UpToDate Anywhere: Reference Guide

This Reference Guide outlines specific instructions on registering for an account from an EHR or Portal, accessing UpToDate, and earning and redeeming CME credits.

Guide for users with Integrated Access Points
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FAST & EASY ACCESS OPTIONS

UpToDate clinical decision support is as close as your smartphone, tablet, or computer. UpToDate Anywhere gives you access to evidence-based clinical content when and where you need it.

UpToDate Anywhere provides you with:

- **UpToDate Mobile App for your iOS®, Android™, or Windows 8 devices.**

- **Fast and easy access to UpToDate from any computer with an Internet connection.** With your user name and password, get the evidence-based clinical information you need. Simply go to www.uptodate.com from any web enabled computer and log in with your UpToDate user name and password.

- **Free CME/CE/CPD when you research a clinical question using UpToDate onsite or remotely — including on your mobile device.**
GETTING REGISTERED

Registering for an UpToDate account and creating a unique user name and password allows you to earn and redeem CME/CE/CPD credit, access the UpToDate Mobile App, and log in directly to www.uptodate.com from any computer with internet access.

If you already have an UpToDate user name and password, skip to page 6.

**Step 1:**

a) Your institution provides access to UpToDate through a link within an EHR or portal. After the initial registration, you will be automatically logged-in every time you access UpToDate through your EHR system.

b) The first time you access UpToDate from your EHR or portal, you will see the Log in or Register page shown below.

- If you do not see the Log in or Register page, click the My Account or CME links in the navigation bar and click on the link to register.

To register, complete all fields on the right side of the screen and then click **Submit Registration**. Please note: User Name must be 6-50 characters and may contain numbers and special characters. Passwords must be 8-24 characters and contain at least 1 uppercase letter and 1 number or special character (. - _ @ # $ * ! ( ) + =).
Step 2:
Upon completion of the registration process, you will receive a confirmation email from UpToDate with instructions on downloading the Mobile App.

If you don’t access UpToDate via your EHR or portal, use a computer within your organization’s network to access www.uptodate.com/online and click on the Log in/Register link in the upper right corner of the screen.

To change your user name or password:
Click on the My Account link on the top toolbar to access your account information.

Forgot your user name or password?

1. In the Log in box, click the ‘Log in Help’ link and follow the on-screen prompts.
2. You’ll receive an email that contains your user name and a link to reset your password.
Already have an UpToDate user name and password?

You may already have an UpToDate user name and password through another organization or individual subscription.

- Log in with your UpToDate user name and password from within your site’s EHR or portal.
- This will merge your accounts automatically and you will retain all of your current CME/CE/CPD records.

Already registered for UpToDate through your current organization’s EHR or portal?

Simply access UpToDate through that integrated link and receive the UpToDate Anywhere confirmation email and mobile/remote access instructions.

Questions about your subscription?

If you have questions about your subscription please call UpToDate Customer Service at 1.800.998.6374 (US/Canada) or +1.781.392.2000 (all other countries).

Forgot your user name or password?

1. In the Log-in box, click the 'Log-in Help'
2. You’ll receive an email that contains your user name and a link to reset your password.
MOBILE ACCESS

Once registered, you can install the UpToDate Mobile App on up to two devices. A list of technical requirements for supported devices is available at www.uptodate.com/mobile.

Download and install the UpToDate Mobile App

UpToDate Mobile App features include:

- Access to the full UpToDate clinical content
- Enhanced search functionality (bookmarks, auto-complete, search history and filters)
- Clinical calculators optimized for mobile use

To download the Mobile App, follow these steps:

1. On your smartphone or tablet, search for “UpToDate” in your app store and install the free app.
2. Open the UpToDate Mobile App upon completion of download.
3. Log in with your UpToDate user name and password. You only need to do this once — the app remembers your user name and password.
MOBILE APP FREQUENTLY ASKED QUESTIONS

Q: Can I access the UpToDate Mobile App on more than one device?
A: You may log in to the UpToDate App on two mobile devices. Your computer is not considered a mobile device, so you can log in to the UpToDate App on two mobile devices (smartphones or tablets) and then also access UpToDate on your computer.

Q: How much space do I need on my phone in order to install the Mobile App?
A: The device must have at least 50 MB of free memory. The app does not download the clinical content to your device and uses a similar amount of space as most popular apps.

Q: Is log in required each time I use the Mobile App?
A: No. You remain logged into the Mobile App until you choose to log out.

Q: How far back can I view my UpToDate search history on my mobile device?
A: You will see your past 100 entries when you select the History icon on your iOS or Android device. The UpToDate App for Windows 8 does not currently capture history.

Q: Can I change my user name or password from my Mobile App?
A: No, users are only able to change their user name and/or password by accessing www.uptodate.com and clicking on My Account link on the top toolbar.

Q: What CME functions can be completed on the Mobile App?
A: Users accrue CME credit while using the Mobile App to answer clinical questions; however, to redeem your credits you must log in to your UpToDate account online via a desktop or laptop computer.
Q: How do I change the devices on which I access the UpToDate App?

A: Since UpToDate is allowed to be accessed on up to two mobile devices, you may wish to change the devices on which you access the app.

You can make changes to your devices one of two ways:

1. Log out of a device by going to Settings then Account Info

or

2. Complete the following steps:
   a. Log in to your UpToDate account from a computer (this cannot be done on a mobile device).
   b. Select the My Account tab and click Manage My Devices.
   c. You will see a list of your current mobile devices. Select De-activate (log out) to remove a device.

3. You can now download the UpToDate App on a new device and log in to access content.
MAINTAINING ACCESS

In order to maintain uninterrupted access to UpToDate Anywhere, you must re-verify your affiliation with your organization once every 30 days. Re-verifying can be done using either of the options listed below.

1) Access UpToDate via your organization’s EHR or portal at least once every 30 days. This will automatically re-verify your affiliation and you will not receive any re-verification messaging. This method requires no UpToDate log in.

2) Log into UpToDate by going to www.uptodate.com from a computer connected to your organization’s network. This method requires you to log in to UpToDate.

In-application and email messages will remind you to log in to UpToDate from your organization’s network to re-verify your affiliation.
EARNING & REDEEMING CME/CE/CPD CREDITS

Section 1: CME/CE/CPD Overview

UpToDate is accredited and recognized by colleges, associations, and authorities from around the world, and is a globally accepted information resource and learning tool.

- You may earn CME/CE/CPD credit when you research a clinical question using UpToDate.
- No tests, fees, or use of a third-party provider are required.
- Credits are organized by month and can be redeemed for up to two years.
- You can redeem your credits at your convenience — 24 hours per day, 7 days per week.
- You can also view and print previous CME/CE/CPD submissions at any time, provided that your UpToDate access is active either through your institution or through an individual subscription.

Visit www.uptodate.com/cme to review the types of CME/CE/CPD credit available through UpToDate.

Section 2: Earning and tracking CME/CE/CPD credits

When a clinical question is researched, UpToDate tracks both the search activity and the time spent reading topics.

You can customize how you earn CME/CE/CPD at any time in the CME tab within your account. Selecting View/Change My Settings allows you to select to earn credits or document hours accredited by associations and authorities around the world.
With this flexibility, UpToDate fulfills a variety of continuing education requirements for clinicians around the world.

Note:
To see how you can use UpToDate to fulfill continuing professional development requirements in your country or specialty, please visit www.uptodate.com/cme for the most current list.

Watch a demo
(or read the demo transcript)
on easy tracking and free redemption of CME/CE/CPD credits through UpToDate.
www.uptodate.com/home/help-demo
Section 3: Redeem your CME/CE/CPD credits

You may redeem as many or as few credits as you choose. Credits can be processed online for up to two years.

Click the CME link to view and process credits you have accrued.

Follow the steps below to submit credits.

1) Notice within each month listed there is a column for Potential Credits and a column for Completed Credits.

The first step is to move the credits you want to submit from the Potential Credits column to the Completed Credits column.

Click the month that contains the credits you want to complete:
2) When you click on a specific month, you will be brought to a screen where you will provide the following information: the type of information you searched and the way you applied this information to your practice.

Click the appropriate boxes that best describe your research in UpToDate.

Notice when you complete your selection, the row turns from green to white and the number of credits changes from zero to .5 to indicate these credits are now available for submission.

3) Click the Save button at either the top or bottom of the screen.
4) After you click the Save button, you will be brought back to your Process CME page. Select the Completed Credits you would like to submit by checking the box in the Submit column. Then, click Continue at the bottom of the page.

5) You will be brought to the CME Evaluation page where you will be asked to provide answers to several evaluation questions.

Once you have finished answering the questions, click Submit.
6) Review the verification page and if all is correct, click Submit.

7) You will be brought to the CME Confirmation page where you can choose to View or Print your certificate.

Print your certificate and submit it to the appropriate licensing organization or you can save and attach it as a PDF and email it.

Once you’ve processed your CME/CE/CPD credits, your certificate is automatically stored within your submission history. Certificates and associated activity logs may be downloaded and reprinted at any time, provided that your UpToDate access is still active.
CME/CE/CPD
FREQUENTLY ASKED QUESTIONS

Q: Is there a processing fee for the credit certificate?
A: No, there is no processing fee for certificates.

Q: Can I earn CME/CE/CPD credit while using UpToDate on a mobile device?
A: Yes, CME/CE/CPD credit accrues when using UpToDate via mobile web or the UpToDate Mobile App. However, to redeem your credits, you must log in to your UpToDate account online via a desktop or laptop computer.

Q: Can I submit credits accrued using the Mobile App online and accessing UpToDate through my EHR/EMR?
A: All credits will be automatically updated to your online account when you have an Internet connection.

Q: What happens to credits that I haven’t redeemed?
A: Potential and completed credits from months that were not submitted are saved for up to two years.

Q: Do my credits expire?
A: As long as your subscription remains active, credits or contact hours may be redeemed for up to two years from the time they were accrued. Any credits that were redeemed are saved for as long as you have access to your UpToDate subscription. If your subscription expires, you have four months to submit saved months of credit for a certificate.

Q: What date will be on my certificate?
A: The certificate will show the range of dates (from first date to last) of the logs you are submitting.

For more information on CME/CE/CPD offered by UpToDate, please visit www.uptodate.com/earn-cme.
INDIVIDUAL USER SUPPORT

To reach end-user support for individual subscribers or users at an institution, please contact:

Phone: 1.800.998.6374 (US/Canada)
       +1.781.392.2000 (All other countries)

Email: customerservice@uptodate.com

Monday through Friday, 7 a.m. – 9 p.m. (GMT-5)
CONTACT US

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Email: customerservice@uptodate.com

Monday through Friday, 7 a.m. – 9 p.m. (GMT-5)

HOSPITAL, INSTITUTION & FACILITY WIDE SUPPORT
To reach customer support regarding site-wide issues at a hospital or institution, please contact:

1.888.804.8436 (US/Canada)
        +1.781.392.2910 (All other countries)

Email: sitesupport@uptodate.com

Monday through Friday, 8 a.m. – 9 p.m. (GMT-5)

Critical access issues after 9:00 pm Eastern Time (GMT-5), 24 hours per day including weekends and holidays, please contact via phone: +1.888.804.8436 or +1.781.392.2910 (not applicable to individual users)