# Script Ability®

## Pharmacy Guide

**Script Talk®**

**Script View®**

**Translation**

**BrailleRx™**

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Peel and stick on medication.

Place Label Here

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**ScriptView Labels
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Clear Bands (100ct)**

PRINT. PEEL. STICK!

SCRIPT CLIP

WRAP & SNAP!

CLEAR BANDS

**BrailleRx Printer**

**BrailleRx Labels**

# Installing ScriptAbility Software

*Before you begin, close out of all programs since a restart may be necessary. Pause or disable anti-virus program.*

**1** To begin installation, you'll need to be logged in as a Windows administrator.

**2** To download the software, go to *www.evam.us/dlsa*, and click the **'ScriptAbility_Installation_Setup_x.x.x.msi'** button in the **'Installers'** section. Then, find the file on your local drive, and double-click it.

**3** Click **'Yes'** if asked, *"Do you want to allow the following program from an unknown publisher to make changes to this computer?"*

**4** You will be greeted by the *"Welcome to the ScriptAbility Pharmacy Application Setup Wizard"* dialogue box.

Click **'Next'**.
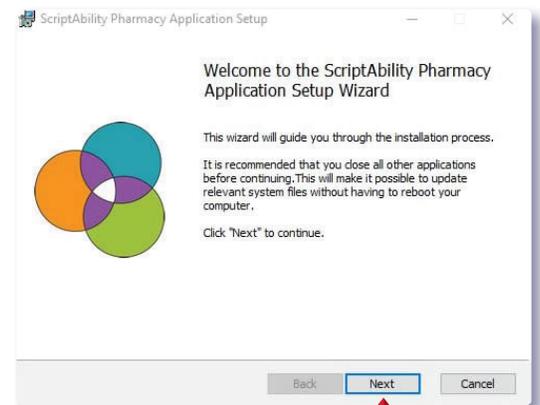
**5** Leave the ScriptAbility and En-Vision USB Driver box checked.

Click *'Next'*.
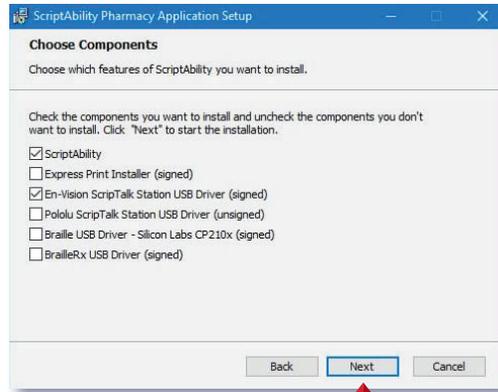


**6** You can change the installation folder, if desired *(not recommended)*. The default is **C:\Program Files (x86)\ScriptAbility**.

Click *'Next'*.
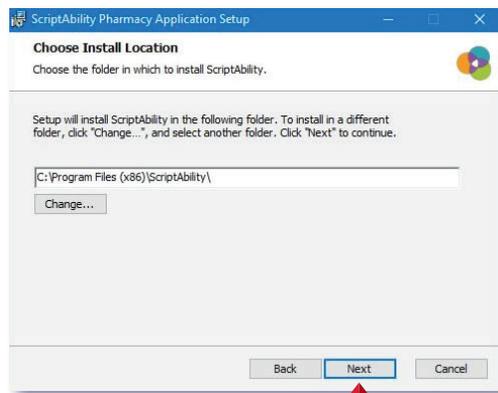


**7** Click *'Install'* to begin the installation.

**8** Wait for the installation of program files.
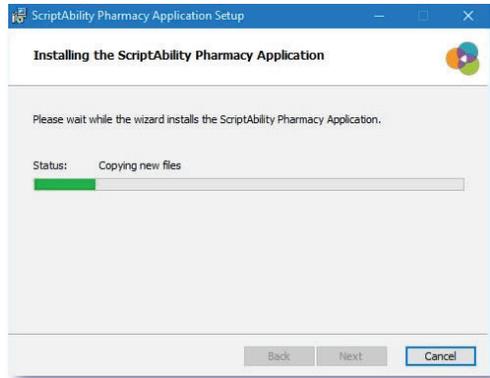


**9** Setup will now prepare your system for installation of drivers.

Click *'Continue'*.
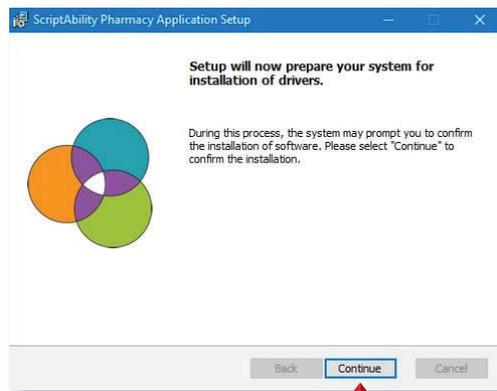


**10** The En-Vision driver installer dialogue box will appear.

Click *'Next'*.

**11** Click *'Finish'* to complete the installation.
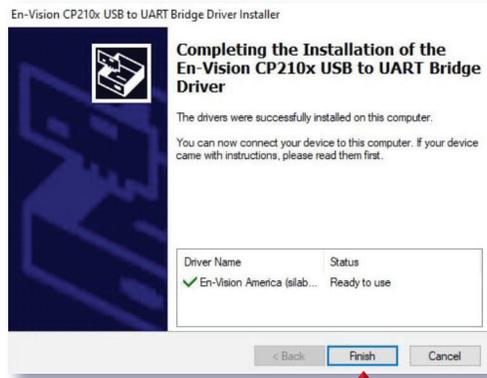


**12** Click *'Finish'* on the *"Completed the ScriptAbility Pharmacy Application Setup Wizard"* dialogue box.
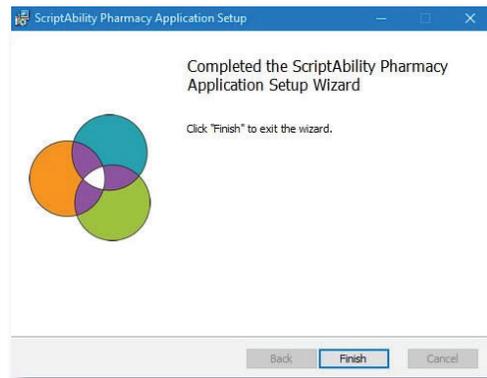


**13** Reboot the computer.

**14** Once logged back into Windows, click on the ScriptAbility shortcut on your desktop.



ScriptAbility

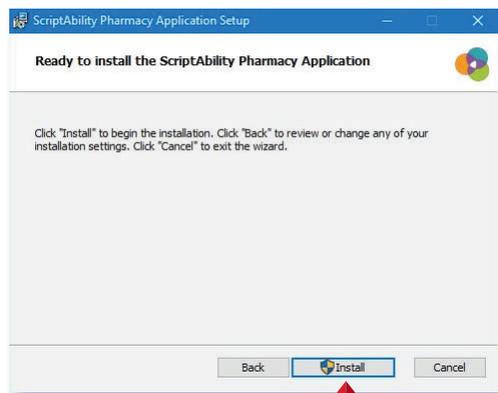**15** Click *'Yes'* if asked, *"Do you want to allow the following program from an unknown publisher to make changes to this computer?*

**?** **TIP** *Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.*

# ScripTalk®

*ScripTalk provides visually and print impaired pharmacy patients the ability to hear prescription information from each prescription container.*

*At home, a patient uses a ScripTalk Station Reader or Smart Phone App to listen to the prescription information on the printed label.*



## ScripTalk Station 2

# Connecting & Powering the Station

**1**    Connect the ScripTalk Station's USB cable to the PC where ScriptAbility is installed.

     It will provide power and communication to the device.

**2**    Turn the device on.

# Launching the ScriptAbility Software



ScriptAbility

## *Setting Your ScripTalk Station*

**1**     Click the *'Settings'* tab on the left.

**2**     Check the box next to *'Enable ScripTalk Station'*.

**3** Click on the blue `STS1` or `STS2` button, then click the image that matches your ScripTalk Station. You likely have the STS2. Ensure there is a COM# *(any)* set in the *'Port ID'* drop-down.
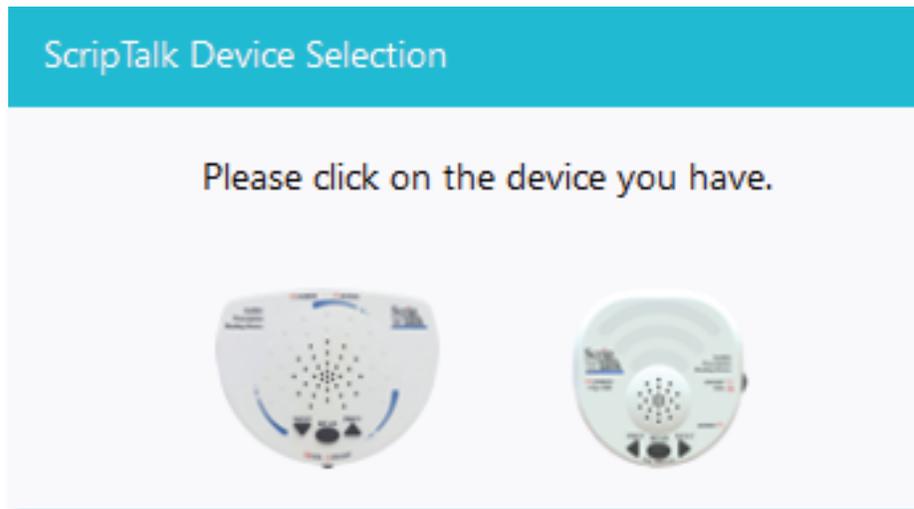


**4** Your ScripTalk Station is now set. Click the *'Create Label'* tab to continue.

# Entering Prescription Data

**1** Enter the label information in each field as you want it to be spoken.

**A)** For patient name, enter first name, then last name.

**B)** Enter NDC# (if you know it) or you can use the NDC Search button. It will auto-populate medication name and warnings.

| | |
|---|---|
| Display As | Fields ⌄  ScripTalk Characters Remaining: **600**  Patient Language/Country  English/US ⌄ |

**Prescription Loaded: 568923-JohnJSmith.lbxj**

| Field | Value | |
|---|---|---|
| Rx # | 568923 | Get Rx |
| Vial ID | | Get Vial |
| **A** ➡ Patient | John J Smith | |
| **B** ➡ NDC # | 00093310701 | NDC Search |
| Medication | AMOXICILLIN 250 MG CAPSULE | |
| **C** Instructions | TAKE ➡ SULE DAILY WITH FOOD | |
| Quantity | 30 | |
| Fill Date | 05/18/2023 📅 | Format: MM/DD/YYYY |
| Expiration Date | 05/18/2024 📅 | Format: MM/DD/YYYY |
| Refillable Until | 06/18/2023 📅 | Format: MM/DD/YYYY |
| Refills Remaining | 1 | |
| **D** ➡ Prescriber | Ben Casey | |
| Pharmacy Name | ScriptAbility Pharmacy | |
| Pharmacy Phone | ( 309 ) 555  1212 | Format: (###)###-#### |
| Warnings | 0002 | Set |
| **E** ➡ Other | Take for infection | |

Print ScriptView    Program ScripTalk

**C)** Right-click wavy lines for spellcheck and SIG code options.

**D)** Enter prescriber as First and Last name. If prescribed by a doctor, precede the name with "Doctor".

**E)** Pharmacist should use professional judgment to add important auxiliary information to the *"Other"* field. This will ensure that the patient gets this information, such as physical description of drug or medication condition it is intended to treat.

**?** *TIP* *Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.*

*10*

# Editing Warnings

**2** If you hover over each warning's box, you will see the warning text. You can edit prescription warnings, if needed.

To edit, click on **'Set'**.
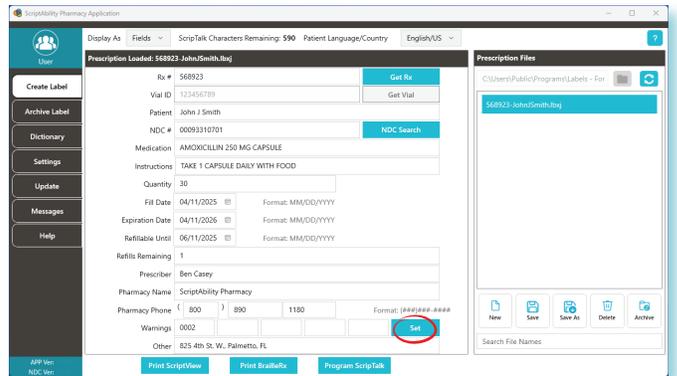


**3** Individual and/or additional warnings may be selected.

To add a warning, double-click it, or select it and click the **'Add'** button.
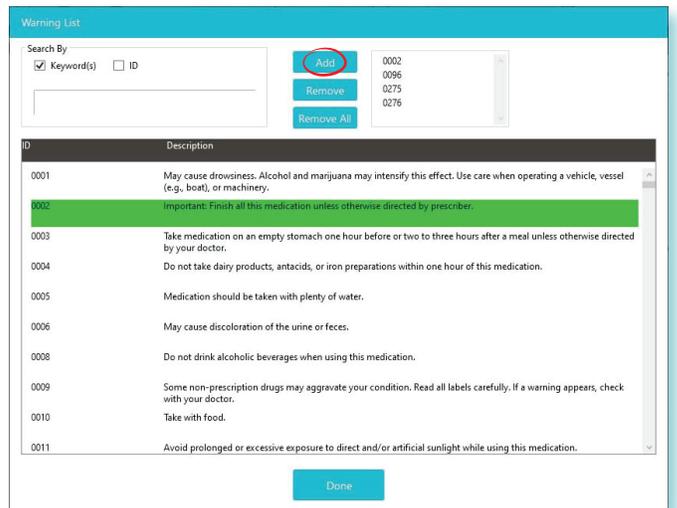


**4** To remove a warning, double-click it in the lower table, or select it in the upper right list and click **'Remove'**.

You may remove all of the warnings at once with the **'Remove All'** button.

# Integration with Pharmacy Software

ScriptAbility has integrations with many 3rd Party Pharmacy Software Systems. For a list of our current partners, visit *www.scriptability.com/our-partners.*

If you don't see your software provider listed, please use the *"Click to Request a Software Integration"* button on the website. We will work with you to get your software provider integrated.

# Adding Translation

There are two types of translation available within ScriptAbility:

• **Translation**, a subscription service

• **Live Translator**, a pay-per-use service

Translation is an annual subscription service.

Live Translator is a pay-per-use translation service utilizing native-speaking human translators. Translation credits may be purchased through your sales representative or directly from the ScriptAbility Pharmacy Application. No contract is required for this particular service.

**For more information on how these translation services work in our software, go to page 41.**

# Programming the Label



**1**   Attach an RFID label to the medication container, along with the pharmacy printed label.

We recommend placing the RFID label on the container **bottom**. If it is not possible, place the RFID label near the printed label.



## Metal Interference

Avoid placing the ScripTalk Station on or near metal surfaces (such as directly above a refrigerator).

*Metal can cause interference and may lead to programming issues.*

When issuing a compliance pack or other prescription with high metallic content such as inhalers, birth control packs and metal tubes, utilize a hang tag to attach the RFID label.

**2** Place the prescription container on the top of the ScripTalk Station.

**3** Making sure the unit is turned on, press *'NEXT'* and *'PREVIOUS'* simultaneously *(about two seconds)* until you hear a single beep.

**4** Within 15 seconds, click the *'Program ScripTalk'* button at the bottom of the ScriptAbility application window.

A double beep will sound from the ScripTalk Station if it times out of program mode. *Repeat step 3 if this happens.*
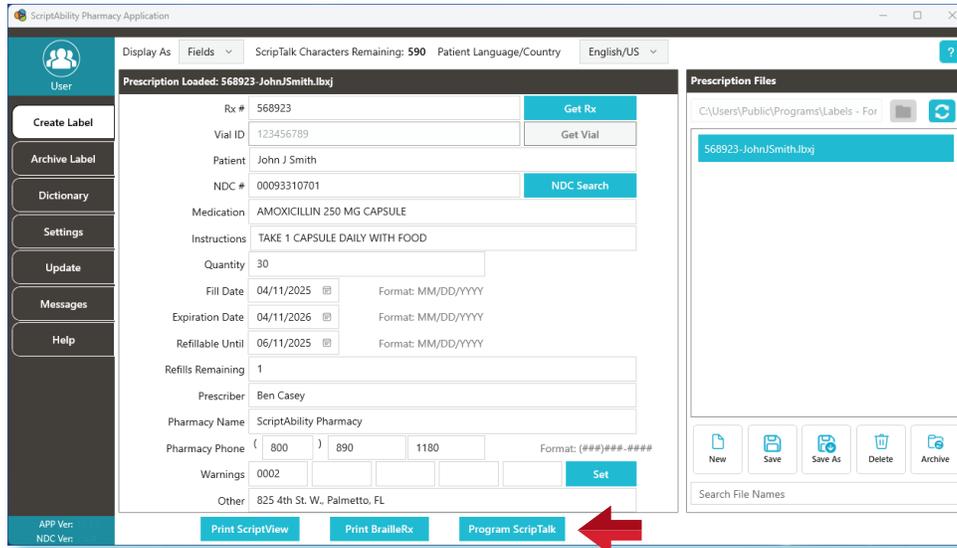


**5** The programming window should appear and display *two green checkmarks* for *'Writing Label'* and *'Verifying Label'*.

If the label does not verify, go to the Troubleshooting Section *(page 46)*.
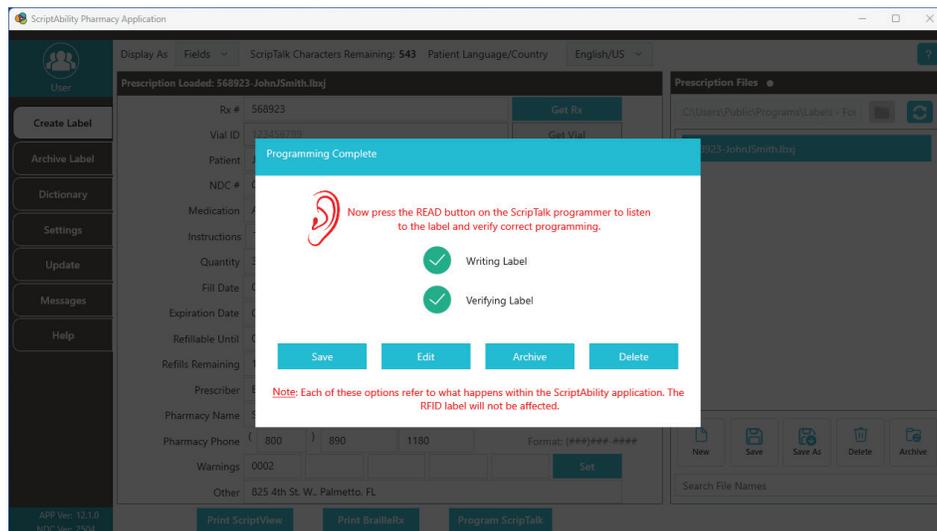
# Final Check of the ScripTalk Label

**6**   Leave the prescription container with the RFID label in place on the ScripTalk Station and press the oval **'READ'** button once. You can remove the container once the device begins to speak.

*Place the ScripTalk Station in an area of the pharmacy that ensures compliance with HIPAA privacy standards during the pharmacist's label verification.*



**7**   If you need to edit, click **'Edit'**, and then repeat previous steps to reprogram the label. Verify the label after reprogramming. If the label information is correct, press **'Save,' 'Archive,'** or **'Delete.'** *(See graphic on next page).*

**Programming Complete**

Now press the READ button on the ScripTalk programmer to listen to the label and verify correct programming.

✓ Writing Label

✓ Verifying Label

| Save | Edit | Archive | Delete |

Note: Each of these options refer to what happens within the ScriptAbility application. The RFID label will not be affected.
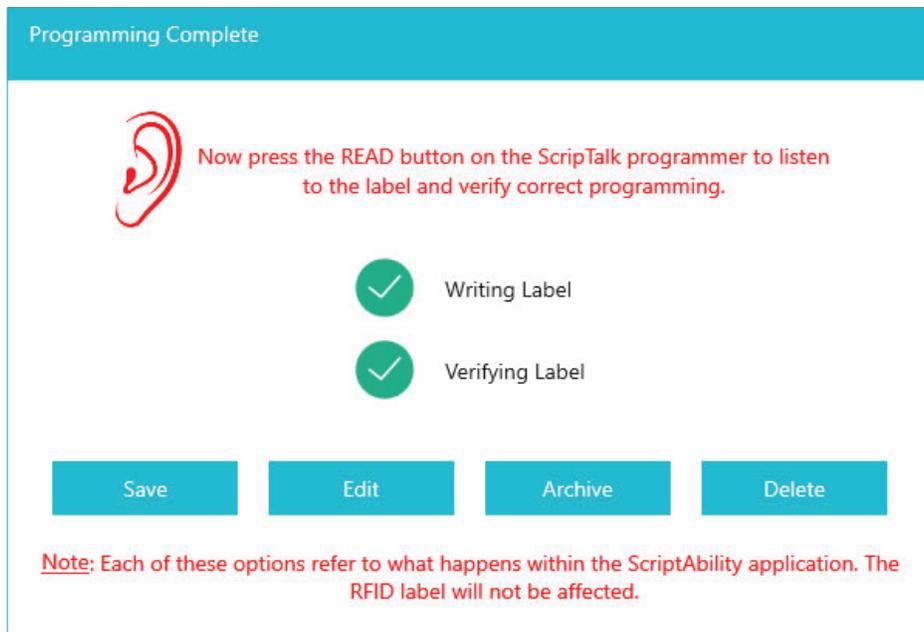
**Save**

This will save the label information with the name you provide to the 'Prescription' list. It will clear the data fields.

*TIP* *Naming the file with the prescription number will make it easier to find.*

**Edit**

This will leave the fields populated with data, but does not save the information for the label.

**Archive**

This will save the label information to the archive folder. It will not be seen in the 'Prescription' list. It will clear the data fields.

**Delete**

This will delete the file from the ScriptAbility Software. It will clear the data fields. The RFID Label will remain programmed.

# Correction of Pronunciations

*If you encounter a word or name that is not being pronounced correctly, you may enter a correction in the Dictionary.*

**1** Open the **'Dictionary'** tab and go to the **'Pronunciations'** page.

**2** Click **'Add'**.

**3** Enter the word that is being mispronounced in the **'Entry'** field.
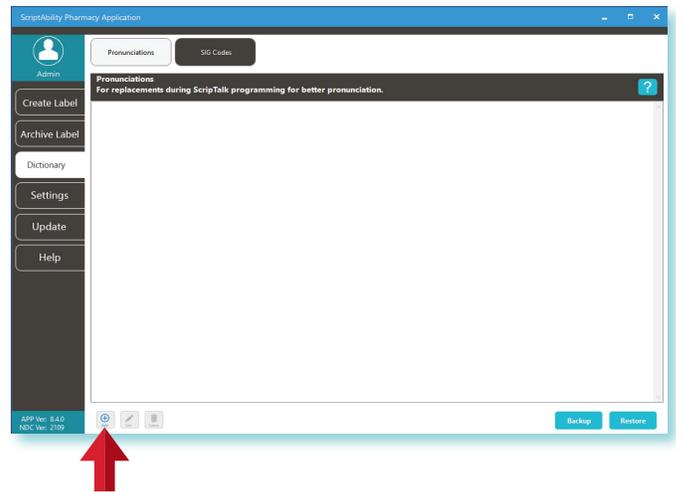
**4** Then enter the phonetic spelling in the **'Replacement'** field.

**5** Click **'OK'**.

**6** Program the label and check for correct pronunciation.

If you need to adjust the phonetic pronunciation, highlight the desired entry and then click **'Edit'**.

*Repeat these steps until correct speech is attained.*

# Using the Display as Text Field in ScriptAbility

**1** Open ScriptAbility and change the "Display As" view in the upper left hand corner from *'Fields'* to *'Text'*.
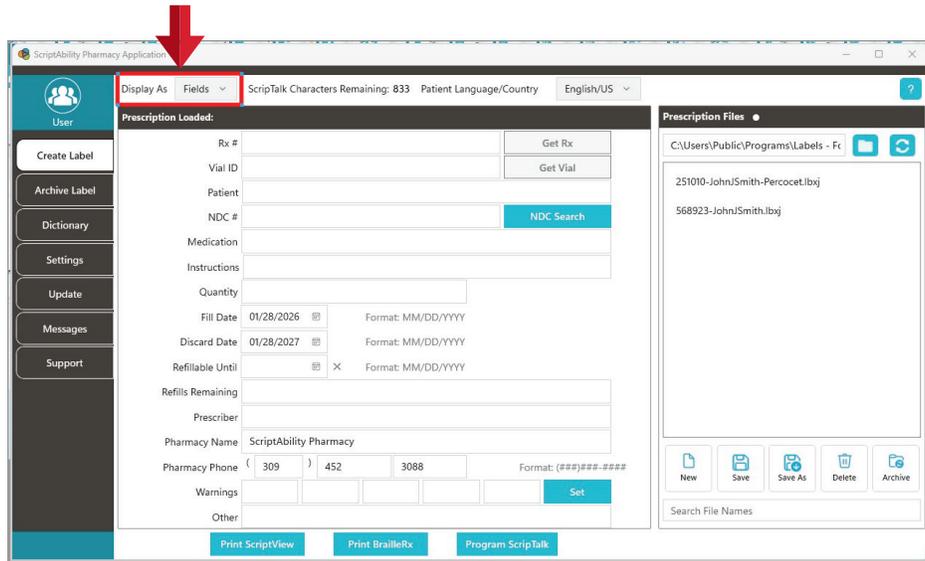


**2** ScriptAbility gives you a text box to enter the information you want your patient to hear or read. Whether bag tag info, extra warnings or complex instructions, whatever is copied or manually entered into this section can be placed on a ScripTalk, ScriptView, or BrailleRx label.
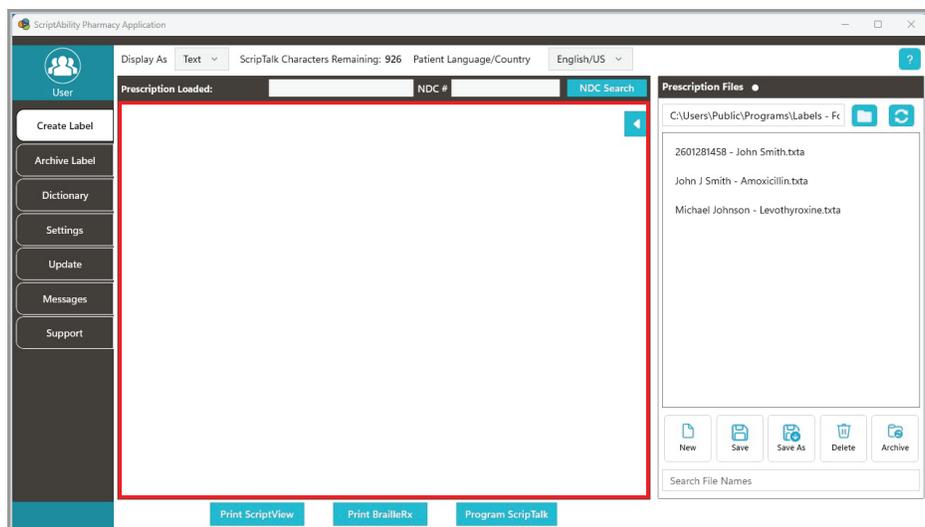
**3** The Characters Remaining counter is there to show you when you've gone over the programmable space on a ScripTalk label.
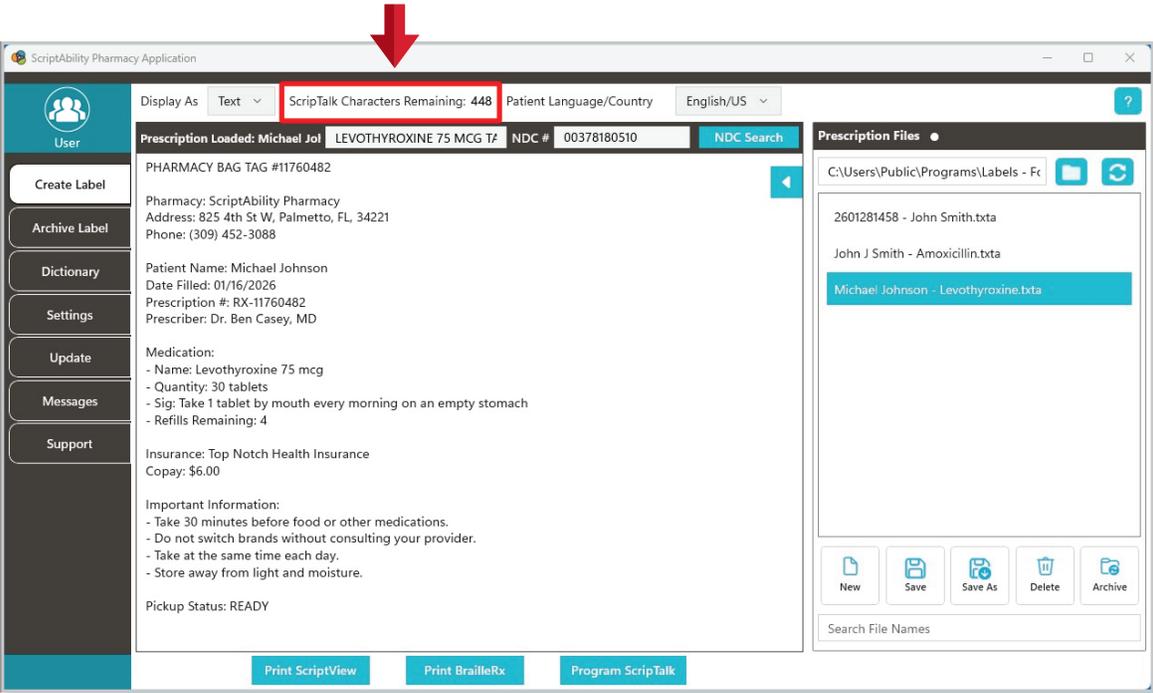
# Download the Free ScripTalk App



Patients can use a FREE mobile ScripTalk App to hear all their prescription information read out loud in lieu of using the ScripTalk Station or in addition to using it.

Download the App from the Apple App Store or Google Play Store.
On Android, enable Near Field Communication (NFC) in phone settings.
Once downloaded, instructions to use the App can be found on the Help page.

**iPhones:** Your patient will need to have an *iPhone 7 or higher* and *iOS 13.0 or later*.

**Androids:** Requires *Near Field Communication (NFC)* capability.

# Enrolling a Patient in ScripTalk

A patient may enroll in the ScripTalk program by talking with a member of your pharmacy staff. Complete a Patient Approval Form (PAF) and submit it to En-Vision America using one of the methods below.

- *Fax PAF to En-Vision America at **309-938-8948***

- *Scan PAF and email to **patientcare@envisionamerica.com.***

- *Fill out and submit the form online at **www.scriptability.com/scriptability-patient-approval-form***

### ScripTalk Patient Approval Form

**Pharmacy staff:** Please fill out form and fax to En-Vision America, 309-938-4948.
En-Vision America will provide a prescription reader to the patient upon receipt.

**PATIENT INFORMATION**

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Please circle one:

English Unit          Spanish Unit

**PHARMACY INFORMATION**

Pharmacy Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Primary Contact: _____

I verify that _____ is a confirmed patient with current prescriptions to be filled and will participate in the ScripTalk program at this site. Please send a patient prescription reader at this time.

_____          _____
Printed Name                                    Date

_____
Signature

For questions or assistance, please call En-Vision America at **1-800-890-1180**.
Download this form:  scriptability.com/scriptability-patient-approval-form

**En-Vision AMERICA**  825 4th Street W  •  Palmetto FL 34221  •  http://www.scriptability.com

Once the patient is enrolled and confirmed, En-Vision America will ship a ScripTalk Station ***free of charge*** to the patient.

The patient can also elect to download the free ScripTalk Mobile App for iPhone or Android to read their prescription information out loud; however you must still submit the PAF.

If your pharmacy software permits, please update the patient's profile to identify them as a ScripTalk user.

*Sample Patient Approval Forms (PAF) are included in your marketing kit.
Need more forms? Go to **www.scriptability.com/downloads.***

*ScriptView provides easy access to prescription label information for those with low vision.*



The **Large Print Label** presents the data in a customized variable point font size *(12 -22)* on a high-contrast, non-glare, durable media.

**Dual-Language Labels** come in a booklet-style that you can affix to the prescription container. They feature a high contrast font in English, as well as a translation from one of the offered languages. These are ideal for patients who speak English as a Second Language or have Limited English Proficiency.

A **Controlled Substance Safety Label (CSSL)** is a solution designed to help reduce the risk of opioid misuse by your patients. These labels provide easy-to-understand audio and visual instructions of the prescription, including SIGs, package inserts, med guides and warnings. The label features a QR code that patients can scan to instantly play a brief safety video detailing the drug's instructions and warnings.
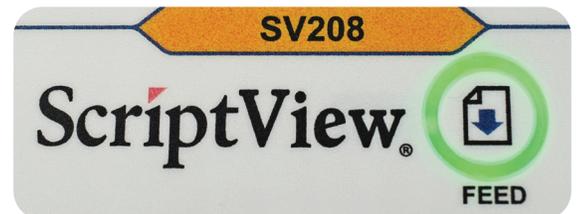
# Connecting & Powering the Printer

**1** Connect the printer's USB cord to both the printer and your pharmacy computer.
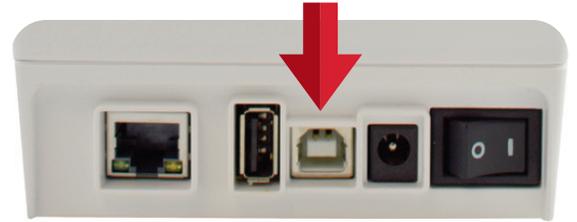


**2** Connect the power supply to the printer via the port on the back.

Then, plug the printer into a power source.
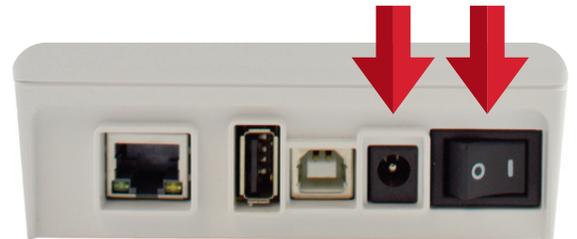


**3** Turn the printer on.

When ready, a *solid green light* will circle the *'Feed'* button on top of the printer.



**4** Windows will attempt to install a driver, which ScriptAbility does not need.

*If a notification appears, you may click [X] to cancel.*

**5** You may see an alert indicating that the driver software was not successfully installed. *Ignore this message.*

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# Loading Labels into the Printer



**1** Pull the *blue slides* on either side of the printer, then lift the lid.



**2** Spread the label hangers by pulling either one to the side.



**3** Load labels onto hangers so they feed off the top of the roll. Make sure first label has an *"I-mark"* (*short black bar*), and it is facing *down*.
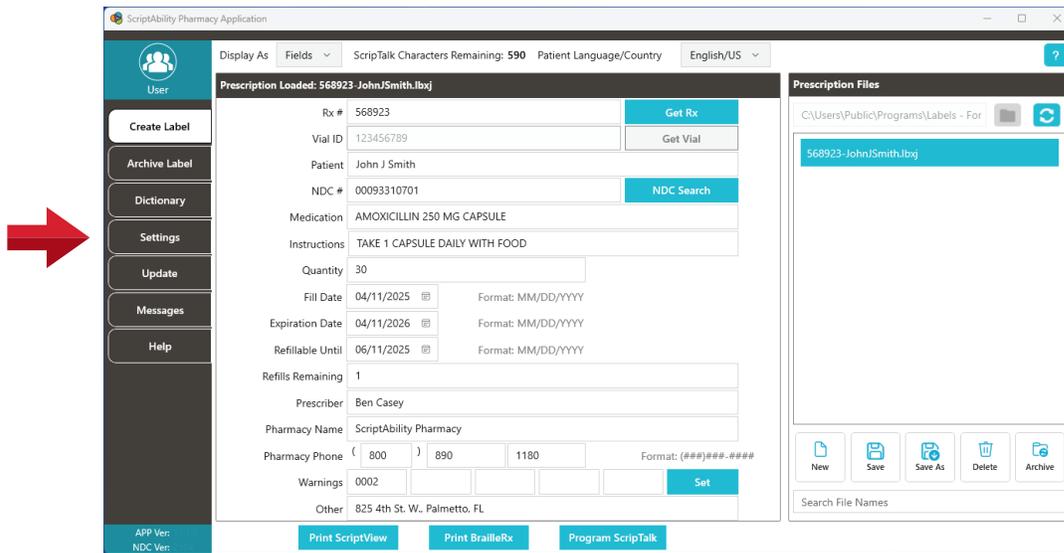


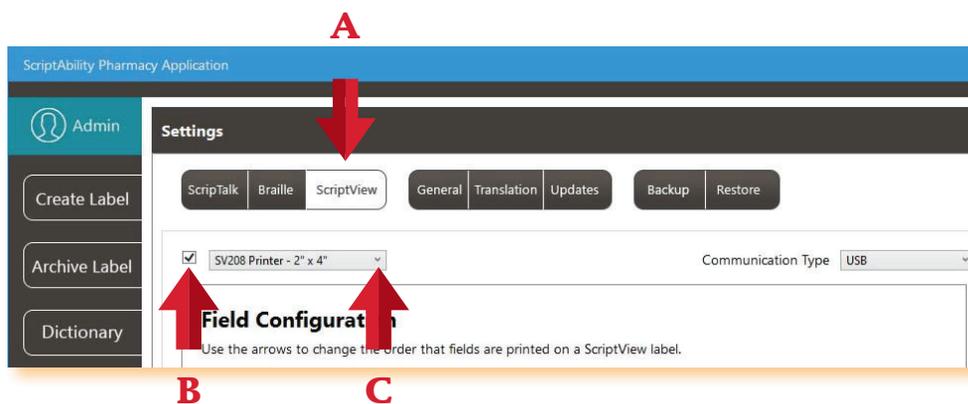**4** Feed labels under both label guides and align with front edge of printer.

**5** Close the lid.

# Enabling ScriptView in Your Software

**1** In ScriptAbility, go to *'Settings'*.



**2** Go to *'ScriptView'* **(A)**, check the box **(B)**, then from the drop down select *'SV208 Printer - 2" x 4"'* **(C)**.



**3** Your ScriptView Printer is now set. Click the *'Create Label'* tab to continue. To Enter Prescription Data and Edit Warnings, please see pages 10-11.

# Integration with Pharmacy Software

ScriptAbility has integrations with many 3rd Party Pharmacy Software Systems. For a list of our current partners, visit *www.scriptability.com/our-partners.*

If you don't see your software provider listed, please use the *"Click to Request a Software Integration"* button on the website. We will work with you to get your software provider integrated.

# Adding Translation

There are two types of translation available within ScriptAbility:

- **Translation**, a subscription service

- **Live Translator**, a pay-per-use service

Translation is an annual subscription service.

Live Translator is a pay-per-use translation service utilizing native-speaking human translators. Translation credits may be purchased through your sales representative or directly from the ScriptAbility Pharmacy Application. No contract is required for this particular service.
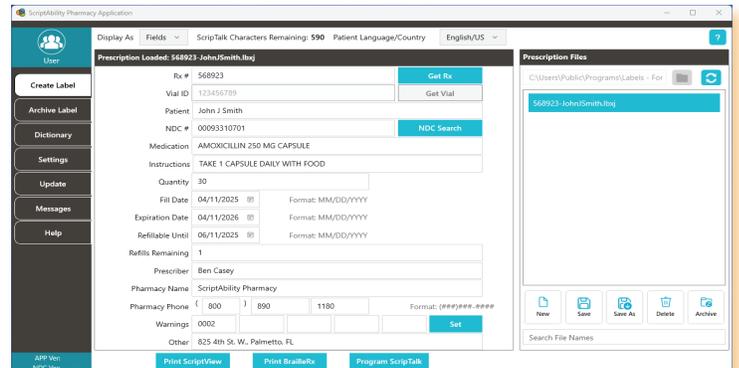
# Printing the Label: ScriptView and FLIP

## Large Print

These are the instructions for printing a Large Print Label.
For printing a Dual Language Label, see page 29.
To print a Controlled Substance Safety Label, see page 30.

**1** Click *'Print ScriptView'* button.

**2** *'Print Preview'* gives you the option to de-select any warnings you do not want printed, change the font or font size, and invert color *(white on black)*.

Select the type of output and number of copies to print, then click *'Print.'* The Save, Edit, Archive, Delete panel will appear. Refer to page 17 for option instructions.
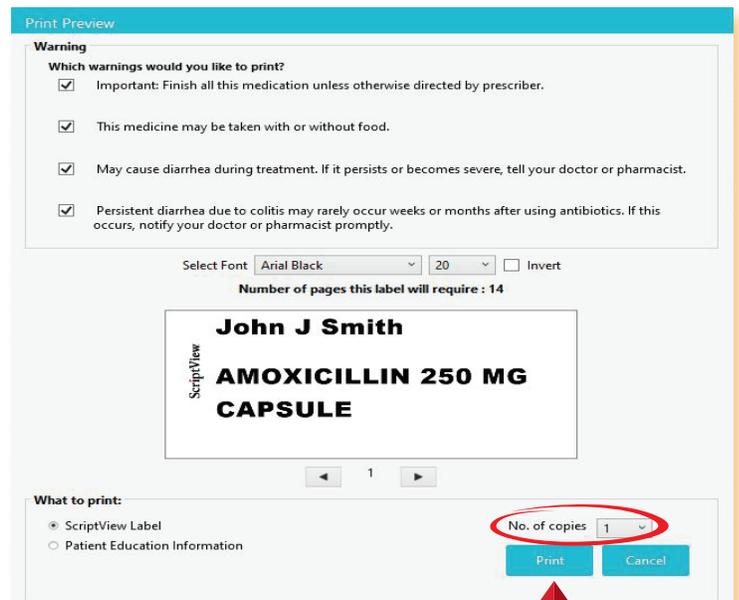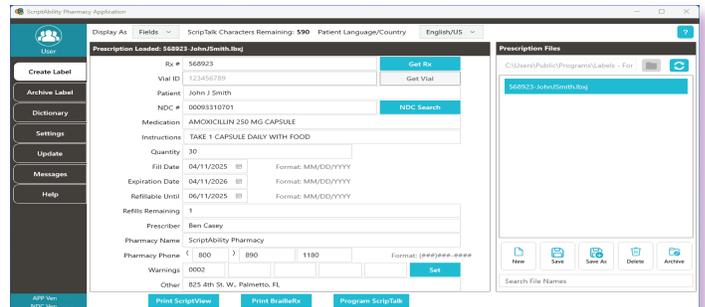
**1** Click **'Print ScriptView'** button.



**2** **'Print Preview'** gives you the option to de-select any warnings you do not want printed, change the font or font size, and invert color *(white on black)*.

Select the type of output and number of copies to print, then click **'Print.'** The Save, Edit, Archive, Delete panel will appear. Refer to page 17 for option instructions.
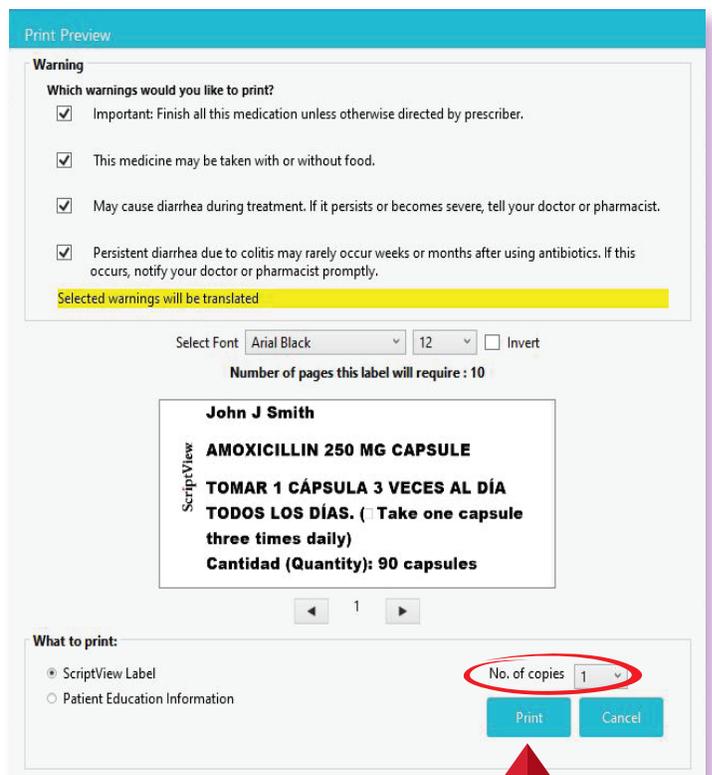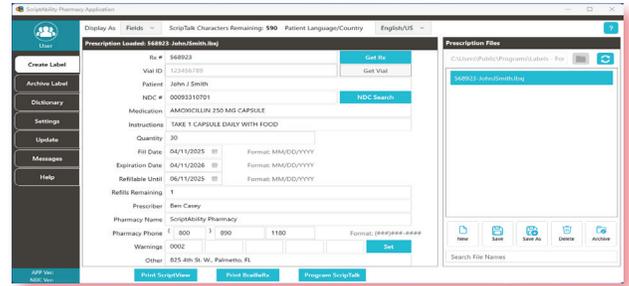


**NOTE** *Both English & translated language will display in* **'Print Preview'** *mode.*

# Controlled Substance Safety Label (CSSL)

**1** Enter the information for a Schedule II - V prescription, then click *'Print Scriptview.'*



**2** The software will recognize it's a Schedule II - V prescription and give you the option to Select CSSL Under *'What to Print.'*

*'Print Preview'* gives you the option to de-select any warnings you do not want printed, change the font or font size, and invert color *(white on black)*.

Select the type of output and number of copies to print, then click *'Print'*.
The Save, Edit, Archive, Delete panel will appear.
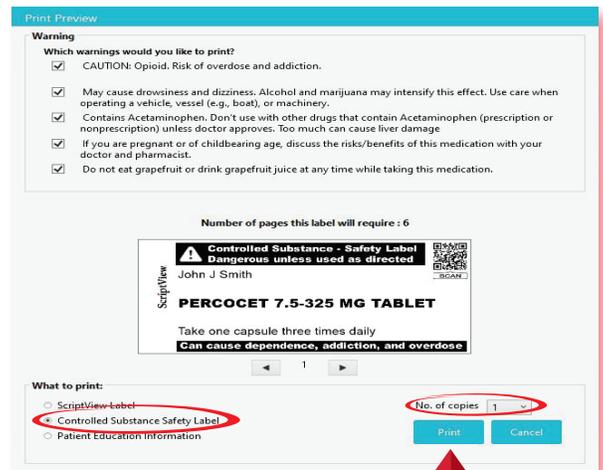Refer to page 17 for option instructions.



**3** The label will print with a QR Code that can be scanned using the ScriptView App. It will play a safety video, with spoken and visual instructions, side effects and warnings.



## Try me now!
*Scan with ScriptView App or your iOS camera to play the safety video.*

# Review the ScriptView Label for Accuracy

**1** Detach the label at the last perforation along the printer's edge.



**2** Compare the printed information to that in the *"Create Label"* fields. Hover over a warning to see the full text.

If necessary, repeat steps from pages 42 - 45 *(translation labels only)* to create a new label with corrected information.
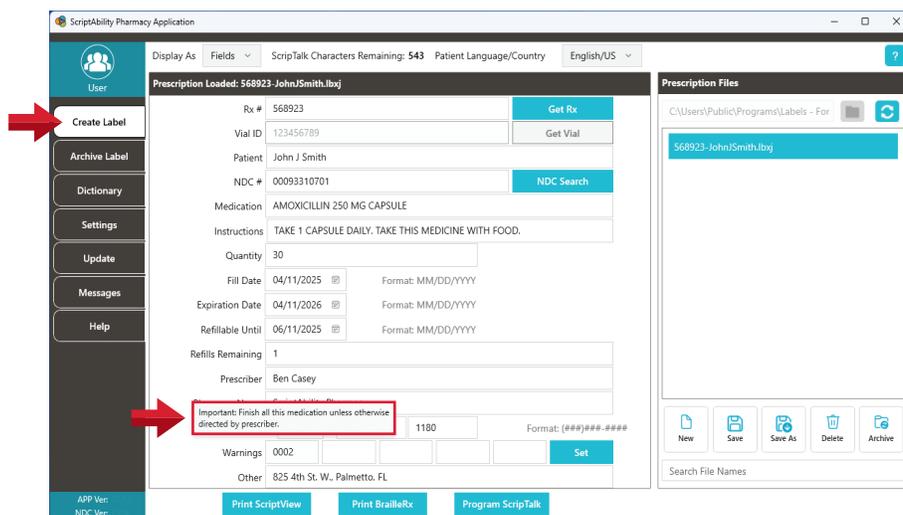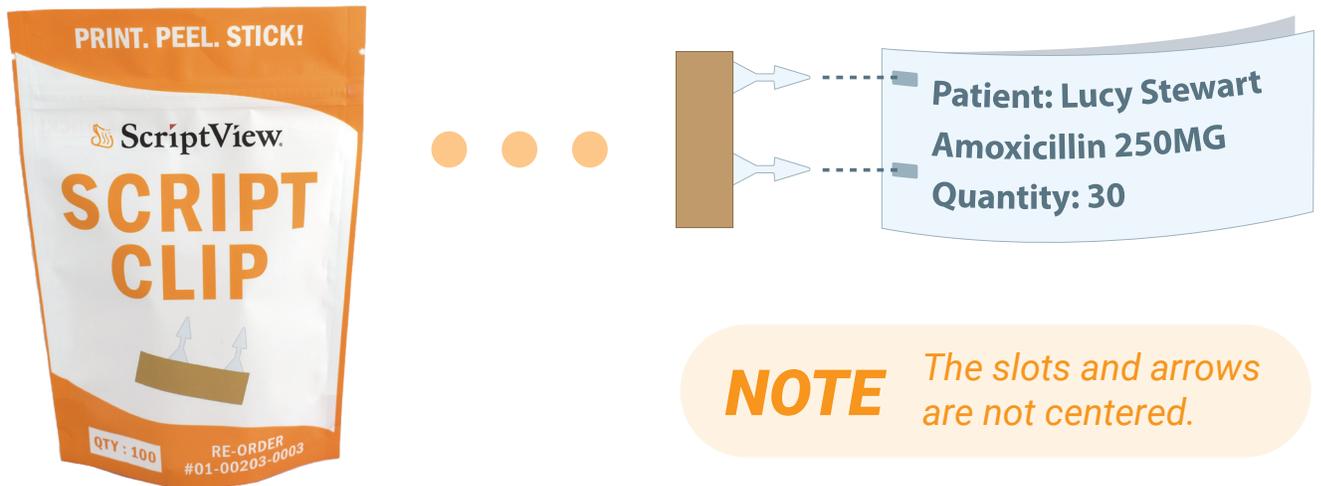
# Assembling the Label: ScriptView

**1**  Fold printed sections into booklet, so that the holes line up.
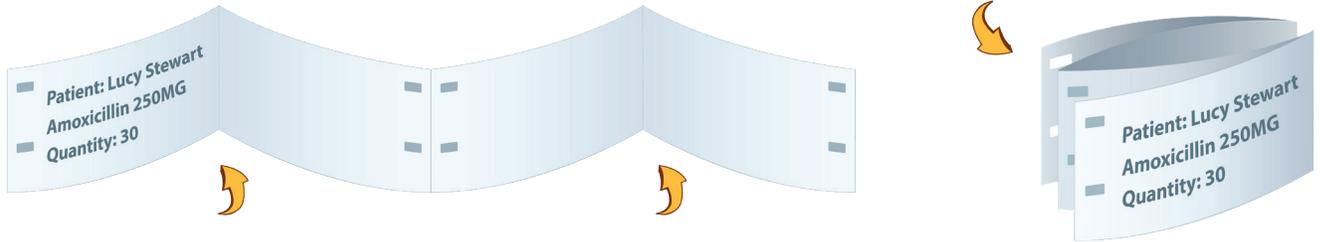


**2**  Insert the Script Clip into the label booklet through the front, matching clip arrows with slots.



**Patient: Lucy Stewart**
**Amoxicillin 250MG**
**Quantity: 30**

*NOTE* *The slots and arrows are not centered.*

**3**  Peel off the protective film from the back of the clip, exposing the adhesive strip.



**4**  Fold clip over so adhesive covers clip arrows.

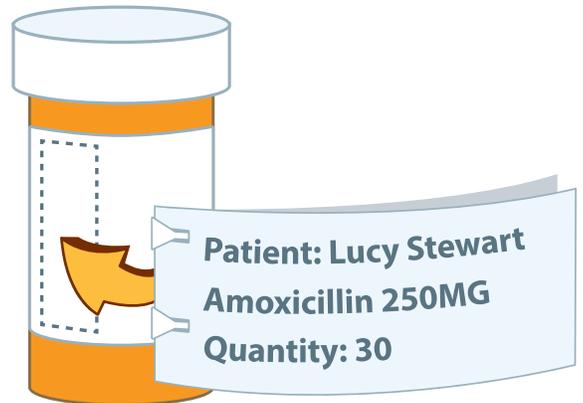Be sure that arrows are pointing *away* from the clip.

**5** Remove remaining protective film to expose other side of adhesive.

**6** Attach label to prescription container.

*If possible, do not cover standard label with adhesive strip.*

Patient: Lucy Stewart
Amoxicillin 250MG
Quantity: 30

**7** Wrap the Clear Band around the label and bottle.

WRAP & SNAP!

ScriptView

CLEAR BANDS

QTY : 100    RE-ORDER #01-00203-0004

Patient: Lu
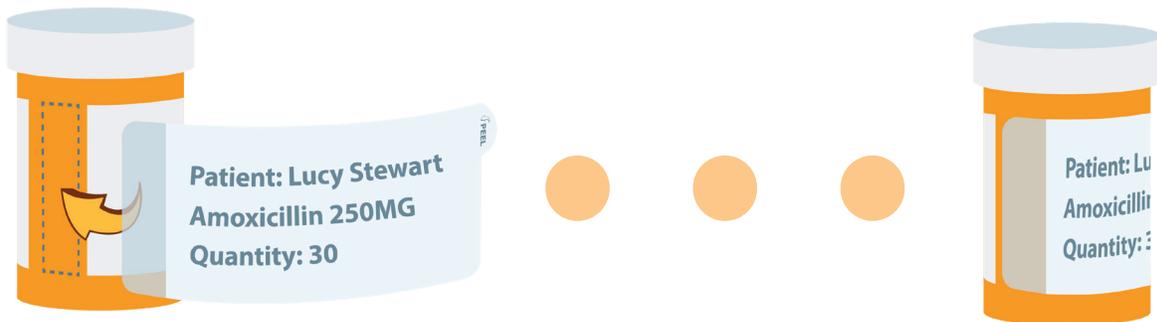Amoxicilli
Quantity:

*Scan the QR code for a full video tutorial about how to assemble a ScriptView prescription label.*

# Assembling the Label: ScriptView FLIP

**1**    Carefully peel the adhesive ScriptView FLIP label from its backing.

Patient: Lucy Stewart
Amoxicillin 250MG
Quantity: 30
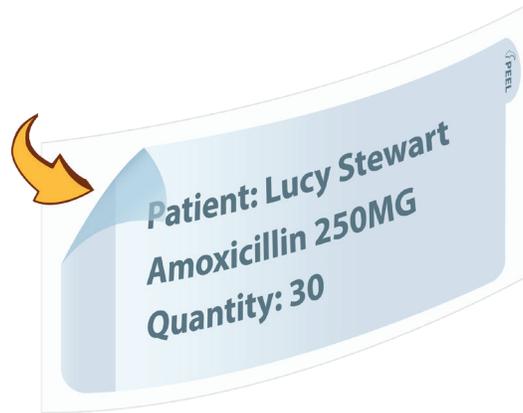
**2**    Place the ScriptView FLIP label over the current medication label.

Patient: Lucy Stewart
Amoxicillin 250MG
Quantity: 30

Patient: Lu
Amoxicillir
Quantity: 3

**3**    Once secure, peel it back to reveal the legible label underneath.

# Download the Free ScriptView App

A ScriptView label contains an RxCode. This is a QR code that can be scanned with the native camera app on your phone.



You can also download the free ScriptView App via Google Play and App Store. The ScriptView App works in conjunction with the Voice Assistant/TalkBack accessibility features built into the phones and will speak out loud the prescription information scanned from the RxCode.
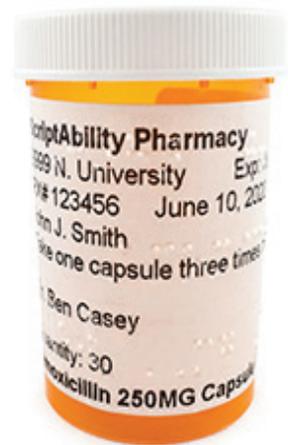
Be sure to inform your patients of this wonderful added benefit of the ScriptView label.
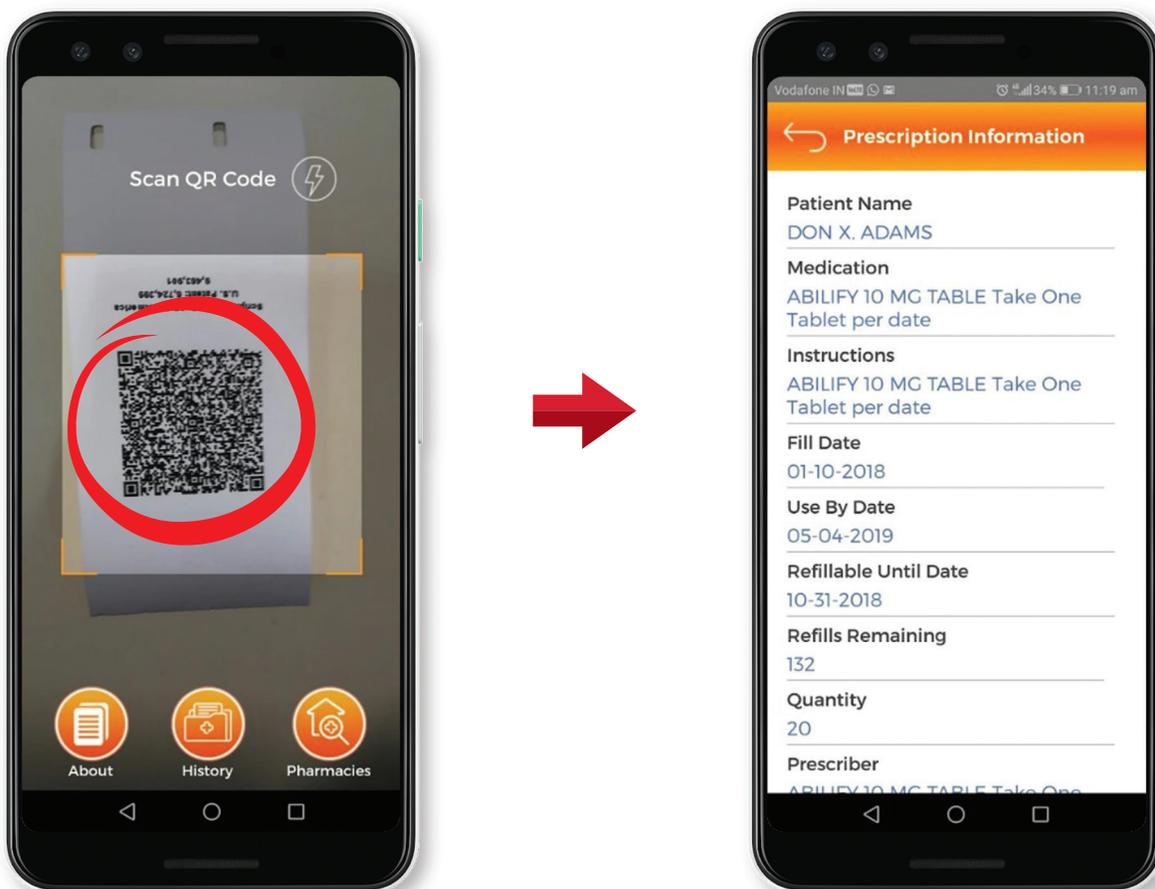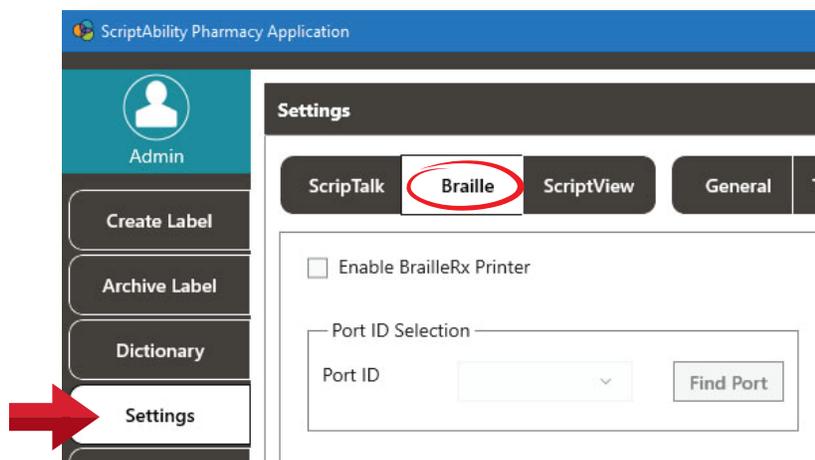
# BrailleRx™

Meet the BrailleRx, which features a full 2.25" x 4.25" Braille label. The BrailleRx printer allows you to create a clear adhesive Grade 2 Braille Label that fits over the legal pharmacy label.
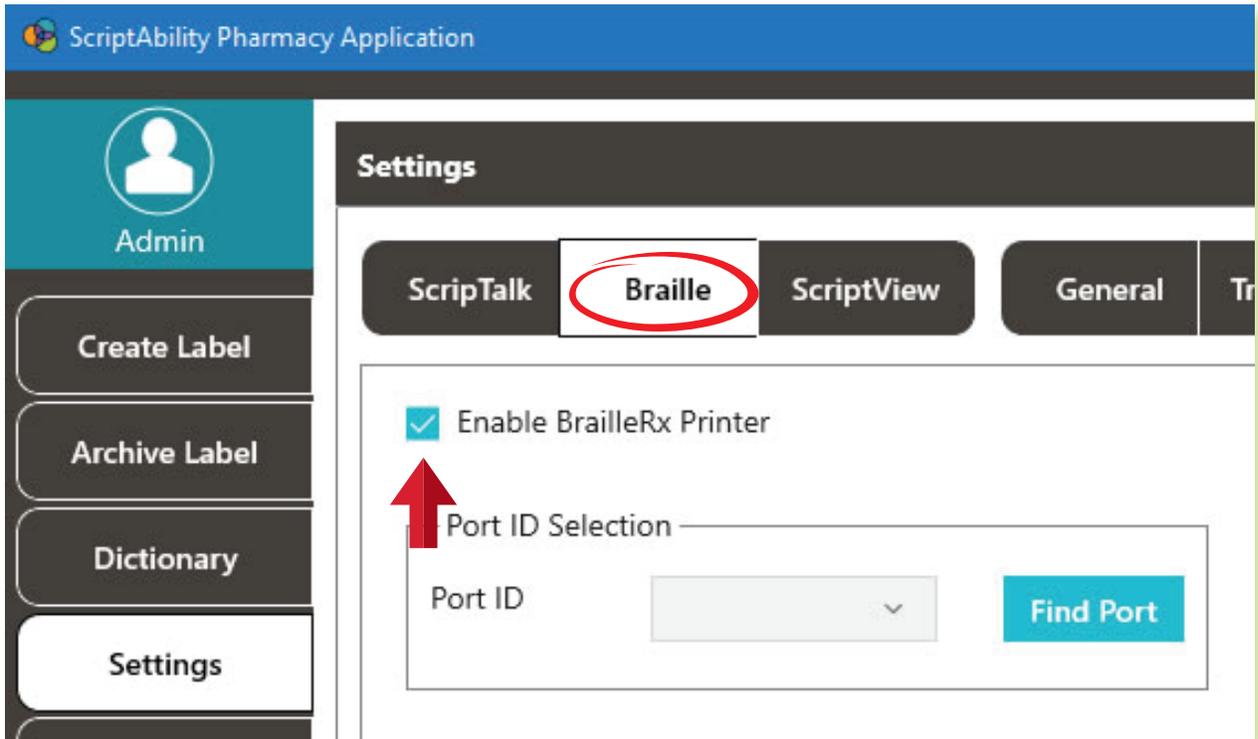
## Enable BrailleRx in Your Software

**1** Consult the BrailleRx User Manual, which was tucked inside your BrailleRx box, for guidance on preparing the printer for use.

**2** In ScriptAbility, go to *'Settings > Braille'*.

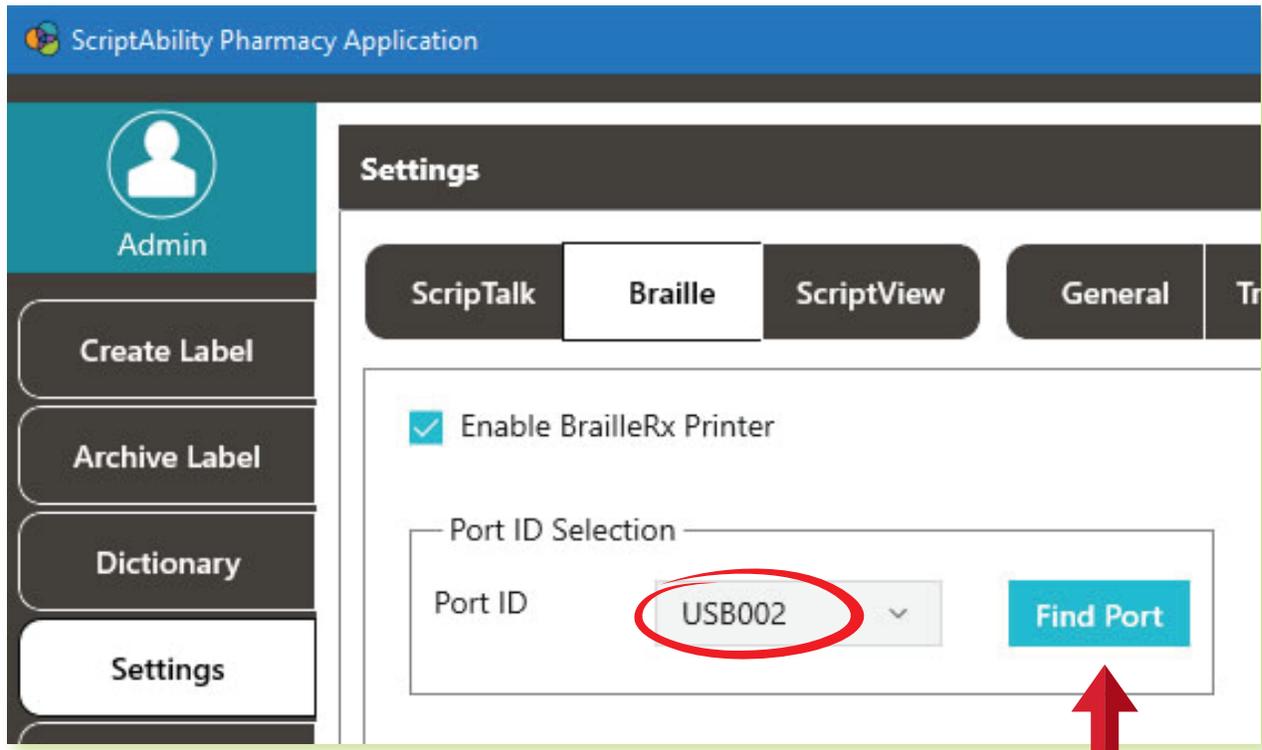**3**    Check the box for *'Enable BrailleRx Printer'*.

**4** Be sure the printer is connected via USB and turned on. Click *'Find Port'*. When the USB port number appears, you are ready to print.

# Printing a BrailleRx Label



**1** Enter the Prescription Label information. Be sure to review page 10 on Entering Prescription Data if you have any questions. Click the *'Print BrailleRx'* button.

**2** The BrailleRx Label preview window will appear, giving you the opportunity to view and change the output. When ready, click the *'Print'* button.



ScriptAbility Pharmacy Application - BrailleRx

**Input**

**Patient**

JOHN J SMITH

**Medication**

AMOXICILLIN 250 MG
CAPSULE

**Instructions/Additional Information**

TAKE 1 CAPSULE EVERY DAY
WITH WATER TO FIGHT INFECTION

Note:
Red indicates characters that will be truncated. Please move
them to the next line.

Print    Close
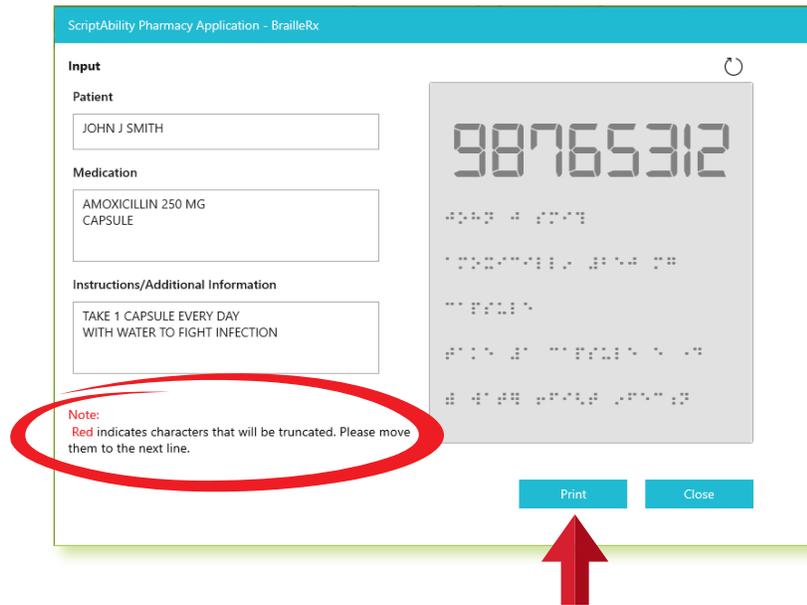
> **NOTE**  *Red indicates characters that will be truncated. Please move them to the next line.*

**3** Wait until the print job completes, crease the media at the perforation, and tear the label off. Then click *'Continue'* so the printer can be setup for the next label job.



ScriptAbility Software - Alert

Crease and tear the label at the perforation. Click 'Continue' to load next label.

Continue

# Translation

*Translation provides multiple translation options to ensure
that patients understand their medication instructions
regardless of their English proficiency.*

Translation is available as an add-on subscription and as a pay-per-use service. Both services will require a specific API username and key. To obtain these credentials or discuss translation options, email ***sales@envisionamerica.com*** or call 1-800-890-1180 and ask for sales.

## Adding Translation Credentials

Go to ***'Settings > Translation,'*** check the ***'Enable translations (admin only)'*** checkbox, enter the specific username and key, then click the ***'Check'*** button to validate. Then check either ***'Include Translation: Subscription'*** or ***'Include Live Translator: Pay-per-use.'***
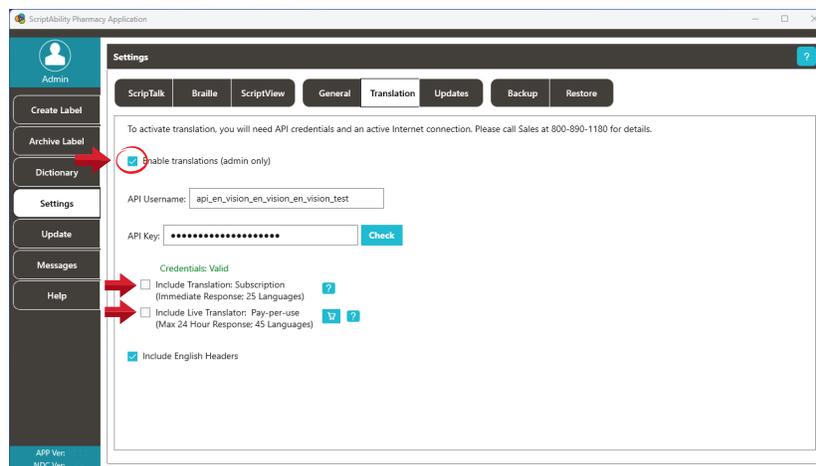
# Translation Subscription

**1** Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

Click on the **"Translate"** button that appears.
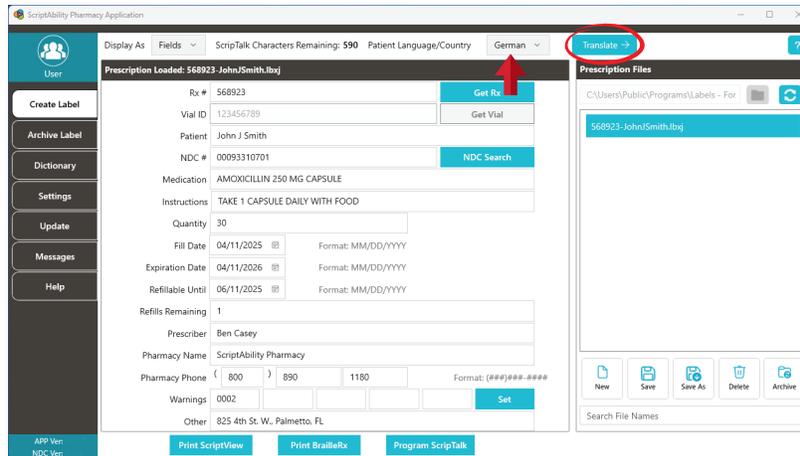


**2** Choose the desired paraphrase and click on the **'Translate'** button.

Click **'Couldn't find an acceptable paraphrase?'** for options for problematic results.

**3** Translation will be applied to the instructions and warnings. Effected fields will become highlighted.



**TIP** *Roll your mouse over the highlighted fields to see the original English instructions and warnings.*
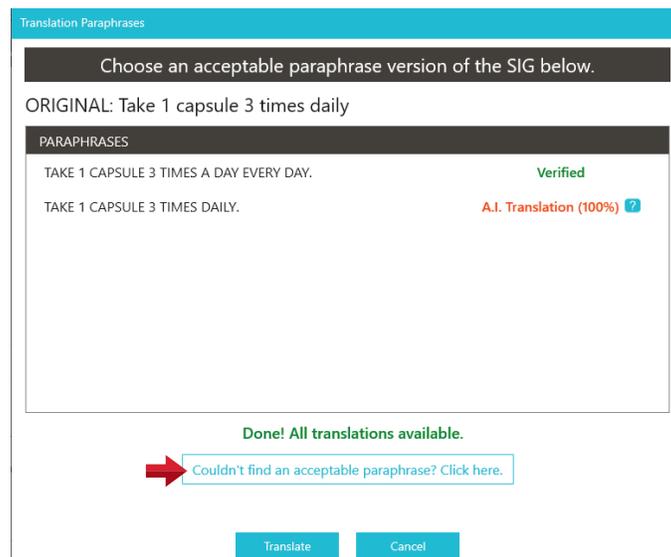
# Live Translator

**1** Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.
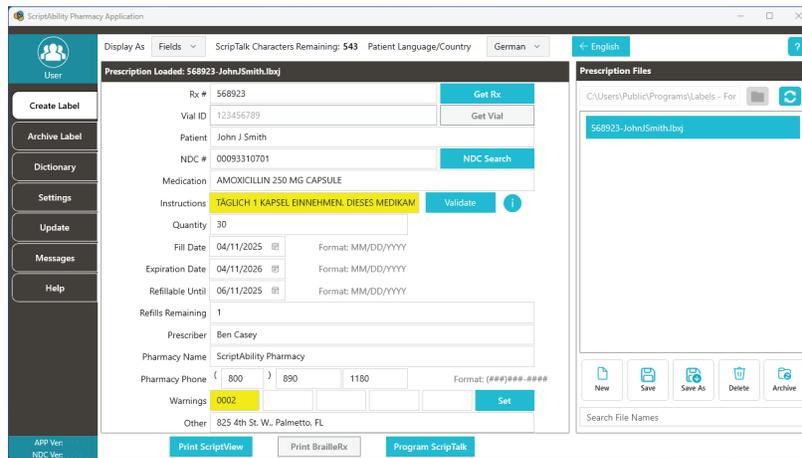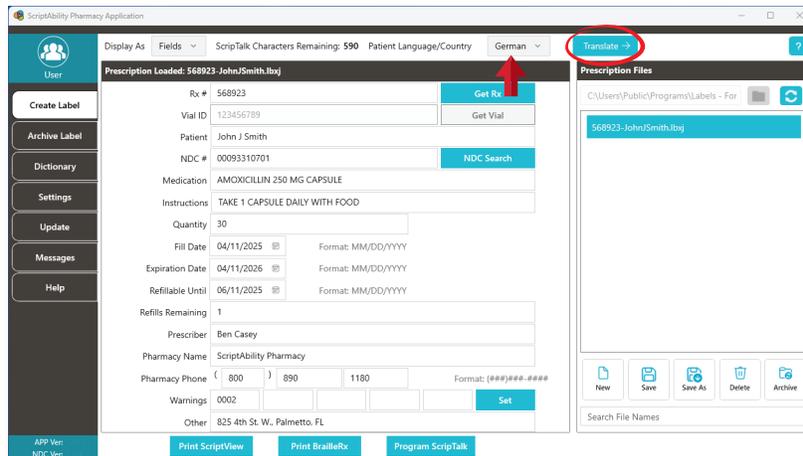
Click on the *"Translate"* button that appears.



**2** You will be asked to confirm the deduction of one Live Translator credit from your balance. Click *'Continue'*.
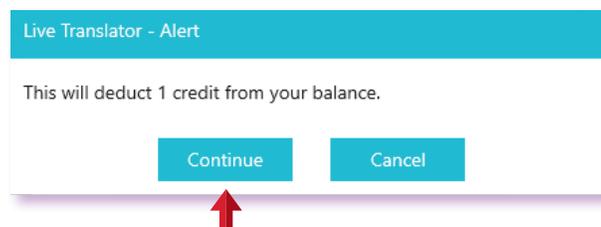
**3** A file for the translation will be shown in the Prescription Files list showing its status. When translation is ready, it will have a green checkmark. Double-click it to load it in the Create Label tab.
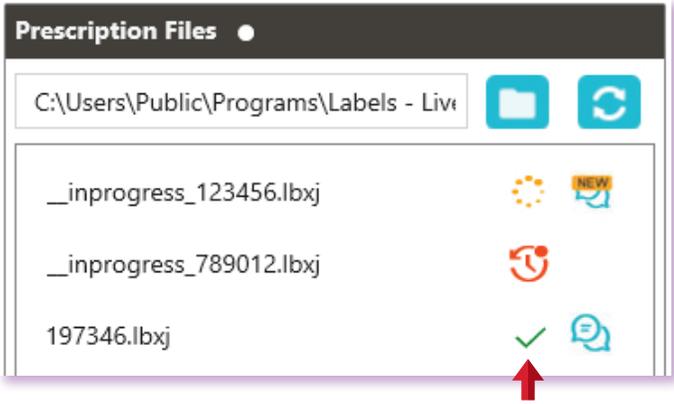


**4** To purchase more credits, contact your account manager, or use the shopping cart button on the *'Settings > Translation'* page.

If the *'Program ScripTalk'* button is disabled, go to *'Settings > ScripTalk'*, check the box, and select *'Enable ScripTalk Station'*. Click the blue *'STSx'* button, then click the image that matches your ScripTalk Station programmer.
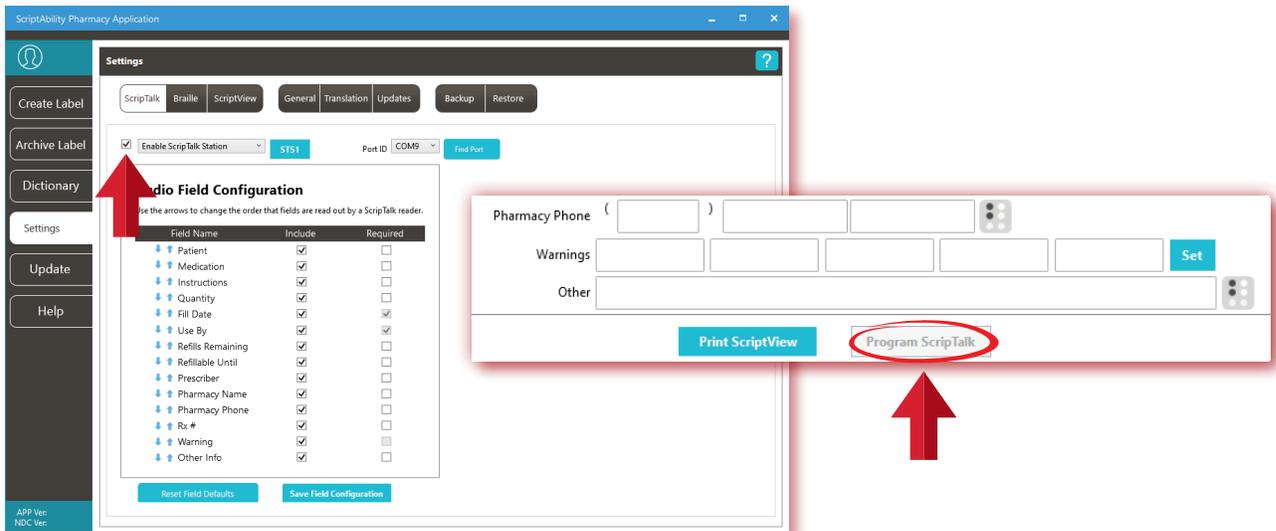


*Error 158 – Not Able to Transfer Data:*
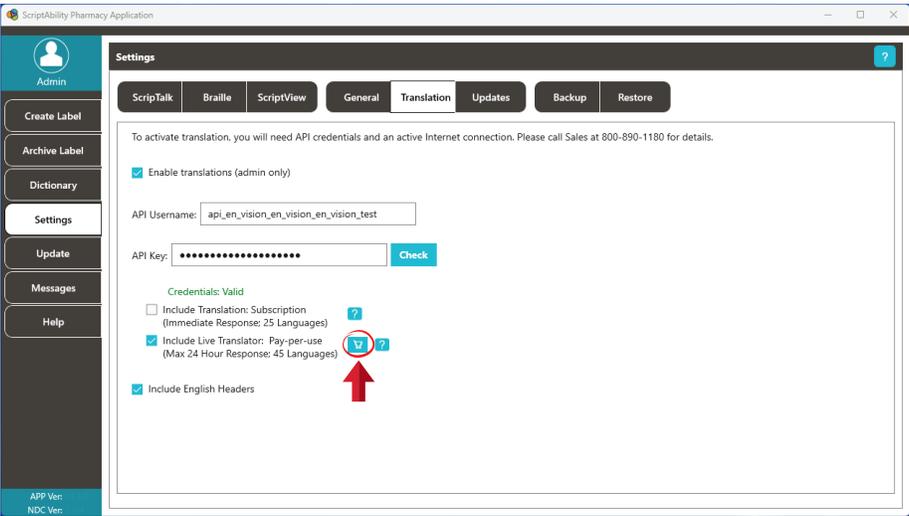
**A.** Be sure to put the ScripTalk Station into Program mode first with the '*NEXT'* and '*PREVIOUS'* buttons, *then* click the *'Program ScripTalk'* button on the software within 15 seconds.
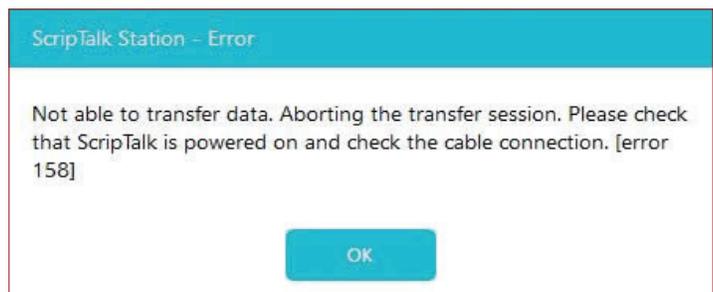


**B.** You may have the wrong ScripTalk Station model selected, *see page 10* for proper ScripTalk settings.

**C.** Ensure a ScripTalk RFID label is present as shown on *page 13 (Programming the Label).*

**Error 091 – Not Able to Verify Label:**

If the program cannot verify the label, be sure that you have attached a ScripTalk RFID label to the prescription container.
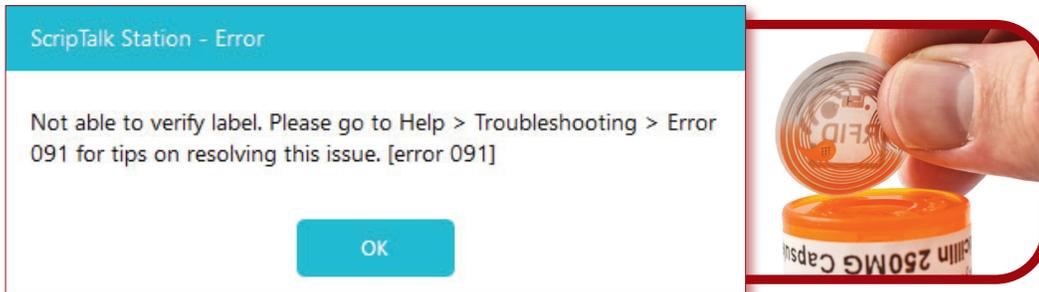


**Metal Interference:**

Reposition the ScripTalk Station so that it is at least 6-8 inches *(in all directions)* away from any metal objects, such as electronics, jewelry, shelf brackets, refrigerators, desk drawers, light sources, etc.

Also refer to *page 13 (Programming the Label)* for hang tag usage if medication is metal-based or if the container has metallic elements *(such as foil or an inhaler)*.

## 6 - 8" Metal Clearance

# Troubleshooting

● If the *'Print ScriptView'* button is disabled, go to *'Settings > ScriptView'*, check the box, select *'SV208 – 2" x 4"'* in the drop-down, select *'USB'* for *'Communication Type'*, then go back to the *'Create Label'* tab.
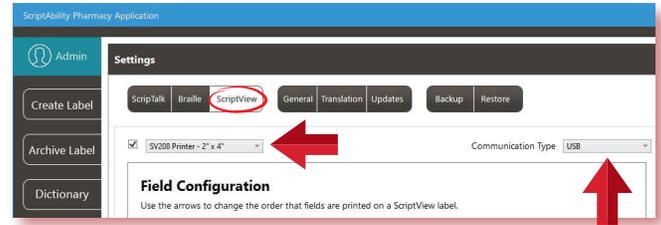


● *Errors 085 & 146:*

If you see either of these errors saying your ScriptView Printer is not connected, be sure it is connected to the PC via USB, has power, and is turned on.



● If the printer interjects blank labels into the print, be sure the first label at the beginning of the print job has an I-mark *(black bar)* on the underside.



● *To fix poor print quality:*

Turn the printer off and let it cool for 5 minutes. Open the top cover, then open the black printhead plate. Clean the direct thermal heat strip with a thermal printhead cleaning pen.
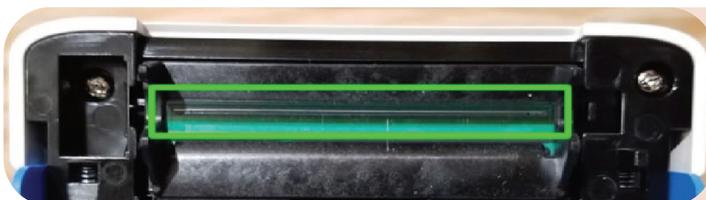


*Call 800-890-1180 to order Part# 00220-SN-CLEAN.*

*48*

# Updating the ScriptAbility Software



**1** Go to the *"Update"* tab.

**2** Check the box for the update(s) you would like.

**3** Click the *"Update"* button.

**NOTE** *Updates must be enabled in **Settings > Updates** to be available. Only Windows admins can update the software.*

# User Management

Within ScriptAbility, there is a security feature for login of users to the software. This feature allows for the creation of two types of user within the ScriptAbility Pharmacy Application: *Admin* and *Standard*.

To enable ScriptAbility User Management, you must be a PC admin.

Go to *Settings > General > User Management*, and select *"ScriptAbility User Management"*.
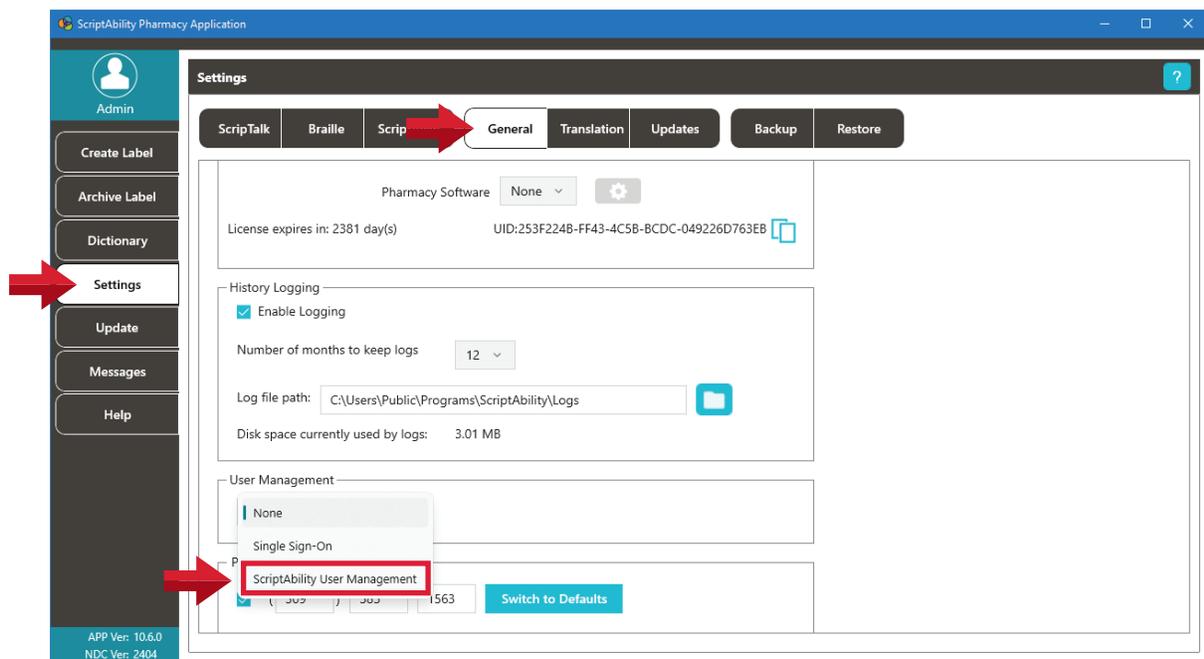


When selected, you will be asked to confirm by restarting the computer:

When you confirm by clicking the **"YES"** button, the software will restart. It will then prompt you to enter a username and password for the first ScriptAbility Pharmacy Application admin.

Username must be 3-30 characters.

Password must be 8-30 characters and may consist of numbers, letters, spaces, and special characters.

Once completed, go to **Settings > User Management** to Add, Edit, or Delete users, or to change passwords.

## *Admin*

These users may perform any action within the software, such as:

- Create ScripTalk, ScriptView and Braille labels.

- Save, archive and delete label files.

- Add, edit and delete Dictionary entries.

- Change anything within Settings.
  - *NOTE:* This may be limited by privileges granted to the user by the operating system (e.g., Windows).

- Update the application itself and the NDC warnings database.

## *Standard*

These users may do the following by default:

- Create ScripTalk, ScriptView and Braille labels.

- Save, archive and delete label files.

- Add, edit and delete Dictionary entries.

- Change a limited set of options within Settings.

- Update the NDC warnings database.

## Adding a User:

**1.** Click the *"New User"* button.

**2.** Enter the user's Full Name.

**3.** Enter the Username the user will log in with. Username must be 8-12 characters.

**4.** Enter a Password for the user. Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters. The user or an admin may change the password at any time.

**5.** Select the user's Access level.

**6.** Click the *"Save Changes"* button.
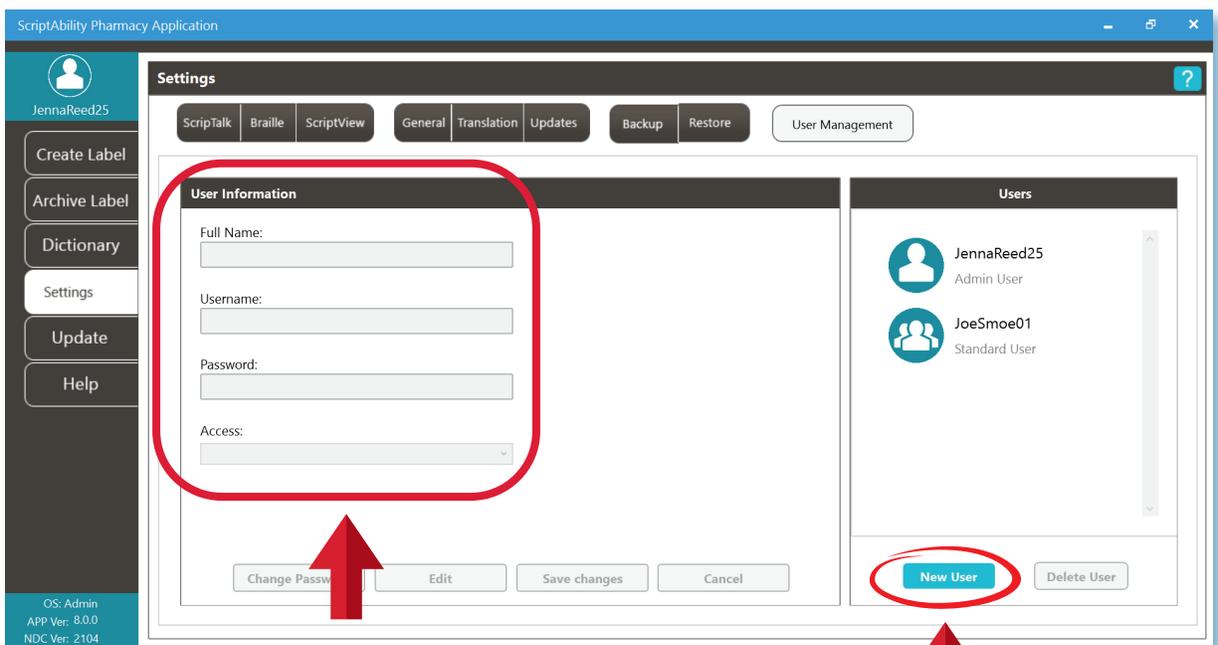
## Edit a User:

**1.** Select the user to edit.

**2.** Click the *"Edit"* button.

**3.** Make any changes.

**4.** Click the *"Save Changes"* button.



*Edit*     *Save*                                                    *Delete*
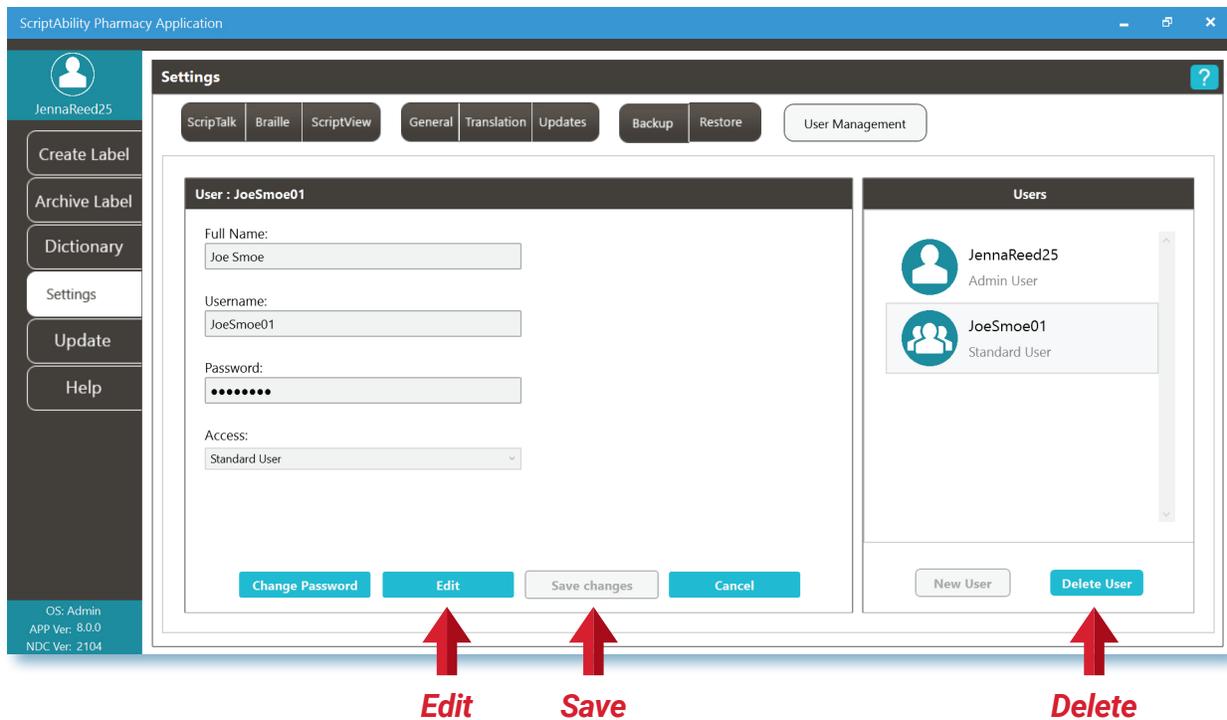
## Delete a User:

**1.** Select the user to delete.

**2.** Click the *"Delete"* button.

**3.** Click *"Yes"* to confirm.

***Change a Password:***

1. Select the user.

2. Click the ***"Change Password"*** button.

3. Enter the user's current password.

4. Enter the user's new password. Password must be 8-12 characters and may consist of numbers, letters, spaces and special characters.

5. Enter the user's new password.

6. Click the ***"Update"*** button.
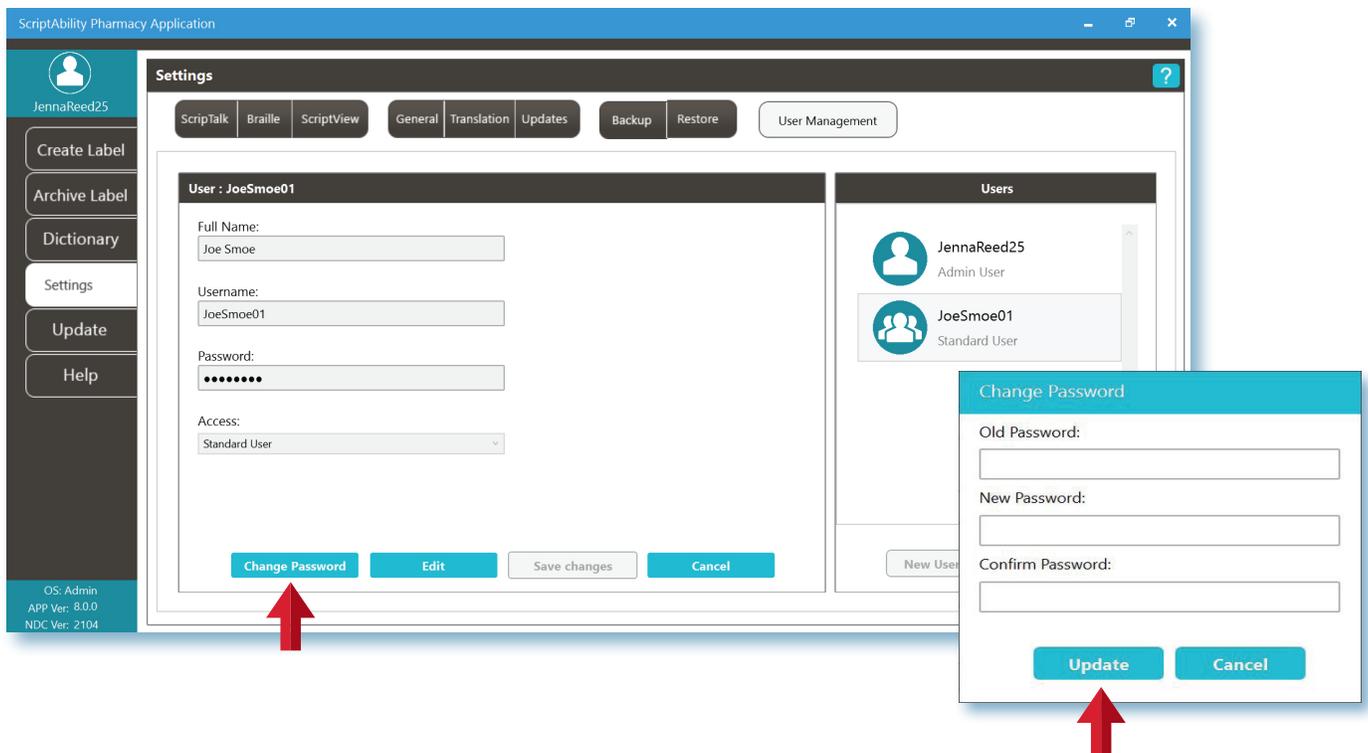


*A Single Sign-On option is also available for User Management. For assistance, contact ScriptAbility Technical Support by emailing **support-sa@envisionamerica.com** or call **1-800-890-1180**.*

**Q:** *Who is eligible for ScripTalk, Dual Language/Translation, ScriptView and Braille?*
**A:** Anyone who requests these services is eligible.

**Q:** *Who benefits from these labels?*
**A:** Any person who is visually impaired, or has trouble reading the printed information (including those with mild dyslexia and illiteracy) may benefit. Also, those who speak English as a Second Language or have Limited English Proficiency may benefit.

**Q:** *Can we place an accessible ScriptAbility label on a prescription that was filled by another pharmacy?*
**A:** No. You should only place the ScriptAbility labels on a prescription that your pharmacy has filled.

**Q:** *How do I order more ScripTalk, Dual Language/Translation, ScriptView and Braille labels?*
**A:** Contact En-Vision America at 1-800-890-1180.

**Q:** *How long will it take for my patients to receive the ScripTalk Station after the order has been placed?*
**A:** The ScripTalk Station Reader is shipped Free Matter for the Blind. After patient enrollment and address information has been verified by En-Vision America, it will take on average five to seven days to reach the patient. The patient can also download the *free* ScripTalk Mobile App from Google Play or the Apple Store to read their prescriptions out loud.

**Q:** *The ScriptAbility Software was installed on my computer and I set up my devices but I can't get it to work. What should I do?*
**A:** Follow the troubleshooting tips listed in this document. If that does not solve the issue, contact En-Vision America at 1-800-890-1180 for further assistance.

**If you experience any issues, contact En-Vision America Technical Support at 1-800-890-1180.** *(8:30 a.m. - 5:00 p.m. Eastern Time Zone)*

**ScripTalk Station**

**RFID Labels
(box of 250)**

**Hang Tags
(10ct)**

**ScriptView Printer
SV208**

**ScriptView Labels
(2 Rolls)**

**ScriptView FLIP
Labels (1 Roll)**

**Script Clips (100ct) &
Clear Bands (100ct)**

**BrailleRx Printer**

**BrailleRx Labels**
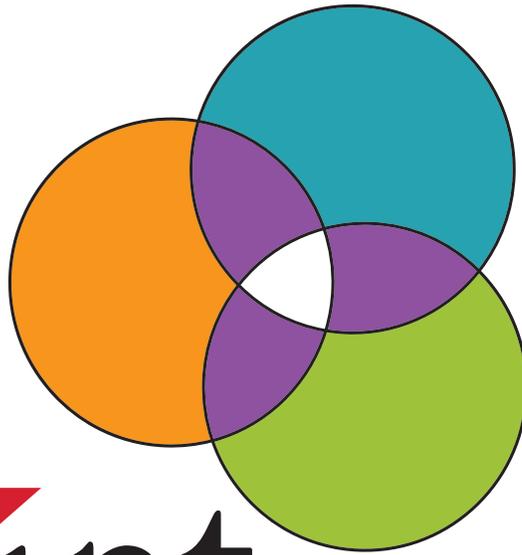
*Additional Marketing Items*

## Contact & Support Numbers

**ScriptAbility Supply Orders:** 1-800-890-1180

**ScriptAbility Software/Hardware Support:** 1-800-890-1180

**Patient Confirmation Fax:** 309-938-4948
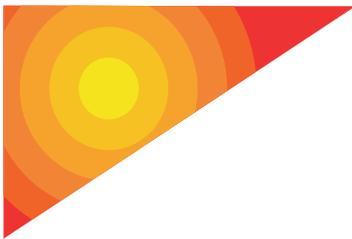
**Website Address:** www.scriptability.com

# Script Ability ®

## Accessible Labels Save Lives.

*Thank you for choosing ScriptAbility!*

**www.scriptability.com**

# En-Vision AMERICA ®

En-Vision America is a company that provides high-tech products for pharmacies. The company has spearheaded many label-related innovations, including ScriptAbility Dual Language/Translation, Braille, Large Print, Talking and Controlled Substance Safety Labels (CSSLs).