END-USER CUSTOMER SUPPORT

To reach end-user customer support for individual subscribers or users at an institution, please contact:

EMAIL
customerservice@uptodate.com

PHONE
1-800-998-6374 or +1-781-392-2000
Monday through Friday, 7 a.m. – 9 p.m. (Eastern Time)
Getting Registered

1. Access UpToDate by going to the QH App Store, select UpToDate and “Install”. This will download the link to your desktop.

2. Click the Log In/Register button in the upper right corner of the screen.

3. To register, complete all fields on the right side of the registration page and then click Submit Registration.

   **Please note:** You must first register from within the Metro North Network to gain access to the Mobile App and accrue CME credits.

4. If you already have an UpToDate User Name and Password, log in on the left side of the registration page.

You are now registered and able to download the Mobile App and earn CME credits!
Mobile Access

Once registered, you can install the Mobile App on up to two devices by following the instructions below:

1. On your smartphone or tablet, search for “UpToDate” in your app store and install the free app.
2. Open the UpToDate Mobile App upon completion of download.
3. Log in with your UpToDate User Name and Password. You only need to do this once – the app remembers your User Name and Password.

Access UpToDate Anywhere

- In addition to the Mobile App, you can access UpToDate from any computer with internet access.
- Simply go to www.uptodate.com and click the “Log In” button located in the top right corner of the UpToDate home page, and enter your User Name and Password.

Maintaining Access

- In order to maintain uninterrupted access to UpToDate Anywhere, you must re-verify your affiliation with Metro North HHS once every 90 days.
- To re-verify, log in to UpToDate by going to www.uptodate.com from a computer connected to Metro North HHS.

Please Note: In-application & email messaging will inform you of the need to verify affiliation if you have not done so by day 85. You will receive a second alert at day 90. If you fail to re-verify by day 90, you will lose mobile and remote access. To regain access, please complete the re-verification process outlined in steps 1 or 2.