

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 to your questions, troubleshoot common issues, and provide accurate information so you can better support your end users.

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](#).

Resource: [DoseSpot Jumpstart V2 RESTful API Authentication Guide](#)

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](#).

Resource: [DoseSpot Jumpstart V2 RESTful API Authentication Guide](#)

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.

Resource: [DoseSpot Jumpstart V2 RESTful API Authentication Guide](#)

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.

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

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.

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

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?](#)