

UpToDate Anywhere: Reference Guide

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

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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.

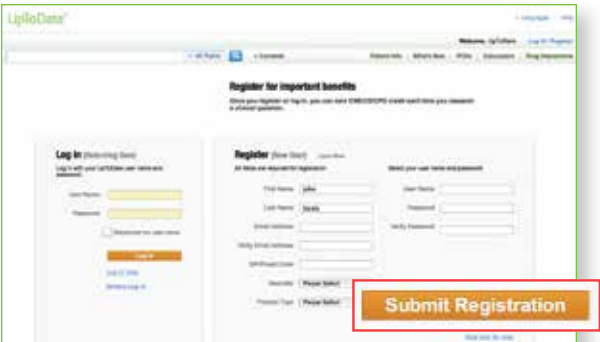
If you already have an UpToDate user name and password, you do not need to register (skip to page 6).

Step 1:

- a) Visit UpToDate from any computer within your organization's network: www.uptodate.com/online.
- b) Click the *Log in/Register* link in the upper right corner of the screen:

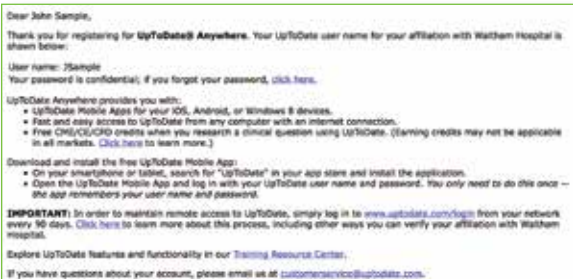


- c) Complete all fields on the right side of the screen and then click *Submit Registration*. Please note: User Name must be 6-50 characters and may contain numbers and special characters. Passwords must be 8-24 characters and contain at least 1 uppercase letter and 1 number or special character (., - _ @ # \$ * ! () + =).



Step 2:

Upon completion of the registration process, you will receive a confirmation email from UpToDate with instructions on downloading the Mobile App.



Best Practice Tip: Each time you access UpToDate, you will need to log in under the *Log in/Register* link in the upper right corner with your UpToDate user name and password to accumulate CME under your account.

To change your user name or password:

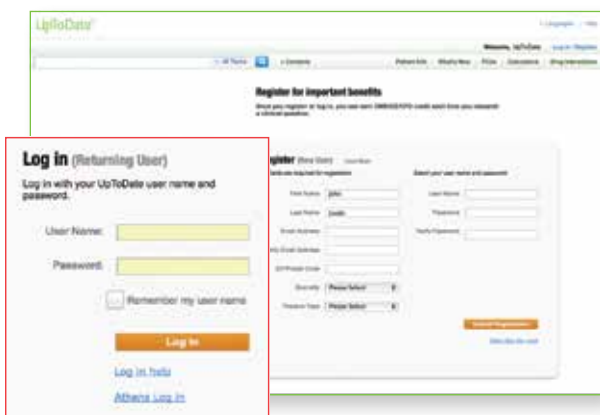
Click on the My Account link on the top toolbar to access your account information.



Already have an UpToDate User Name and Password?

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

- Visit UpToDate from any computer within your organization's network: www.uptodate.com/online.
- Log in with your UpToDate user name and password from within your organization's network.



- This will merge your accounts automatically and you will retain all of your current CME/CE/CPD records.

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. You will need access to an Internet connection or data plan to view content.*

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.



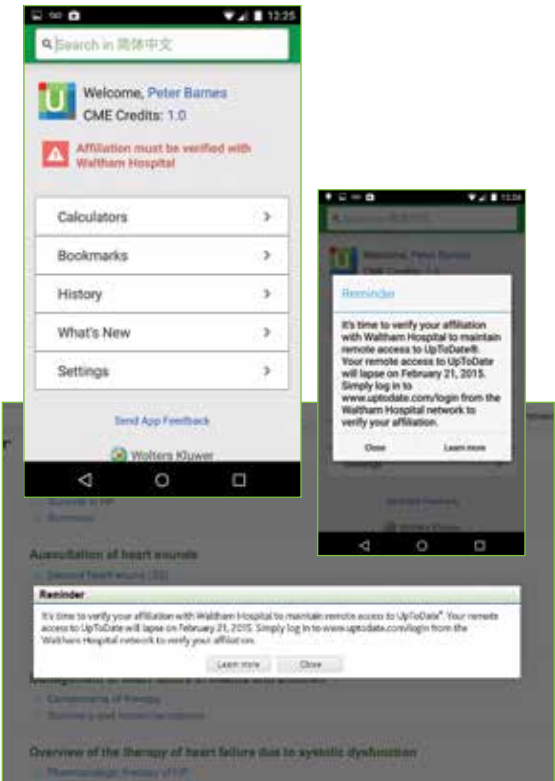
3. You can now download the UpToDate App on a new device and log in to access content.

MAINTAINING ACCESS

In order to maintain uninterrupted access to UpToDate Anywhere, you must re-verify your affiliation with your organization once every 90 days.

To re-verify, log in to UpToDate by going to www.uptodate.com from a computer connected to your organization's network.

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 if you can use UpToDate to fulfill CME requirements in your country, or specialty, please visit www.uptodate.com/cme for the most current list of CME requirements. The ability to earn CME credit is not available in all countries, and it is up to each user to determine whether his or her use of UpToDate qualifies for CME in any particular country/specialty.

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.

UpToDate®

Welcome, John Smith

CME 121.0

My Account | CME/CE/CPD | Process My CME/CE/CPD

Process CME Credit for John Smith

- Select a month to submit below.
- You will see a log of activity for that month. Please verify how you used the information in practice. Why do I need to complete the Three-Step Learning Cycle?
- Once you verify your log, credits will be displayed as completed and ready for submission.
- Credits or contact hours may be processed for up to two years from the time they were accrued. Credits not redeemed within two years will expire.

CME/CE/CPD FAQs

AMA PRA Category 1 Credit™
 (AAFP Prescribed credit, AAP credit, AAPA equivalent credit, ACEP credit, ACOG cognate credit, AOA Category 2-B credit, DFP-Austria, RCPSC, CPD-Ireland, SMC, HPCBA)

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.

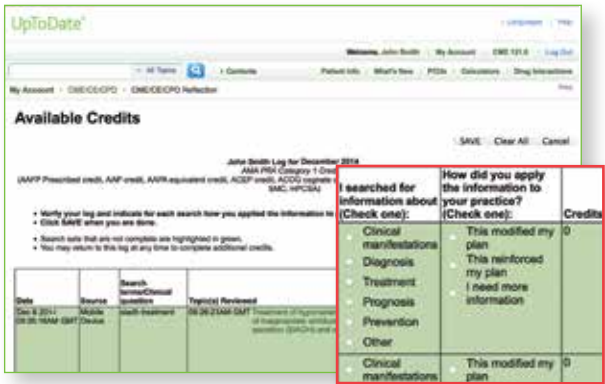
The first step is to move the credits you want to submit from the Potential Credits column to the Completed Credits column.

Click the month that contains the credits you want to complete:

AMA PRA Category 1 Credit™ (AAFP Prescribed credit, AAP credit, AAPA equivalent credit, ACEP credit, ACOG cognate credit, AOA Category 2-B credit, DFP-Austria, RCPSC, CPD-Ireland, SMC, HPCBA)		
Month	Potential Credits	Completed Credits
December 2014	3.000	0.000
	6.000	0.000
November 2014	3.500	0.000
October 2014	1.000	0.000
September 2014	9.500	0.000
August 2014	9.000	0.000
July 2014	7.000	0.000
June 2014	8.500	0.000

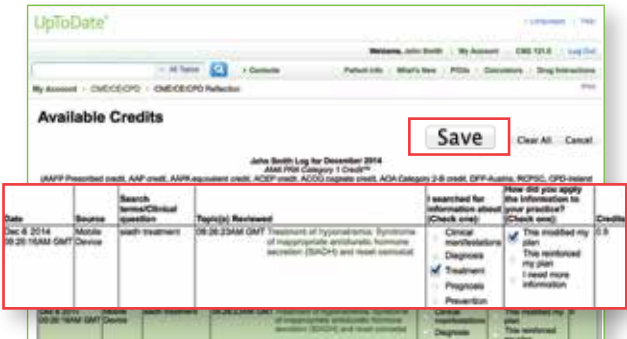
2) When you click on a specific month, you will be brought to a screen where you will provide the following information: the type of information you searched and the way you applied this information to your practice.

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.

The screenshot shows the 'Process CME Credit for John Smith' interface. It includes a table of CME credits and a 'Submit' column with checkboxes. The 'Continue' button is highlighted at the bottom.

Month	Potential Credits	Completed Credits
January 2015	0.000	0.000
December 2014	0.000	0.000
November 2014	0.000	0.000
October 2014	1.000	0.000
September 2014	0.000	0.000
August 2014	0.000	0.000
July 2014	0.000	0.000

AMA PRA Category 1 Credit™
 (AAPF Prescribed credit, AAP credit, AAPA equivalent credit, ACEP credit, ASA Category 3-B credit, DFP-Austria, RCPSC, CPD-Island, etc.)

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.

The screenshot shows the 'UpToDate CME Evaluation for AMA PRA Category 1 Credit™ and equivalents' page. It includes a survey question and a 'Submit' button.

UpToDate CME Evaluation for AMA PRA Category 1 Credit™ and equivalents

We are working to improve this program based on feedback from subscribers. Your ideas are important to this process. Please answer all of the questions. Thank you for your help.

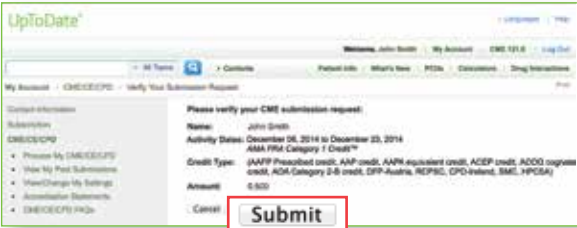
1) My use of UpToDate:

4) reinforces my approach and my knowledge of the evidence supporting the approach

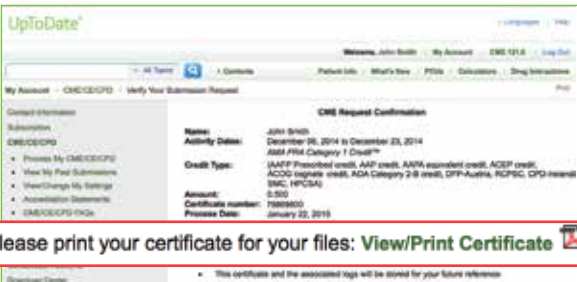
5) facilitates the way I manage patients

6) improves the quality of care

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

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)

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*)



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SKU #000355

detach here

A login form for UpToDate. It features the UpToDate logo in green and blue. Below the logo are two input fields: "USER NAME:" and "PASSWORD:", each followed by a horizontal line for text entry. The form is set against a background of blue and white squares.

USER NAME: _____

PASSWORD: _____

detach here