

UpToDate Frequently Asked Questions - WFBMC

Questions & Responses

Q: How do I access UpToDate to gain CME credits?

A: There are multiple points of access to UpToDate provided by Carpenter Library at WFBMC:

1. Access within WakeOne (Epic) on the main toolbar at the top, by locating the "UpToDate" button. You may need to click the >> to see more buttons. Once in UpToDate, register with a unique username and password (*not* medctr credentials) to tie your WakeOne account to UpToDate. You will accrue CME each time you research a clinical question.
2. Access on- or off-campus via the Library's home page at wakehealth.edu/library and click Log In/Register to create a personal account to accrue CME.
3. CME Access is also available through the UpToDate Anywhere mobile app, now available for iPhone, iPad, Android, and Windows 8 tables.

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

A: To launch the Registration screen:

1. When accessing through WakeOne, click the My Account/CME tab and click on the **Click here to register** link,
2. Or you may click on the Register/Log-in button on the main search page within UpToDate.

Q: When will I be required to 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 Wake Forest Baptist network.

Q: Can I use the UpToDate mobile app?

A: Yes! The UpToDate Anywhere Mobile App is now available for Wake Forest Baptist Health affiliates. The App is available for iOS, Android, and Windows 8 devices. Please download the appropriate App, register for your UpToDate credentials 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 without installing the app?

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

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Q: How do I access from home?

A: If you haven't registered with UpToDate:

1. Go to Carpenter Library's website at wakehealth.edu/library and click UpToDate. Off-campus you will be prompted for your medctr username and password.
2. Via the Citrix portal.

If you have registered for UpToDate Anywhere, you can access from either via 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: How do I change my login?

1. Login 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 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 connect your individual account with the Wake Forest Baptist Health enterprise account.

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 Wake Forest Baptist Health network. This will transfer your individual account automatically to the account maintained by the 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 WFBMC?

A: Your CME bucket and UpToDate account will remain active and you will be able to process and retrieve any existing CME. Further access to UpToDate content would need to occur by purchasing an individual subscription or accessing from another facility that has an enterprise license. You can change the email address associated with your UpToDate account under the My Account tab.

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 781-392-2000 to request a refund and cancel your subscription.