



CSOS onboarding guide

curascriptsd.com



CuraScript SD
By EVERNORTH

CSOS onboarding guide

To begin ordering Schedule II controlled substances online from CuraScriptSD.com you need a DEA-issued CSOS (Controlled Substance Ordering System) signing certificate and online account access to curascriptsd.com.

No Certificate? No problem!

If you are not enrolled in CSOS you can request a CSOS signing certificate at deaecom.gov.

If you are not sure if your facility or practitioner license is enrolled in CSOS you can contact DEA CSOS customer support at 877.332.3266 for enrollment status and assistance.

Need curascriptsd.com online access?

If you do not have online access to your account(s) or need to request additional access please visit curascriptsd.com/Request-Access to submit your request.

Requirements

The DEA requires CSOS users to utilize a Microsoft Windows Based PC and Mozilla Firefox web browser to initially download and install your certificate.

Let's get started!

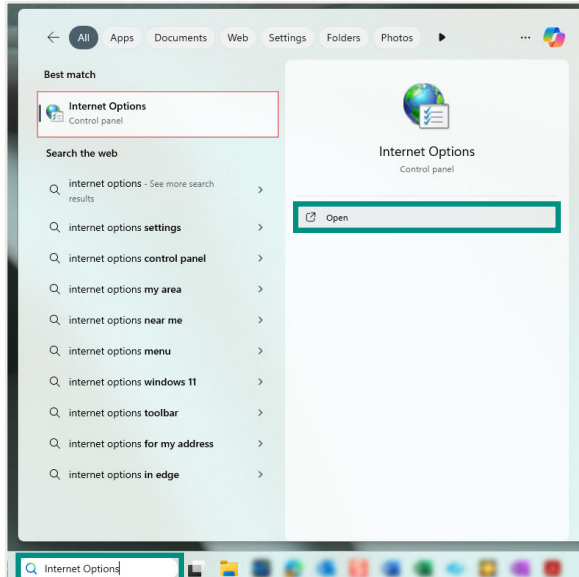
This guide will illustrate the steps involved in enabling your CuraScript SD CSOS (C2 narcotic) ordering capabilities. If you experience any issues our CSOS Administrators Team is available at CSDCSOSAdmin@curascript.com.

Complete the following processes:

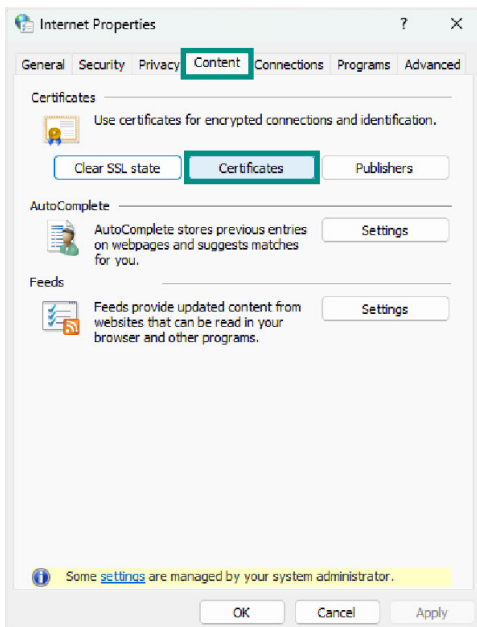
- + **Locate your CSOS signing certificate in the Windows Certificates menu.**
- + **Export your Signing Certificate.**
- + **Upload your Signing Certificate to your CuraScript SD account.**

Locate your CSOS signing certificate in the Windows Certificates menu

1. Type **Internet Options** in the Windows Search menu located at the bottom left corner of your screen.
2. Locate the **Internet Options** or **Internet Properties** search result.
3. Click and select **Open**.



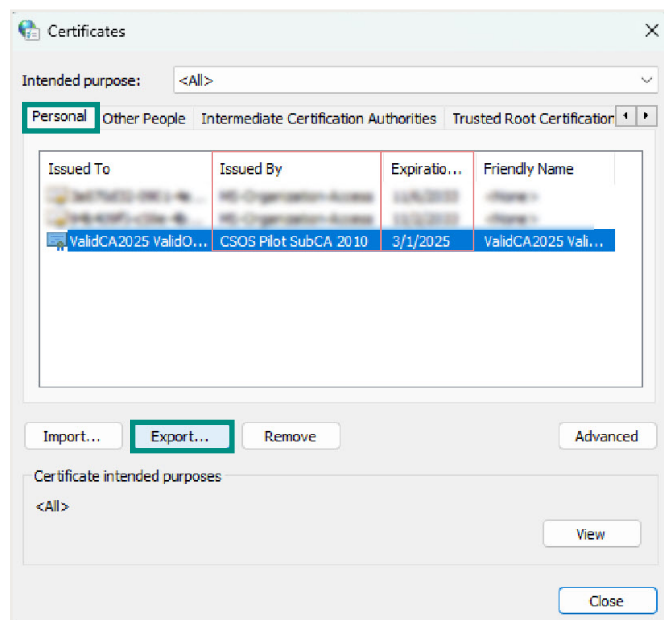
4. Select the **Content** tab.
5. Click the **Certificate** button.



6. The Certificates menu will appear; select the **Personal** tab if it is not already selected for you. You will see a list of certificates. Select the certificate that best fits the following criteria:

- + The **Issued By** column includes the word CSOS
- + The **Expiration Date** is in the future
- + The **Expiration Date** expires 0-2 days before or after your DEA license expires

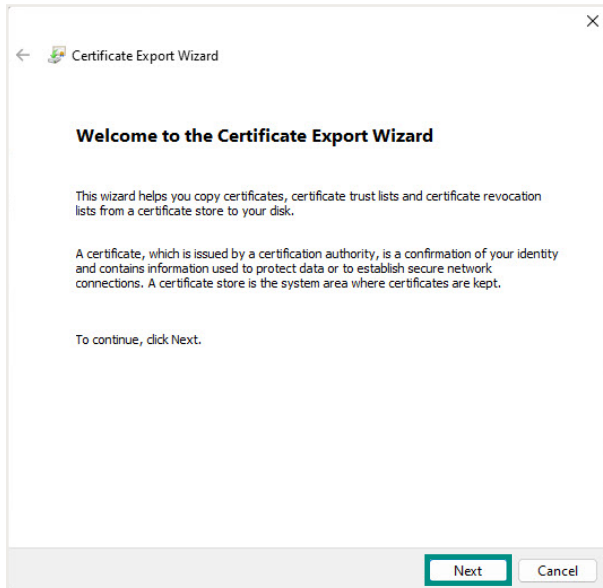
Click the **Export** button.



Export your signing certificate (Export Wizard)

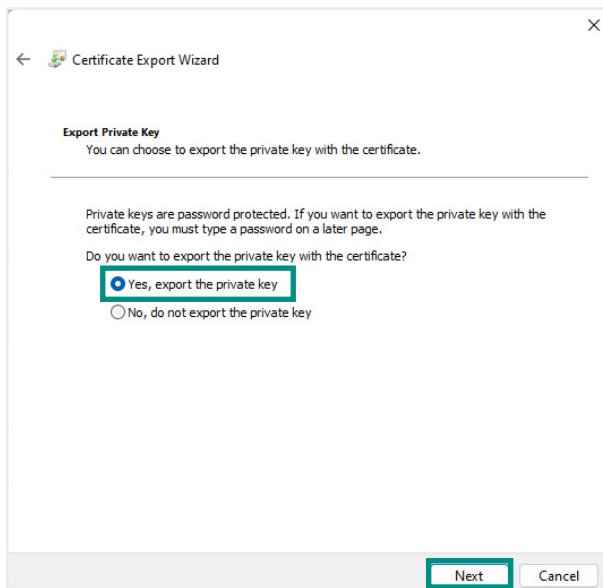
In this step you will recreate a version of your signing certificate that has been assigned the proper attributes that will allow you to successfully complete the upload process.

1. Click **Next**.

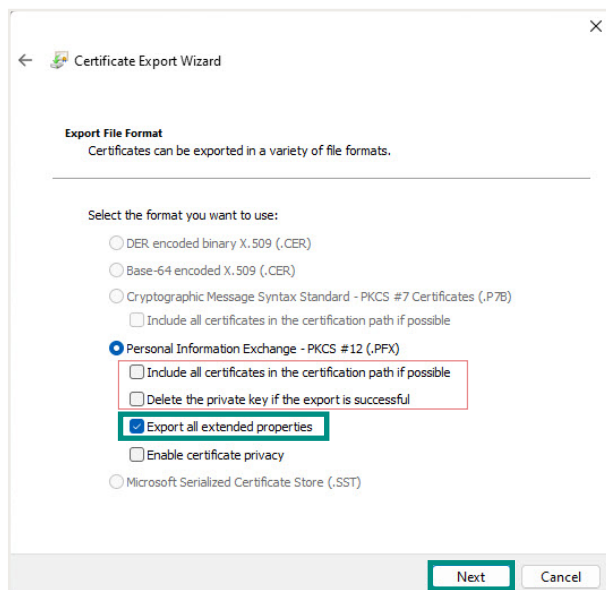


2. Select **'Yes, export the private key'** and click **Next**.

Note: If you are unable to select 'Yes, export the private key' because the option is grayed out, please defer to the instructions found below titled *Troubleshooting: Importing your signing certificate*.



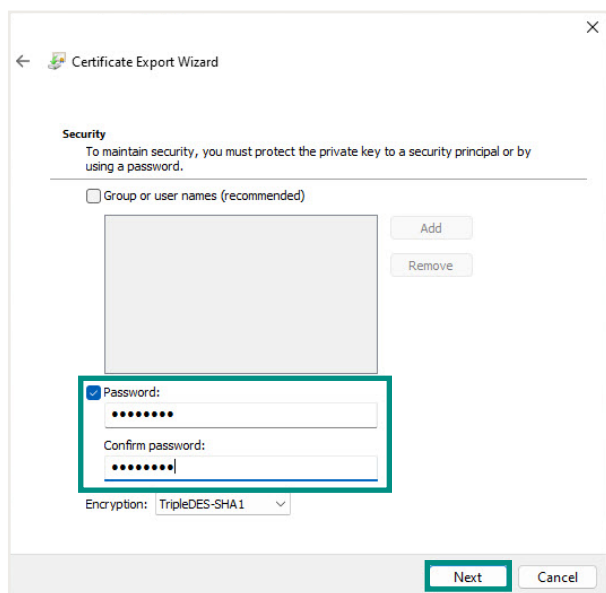
3. Uncheck both **'Include all certificates in the certification path if possible'** and **'Enable certificate privacy.'** Check **'Export all extended properties.'** Click **Next**.



The screenshot shows the 'Export File Format' step of the Certificate Export Wizard. The title bar says 'Certificate Export Wizard'. Below the title, it says 'Export File Format' and 'Certificates can be exported in a variety of file formats.' The main area is titled 'Select the format you want to use:' and lists several options: 'DER encoded binary X.509 (.CER)', 'Base-64 encoded X.509 (.CER)', 'Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)', 'Personal Information Exchange - PKCS #12 (.PFX)', and 'Microsoft Serialized Certificate Store (.SST)'. The 'Personal Information Exchange - PKCS #12 (.PFX)' option is selected. Below this option, there are three checkboxes: 'Include all certificates in the certification path if possible' (unchecked), 'Delete the private key if the export is successful' (unchecked), and 'Export all extended properties' (checked). There is also an 'Enable certificate privacy' checkbox which is unchecked. At the bottom right, there are 'Next' and 'Cancel' buttons.

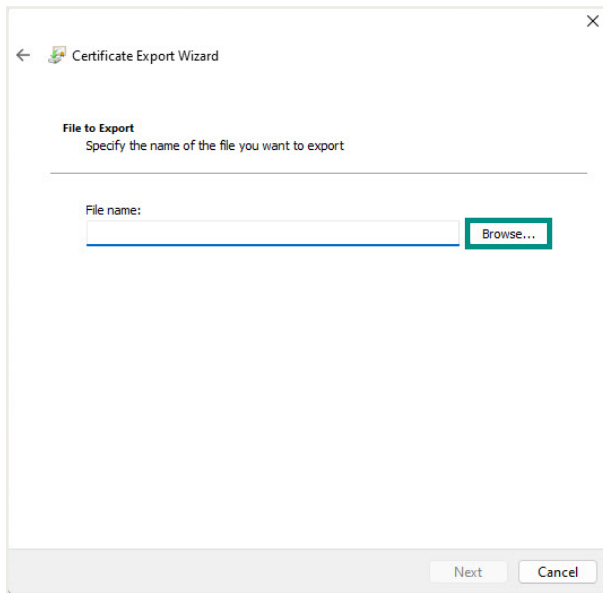
4. Check the **Password** checkbox. Enter the Signing Key password you created when you downloaded your certificate from the DEA's retrieval website. Click **Next**.

Note: If your Signing Key is more than 8 characters long enter only the first 8 characters. Any password entered here will be the signing key you use when signing for your controls.

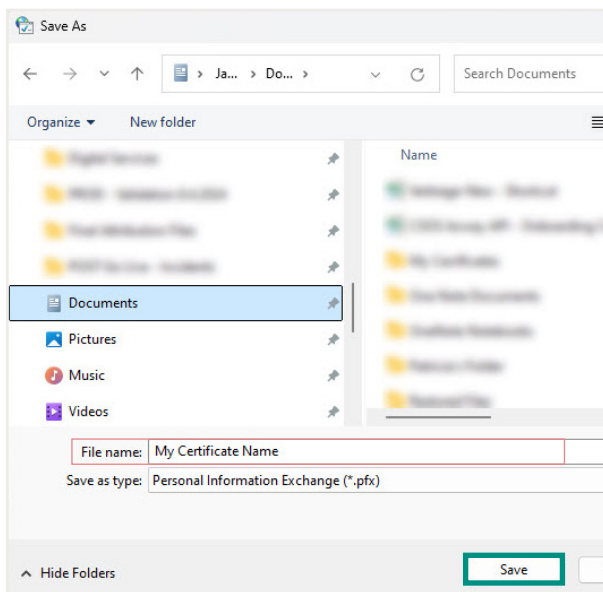


The screenshot shows the 'Security' step of the Certificate Export Wizard. The title bar says 'Certificate Export Wizard'. Below the title, it says 'Security' and 'To maintain security, you must protect the private key to a security principal or by using a password.' The main area is titled 'Group or user names (recommended)' and has a list box with an 'Add' button and a 'Remove' button. Below the list box, there is a 'Password' checkbox which is checked. Next to it are two text boxes: 'Password:' and 'Confirm password:'. Both text boxes contain eight dots, indicating a password of length 8. Below these text boxes is an 'Encryption:' dropdown menu set to 'TripleDES-SHA1'. At the bottom right, there are 'Next' and 'Cancel' buttons.

5. Here you will select where you would like to place your signing certificate. Click **Browse**.



6. A file menu will appear asking you to select the location you would like to save the certificate to and the **File name** you would like to give the file. Click **Save**, click **Next**, click **Finish**. Click **Ok**. You may be prompted to enter your original Signing Password.



1. Log into curascriptsd.com. Once logged in, confirm that you are logged into the appropriate account. If you have access to multiple accounts, use the Account dropdown menu located in the header to select the appropriate account.



3. Utilize the Manage CSOS page to upload, update, remove, and replace your DEA issued CSOS Signing Certificate. Also, use the Manage CSOS page to view your certificates status at any time.
- + A **Signing Key** is a security password created by the certificate owner when the certificate is downloaded/ exported from the DEA's certificate retrieval website. You will provide your signing key when uploading or updating your certificate and when you are placing Schedule II controlled substance product orders. If you do not know your signing key, contact the DEA's customer service team at 877.332.3266. They are available Monday through Friday 8:30 a.m. to 5:50 p.m. Eastern.
 - + Under **Certificate Name**, name your certificate with a user-friendly description.
 - + Under **Select Certificate File**, drag and drop or click **Choose File** to upload your certificate.
 - + Click **Submit**.

[Home](#) / [Company](#) / [Manage CSOS](#)

Manage CSOS

From this page, you are able to manage your DEA CSOS certificate for your account. Your DEA CSOS certificate must be uploaded and valid in order to purchase Schedule II products. What is a Signing Key and where do I enter it?

A Signing Key is a security password created by the certificate owner when the certificate is downloaded from the DEA's certificate retrieval website. Signing Keys can also be created when the certificate is exported using the users web browser. You will provide your Signing Key when uploading or updating your certificate and when you are placing Schedule II product orders.

CSOS Certificate Status

Your certificate's status provides information on its functional use, view the ? for more details related to the certificate's current status.

CSOS Order History

To view and access CSOS online order details and to log an order, visit the [Order History](#) page.

CSOS Help & Lost Orders

For assistance with CSOS online, please contact the dedicated CSOS Admin team members at CSOSAdmin@curascript.com.

For information on CSOS certificates, statuses, Schedule II product ordering, and frequently asked questions please visit [FAQ](#).

Add/Upload Your Certificate

To upload a certificate please enter the Signing Key, name for your certificate, and add the certificate file.

Signing Key*

Certificate Name*

Select Certificate File*

Drag & Drop Your File

Choose File

File:

Submit

Note: If you experience an issue uploading your certificate, an error message will appear to provide you with information to resolve the issue or further direction.

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Manage CSOS

Password error, please re-enter the DEA certificate password. X

- After successfully uploading your certificate, the certificate's valid from and to dates, certificate name, certificate ID, and certificate status will display. Hover over the **question mark icon** next to the Certificate Status to view the current status details of the uploaded certificate.

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Existing Certificate

Below are the details for your current certificate. If you would like to update the certificate associated to this account, please select update and enter in the new information.

Certificate Validity:	02-04-2025 - 08-31-2027
Certificate Name:	Csos Secondary
Certificate ID:	
Certificate Status:	Valid ?

Update Certificate

Certificate Valid

Valid

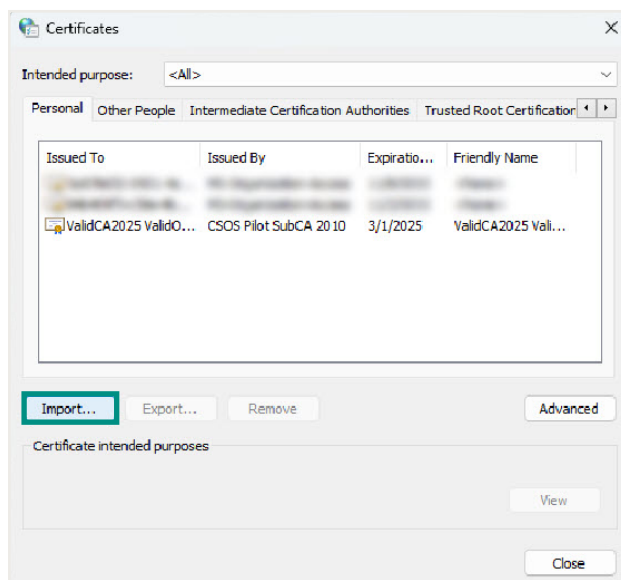
Troubleshooting: Importing your signing certificate (Import Wizard)

Complete the following if **'Yes, export the private key'** could not be selected during the Export Your Signing Certificate.

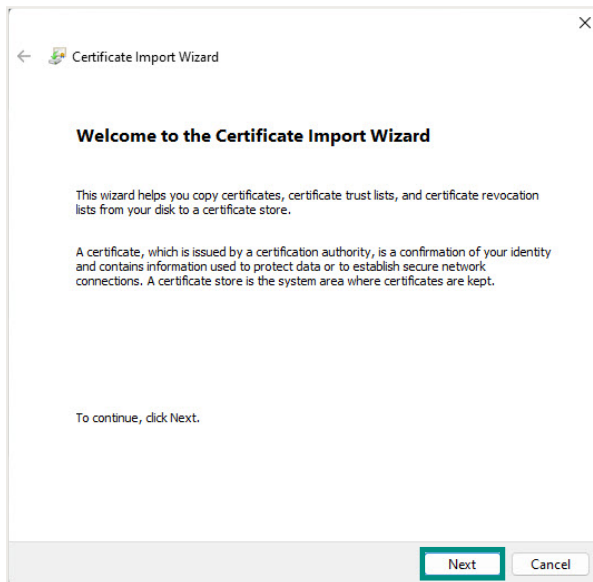
Note: Access the Import Wizard by locating your certificate in its Windows folder (usually the Downloads folder) and double clicking your certificate or by selecting the Import button found in the Certificates menu then locating and selecting your certificate using the browse feature.

From Certificates menu:

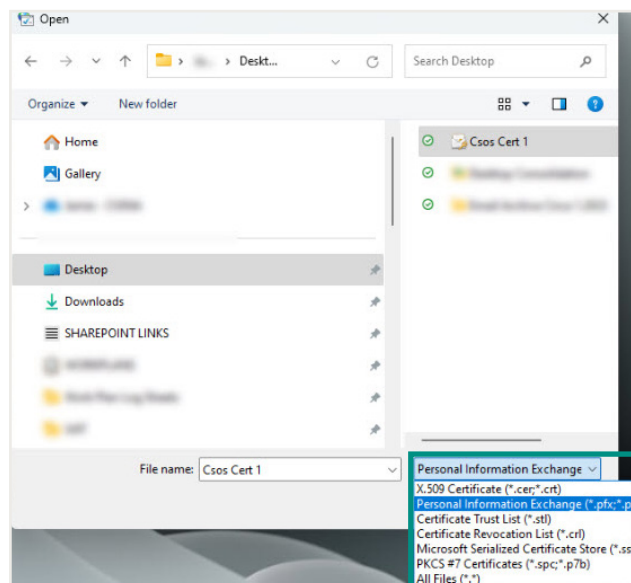
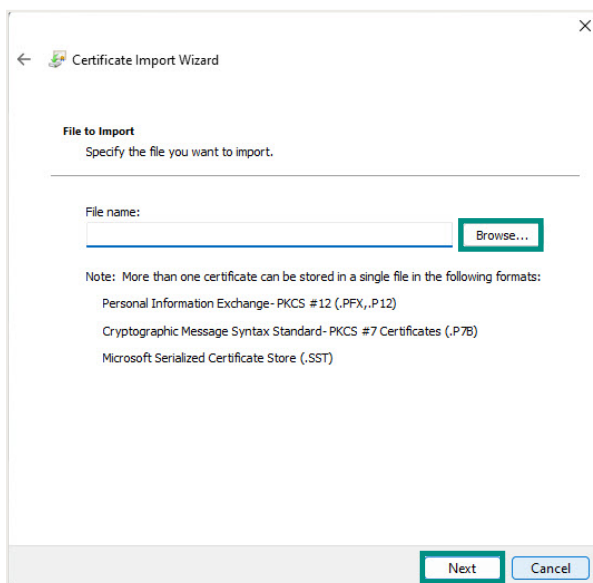
- Click **Import**.



2. Click **Next**.



3. Click **Browse**. Select '**Personal Information Exchange**', locate and select your signing certificate, and click **Open**. Click **Next**.

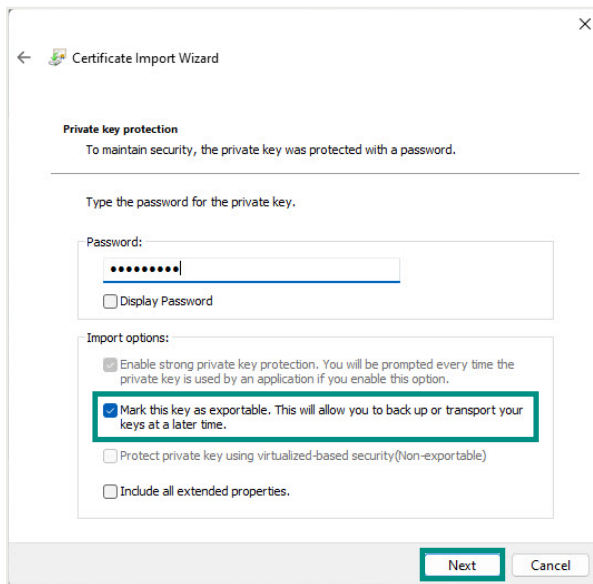


From Windows folder:

1. Click **Next**.
2. Click **Next**.

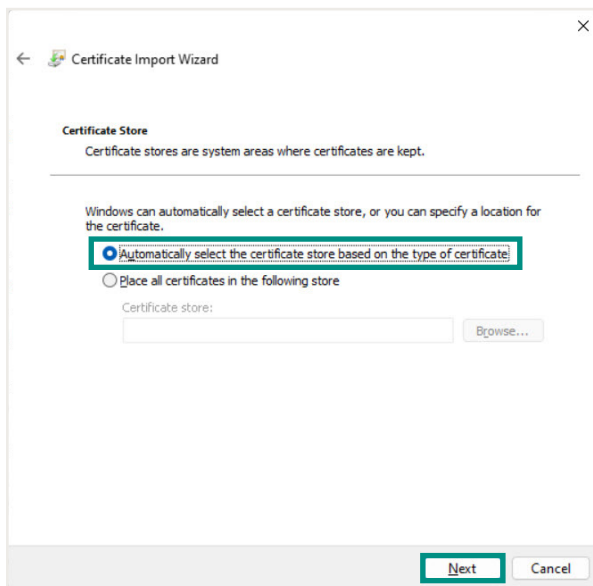
Universal steps:

1. Uncheck all check marked boxes. Only check mark the **'Mark the key as exportable'** checkbox. Click **Next**.



2. Select **'Automatically select the certificate store.'** Click **Next**.

Note: If you experience an issue selecting 'Yes, export the private key,' after completing this import process and after you have closed and reopened the Certificates window (found in steps 6-8 of the *Locate your CSOS signing certificate in the Windows Certificates menu* illustration. Select 'Place all certificates in the following store.' Click Browse, select 'Other People.' When locating your certificate, you will need to select the 'Other People' tab.



3. Close the certificates menu. Close and reopen the certificates menu referring back to **Locate your CSOS signing certificate** in the Windows Certificates menu.

Troubleshooting: Errors

Error 4044 - Password error, please re-enter the DEA certificate password.

This error can occur for two reasons. (1) The certificate selected has not gone through the certificate Export steps found in the Export Your Signing Certificate section of this guide. (2) The Signing Key password being entered is incorrect.

Error 14014 - The DEA certificate could not be validated. Please contact the CSOS Admin at CSDCSOSAdmin@curascript.com.

This error occurs when there is an attempt to upload a document that is not a signing certificate. This most frequently occurs when a Administrators certificate is uploaded.

Error - Something went wrong.

This error occurs if your login account's (xxxxx@xxxx.com) CSOS access has either not been enabled or has been disabled. Contact the CuraScript SD CSOS Team at CSDCSOSAdmin@curascript.com or call 877.599.7748, Option 3, then 1.

Error - Internal error, please try again. If the issue persists contact the CSOS Admin at CSDCSOSAdmin@curascript.com.

This error occurs at checkout when the signing key entered is incorrect. Confirm the Signing Key Password being entered is correct.

Important Information

Note: Your uploaded CSOS Signing Certificate will be saved to your account and used for shopping. If you have multiple accounts, you'll need to open each account to add or manage certificates associated with that account.

If you experience any issues uploading your signing certificate, please contact the CuraScript SD CSOS Team at CSDCSOSAdmin@curascript.com or call 877.599.7748, Option 3, then 1.