Frequently Asked Questions about UpToDate Access

Q: How do I access UpToDate to gain CME credits?
A: *Please refer to the University of Utah Healthcare UpToDate documents for specific access and directions*
There is one type of access that will ensure end users are receiving CME credits and Mobile access to UpToDate provided by University of Utah Healthcare.

Integrated access requires a one-time registration that will identify you as a user to accrue educational credits for each search conducted within UpToDate and provide users mobile access. This access point can be found within Epic under references then by clicking on UpToDate and under Cerner Mpages.

Q: How do I register?
A: You may register by going to the My Account/CME tab and clicking on the Click here to register link, when accessing through Epic or Cerner Mpages.

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 & manage CME 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 University of Utah Healthcare network.

Q: I have an Individual Subscription - 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 link your individual account with the University of Utah Healthcare enterprise account.
Important: Users must access the UpToDate registration page via Epic or Cerner Mpages to link the individual account and enterprise account successfully.

Q: What is the cut-off date for using my individual subscription username/password if my account expired?
A: There is no cut-off date for the use of an individual subscriber username/password.

Q: How do I access from home?
A: There are multiple methods to access UpToDate from home.

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.

If you haven’t had an opportunity yet to register to get UpToDate Anywhere rights:
First, log in to the University of Utah portal using your University of Utah Healthcare login that is established for remote access. Once in the University of Utah Healthcare network, you should be able to click on the link to UpToDate as you do when you are on site.

Q: Can I use the UpToDate mobile app?
A: Yes! The UpToDate Mobile App is now available for University of Utah Healthcare clinicians! The UpToDate app is available for iOS, Android, and Windows 8 devices. Please download the appropriate app, register for your UpToDate
credentials through your integrated access point within Epic or Cerner Mpages 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, users are able to access UpToDate from any mobile device. Users may also access UpToDate through their internet browser by typing www.uptodate.com/online to receive an optimized view of UpToDate.

Q: How do I change my username/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 into UpToDate from within the University of Utah Healthcare network. This will transfer your individual account automatically to the account maintained by the University of Utah Healthcare enterprise license. There will be no change to your CME records or any other changes that you need to make.

Q: What happens to my UpToDate account when I leave my employer?
A: Your CME 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 from cancelling my personal 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 call UpToDate Customer Service immediately at 800-998-6374 to request a refund and cancel your subscription.

Q: Why do I have to reverify every 30 days to continue to use UpToDate via mobile app or any internet connection?
A: To continue providing onsite and remote/mobile access to UpToDate on behalf of your institution, you must verify that you are still an affiliated clinician. Verifying your affiliation is fast and easy. Just log in from within your hospital’s network (via remote VPN or onsite) once every 30 days. You can do this by simply logging directly into www.UpToDate.com/login with your user name and password from within your Institutions network or if your site has integrated UpToDate into a clinical system or portal, simply access UpToDate via that integration point.

Once verified, we will continue to provide you with mobile and remote access to UpToDate on behalf of your institution.