Technical Support for USP–NF Online, USP–NF USB Flash Drive and Pharmacopeial Forum Online

- USP–NF Online
- USP–NF Mobile App
- USP–NF USB Flash Drive
- Pharmacopeial Forum Online

Reporting Problems to USP Technical Support Staff

The USP technical support team is available during standard business hours (EST) of 9:00 a.m. to 5:00 p.m.

Phone: 800-822-8772 ext. 8291 or 1-301-816-8291
FAX: 301-816-8301
Webform

For specific questions about using Acrobat® Reader®, refer to the Adobe support site at http://www.adobe.com/support.

USP–NF Online

Technical Requirements

Web Browser:

- Microsoft© Edge
- Google© Chrome

Note: You will need to disable pop-up blockers and enable scripting and style sheets while using this application. Check your browsers' help for

guidance if needed.

USP–NF Online Technical Frequently Asked Questions

Why do I need a username and password?
Licensing for *USP–NF Online* requires user authentication. Refer to the https://register.usp.org/register/resources/faq.html for more information on creating USP Access Point account.

When I log off or leave the system idle, why do I need to login again?
USP–NF Online requires user authentication. You will also need to reenter your username and password if you leave the session inactive for more than 30 minutes.

Is my username or password case-sensitive?
Yes, your username and password are case-sensitive.

How do I reset my password or what do I do if I forget my password?
Refer to the FAQ regarding Access Point here https://registerdev.usp.org/register/resources/faq.html?section=3&question=0

Do you support Mac operating systems?
While most browsers perform normally on Mac OS, we do not officially support Mac.

Does *USP–NF Online* access my hard drive?
USP–NF Online requires that cookies are enabled on your web browser. However, the application does not access your hard drive except to store and read these cookies.

How often is the *USP–NF Online* updated?
The site is updated three times a year in November, February, and June. Additionally, Accelerated Revisions such as Errata, Revision Bulletins, and Interim Revision Announcements, and Harmonization are integrated in to the *USP-NF Online* on a monthly basis.

How do I learn more about the *USP–NF Online* program?
Additional information can be found from the resources listed below:

- The *USP–NF Online* Help provides information for you while you are using the *USP–NF Online* application. The Help is available on the

USP–NF Online toolbar, after you login.
- You also have access to several video tutorials on the *USP–NF Online* dashboard for search, navigation, and official status.
- Click here for a list of Frequently Asked Questions (FAQs).
- Visit the Products & Services > Products section and browse to *USP–NF*, this will provide more information on the *USP–NF* publication and the online version.

How do I change my font to be bigger?
Use your Web browser's text size feature. NOTE: Some text (superscript/subscript) may display irregularly when font size is set higher than medium/100%.

Microsoft Edge

- Open Microsoft Edge.
- Select View >> Text Size.
- Change text size from Smallest to Largest. This will only change the text size of the document. The table of contents and the burgundy USP toolbar will not change.

Google Chrome

- Open Google Chrome
- Select "Customize and control Google Chrome"
- Select Settings
- Use the Font Size drop down menu to change the font size, which will affect all page views in Google Chrome

Why are some symbols appearing incorrectly?
Symbols should appear correctly for all users. If you are having trouble seeing some special characters, please contact Technical Support and indicate the document containing the error and the symbol not displaying correctly.

Can I print text or graphics?
To print articles, a user can use the browser print or the “PRINT PAGE” icon on the document page.

- Please note that the print output on Edge and Chrome will NOT be identical because of differences in the header and footer functions between the two browsers, and slight differences in page formatting between the two browsers. Please note:

    - In Edge, a user can configure what prints in the header and footer
    - In Chrome, a user can turn on and off the header and footer entirely, but can not change the content.
- Please note that if you want to print monograph listings or search results, the printout will only show the results visible on that page.
    - If you want to see the entire list of results, you must first scroll through the results, and once they're all visible on screen, then click the "print" button.

Can I save text or graphics in Word?
Yes, to save text, select the text you want. Right click and select "Copy." Open Word and paste the text. To save a graphic, select the graphic you want. Right click and select "Save Picture As" and save it to your hard drive. Open Word and import the image.

USP-NF Mobile App

The USP-NF App is no longer available for sale and is no longer supported. Please purchase a version of the USP-NF Online.

USP–NF USB Flash Drive

USP 41–NF 36 and Subsequent Editions

Technical Requirements

System Requirements:

- One free USB 2.0 slot.
- Close any screen capture program (e.g., SnagIT, Adobe Photoshop, Snipping Tool) currently open.

Operating Systems:

- Windows only – XP and above

USP is aware of minor technical issues with the USP-NF English and Spanish USB drive format products. These issues are rare and most appear to be limited to systems running Windows 10. If you experience an "Access violation" error message while using the search function, please close the Lock Lizard application and restart. If you experience any other problems, please submit the webform.

USP–NF USB Flash Drive Frequently Asked Questions

What is a .PDC file?
A PDC file is a protected PDF created using Safeguard PDF Security – it is a PDF file that has been protected with encryption and DRM copy controls.

What is a Safeguard Viewer?
Safeguard Viewer, also known as a Secure PDF Viewer, is a standalone application that controls what you can do with protected PDF files. These document controls are set by USP and cannot be altered by you.

Why do I receive an error message when attempting to open more than three volumes at a time?
A maximum of three (3) Secure PDF Viewer windows are allowed to be open at a time. Depending on the amount of RAM available on your computer it may limit the number of Secure PDF Viewers you are able to open at one time. Closing unused applications on your computer may increase the amount of available memory for opening the maximum of three (3) Viewers.

Do I have to be connected to the Internet in order to view secure PDF documents?
There is no internet connection required to view the secure PDF documents.

How do I print from the document display frame?
Click the printer icon above the document. In the Print dialog box, click Print. You may select a range of pages to print.

Can I copy and paste text to save in a different format?
No. The secure PDC file does not allow users to copy and paste, or save the document to a different file type (ie. PDF or Word).

Where can I learn more about the *USP–NF* product?
You can find out more about *USP–NF* and other USP products on the Products page of our website.

Editions Prior to USP 41–NF 36

Technical Requirements

System Requirements:

- 256 MB RAM or more
- 350 MB free disk space
- One free USB 2.0 slot

Operating Systems and Web Browser:

Flash Drive	***Win Edge***	***Win 7/ Chrome***
USP40–NF35	*?*	*?*
USP40–NF35 S1	*?*	*?*
USP40–NF35 S2	*?*	*?*

Note: You will need to disable pop-up blockers and enable scripting and style sheets while using this application. Check your browsers' help for guidance if needed.

USP–NF USB Flash Drive Frequently Asked Questions

When entering my License Key into the fields, I have room left over, is that normal?
There are four groups of six characters each. Use the "tab" key to navigate to each group. (The Key is case–sensitive and must be typed in uppercase.)

Do I need to change the port number displayed during installation?
The port number you see during installation is the default port the flash drive uses to communicate with itself at run-time. It is not recommended that you reset the port unless you know you have other software running that uses the same port.

What do I do if my firewall software is blocking Internet access to the application?

If you are using firewall software that blocks Internet access to applications, you must allow access for jre\bin\javaw.exe in the installation folder you select. This program serves the *USP–NF* USB Flash Drive content, but does not pose a threat to your system or respond to any requests from other machines. For more information about allowing applications to access the Internet, refer to your firewall software's documentation.

Why does the application open as a link in my browser?
This occurs for some Windows XP users who have installed Service Pack (SP) 2. SP2 includes changes to Internet Explorer that cause it to consider the *USP–NF* USB Flash Drive application as suspicious. Simply click the link to proceed to the application.

Why is the application slow the first time I perform a search?
The *USP–NF* USB Flash Drive may appear to take longer the first time you search or load some pages. This occurs as the pages are loaded into memory during their first execution. After this, the pages respond very quickly because they are already loaded and running.

Why does a DOS Window sometimes display with the title "javac"?
You might see this window on slower systems when the application is used for the first time. It will flash briefly and then disappear the first time you access some pages like the Table of Contents or Advanced Search page. You can ignore this window if it does display. Do not close it. It will close on its own.

Does the USP–NF USB Flash Drive come in a Macintosh version?
There is no Macintosh version of the flash drive product. Macintosh users can access *USP–NF* by purchasing the online version.

Do I need Internet access to run the application?
No. The *USP–NF* USB Flash Drive is built on Internet technology, but you do not need a connection to the Internet to run it. The application communicates only with itself and your browser. It will not answer to requests from other machines and does not send information outside your machine. However, there are several links on the application toolbar which link to external USP Web sites. You will need Internet access to open these links.

How do I set the header and footer formatting for printing?
You need to make sure the following information is saved in Microsoft Edge. The following formulas are instructions to the browser to insert file name, title, num pages, etc, in the header/footer during printing.

- Open Microsoft Edge.
- Select File >> Page Setup.
- Make sure the following string &w&bPage &p of &P is in the "Header" field.

- Make sure the following string &u&b&d is in the "Footer" field.
- Please set all margins to "0.5" for optimal printing.

How do I print text or graphics?
Click the printer icon in the window. Print the document. Depending on your browser you can also print selected text and graphics. Select the text or graphic you want to print. Right-click and select "Print." Note: If using Adobe X Pro to view PDF files in the *USP–NF*, you may experience problems when attempting to print these files. To avoid this issue, we recommend that you use an alternate version of the Adobe Reader.

How do I print from the document display frame?
Click the printer icon above the document. In the Print dialog box, click Print.

Why does the PDF print out as a line of strange characters?
The print PDF function does not work in Adobe Acrobat® Reader® version X. Other versions of Acrobat® Reader® work correctly.

Can I save text or graphics in Word?
To save text, select (highlight) the text you want. Right-click and select "Copy." Open Word and paste the text. To save a graphic, select (highlight) the graphic you want. Right-click and select "Save Picture As" or "Copy" and save it to your hard drive. Open Word and import the image.

How often is the USP–NF updated?
The *USP–NF* is updated three times a year in November, February, and June.

Can I print text or graphics?
Yes, click the print icon in the window. Print the document. Depending on your browser you can also print selected text and graphics: Select the text or graphic you want to print. Right click and select "Print."

Where can I learn more about the USP–NF product?
You can find out more about *USP–NF* and other USP products on the Products page of our website.

Pharmacopeial Forum Online

Technical Requirements

Web Browser:

- Microsoft© Edge
- Google© Chrome

Do you support Mac® operating systems?
While most browsers perform normally on the Mac OS®, we do not officially support Mac operating systems.

Is registration required in order to access the application?
You are required to register in order to access PF online. Requiring an email address and password helps to ensure secure access to the application. Only those with a valid email address and password can access the PF web site. Access **Frequently Asked Questions** page by clicking on the **Need Help** button on the Account Registration page for step-by-step instructions on the process of registration. USP respects your right to privacy. Refer to USP's privacy policy at https://www.usp.org/privacy-policy for more information.

What if I need to modify the information I provided when originally registering?
If you need to modify your registration information, you can access the Login page and refer to **Frequently Asked Questions** page on updating profile information. If unable to update, please contact technical support team.

What are the criteria for choosing a password?
Your password must meet the following requirements:

- Password is case sensitive.
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must be at least 8 characters long and include at least one of each of the following:
    - Uppercase or lowercase letter (A-Z or a-z)
    - Number (0-9)
    - Symbol (!, #, $, etc.)

What do I do if I lose or forget my password?
If you lose/forget your password, click the **Forgot password** link on the Login page. You will be guided through the process of changing your password. For assistance, access Frequently Asked Questions web page or contact USP Technical Support or call (800) 227-8772, ext. 8291.

Why am I prompted to log back into the application if my system has been idle for a while?
PF Online will prompt you to log back into the application if your session has been timed out. This frees up application's availability to other users.

Can I save text or graphics into Microsoft® Word?
Yes. To save text into Microsoft Word:

- Highlight the text you want to save.
- Right–click and select Copy from the dropdown menu.
- Open a new Word document.
- Select Paste or press <CTRL+V> keys to paste.

To copy/paste a graphic into Microsoft Word:

- Right–click on the graphic and select Copy from the dropdown menu.
- Open a new Word document and select Paste or press keys to paste picture.

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