FAQs for USP—NF Online Product Users

FAQs

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The New USP—NF Online platform

1. What is the NEW USP—NF Online platform?
   - The new USP—NF Online is a relaunch of the current USP—NF Online product that has been designed to improve the user interface and therefore your ability to find information quickly and easily.

2. What features and benefits can I expect from the new platform?
   - Some additional new features include:
     - Accelerated Revisions such as Errata, Revision Bulletins, and Interim Revision Announcements (IRAs) are now integrated into the new platform, thereby providing you access to official content in one location. Please note that you can still access Accelerated Revisions on http://www.uspnf.com/official-text
     - You have access to four publications simultaneously (USP42–NF37, USP41–NF36, First Supplement to USP41–NF36, and Second Supplement to USP41–NF36) within the new USP—NF Online platform when it launches. You will no longer have to login and logout to view another publication.
     - A "Document Tool" menu allows you to quickly view a specific test or procedure within a document by clicking on a linked table of contents along with a "Support" tab with helpful links.
     - Other features include: bookmark icon, create alert icon, quick list of Reference Standards icon, print icon, email link to document icon, and email link of Reference Standards icon.
   - Benefits of the new USP—NF Online platform include:
     - New individual accounts, enabling each user to customize what they see on the product dashboard, making more efficient use of your time.
     - Completely new comprehensive search tool that operates like search tools on many popular websites, helping you to find exactly what you need.
     - Simplified navigation of all content with annotations to explain the content of different sections, thereby simplifying access for new or infrequent users.
     - The ability to save personalized bookmarks and easily return to any page through the "Viewing Activity" function, so you can efficiently go back to previous pages.
     - The ability to receive notifications of upcoming changes to specific documents, so you always know when key documents and tests are updated.
     - The ability to search across multiple editions of the USP—NF Online instead of having to log out and then change editions.

3. How will I learn how to use the new USP—NF Online product?
   - When the new USP—NF Online launches into the new platform, there will be numerous instructions including video tutorials and an on-boarding tutorial to inform you of new features, how to conduct a search, and how to navigate in the new structure.
     - Below is a list of the tutorials that will be available on the dashboard of the new platform:
       - Improved Search Tutorial
       - Navigation Basics Tutorial
       - Understanding Official Status Tutorial

New Subscription Model:

4. What is the new online subscription model?
   - To provide users with an individualized online experience, USP has transitioned from company wide shared usernames and passwords to individual Access Point accounts that are associated with Subscription Keys.
   - Users will create an account through USP's Access Point account webpage using their company e-mail address to create a "Login," and password, known only to them, to access their data.
   - See a video tutorial on how to create an Access Point account.
   - Users must associate a subscription key with their Access Point account in order to have access to the new USP—NF Online platform.
Access Point Accounts:

5. What is an Access Point account?

- Access Point is the USP system that provides user authentication and authorization. All users of USP resources, including free resources such as the Pharmacopeial Forums (PF) and paid resources such as USP—NF Online 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 online resources, such as the USP—NF Online.
- If you already have an Access Point, you may use this same Access Point account to gain access to the new USP—NF Online product once you have associated this account to your USP—NF Subscription key.

6. How do I create an Access Point account?

- Watch a video tutorial on how to create an Access Point account.
- If you already have an Access Point, you may use this same Access Point account to gain access to the new USP—NF Online product once you have associated this account to your USP—NF Subscription key.

7. 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." A limited number of multiple concurrent sessions (e.g. office and lab) are permitted on the same user account. Usage by one account does not affect access to the USP—NF Online by other users – unlike the previous concurrent access model.
- You will be able to customize your USP—NF Online work-space 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 Online.
- 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 can access multiple USP products using the same Access Point account.
- Individual accounts allow for customer administrators to collect usage information for their organizational needs.

Subscription Keys

8. What is a Subscription key?

- A subscription key is an 8-character alphanumeric code that is unique to each customer, and is specific to each USP—NF Online subscription.
- Subscription keys are valid for the term of the subscription – one (1) year in the case of the USP—NF Online.
- Subscription keys are associated with Access Point accounts to enable users to access paid USP online resources.

9. How do I use my USP—NF Subscription Key?

- Your USP—NF Subscription Key will grant your company access to the new USP—NF Online product.
- 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.
- USP understands that many customers will not know exactly how many end-users they have, and therefore, won't know how many USP—NF Online licenses they will need initially.
  - To help ease your transition into the new USP—NF Online platform, USP will provide a USP—NF Subscription Key, valid for one (1) year (i.e. for your 2019 renewal cycle), that will allow you to associate up to twenty (20) Access Point accounts for every concurrent license owned by your company.
  - For example, if your USP—NF Online subscription is for two (2) concurrent licenses, you will receive one (1) USP—NF Subscription Key that will allow you to associate up to forty (40) Access Point accounts.
  - If you need to associate more Access Point accounts with your subscription, please contact uspnf-info@usp.org.
- You will be able to collect usage information during the next year to help you plan for your subscription needs for the following renewal cycle (2019). Read more information on Usage Reports.

10. How many Access Point accounts can be associated with my USP—NF Subscription Key?
- You can associate up to twenty (20) individual Access Point accounts for each concurrent license owned by your company.
  - For example, if your USP—NF Online subscription is for two (2) concurrent licenses, you will receive one (1) Subscription Key that will allow you to associate up to forty (40) Access Point accounts.
  - If you need to associate more Access Point accounts with your subscription, please contact uspnf-info@usp.org.

USP—NF Online Pricing 2019

11. Will the price for the 2019 USP—NF Online subscription change?

- No, the price for the USP—NF Online will not change during the 2019 renewal cycle. The price will remain at $850 per license.
- Please note that in efforts to help transition our customers to the new pricing structure, the effective date for the new pricing structure has been extended to February 15, 2020. Click here for more information.

Subscription Renewals

12. Information on Subscription Renewals for 2018

More on Official Status for the new USP—NF Online

We created a banner that is a helpful tool that appears in the new USP—NF Online to help you determine the official status of documents. The banner appears on multiple pages and the meaning of the banner changes depending on the context in which it appears. Below are examples:

13. What does this banner mean on the dashboard?

- On the new USP—NF Online dashboard, you will see a green banner with a green check mark icon and the text "CURRENTLY OFFICIAL" which indicates which edition of the USP—NF is currently official and when it was published. Below is an example:

![Currently Official Banner]

14. What does this banner mean when viewing a document (monograph, General Chapter, General Notices, etc.)?

- This banner indicates the official status of the document that you are viewing.
- If you wish to see a different version of the document, you can:
  - Select a version under the "History" tab in "Document Tools"
15. What are official status icons and what do they mean?

- The new USP—NF Online platform allows users to easily navigate between multiple versions of a single documentary standard (such as a monograph or general chapter), without logging into separate publications or searching multiple websites for official content.
- To help identify the official status of documentary standards with multiple versions, we've introduced the following 3 official status icons:

<table>
<thead>
<tr>
<th>ICON KEY</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Currently Official</td>
</tr>
<tr>
<td>🕒</td>
<td>Not Yet Official</td>
</tr>
<tr>
<td>✗️</td>
<td>No Longer Official/Never Official</td>
</tr>
</tbody>
</table>

- A green check mark to indicate "currently official" status (see examples below)
- A yellow clock to indicate "not yet official" status (see examples below)
- A red "x" to indicate "no longer official" status or "never official" status (see examples below)

Here are some examples of how official status is displayed at the Document level:

- A currently official documentary standard that was revised prior to and then became official as of January 1, 2018. Please note the green check-mark icon and the text "Currently Official".

- A currently official documentary standard that became official prior to 2013. This standard has not undergone any revision since December 31, 2012. Please note the green check-mark icon and the text "Currently Official".

- A currently official documentary standard that became official as of March 1, 2018 and incorporates changes from an Interim Revision Announcement (IRA). Please note the green check-mark icon, the "IRA" icon, and the "Currently Official" text.
16. What is the "History" tab in the "Document Tools"?

- The "History" tab allows you to access multiple versions of the same document that may be created due to the proposal and incorporation of revisions, including Accelerated Revisions and Harmonization.
- When you open a document, the "History" tab automatically opens under Document Tools so that you can easily see the different versions of a document.
- Please note that even though a document may have multiple versions, only one version will be Currently Official at any point in time.
  - Documents that have not yet reached their implementation date are referred to as "Not Yet Official."
  - Documents that have been replaced due to an updated version are termed "No Longer Official" or "Never Official" (Older Version).
- Click on the individual version you would like to view to change versions. The document border and banner will be highlighted with the corresponding indicating color:
  - Green: Official
  - Yellow: Not Yet Official
  - Red: No Longer Official, or Never Official
17. What if I navigate to a document that is “no longer official” and it has the red banner and red “x” icon?

- The red “x” icon is a visual indicator that this particular version of a file has been replaced by a Currently Official green “check-mark” version.
- You only need to look at the “History” tab in the Document Tools to access the Currently Official version (see example below).

18. What are the Types of Revisions?

- The USP—NF is continuously revised, either through the Pharmacopeial Forum (PF), through Accelerated Revisions or through Harmonization.
- The regular revision process through the Pharmacopeial Forum (PF), can take up to, on average, 18 months for a documentary standard (e.g. monograph or general chapter) to become official. Once a proposed revision is approved, the revision is published with the USP—NF, or one of its supplements, and is scheduled to become official 6 months after it is published online.
- There are cases in which a documentary standard needs to become official on a much faster track and therefore may go through the Accelerated Revision process either as a Revision Bulletin (RB), an Interim Revision Announcement (IRA), or an Erratum (E). These revisions are published online monthly and can become official in a month or within days of being published.
- USP also participates in Harmonization (H) of standards through the Pharmacopeial Discussion Group (PDG). The standard is scheduled to become official one year after it is published in the new USP—NF Online.
- Below is a key of the other Revision types found under the search facets panel:
19. What does the "never official" status mean?

- The "never official" status means that the version of a documentary standard, such as a monograph or general chapter, never became official because a revision, such as an erratum or a revision bulletin, published and became official before the original implementation date and therefore superseded the original version.
- Please note, this status does not mean that the document never became official, this status only means that this particular version of a document never became official.
- In addition, this status does not mean that the document never published. This status means that a version was published in the USP—NF, however before the published version could become official, a version that incorporated an Accelerated Revision superseded the original implementation date.
- For example, the monograph below has a "never official" version and a "currently official version."

This monograph was published on November 1, 2017 with a USP41-NF36 revision to become official on May 1, 2018. However, during the 6-month implementation period, an Erratum of this monograph became official on December 1, 2017. As a result, the version with the Erratum is currently official while the version with the USP41-NF36 revision never became official because the Erratum superseded it.
20. What are the unique document identifiers?

- After the Auxiliary Information, you will see a unique "DocID". Each version of a documentary standard, such as a monograph or general chapter, has a unique searchable "DocID". You can use this information to reference a specific version of a documentary standard.

21. What does the page information at the bottom of a document mean?

- After the Auxiliary Information, you will see "Page Information". This is a list of the last three print publications in which this documentary standard appeared. It should be used for reference purposes only and does not necessarily indicate when a file was revised.
22. Why does each documentary standard, such as a monograph or general chapter, have an official date?

- Each documentary standard has an official date associated with it that corresponds to when the last revision made to the document became official.
- A documentary standard, such as a monograph or general chapter, may have multiple versions due to revisions or changes to that standard.
- Official dates do not change until there is some type of revision either through the Pharmacopeial Forum (PF) revision process or through an Accelerated Revision process.
- In some circumstances, a documentary standard has multiple revisions with multiple official dates. For these cases, please view both the "Currently Official" and "To be Official" versions to see all currently official text. You can use the "Revision Date" facet located on the search results panel to see documents that contain a revision corresponding to a particular official date.
- Please note that for those documents which contain multiple revisions with different official dates, you still will need to review the entire document to confirm the official status of the content at the revision level.
- Click here for more information on the Pharmacopeial Forum (PF) revision process.
- Click here for definitions on each type of Accelerated Revision.

23. Why doesn't the new USP—NF Online precisely match the USP41–NF36 print or the legacy USP—NF Online?

- In an effort to provide an improved user experience, Accelerated Revisions will now be integrated directly into the new USP—NF Online on a monthly basis. The posting of Accelerated Revisions on a monthly basis allows users to obtain the latest updates to official content in a timely manner and within one source instead of having to visit multiple websites.
- Below is a list of which monthly postings are integrated into which publications:
  - USP—NF main edition: November, December, January monthly postings
  - First Supplement: February, March, April, May monthly postings
  - Second Supplement: June, July, August, September, October monthly postings
- As a result, the new USP—NF Online may not precisely match what is presented in the print or legacy online platform of USP 41–NF 36 or the First Supplement to USP 41–NF 36 since these Accelerated Revisions have been incorporated into the content found in the new USP—NF Online platform. Publication schedules that indicate when Accelerated Revisions are incorporated into the new USP—NF Online have been updated on www.uspnf.com to reflect these changes.
- As a reminder, users should always consult the new USP—NF Online for the most up-to-date revisions.
- Please note that the USP43–NF38 will be the last five-volume printed edition. Future supplements and editions—including the First and Second Supplements to USP43–NF38—will not be printed. Starting with the First Supplement to USP43–NF38 that will be published on February 1, 2020, the print format will not be available. Only the online format will contain all current USP–NF content.
- Click here for Frequently Asked Questions (FAQs) related to the transition from print to the online platform.

24. Why do I see "no longer official" versions when I am supposed to be presented with currently official versions?

- When you use the navigation bar to find a monograph or General chapter, the default view will be "All Versions."
- You can use the filters to refine your results to view only Currently Official document versions, or all the document versions associated with a specific publication.
- In the example below, the system presents to you a list of general chapters between <601> and <941>. All versions of those General Chapters will be listed until you refine the view using the filters.
25. Below is some guidance on the search facets, which dynamically change depending on the content displayed:

- **Monthly Postings**: Every month, USP posts Accelerated Revisions (e.g. Errata, Revision Bulletins), that have been approved and will soon become official. Click on this search facet to view Accelerated Revisions for a particular month.
- **Official Status**: This search facet displays up to four official statuses. Click on "Currently Official", "Not Yet Official", "No Longer Official", and "Never Official" to refine your search results.
- **Document Type**: This search facet displays the different sections of the USP—NF. Click on the document type to narrow your search results to a particular section of the USP—NF.
- **Official Date**: This search facet displays the official dates of documents. Click on the appropriate official date to see those documents that correspond to a particular official date.
- **Revision Date**: This search facet displays the official dates for revisions within documents. Click on the appropriate revision date to see those documents that contain a revision corresponding to a particular official date.
- **Errata**: This search facet displays those documents that have errata from the monthly posting. Click on this search facet to see those documents that contain an erratum from the monthly posting.
- **RB**: This search facet displays those documents that have a revision bulletin (RB) from the monthly posting. Click on this search facet to see those documents that contain a revision bulletin from the monthly posting.
- **IRA**: This search facet displays those documents that have an interim revision announcement (IRA) from the monthly posting. Click on this search facet to see those documents that contain an interim revision announcement from the monthly posting.
- **H**: This search facet displays those documents that have a harmonization (H) from the monthly posting. Click on this search facet to see those documents that contain a harmonization from the monthly posting.
- **CN**: This search facet displays those documents that contain a Compendial Notice revision.
- **Publication Date**: This search facet displays the publication dates of documents. Click on the appropriate publication date to see those documents that correspond to a particular publication date.

26. 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 Internet Explorer**

- Open Internet Explorer.
- 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
27. How do I include the revision highlight when I print out a PDF?

The instructions to print the revision highlight will be different, depending on the browser you are using. To print via the Google Chrome browser:

1. First click on "Print Page":

   ![](image)

   The print options are displayed on the left side of your screen.

2. Select your destination as "Save as PDF" and click on "More settings" to expand the browser options.
The print options are displayed on the left side of your screen.

- Select your destination as "Save as PDF" and click on "More settings" to expand the browser options.

- Select "Background graphics" and "Headers and footers" (if desired).
Select your destination as "Save as PDF" and click on "More settings" to expand the browser options.

To print via the Internet Explorer browser:

- Click on the crank icon on your browser and select Print to view your print options as below:

- Click on Page setup and select the option "Print Background Colors and Images":

- Click on Page setup and select the option "Print Background Colors and Images":

Then click on OK to save your selection.
28. What is the Referencing Guideline?

USP has created this guideline to help your organization transition to referencing documentary standards within the new platform since the new USP–NF Online platform introduces a more document-centric model for the version control and presentation of our documentary standards. Click [here](#) for a PDF version.

29. Why is USP offering this Referencing Guideline?

- In the new USP–NF Online platform, USP is introducing a more document-centric model for the version control and presentation of our documentary standards. Whether a document is official or not official will no longer be linked to when a specific publication such as the main USP–NF edition or one of the Supplements becomes official, but instead to status of the individual document.
- Please also note that USP43-NF38 is the last edition that will be available in print or on a flash drive. Future supplements and editions will not be printed or on flash drives; only the online format will contain all current USP-NF content. Starting with the USP43–NF38 Supplement 1 that publishes on February 1, 2020, print and flash drive formats will not be available. Click [here](#) for more information.
30. What is the impact of moving towards a more document-centric model for the version control and presentation of our documentary standards

- As USP transitions to document-centric standards, the general publication reference (e.g. USP41–NF36 1S page 8428) will no longer be a valid indication of an official period.
- Instead, each individual document within the new online publication has its own official date reference, which is linked to a unique permanent documentary identifier (Unique DocIDs) available in the new USP–NF Online platform.
- The Unique DocIDs will only change when there is a revision to a document. The Unique DocIDs do not change with each publication. Click here for more information on Unique DocIDs.
- Scenario 1 below offers our recommendation for referencing standards in the new document-centric model.
- Recognizing there are organizations still employing the print format of the compendia that will need time to transition to referencing the new USP-NF Online, we provide guidance in Scenario 2.

31. Scenario 1: How do I reference a documentary standard in the new USP—NF Online platform?

- When referencing a documentary standard in the new online platform, USP's recommendations differ depending on whether the user seeks to make a general reference to a standard (e.g., seeks to reference the "currently official" version of a standard, without specific reference to the official period) or a specific reference (i.e., seeks to reference a specific standard associated with a specific official period).
- For general references, USP recommends using the name/title of the standard, e.g., the name of the monograph or General Chapter. Such a general reference is understood to refer to the currently official version of the standard and may be appropriate in certain circumstances (e.g., SOPs, policy documents) where it would be difficult or unnecessary to update the specific version of a standard to reflect each subsequent revision.
- For specific references, USP recommends using the Unique DocID found after the "Auxiliary Information" section. This unique identifier, which is searchable and traceable, is linked to the official date for the particular version of a document. See Figure 1 for an example of the Unique DocID for Acebutolol Hydrochloride.

Figure 1: DocIDs for Acebutolol Hydrochloride Capsules Monograph

- The Unique DocID will also appear in the printout for a documentary standard in the main header on the first page (see Figure 2a) and in the footer on subsequent pages. Note: be sure to enable footers in your printer settings (see Figure 2b).
32. Scenario 2: How do I reference a documentary standard if my organization needs to trace between the online platform and another format?

- When referencing a document in the print USP–NF, you may reference the edition number (e.g. USP41–NF36) and the page number.
  1. When using the print USP–NF, check the official text information posted on www.uspnf.com to ensure the text has not been superseded by an Accelerated Revision. Click here for more information on Accelerated Revisions.

- To find the corresponding information in the new online format, search for the document, scroll to the bottom of the document, "Auxiliary Information" section, for a list of current and previous editions in which this document appeared in print with relevant page numbers (see Figure 3).
33. What if there is a disparity between the USP-NF Mobile application, print or USB flash drive versions and the USP–NF Online?

- In the event of any disparity between the print or USB flash drive versions and the USP–NF Online, the USP–NF Online will be deemed to apply. See General Notices 2.10.
- The USP-NF Mobile App only contains Currently Official and Not Yet Official content and is intended to be used in conjunction with the official full text located in the USP—NF Online platform. In case of any discrepancy between the USP-NF Mobile App and the USP—NF Online platform, content in the USP—NF Online platform shall prevail.

New Enhancements to the new USP—NF Online

34. The following enhancements launched on February 1, 2020. Please continue to inform us of any other improvements to the platform that would make your job easier at uspnf-info@usp.org:

- When you type in a term in the search box, you can now easily delete the term by clicking on the "x" on the right-hand side of the search box:
When you conduct a search, the highlight now appears in a blue color:
You can also now turn on or turn off the highlight color by clicking on the "Hide Search Keywords" icon:

Click on the "Show Search Keywords" to turn the blue color highlight back on:
Enhanced the text on the search results page for the number of results:

You can now extract a list of titles that appear on the "New and Changed" list by clicking on the "Extract To Excel" icon. An Excel worksheet will appear with pre-populated headers including Document Title, Document Type, Official Date:

Below is an example of the extracted list:

By default, the "New & Changed" list will present what is "Currently Official" which is indicated by the green check-mark icon:

All of the search facets under the "Filter" panel can now be expanded or collapsed by clicking on either the "Collapse All" and or "Expand All" links:

Add "Compendial Notice" revisions to the "New & Changed" List
Add "up arrow" to the "New & Changed" list:

Note: The PDF output feature is not available at this time. USP will release an update as soon as the PDF output meets all necessary requirements. You can now have access to a PDF that has the following benefits:

- 2-column format
- Printout has header on each page
- Printout in 12-point font
- Clarify printout dates in the header
- Document type included in the header
- Printout contains watermark indicative of that document's status, e.g. official, not yet official, or no longer official

For the print-out from the web browser, the document type has been added and the watermark that indicates the official status has also been added:
(7) LABELING

INTRODUCTION

This general chapter provides definitions and standards for labeling of official articles. Labeling in USP-NF are expressed in the article’s monograph and applicable general chapters. It is intended to be subject to the labeling requirements specified in this chapter by means of a provision in General/Packaging Stores, and Labeling, unless different requirements are provided in a specific monograph for naming, identity, strength, quality, and purity; compendial requirements for labeling have a role in provisions of federal law [see the Federal Food, Drug, and Cosmetic Act (FDCA) sections 501(b), 515. Exceptions or additional requirements specific to animal drug products and compounded preparative sections. Vaccine labeling is not included in this general chapter.

DEFINITIONS

The term "labeling" includes all labels and other written, printed, or graphic matter on an article's any package or wrapper in which it is enclosed, except any outer shipping container. The term "label" immediate container.

A shipping container that contains a single article, unless the container also is essentially the inn the consumer package, must be labeled with a minimum of product identification (except for control expiration date, and conditions for storage and distribution.

Beyond-use dates (BUDs) and expiration dates are not the same. An expiration date identifies the conventionally manufactured product, active ingredient, and excipient can be expected to meet the re monograph, if one exists, provided it is kept under the prescribed storage conditions. The expiration the conventionally manufactured product, active ingredient, and excipient can be expected to meet the re monograph.

For files that have a "postponed indefinitely" official date, will appear as "Not yet official"

For files that are omitted, they will appear as "No longer official"

"Chromatographic Columns" has been renamed to "Chromatographic Database" at the end of documents, under the "Resource" tab, and under the "Support" tabs. This change has been made in order to avoid confusion with the section "Chromatographic Columns" under "Reagents and Reference Tables":

Links to multiple FAQ lists have been added to the "Resource" tab:
Login sessions have been extended to 90 minutes.
The "All Versions" banner has been removed to provide more space. The system will continue to present to all publications available when you conduct a search or navigate to a section of the USP-NF. As an end-user you can then refine your results using the search facets under the "Filter" panel.

Customer Feedback

35. How do I provide feedback on the new USP—NF Online?

Please contact the following email address with any input including questions and to report issues: uspnf-info@usp.org

Privacy

36. What is USP's Privacy Policy?

- Read USP's Privacy Policy.

37. What happens with the data that USP collects about my usage of their products?

USP will monitor individual user usage patterns for internal data gathering purposes only.

- Access to that information will be highly restricted within USP, will be stored in encrypted format, and will be used by a select group of individuals internally ONLY to help guide future product development to deliver products that better meet customer needs. No customers or any organizations outside of USP will have access to that information.
- If you have any questions. Please refer to USP’s Privacy Policy.

Customer Help

38. How do I get help?

- 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 at support@usp.org
for the following:
  o If you need your subscription key.
  o If you need help with changing your password.
  o If you need help accessing your online subscription.
  o If you need to know how many seats are available on your USP–NF subscription key.
  o For additional technical help.

  ● Contact uspnf-info@usp.org for the following:
    o If you have multiple USP—NF Online subscriptions and would like to consolidate them prior to renewal.
    o If you need to associate more Access Point accounts with your subscription.
    o If you have questions on increasing or decreasing the number of licenses for the 2018 renewal cycle.
    o If you anticipate having to manage over sixty (60) individual Access Point accounts at your company.
    o If you have questions on Enterprise Licenses.
    o If you are interested in Single Sign On (SSO) integration.
    o If you need to know how many seats are available on your USP—NF subscription key.

  ● For any other questions and/or concerns, please send an e-mail to: uspnf-info@usp.org