

UI Migration FAQ

DoseSpot is upgrading its user interface (UI) to meet industry-required standards and deliver a better prescribing experience for everyone.

For end users, that means powerful new features — including bulk prescribing, prescription drafts, an automated Sig builder, and affordability messaging — built on the familiar workflows you use today.

For admins, it means a compliant, future-ready platform, as all upcoming enhancements will be built on the updated UI exclusively.

This FAQ covers common questions and will evolve as the migration continues.

If you don't see your question below, try the DoseSpot Support Agent on the [Community Site](#). The Support Agent can help you quickly find answers, troubleshoot common issues, and provide accurate information so you can better support your end users.

General

Do I need to do any development work to migrate to the new UI?

No development work is required. The migration is managed on our end and your experience will be updated automatically. All APIs are remaining the same, so there will be no impact to any existing integrations. The one exception is custom theming. If you'd like to customize the look and feel of the UI, that can be done via a JSON file. For more information, visit the "Customization & Administration/JSON" section.

Where can I find information about the UI and NCPDP upgrades?

The [UI Upgrade Resources](#) page includes the resources covered during the webinar. Additional communications outlining the upcoming changes and NCPDP standards upgrade were also distributed by email, along with wave-specific migration communications.

Access & Login

How do I know who my DoseSpot administrator is?

Your DoseSpot administrator is typically the individual or team responsible for managing user access, clinic settings, and DoseSpot configuration. You can search for your Direct Support Administrator [here](#).

My account says "inactive" after moving to the updated UI. Why?

An "inactive" message typically means your account needs to be reviewed by your organization's DoseSpot administrator. Your administrator can verify that your user account is active, your clinic assignments are correct, and your access permissions are configured appropriately. You can search for your Direct Support Administrator [here](#).

I cannot log in after moving to the new UI. What should I do?

If you are unable to log in to DoseSpot after moving to the updated UI, first contact your organization's DoseSpot administrator or IT team. They can verify that your account is active and configured correctly. If your administrator confirms that your account is set up correctly and you are still unable to log in, please contact DoseSpot Support for assistance. You can search for your Direct Support Administrator [here](#).

I'm encountering inconsistent behavior when generating tokens. What should I do?

If token generation works intermittently or fails unexpectedly, contact your application's technical administrator or support team. In some cases, DoseSpot receives the authentication request successfully, but the encrypted user identifier provided by the external system is invalid.

PIN & Security

Do I need a PIN if I am not an EPCS clinician?

No. A PIN is not required for clinicians who do not use Electronic Prescribing of Controlled Substances (EPCS). However, some organizations choose to use PINs as an additional security measure.

Why am I being asked to set a PIN when I already have one?

You may see prompts related to PIN setup when using the New UI because the PIN messaging and workflow have changed over time. If you already use a PIN for prescribing, you should continue using your existing PIN unless you are specifically instructed to create a new one.

I work at multiple clinics. Is my PIN unique to me or to a specific clinic?

A PIN is associated with your DoseSpot user account rather than a specific prescribing location.

Resource: [What is a PIN Number and How to Manage PIN Numbers?](#)

Customization & Administration/JSON

What can I customize in the new UI?

The new UI supports custom theming through a JSON file. You can customize your color scheme (primary, secondary, and tertiary brand colors), modal and dialog overlay colors, corner radius styling, and your logo. You can also use the JSON file to control which features are visible to providers through blocked permissions. Only the properties you want to override need to be included, you don't need to configure everything. [Click here](#) to see the full guide.

Do I need to include every option in my JSON file?

No. You only need to include the properties you want to customize. Any values not specified in your JSON file will automatically fall back to the default settings.

How do I submit my JSON file for implementation?

Once you have your JSON file, create a new support case through the community portal and attach your file. We'll notify you when the update is complete or reach out if we have any questions.

How do we know if we currently use custom theming?

If you have an existing custom theme in the legacy experience, your CSS theme has been converted to the new JSON format. A Theming Test Clinic is available in your staging environment so you can review the converted theme

and confirm that it meets your expectations. If changes are needed, please submit a case through the DoseSpot Community site and the DoseSpot team will assist.

Features & Capabilities

Will the Draft Prescription/Save in Progress feature be available through the API?

Not in the same way it works in the UI. Through the API, you can create and save a prescription without immediately completing the sign-and-send process. However, you must successfully call the **Add Prescription by Code** endpoint and provide all required prescription fields. The API does not support the same dynamic Save in Progress experience that allows an incomplete prescription to be saved before all required information has been entered.

Are there any changes to how PDMP databases are accessed across different states?

No. There are no changes to the PDMP experience as part of this upgrade. DoseSpot serves as a pass-through to the applicable PDMP registries and enables the integration but does not control the individual registry experience.

Will Electronic Prior Authorization (ePA) and RxChange automatically be enabled after migration?

Not necessarily. Your existing Jumpstart configuration needs to have these services enabled. If you would like to use ePA or RxChange, submit a case through the DoseSpot Community site so the team can review your current configuration and coordinate any necessary updates.

Do prescription Favorites include the dose designation options available in the SIG Builder?

Yes. When a prescription is saved as a Favorite, the dose designation, generated patient directions, and dispense amount will be saved as part of the Favorite and carried over when that Favorite is used.

Resources

Are there resources we can use to communicate the UI changes to our end users?

Yes. The [UI Upgrade Resources page](#) includes **Partner Resources** with sample communications and slide templates that you can download and customize for your audience.

What is the best way to get questions answered or report issues on the day of our migration?

The DoseSpot Community site should be your primary resource. You can search the Knowledge Library or use the DoseSpot Support Agent for general questions. If you encounter an issue that requires additional assistance, submit a Support case using the appropriate DoseSpot UI or NCPDP Upgrade case type.