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CME

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Have other questions not answered here?
Learn more at https://www.ariadnelabs.org/areas-of-work/better-evidence/
Or contact us at betterevidence@ariadnelabs.org

1. How did my institution gain access to UpToDate?

Your institution qualified for a donated UpToDate subscription through the [Better Evidence program at Ariadne Labs](#). Ariadne Labs is a joint center for health systems innovation at Brigham and Women's Hospital and Harvard T.H. Chan School of Public Health. We develop simple, scalable solutions that dramatically improve the delivery of health care at critical moments to save lives and reduce suffering. Better Evidence specifically focuses on helping health care providers serving vulnerable populations gain access to evidence-based clinical resources, such as the digital tool UpToDate, to ensure they have the best resources to diagnose, treat, and advise their patients. The result is better medical care for all.

2. How do I register for an account? Must I register on site?

To register for a free account through your institution, you must visit www.uptodate.com/online while connected to the institution's internet. Then click on "Register" in the top right corner and complete the registration by creating a username and password. Click submit on the form to finish registration. The next time you want to use UpToDate, go to the same website and click "Log In" to enter with your credentials. You should be able to enter from any data or internet source.

3. What should I do if I have forgotten my UpToDate username and/or password?

Under the log-in window (found on this page: https://www.uptodate.com/login), there is a link that will say "Forgot username or password." Click this link and it will prompt you to enter the email address associated with your account, and UpToDate will send you an email with your username and a link which allows you to reset your username and/or password.

4. How do I verify my account? How often do I need to do so?

To verify an account, users must log into their UpToDate account from a registered IP address - on site - or via VPN every 90 days. Make sure you are on your site's internet, and log in to your UpToDate account as you normally would from here: https://www.uptodate.com/login. Users should be receiving reminders from UpToDate to re-verify their subscription both in the UpToDate mobile application as well as by email.

Please note, you do not need to wait the full 90 days before verifying your account. Every time you log in on your institution's internet, your verification period will be reset. As long as you verify your account before the 90-day period ends, you will never have a lapse in access to UpToDate.

5. Why do I need to verify my account every 90 days?

Access to institutional accounts is meant only for those who are a part of the institution. To ensure UpToDate is only being used by eligible personnel, accounts must be verified every 90 days to demonstrate that the account belongs to a true member of the institution.

6. How do I know when my 90-day verification period is coming to an end?

To check the date by which an account must be re-verified, users should log into their UpToDate account, click "My Account," and under the heading "Subscription," choose "View Expiration Date." Once a user logs in via registered IP, this date will change to reflect an additional 90-day period. Please note, the date listed here is the date by which the subscription must be re-verified in order to keep the account active.

7. What happens if I am unable to verify my account within the 90-day verification window? Will I lose access to UpToDate? What should I do next?

If you do not verify your account within 90 days, your account will be deactivated. This means you will not be able to sign in and access UpToDate. In order to reactivate your account, you must log in (using the same username and password you made previously) on the institution's internet. After you do so, you will again be able to access your account for 90 days before needing to verify your account again.

Please note, you do not need to wait a full 90 days before verifying your account. Every time you log in on your institution's internet, your verification period will be reset. As long as you verify your account before the 90-day period ends, you will never have a lapse in access to UpToDate.

8. Is there any restriction on how much I can use UpToDate?

No, there is no limit to how much you can use UpToDate - whether live online or offline through MobileComplete. It is encouraged to be used often! We do however recommend you re-download the MobileComplete offline data as often as you can to have the most recent version.

9. How can I access my account while away on holiday?

We suggest you log in to your UpToDate account while on the institution's internet as close to the date of your departure as possible. This way you will be able to access your account for up to 90 days while you are away. After 90 days, you will lose access but it will be reinstated once you are back and have logged in again using the institution's internet.

For program advocates: we suggest reaching out to providers just before holiday breaks begin to remind them to log in and verify their account just before they leave for holiday break. We suggest you also reach out again after the holidays to remind everyone to verify their accounts once they are back on site.

10. How do I add MobileComplete to my account after I've registered?

You can sign up to add MobileComplete to your account by going to: https://store.uptodate.com/sso/index/login and logging in.

11. How do I access UpToDate through my mobile phone?

You can log in to UpToDate online using your mobile device's browser by going to the home page: http://www.uptodate.com. In addition, you may earn CME/CE/CPD credit through your use of UpToDate on your mobile device. Make sure you connect to your institution's internet network before attempting to log in.

If you are using an iOS® or Android™ device and would like enhanced features and functions, you can use UpToDate for iOS® or UpToDate for Android™. These apps are available in most countries, so search your device's app store for availability.

12. How many devices can I download the UpToDate App on?

With your UpToDate account you can download the UpToDate Mobile App on two (2) mobile devices. If you try to download it on a third, the system will ask you to delete it from one of the other 2 devices.

We encourage you to install UpToDate on your mobile phone and other devices for ease of use. Just log on with your same username and password each time while connected to your institution's internet to access your account. More information here: https://www.uptodate.com/home/get-uptodate-mobile-app

13. Can I install offline content after installing the app on a device?

Yes, open the UpToDate mobile app, open the menu, and click on 'Offline Content' where this option is available.

14. How do I sign up for a free institutional UpToDate account if I currently have either a free or paid individual subscription?

If the individual's subscription is expiring in the coming months, they should wait to transfer to an institutional subscription until their current subscription has expired. As long as their individual account has expired, they can keep the same login information as well as CME/CE credit they had already accumulated with their individual account.

To transition an individual account to an institutional account: The user can simply click "Register" on UpToDate's website while connected to a registered IP address and log on with the same login credentials they used previously with their individual account. Please note again that this will only work once the user's individual account has expired.

If the individual's UpToDate account is not expiring in the coming months and they would still like to move their access over to the Institutional subscription, they can visit www.uptodate.com from a recognized IP address for the institution and click "Register" and create a new account. This means they must use a different email address and create a new password. This will result in a second account and the user's CME/CE credit will not carry over.

15. Who is eligible to register for an UpToDate account? Are international residents eligible?

All members of the institution are eligible to register for UpToDate! As long as they are part of the institution, they can get free access.

International residents are also allowed to register - as long as they are on the institution's internet when they register for an account, they will be able to get access. They will also need to be able to verify their account from the institution's internet every 90 days, which usually means they need to be physically present at the institution, in order to maintain access.

16. Will all specialties such as dentistry be able to use UpToDate?

Yes, UpToDate is useful across all medical specialties including dentistry. As long as the individual interested in accessing UpToDate can log on and verify their account from the site's internet, they will be able to utilize the tool.

17. A What should I do if my specialty isn't listed in UpToDate's 'Topics by Specialty' list?

Even if your specialty is not listed in UpToDate's Topics by Specialty list, there is still a lot of content in UpToDate that may be useful to you! Instead of searching by specialty, try searching for the particular topic, symptom, disease, lab abnormality, procedure, or drug by typing it into the search bar at the top of the page. More detailed instructions of how to search can be found in this video: https://www.uptodate.com/home/uptodate-conducting-search

For example, dentistry is not listed in the Specialty list. However, if you type "dentistry" into the search bar, you will get many results related to dental diagnoses, diseases, and management.

Please note that all UpToDate subscribers are entitled to view topics within all 25 specialties, not just those within your own specialty. UpToDate has over 10,500 clinical topics and 5,800 unique drug entries for all providers to view.

18. How can I earn and redeem CME/CE/CPD credits in UpToDate?

In certain qualifying countries, you may earn CME/CE/CPD credit when you research clinical questions using UpToDate. You can redeem as many or as few credits as you choose anytime, they can be processed online for up to two years. Click the CME link to view and process credits you have accrued. 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.

Find step-by-step guidelines for how to earn and redeem credits here:
https://www.uptodate.com/sites/default/files/cms-files/pdf/printed-materials/120_EMR_CME_Brochure.pdf

A video tutorial about CME credits can be found here:
https://www.uptodate.com/home/uptodate-cmececpd-credits

19. Are my CME points transferable from one year to another?

Yes, credits or contact hours may be redeemed for up to two years as long as your UpToDate account is still active.

Find step-by-step guidelines for how to earn and redeem credits here:
https://www.uptodate.com/sites/default/files/cms-files/pdf/printed-materials/120_EMR_CME_Brochure.pdf

20. How can I share UpToDate with my peers?

We definitely encourage you to spread the word about UpToDate among your peers! If they are colleagues from within your same institution, they can register for an account while on the institution's internet. However, if they are at a different site, they can: 1) check with their site if they have institutional access to UpToDate; or 2) apply for a donated UpToDate account through Better Evidence for Providers, a program through which individual providers can get free access to UpToDate. More information along the application and eligibility criteria can be found here:
https://www.better-evidence.org/

If you know others who are interested in UpToDate but are not eligible for the Better Evidence donated subscription, they can go to https://www.uptodate.com/home/subscription-options and select the type of paid subscription they would like.

21. How can I continue to access UpToDate if I switch institutions?

If you switch institutions, you can continue to get free access to UpToDate by applying for a donated account through Better Evidence for Providers, a program through which individual providers can get free UpToDate access. More information on eligibility and the application process can be found here: https://www.better-evidence.org/

If you are no longer eligible for a donated subscription, you can go to https://www.uptodate.com/home/subscription-options and select the type of paid subscription you would like.

22. Can I access full text access to journal articles via UpToDate?

UpToDate often provides links to the journal articles that supplied the evidence for certain recommendations. However, you will not necessarily be able to access the full articles if they are not open access and you do not have subscriptions to the journals they are published in.

23. Can my publication(s) appear on UpToDate?

Yes, your publications may be reviewed and used by UpToDate. They will reach out to you if your work is going to be used by their team. UpToDate edits their information through a continual comprehensive review of peer-reviewed journals, clinical databases, and other resources. More information on UpToDate's editorial policy can be found here: https://www.uptodate.com/home/editorial-policy

Have other questions not answered here?
Learn more at https://www.ariadnelabs.org/areas-of-work/better-evidence/
Or contact us at betterevidence@ariadnelabs.org