

## Frequently Asked Question on UpToDate for Community-based Specialists

### **Q: What is UpToDate?**

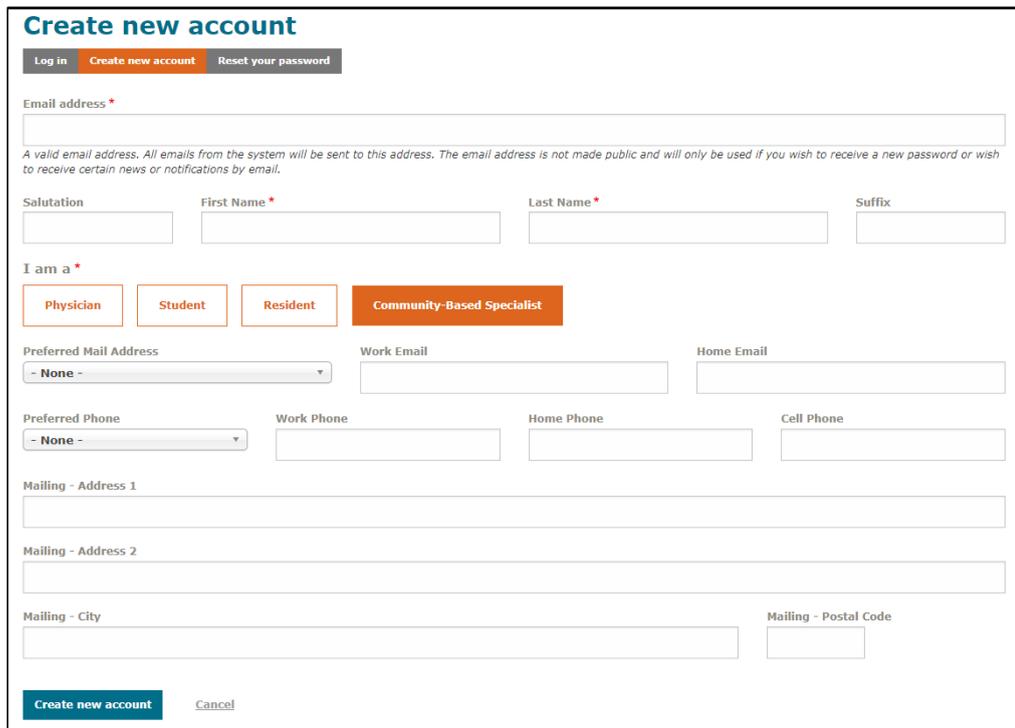
A: UpToDate is an award-winning online clinical decision support resource that provides access to more than 12,000 peer-reviewed topics in 25 specialties from international and Canadian authors, as well as drug information, medical calculators, and patient information sheets.

This services is now available at no cost to Community-based Specialists (CBS) who do not have health authority/hospital privileges. Requesting UpToDate through this process is your confirmation that you are ineligible for coverage as per the Health Authority in which you work. It also confirms that you are a specialists as per the Royal College of Physicians and Surgeons.

It may seem odd to use the Division of Family Practice website but that is simply because the Specialists Services Committee (SSC) has negotiated the inclusion of the CBS into their current contract.

### **Q: How do I (a community-based specialist) access UpToDate?**

A: Step 1: Apply using this [link](#) from the Divisions of Family Practice website. Upon receipt, a staff member will review your application. If you are eligible, you will receive further information and instructions on creating your account.



**Create new account**

Log in Create new account Reset your password

Email address \*

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Salutation First Name \* Last Name \* Suffix

I am a \*

Physician Student Resident **Community-Based Specialist**

Preferred Mail Address Work Email Home Email

Preferred Phone Work Phone Home Phone Cell Phone

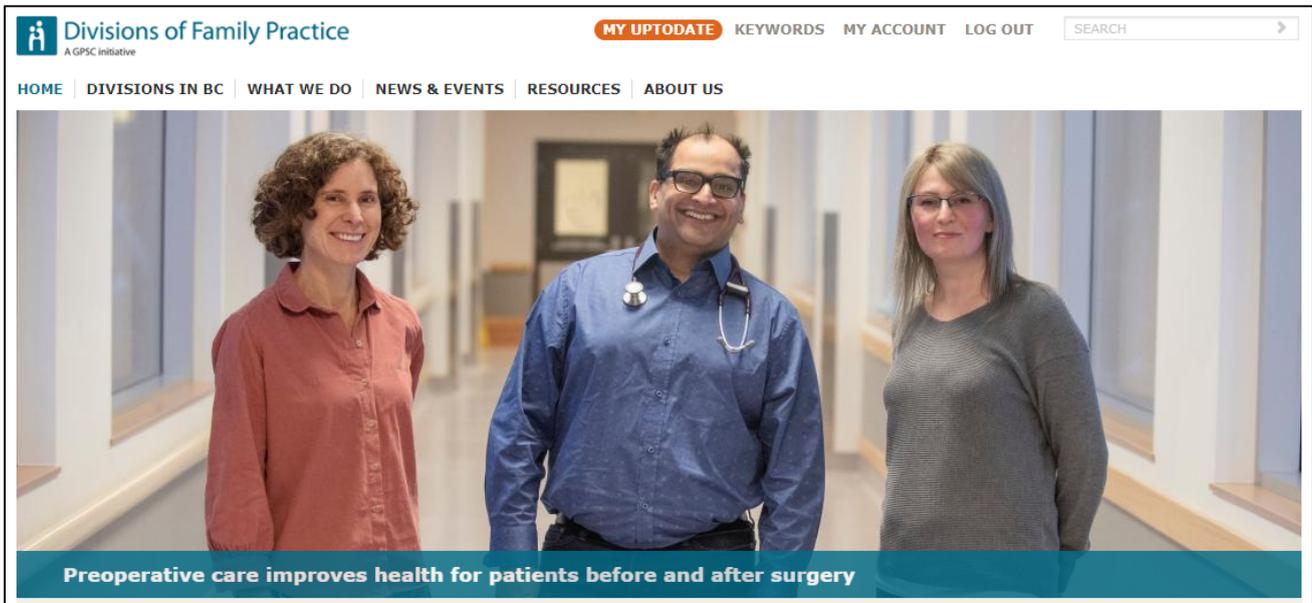
Mailing - Address 1

Mailing - Address 2

Mailing - City Mailing - Postal Code

Create new account Cancel

Step 2: Once approved and logged in, click the “My UpToDate” button on the top of the webpage.



Step 3: You will be redirected to the registration portal of UpToDate where you can affiliate your personal subscription with the SSC enterprise UpToDate license. If you do not have a personal subscription create your own UpToDate account at no cost to you. Once you've created this account, you'll be provided access to the UpToDate mobile app or UpToDate website. In order to maintain your access to UpToDate, you will need to log in via the Division of Family Practice website every 180 days.

**#1 If you already have an UpToDate account**  
→ Click **"Log in"**

**#2 You do not have an UpToDate account**  
**Register here**

### Register for an UpToDate account

Register for a username and password today to get our mobile app for iOS, Android or Windows 8 tablet devices. (An email will be sent with instructions on how to get the app after registration). Plus, you can now log in directly to UpToDate remotely.

Already registered? Please log in with your UpToDate username and password.

[Continue with your search](#)

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For more information on how to access UpToDate, visit the [Access UpToDate](#) webpage or contact the [UpToDate support team](#) for assistance.

**Q: I forgot to login to my UpToDate account via the Divisions of Family Practice website for more than 180 days, what can I do now to access the service?**

**A:** If you have not used UpToDate for a period of 180 days, you will need to log in via the Division of Family Practice website in order to renew your access.

**Q: Why do I have to access UpToDate through the Divisions of Family Practice Portal?**

A: Access to UpToDate has been negotiated on your behalf through the current contract for family physicians by the SSC. This is why you're being requested to use the Divisions of Family Practice portal to access it.

**Q. What if I already have an existing UpToDate account?**

A. If you have an existing UpToDate account, you do not need to create a new one. Simply go to [www.divisionsbc.ca](http://www.divisionsbc.ca) and log in once you have been approved by the SSC. Once you've logged in, click on the "My UpToDate" link:



This link will redirect you to the UpToDate website. Use your existing UpToDate credentials to sign into your account. This will affiliate your personal subscription with the SSC enterprise license.

Once you affiliate your existing personal UpToDate subscription with the SSC UpToDate license, you will no longer have to pay out of pocket for an UpToDate account.

**Q: How do I make sure I won't receive an invoice on my personal subscription once I have linked to enterprise subscription?**

A: After affiliating your personal subscription with the enterprise license, you can manually opt out of any future recurring billing charges in your "my account" options. [Read more here.](#)

**Q: I have two UpToDate accounts, how do I link them?**

A: Find easy instructions in [this link](#).

**Q: Why am I getting messages about re-affiliating to my organizational UpToDate license every 3 months?**

A: This is a standard that all users of UpToDate need to meet. It indicates that you are still using the subscription.

**Q: Can I use UpToDate on my mobile device or tablet?**

A: [UpToDate Anywhere](#) is an application which allows users to access UpToDate on their mobile devices/tablets. It is available for devices including iPhone, iPad, Android devices, and Windows 8 tablet.

**Q: How can I activate UpToDate on my mobile device and or tablet?**

Step 1: Download the applicable app for your mobile device:

- For iPhone and iPad devices, download the UpToDate app from the App Store.
- For Android devices, download the UpToDate app from Google Play.

Step 2: Once the app is downloaded on your smart device, log in using the UpToDate username and password you received when you registered for UpToDate.

[Note: You can access UpToDate on two different smart devices.]

**Q: Can I earn CME/CPD credits?**

A: YES, CME credits are earned automatically when using the UpToDate search feature. If you view an article without first performing a search, you will not earn CME credits.

**Q: How do I redeem CME/CPD credits?**

A: Use [this link](#) for easy instructions.

Learn More: <https://www.uptodate.com/home/uptodate-advanced>



US/CAN: tel 1.888.550.4788 | All other countries: tel +31 172 641440  
For more information please visit [www.uptodate.com/home](http://www.uptodate.com/home)  
or contact us at [www.uptodate.com/home/contact-us](http://www.uptodate.com/home/contact-us)

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