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## [FAQs for USP–NF Online Product System Admins](#)

USP recognizes that changing the subscription model may cause some logistical challenges for your company. Below are FAQs to help prepare for the upcoming changes and simplify the transition process.

### **FAQs**

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## **New *USP-NF* 2023 Pricing**

### **1. What is the new pricing structure (multi-tier) for the *USP-NF*?**

- This price adjustment, the first in 5 years, is designed to support USP's mission of maintaining exceptional quality standards and providing unmatched value to subscribers across the bio-pharmaceutical industry.

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- The multi-tier pricing structure provides a simple way to manage subscription costs based on the number of end-users at your organization. It ensures that organizations have the right number of licenses for their needs, no matter how many end-users they have. Licenses will continue to have a one (1) year duration.

## **2. How does the price adjustment benefit subscribers?**

- The price adjustment supports continued enhancement to the *USP-NF* customer experience. Before September 2023, USP had not adjusted the *USP-NF* subscription pricing since June 2018, while continually assessing offerings and investing in improvements. *USP-NF* functionalities added without price increases included a Spanish translation of the *USP-NF*, streamlined user interface, comprehensive comment form, DOI references, cross-reference tools, export options, and video tutorials.
- Planned platform enhancements include increased search capabilities, navigation, multilingual support, simplified license management and advanced tools for tracking changes.

## **3. What value does the USP-NF subscription offer?**

- Access to Unmatched Expertise: Stay ahead with the most up-to-date and comprehensive quality standards, validated by independent analytical procedures.
- Regulatory Compliance Made Easier: Navigate the complex regulatory landscape with confidence, knowing that the *USP-NF* provides full access to current, trusted, and official documentary standards.
- Supporting Streamlined Development and Manufacturing: Access to the USP-NF offers support for the development and manufacturing of quality drug ingredients and finished products in order to meet regulatory requirement.

## **4. What are the license tiers and prices?**

- Tier 1: 600+ users: \$55,000/yr.
- Tier 2: 301-600 users: \$26,000/yr.
- Tier 3: 101-300 users: \$13,000/yr
- Tier 4: 21-100 users: \$6,500/yr.

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- Tail: One 20 seat subscription: \$1,300/yr.
  - Individual User: Single User Only: \$800/yr.

## 5. When do these changes take effect?

- Starting on September 1, 2023, all customers will be transitioned to this new pricing structure upon their next renewal following this date. Licenses will continue to have a one (1) year duration.

## Subscription Keys

### 6. What is a Subscription key?

- A subscription key is an 8-character alphanumeric code that is unique to each customer, and is specific to a USP product or subscription.
- To enable access to the new *USP–NF Online* product, users at your company must create Access Point accounts, and then associate those accounts with your *USP–NF* Subscription Key.
- Subscription keys are associated with Access Point accounts (see below) to enable users to access paid USP online resources, such as the *USP–NF*, *Compounding Compendia*, *Food Chemical Codex*, *USP Dictionary*, and more.

### 7. How do I use my USP-NF Subscription Key?

- Your *USP–NF* Subscription Key will grant your company access to the *USP–NF* product.
- To enable access to the new *USP–NF* product, users at your company must create Access Point accounts and then associate those accounts with your *USP–NF* Subscription Key.
  - [Get instructions](#) on how to: allow you to associate up to forty (40) Access Point accounts.
    - Obtain your *USP–NF* Subscription Key
    - Gain access to *USP–NF* using an Access Point account
    - Associate your *USP–NF* Subscription Key to your Access Point account.

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- Each company is responsible for distributing the *USP–NF* Subscription Key and instructions for setting up Access Point accounts to all individuals who need access to the *USP–NF* product. [See recommendations on how to best disseminate this information at your company.](#)
  - You can obtain your *USP–NF* Subscription Key by submitting the [webform](#) with your Sales Order number.
  - If you have multiple *USP–NF* subscriptions with different expiration dates, you will receive a subscription key for each current *USP–NF* subscription. Please submit the [webform](#) if you need to merge multiple subscriptions.
  - You can collect usage information to help you plan for your subscription needs for the following renewal cycle. [See more information on Usage Reports.](#)

## Access Point Accounts

### 8. What is an Access Point account?

- Access Point is the USP system that provides user authentication and authorization. All users of USP resources must create an Access Point account. Access Point accounts need only to be created one time.
- Users will be able to associate a subscription key to their Access Point account to enable access to paid USP products and resources, such as the *USP–NF*.
- If you already have an Access Point, you may use this same Access Point account to gain access to the *USP–NF* product. Be sure to associate your existing Access Point account to your *USP–NF* Subscription key.
- Upon logging into *USP–NF*, you will also gain access with your Access Point account to the free integrated *Pharmacopeial Forum (PF)*.

### 9. How do I create an Access Point account?

- Watch a [video tutorial](#) on how to create an Access Point account.
- Watch a [video tutorial](#) on how to associate a subscription key to your Access Point account.
- If you already have an Access Point, you may use this same Access Point account to gain access to *USP–NF* once you have associated this account with your *USP–NF* Subscription key.

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## 10. What are the benefits of an Access Point account?

- It provides increased security for USP data and services.
- You can create or reset your own password rather than having to contact USP to change your account password. This provides better security for your company's data and your personal data.
- You will no longer be locked out of the system due to "too many concurrent users."
- You can customize your *USP–NF* workspace by saving bookmarks, creating alerts on specific documents, and having access to "Viewing Activity". Additional customizations are planned for future releases of the *USP–NF*.
- It enables USP to deliver targeted information to specific users – such as alerts for updates to specific documents – at their request. Additional customizable features are planned for future releases.
- You will be able to access multiple USP products using the same Access Point account.
- Individual accounts allow customer administrators to collect usage information for their organizational needs.

## License Sharing, Renewing, and Usage Reports

### 11. Can my company purchase a license from another company (3rd Party) or do I have to purchase the license directly from USP?

- Authorized purchases of USP online subscriptions result in the issuance of a subscription key. Beware of companies looking to sell login details that include an email address that is not owned by you or your company—these unauthorized violations can result in immediate termination of licenses.

### 12. Can I share licenses?

- To ensure that every customer has the best possible experience from the *USP–NF*, each individual user of the *USP–NF* **must** have their own license to access the product. USP does not allow users to share licenses to access the *USP–NF*.
- [Read more about USP–NF content on unauthorized sites.](#)

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### 13. How do I renew my USP–NF subscription for future renewal cycles?

- Renew your subscription as you have done in the past.
  - Subscriptions to the *USP–NF* renew for one (1) year. Once you renew, the expiration on your current subscription will be extended by 12 months.
- To renew, go to the [Store Login](#). Should you have any questions, contact USP Customer Service by e-mail at [custsvc@usp.org](mailto:custsvc@usp.org) or visit <https://www.usp.org/help/ordering-customer-support>.

### 14. Will my *USP–NF* subscription key change upon renewing?

- If an organization renews at a tier that corresponds to your current usage or at a higher tier, your *USP–NF* subscription key will not change.
- If an organization renews at a lower tier, your *USP–NF* subscription key will change. Please contact [here](#) for assistance to transition Access Point accounts to the new subscription key.

### 15. How do I obtain a usage report?

- Monthly usage reports will be available on request. Please submit the [webform](#). These usage reports will inform your organization of the subscription tier you should purchase. In addition, System Administrators may use the Admin Tool to create usage reports.

### 16. Where can I receive more updates?

- Additional information will be provided through a variety of channels:
  - Click [here](#) to subscribe to the *USP–NF* Newsletter
  - [Contact your USP Account Manager](#)

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## 17. How do I get help?

Submit the [webform](#) for the following

- Contact Customer Service for the following:
  - If you need help with ordering products, prices, and payment options.
  - If you need help with creating an *Access Point* account.
  - If you need to know how many seats are available on your *USP–NF* subscription key.
  - For [additional customer service help](#).
- Contact Technical Service for the following:
  - If you need your subscription key.
  - If you need help with changing your password.
  - If you need help accessing your online subscription.
  - If you need to know how many seats are available on your *USP–NF* subscription key.
  - For [additional technical service help](#).
- Submit the [webform](#) for the following:
  - If you have multiple *USP–NF Online* subscriptions and would like to consolidate them prior to renewal.
  - If you need to associate more *Access Point* accounts with your subscription.
  - If you have questions on increasing or decreasing the number of licenses.
  - If you anticipate having to manage over sixty (60) individual *Access Point* accounts at your company.