Once you select a pharmacy or multiple pharmacies, you will see all dispenses displayed. There are also filters at the top for Start and End Dates, as well as an option to have only dispenses with open (noncorrected) errors displayed.



4. If a dispense has no errors or warnings, the Dispenses button will be grayed out. Only dispenses with errors or warnings will allow you to open them.

Dispenser ALL	Start Date 04-10-2024	End Date 05-10-2024	☐ Show only open errors.
File Name	Submitter	Submission Date	Dispenes With Errors / Warnings
Oliver Ambulatory MPE 05072022.txt	Christie Rx MD	05/07/2024 07:42 AM (3 days ago)	0 / 0 Dispenes
Damon MyChart 05072024 Lot of errors multiple pharmcaies.txt	Christie Rx MD	05/07/2024 07:42 AM (3 days ago)	4 / 0 Dispenes
Peg Carter 042924.txt	Christie's Drug	04/29/2024 02:33 PM (11 days ago)	0 / 0 Dispenes
Virginia Sparks suboxone 0402 test.txt	Christie's Drug	04/29/2024 11:16 AM (11 days ago)	0 / 0 Dispenes
Virginia Sparks suboxone 04052022.txt	Christie's Drug	04/29/2024 11:10 AM (11 days ago)	0 / 4 Dispenes
Peggy Carter suboxone 0401 and 0416.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0 Dispenes
william taylor suboxone 0417 and 0423.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0 Dispenes
william taylor suboxone 0401 and 0416.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0 Dispenes

- Clicking on the Dispenes button will display each dispense with an error or warning individually allowing you to correct them one at a time and submit them individually if you don't have time to correct all of them in a single session.

#	ID	Dispenser	Pharmacy ID #s	Rx Info	Errors / Warnings	
1	9757	Big Box Pharmacy	NPI: 9999999994 DEA: ZZ9999994	Rx: 55 Refills: 00	1 / 0	Correct
2	9758	Fill It Quick Pharmacy	NPI: 9999999932 DEA: BC9991111	Rx: 347 Refills: 00	1 / 0	Correct
3	9759	Kevin's Perfect Pharmacy	NPI: 9999999992 DEA: ZZ9999992	Rx: 5289 Refills: 00	1 / 0	Correct

Dispense 9757
Dispenser: Big Box Pharmacy
Submitted Date: 05/07/2024 07:42 AM

Errors Remaining: 1
Warnings Remaining: 0

☒ Show Only Errors
Next Issue

DSP09 - Quantity Dispensed

Amended Value
enter corrected value

Segment: DSP, Error Type: MissingRequiredField, Description: ASAP validation error in segment DSP, field 9, value ""

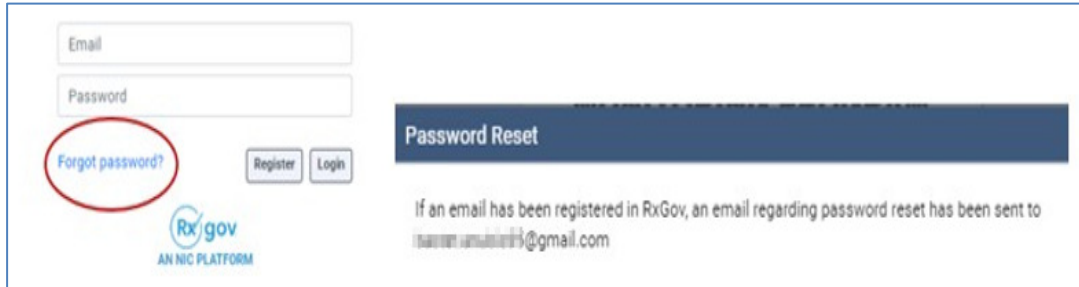
Back
Cancel
Submit Corrections

4 Password Maintenance

4.1 Forgotten password

In the event a user forgets a password, complete the followings steps:

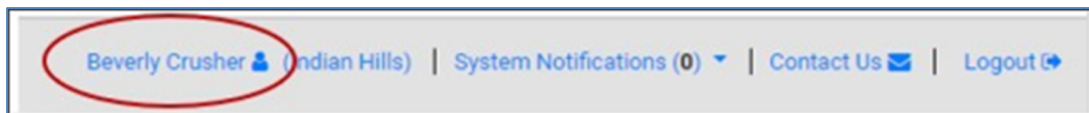
1. Log on to RxGov at connie.rxgov.com/login
2. Select “Forgot password?”
3. An email with a link to reset the password is sent to the email address associated with the account.

A screenshot of the RxGov login page. It features a login form with fields for 'Email' and 'Password'. Below the password field, the link 'Forgot password?' is circled in red. To the right of the login form are 'Register' and 'Login' buttons. Further right is a 'Password Reset' section with a message: 'If an email has been registered in RxGov, an email regarding password reset has been sent to [redacted]@gmail.com'. The RxGov logo and 'AN NIC PLATFORM' text are at the bottom left.

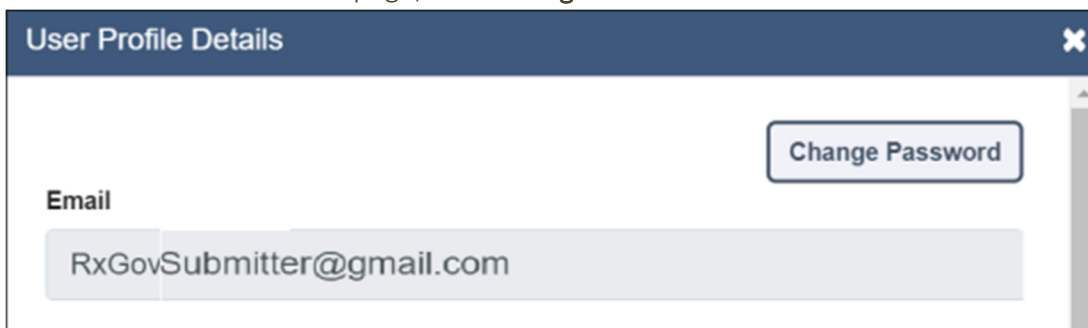
4.2 Change password

In the event a dispenser needs to change a password, complete the followings steps:

1. Log on to RxGov at connie.rxgov.com/login
2. On the top menu bar, select your username.

A screenshot of the RxGov top menu bar. It displays the username 'Beverly Crusher' followed by '(Indian Hills)', which is circled in red. To the right of the username are links for 'System Notifications (0)', 'Contact Us', and 'Logout'.

3. On the User Profile Details page, click **Change Password**.

A screenshot of the 'User Profile Details' page. It has a dark blue header with the title 'User Profile Details' and a close button. Below the header, there is a 'Change Password' button. Underneath the button, the email address 'RxGovSubmitter@gmail.com' is displayed in a light blue box.

4. Enter your current password in the **Current Password** field.
5. Enter your new password in the **New Password** field.
6. Enter your new password in the Confirm **New Password** field.

7. Click **Change Password**.

A screenshot of a web form titled "User Profile Details" with a close button (X) in the top right corner. The form contains three text input fields labeled "Current Password", "New Password", and "Confirm New Password". A "Back" button is located in the top right, and a "Change Password" button is at the bottom right.

User Profile Details

Back

Current Password

New Password

Confirm New Password

Change Password

4.3 Account Lockout

User accounts are locked out after five failed login attempts. The account remains locked for 30 minutes. After 30 minutes, the user can attempt to log in again. If needed, contact Support at rxgovsupport@leaporbit.com or 1-844-767-4767.

5 Document Revision History

Date	Version	Author	Comments
7/31/2025	1.0	Connie	Create initial document.