

UpToDate®

Frequently Asked Questions about UpToDate Access

Access to UpToDate

Q: How do I access UpToDate at Duke Health?

A: There are multiple types of access to UpToDate provided by **Duke Health**.

1. You can access UpToDate via any computer location within your institution. Simply open a browser and navigate to www.uptodate.com
2. Integrated access requires a one-time registration that will identify you as a user to accrue educational credits for each search conducted within UpToDate. These access points can be found **within Maestro Care under the Web Links on the Dashboard or by utilizing the ClinKB function within a patient chart under the Chief Complaint, Health Maintenance and Problem List tabs** (Refer to Tip Sheet). Other access points can be found in **various locations directly on the Medical Center Library & Archives website** (Refer to Tip Sheet).
3. CME Access is also available through the Register/Log-in button on the main search page within UpToDate. This page can be accessed from any **Duke Health** registered IP address by typing www.uptodate.com/online and using both your UpToDate User Name and Password or by completing the registration information (one time).

Q: How do I access UpToDate from home?

A: There are multiple methods to access UpToDate from home.

If you haven't had an opportunity yet to register to get UpToDate Anywhere rights:

1. First, log in to the **Duke Health** network using your **Duke Health** login that is established for remote access. Once in the **Duke Health** network, you should be able to click on the link to UpToDate as you do when you are on site.
2. If you have registered for UpToDate Anywhere access, you can access from either the UpToDate Mobile app or you can use your UpToDate credentials by accessing www.uptodate.com and clicking the Log in button in the UpToDate Home Page.

Q: Can I use the UpToDate mobile app?

A: Yes. The UpToDate Mobile App is available for **Duke Health** clinicians. The UpToDate app is available for iOS, Android, and Windows 8 devices. Please download the appropriate app, register for your UpToDate credentials through either your integrated access point within **Duke Health** by using the Register/Login button on the UpToDate main search page from www.uptodate.com. Once your registration is confirmed you may now use those UpToDate credentials to login via your mobile device.

Q: Can I access UpToDate from my mobile device?

A: In addition to the Mobile App mentioned above, you are able to access UpToDate from any mobile device when located within any **Duke Health** facility. When connected to **Duke Health** wireless internet, open your internet browser and type www.uptodate.com/online to receive an optimized view of UpToDate.

Getting and Maintaining UpToDate Credentials

Q: Why do I need to register?

A: Registering with UpToDate provides you with the full feature and rights of the UpToDate application. This includes the ability to accrue and redeem Category 1 CME credit. It also enables you to access the UpToDate Mobile App and be able to log-in directly to www.uptodate.com when at your institution or at home.

Q: I did not register upon my first access to UpToDate, how do I register now?

A: There are several ways to register anytime within UpToDate (All locations will launch the Registration screen):

1. You may register by going to the My Account/CME tab and clicking on the **Click here to register** link, when accessing through **Maestro Care** or via the **Medical Center Library & Archives page**.
2. Or, when accessing UpToDate from a computer within your network, you may click on the Register/Log-in button on the main search page within UpToDate.

Q: When will I use my UpToDate username and password?

A: These credentials allow you to access the full features of UpToDate. This includes the ability to earn and manage CE credits, access to the UpToDate Mobile Apps for iOS, Android, and Windows 8 mobile devices, as well as the ability to login directly to www.uptodate.com from any computer outside the **Duke Health** network.

Q: I have an Individual Subscription to UpToDate - can I still register?

A: Yes, when presented with the registration form, simply enter your user name and password in the Log In section of the page. This will connect your individual account with the **Duke Health** enterprise account.

Q: How do I retain my remote access rights?

A: In order to maintain remote access to UpToDate, we will need to know that you are still affiliated with **Duke Health**. Simply log into www.uptodate.com from within the **Duke Health** network once every 30 days to verify that you are still affiliated with **Duke Health**. This can also be done from a mobile device as long as you are connected to your organization's wifi network.

Q: Why do I need to re-verify my affiliation?

A: Broader access rights are part of the **Duke Health** contract. This contract covers only actively affiliated clinicians. In order to be in compliance with the agreement, we require that users periodically self-verify that they are affiliated with the subscribing institution.

Mobile Features / Capabilities

Q: What CE functions can be completed on the mobile app?

A: Users automatically accrue CE credits while using the mobile app however; users cannot redeem these credits unless they are logged on to a computer.

Q: How far back can I view my search history on a mobile device?

A: You will see your past 100 entries when you select the History icon on your iOS or Android phone. The Windows 8 app does not currently cap history.

Q: Can I access the UpToDate app on more than one device?

A: You may log in to the UpToDate app on two mobile devices (Smartphone, Tablet, etc.).

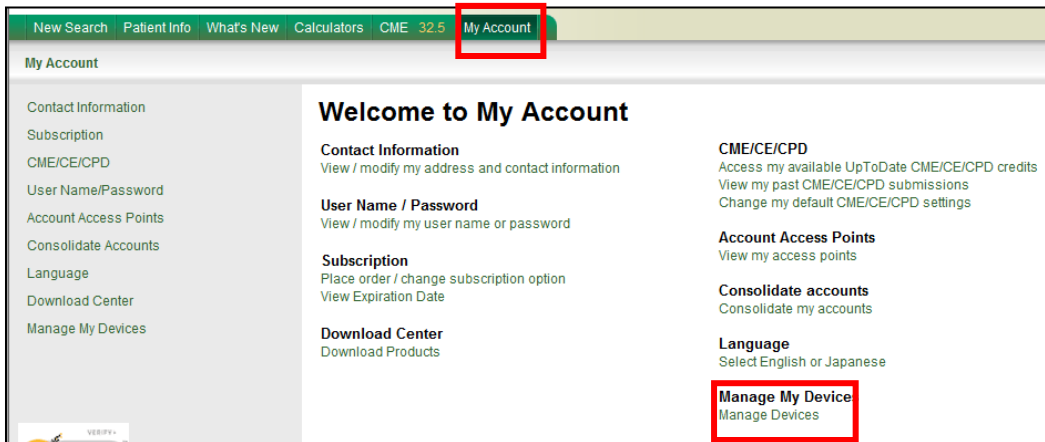
Q: Is my computer considered one of the two devices that I can access UpToDate on?

A: No your computer is not a mobile device so you can download the UpToDate app on two mobile devices (Smartphone, Tablet) and then also access UpToDate on your computer.

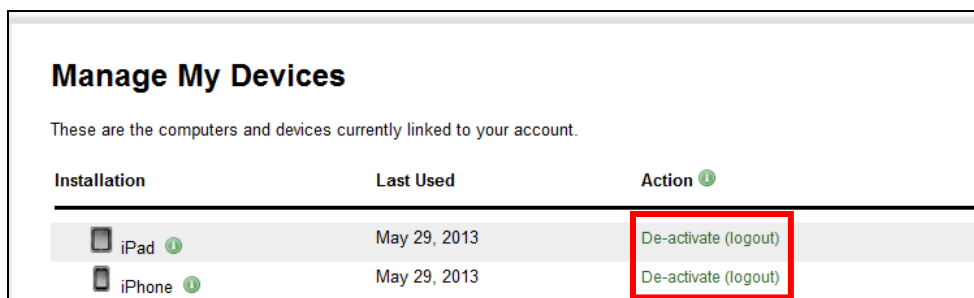
Q: How do I change the devices that I can access the UpToDate app on?

A: You can make changes to your devices by completing the following steps:

1. Login to your UpToDate account on a computer (cannot be done through UTD app)
2. Select My Account tab and click on Manage Devices.



3. You will see which devices you can currently access the UpToDate app on. Select **De-activate (logout)** to remove a device.



4. You can now download the UpToDate app on a new device and login to access content.

Account Management

Q: How do I change my User Name and Password?

A: Please follow the steps below to change your login:

1. Log in to UpToDate
2. Click on the “My Account” tab
3. Click on the Username/Password link
4. Follow on screen steps to update

Q: I’ve been logging in with my individual account credentials. What happens when my individual account expires?

A: To maintain access to UpToDate, simply log on to UpToDate from within the **Duke Health** network and enter your individual subscription user name and password. This will transfer your individual account automatically to the account maintained by the **Duke Health** enterprise license. There will be no change to your CE records or any other changes that you need to make.

Q: What happens to my UpToDate account when I leave my employer?

A: Your CE credits and UpToDate account will remain active and you will be able to process and retrieve any existing CME. Further access to UpToDate content would occur by purchasing an individual subscription or accessing from another facility that has an enterprise license.

Q: I would like to cancel my personal subscription and begin using only my institutional/enterprise access to UpToDate. Can I receive a refund if I cancel my individual subscription?

A: The standard UpToDate policy allows any individual subscriber to receive a full refund when cancelling within the first 60 days of their subscription. If your individual subscription is within the initial 60 day period, please call UpToDate Customer Service at (800) 998-6374 to request a refund and cancel your subscription.