Q: How do I access UpToDate to gain CME credits?
A: *Please refer to the University of California-Irvine - UpToDate Tip Sheet for specific access and directions*
Access requires a one-time registration that will identify you as a user to accrue educational credits for each search conducted within UpToDate. This access point can be found on the Grunigen Medical Library home page under Resources tab.

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 California-Irvine 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 connect your individual account with the University of California-Irvine enterprise account.

Q: How do I access from home?
A: If you have registered for UpToDate 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.

Q: Can I use the UpToDate mobile app?
A: Yes! The UpToDate Mobile App is now available for University of California-Irvine clinicians! The UpToDate app is available for iOS, Android, and Windows 8 devices. Please download the appropriate app, register for your UpToDate credentials via the Grunigen Library within University of California-Irvine. Once your registration is confirmed you may now use those UpToDate credentials to login via your mobile device.

Q: How do I change my User Name and 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: How do I redeem CME credits?
A: Users may click on the CME tab in the navigation bar to begin the CME credit redemption process. Users will be asked for their password, users will use their password they created during the UpToDate registration process. After entering your password, users will follow prompts to complete process.

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 California-Irvine network. This will transfer your individual account automatically to the account maintained by the University of California-Irvine 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, please call UpToDate Customer Service immediately at (800) 998-6374 to request a refund and cancel your subscription.

Q: Why do I have to re-verify 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. Go to Grunigen Medical Library home page and access UpToDate once every 30 days. Once verified, we will continue to provide you with mobile and remote access to UpToDate on behalf of your institution.