View a patient's application (Pharmacy Agent, Pharmacy Agent Plus or PMP)

1. From the home screen click on "**Tracking Inbox**".
2. Click on "**Patient**".
3. Search for the patient using column filters.
4. Click on the patient's name.

Enter a LMP certification/recommendation (Pharmacy Agent Plus or PMP)

1. From the home screen click on "**Tracking Inbox**".
2. Click on "**Patient**".
3. Search for the patient.
4. Verify the patient is in "**Awaiting Certification**" status.
5. Click on the patient's name.
6. Click on "**Patient Certification**" tab.
7. Click "**+ New**".
8. Enter certification information from the LMP Recommendation Form.
9. Click "**Save**".
10. Click on the "**Recommendation**" tab.
11. Click "**+ New**".
12. Enter recommendation information from the LMP Recommendation Form.
13. Click "**Save**".
14. Click on "**Notes**" tab.
15. Enter all required fields and attach the LMP Certification document to the note.
16. Click "**Save**".

Amend a LMP certification/recommendation (Pharmacy Agent Plus or PMP)

1. From the home screen click on "**Tracking Inbox**".
2. Click on "**Patient**".
3. Search for the patient.
4. Click on the patient's name.
5. Click on "**Patient Certification**" tab.
6. Click on the certification that you need to amend.
7. Update any information (if applicable) and click "**Save**".
8. Click on recommendation (if applicable), Click on the old recommendation, and click "**No**" in the active field, enter notes then click "**Save**". Enter a new recommendation.

Amend a QMP recommendation (PMP)

1. From the home screen scroll down to the "**Enhanced Inbox**".
2. Search for the patient using the "**Quick Search**" field (recommended search is the QMPC number).
3. Click on the correct QMPC.
4. Click on the "**Recommendation**" tab.
5. Click on the active recommendation.
6. Click "**No**" in the active field, add notes, then click "**Save**".
7. Enter a new recommendation per the QMP's instructions. Click "**Save**".