California Drug Take-Back Program: Online Portal Process Documentation

The purpose of this document is to provide you with instructions that will help you become familiar with the California Drug Take-Back Program’s (the Program) online portal. The portal allows you to track and store all required information specific to the Program, while eliminating the need for paper forms.

This document will cover the following topics:

1. Logging In
2. User Information
3. Managing Users
4. Ordering Liners
5. Managing Liners
   - Installing Liners
   - Removing Liners & Shipping for Destruction

If you have any questions or issues accessing the portal, please contact the Program’s Project Manager, Nate Pelczar, at nate@calpsc.org or 916.706.3420.

1. Logging In

- After your California Drug Take-Back med bin is installed, you will receive an e-mail providing a hyperlink and login credentials for the portal.
  - If you are unable to find the message, check your spam folder for an e-mail from noreply.amrxgroup@amrxgroup.com.
- Access the portal here, then enter your unique username and password.
- Logging in will bring you to your location’s dashboard.
2. User Information

- Once you have logged in, you’ll want to verify your user information. Use the menu bar on the left side of the dashboard and navigate to “My Info”, which will direct you to the page below.
- **Change Username or Password**: Update your login credentials in the “Security” panel on the lower right.
- **Verify all details in the “My Information” panel. If necessary, update your kiosk installation date by clicking on “Update Kiosk Install Date”.
- Use the “Alerts” panel on the upper right to update your maintenance and/or login notifications.

3. Managing Users

- Under menu, navigate to the “Manage Users” page.
- Click the blue “Add User” button on your right.
- Enter name, username, password, and email address for each employee who will assist with managing the liners. Do not grant administrative controls; leave “Is Admin?” unchecked.
- Click the red “Add New Login” button to save the new user’s information.
• Ask each user to login using instructions above; your location will need multiple users to serve as witnesses for installation, removal and shipping.

Please Note: Once your bin is installed, your first set of liners will automatically be delivered shortly thereafter. You will receive four liners — one for your bin and three replacements. To install, remove, and order additional liners, follow the instructions below.

4. Ordering Liners
• Click “Order” on the menu bar.
• Under “Order Type” select Mail-Back Kits.
• No other selections are required.
• Do NOT click the purple “Order Envelopes” button when submitting an order for liners. Use the gray buttons directly below your kit options.
- To set up automatic re-orders, click “Next” under “Automatic Re-Orders”.
  - Check the box near “Would you like to enroll in Automatic Re-Orders?” Select 1 for the “Re-Order Quantity.” Note: you will receive one pack of 4 liners. Set the “Re-Order Trigger Quantity” to your preference. Press the gray “Next” to review your order.
- Once you have reviewed your order, press the gray “Complete Order” button to submit.

5. Managing Liner Delivery, Installation, Removal & Shipping for Destruction
- After your liners have been ordered, you will be able to view each kit on your dashboard.
  - Every kit has a unique serial number. Tracking numbers, shipping dates, and delivery dates can also be seen in the dashboard’s “Active Take-Back Kit” tracker.
- Installation: To install a liner, click the red “Set as Installed” text; see example image below. Once a liner has been installed, its information will be outlined in a red box.
Verify the serial number you are installing, and check the box labeled “This is the correct kit”.

Click the blue text to enter the kit installation information. While this section is denoted in the portal as optional, it is mandatory for this program unless you have elected to maintain hard copy forms.

Enter install date and time, then select the relevant user for each witness field.

Click the blue “Update as Installed” button to change this liner’s status.

- **Removal & Shipping for Destruction:** Click the blue “Ship for Destruction” text for your currently installed liner (outlined in red on dashboard; see earlier image).
  - Verify the serial number you are installing, and check the box labeled “This is the correct kit”.
  - Enter shipping date and user data for Witnesses 1 and 2. Click the red “Ship Complete” button to update this kit’s status.
  - Click Close.