



## EQUIPP® ACCESS: Frequently Asked Questions

PQS will be releasing a new version of its EQUIPP® platform later in 2022! We are excited for you to experience a new dashboard featuring an improved user-friendly display, an enhanced patient-centered view that will allow you to see patients attributed to multiple measures, and all patients associated with a measure.

We know that you may have some questions on the new platform and when you can start using the new dashboard. Here are answers to a few commonly asked questions.

### How to Access the New Version of EQUIPP®

**Q: Will EQUIPP® have a new website address?**

A: Please log into EQUIPP® at this new address: <https://equipp.pharmacyquality.com/>

**Q: What are the internet browser or system requirements?**

A: We highly recommend using the most recent version of Chrome, Firefox, Opera, or Edge.

**Q: Why am I being asked for my email address?**

A: PQS always keeps data privacy and security top of mind and in doing so, has implemented industry best practices such as Multi-Factor Authentication (MFA). You will use an email address and password to login and your phone number to validate your identity. You will be asked to set up your MFA during the first time you log in and then every 30 days afterwards via a 6-digit code that is sent to you through your phone number.

**Q: How do I access the latest version of EQUIPP®?**

A: There are two options:

**1. Standard login process**

During the transition period, you will receive instructions from the EQUIPP® team with user name and password information. We will provide you a password for the initial login, and then you will be prompted to change the password.

**2. Single Sign-on (SSO)**

Some pharmacy organizations require pharmacies to log in through their site via SSO. Those with an SSO login will not need a separate password to log in. We will work with each single sign on customer individually during the launch period to get your process updated and running.

**Q: Who should I contact if I cannot access the site?**

A: Please fill out a support ticket [here](#).

**Q: Who should I reach out to if I have questions or suggestions about the functionality of EQUIPP®?**

A: Please send all questions and suggestions for product enhancements to [support@pharmacyquality.com](mailto:support@pharmacyquality.com)

**Q: Where can I access training materials?**

A: We will have updated training materials accessible through the Support link in EQUIPP®. Keep an eye out for upcoming webinar announcements in the monthly refresh notices.

## **Items Currently NOT affected by the EQUIPP® transition**

**Q: Will there be changes or updates to how reporting is provided?**

A: There will be no changes to how reporting is currently provided with EQUIPP®.

**Q: Are there any changes to how data are updated?**

A: Data will be updated in EQUIPP® following the same process as today.

**Q: Are the data still updated on the 15th of each month?**

A: Currently, there will be no changes to how or when data are updated with EQUIPP®.

## **Accessing the Old EQUIPP® Site**

Once you are moved onto the new EQUIPP® platform, your access to the original EQUIPP® site will no longer exist.

## **Future Support**

PQS will provide dedicated support and new training for the EQUIPP® platform. We will release more feature updates later in 2022 as we look to continually improve the platform.

