

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

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

FAQs

New Subscription Model

[1. What is the NEW online subscription model?](#)

Access Point Accounts

[2. What is an Access Point account?](#)

[3. How do I create an Access Point account?](#)

[4. What are the benefits of an Access Point account?](#)

Subscription Keys

[5. What is a subscription key?](#)

[6. How do I use my *USP–NF* Subscription Key?](#)

[7. How many Access Point accounts can be associated with my *USP–NF* Subscription Key?](#)

USP–NF Online Pricing 2019

[8. Will the price for the 2019 *USP–NF Online* subscription change?](#)

NEW USP–NF Online Pricing: Effective Early 2020

[9. What is the new pricing structure \(multi-tier\) for the USP–NF Online?](#)

[10. What are the benefits of this new pricing structure?](#)

[11. What are the license tiers and prices?](#)

[12. When do these changes take effect?](#)

[13. How does the new pricing structure work?](#)

[14. How does this affect me right now?](#)

[15. Can I share licenses?](#)

[16. Will my USP-NF subscription key change upon renewing to the new pricing structure?](#)

[17. What if I need more seats after I renew with the new pricing structure?](#)

[18. Do I need to create another Access Point when I renew with the new pricing structure?](#)

[19. How do I obtain a usage report?](#)

[20. Where can I receive more updates?](#)

Subscription Renewals

[21. How do I renew my *USP–NF Online* subscription for future renewal cycles?](#)

Customer Help

[22. How do I get help?](#)

New Subscription Model

1. What is the NEW online subscription model?

- To provide users with an individualized online experience, USP is moving away 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.
- 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.
- Users must associate a subscription key with their Access Point account in order to have access to the new *USP–NF Online* platform.
- [Watch a video tutorial](#) on how to associate a subscription key to your Access Point account.

Access Point Accounts

2. 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.

3. 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 the new *USP–NF Online* product once you have associated this account to your *USP–NF* Subscription key.

4. 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* 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 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.
- In the future, you will be able to 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

5. 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 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.

6. 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.
 - [Get instructions](#) on how to:
 - Obtain your USP–NF Subscription Key
 - Gain access to *USP–NF Online* using an Access Point account
 - Associate your *USP–NF* Subscription Key to your Access Point account.
 - 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 new *USP–NF Online* product. [See recommendations on how to best disseminate this information at your company.](#)
 - You can obtain your *USP–NF* Subscription Key by sending an e-mail with your Sales Order number to: support@usp.org
 - If you have multiple *USP–NF Online* subscriptions with different expiration dates, you will receive a subscription key for each current *USP–NF Online* subscription. Please contact uspnf-info@usp.org if you need to merge multiple subscriptions.
- 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. [See more information on Usage Reports.](#)

7. How many Access Point accounts can be associated with my USP–NF Subscription Key?

- Until January 1, 2020, 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.
- Please note that the New *USP–NF Online* Pricing will become effective on **January 1, 2020**.

USP–NF Online Pricing 2019

8. 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.
- 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**.

NEW *USP–NF Online* Pricing: Effective Early 2020

9. What is the new pricing structure (multi-tier) for the *USP–NF Online*?

- To provide you with a simple way to manage users and subscription costs, we are introducing a pricing structure with multiple tiers based on the number of end-users at your organization. This new pricing structure is the result of extensive research and interviews with many customers and will help ensure 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.

10. What are the benefits of this new pricing structure?

- The multi-tier pricing structure minimizes license administration overhead. Enhancements to the *Access Point* License Administration Tool will be released over the next 6-12 months to provide improved reporting functionality.

11. What are the license tiers and prices?

- Tier 1: 600+ users: \$48,000/yr.
- Tier 2: 301-600 users: \$24,000/yr.
- Tier 3: 101-300 users: \$12,000/yr.
- Tier 4: 21-100 users: \$6,000/yr.
- Tier 5: 2-20 users: \$1200/yr.
- Individual User (1): \$700/yr.

12. When do these changes take effect?

- Customers will begin transitioning to the new pricing structure starting in early 2020. 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. Customers whose current licenses expire prior to January 1, 2020, will continue with the current annual subscription and pricing scheme (1 license = 20 *Access Point* accounts) for their 1-year renewal. They will convert to the new pricing structure at their next regular renewal cycle after January 1, 2020. All customers will be transitioned to this new pricing structure upon their next renewal in 2021.

13. How does the new pricing structure work?

- Starting next year, the number of active users will be used to determine a quote for a customer renewing its *USP–NF Online* subscription. If the number of users is higher than allowed by the customer's current license, the customer must renew their license at the higher tier on their next renewal cycle to provide continued access for all users. It is the responsibility of the system administrator at the customer organization to manage the number of users on their license.

14. How does this affect me right now?

- There are no changes to access or costs until your next renewal cycle in 2020. You will get additional, detailed information about the changes over the next few months to provide adequate time for 2020 budget planning.

15. Can I share licenses?

- To ensure that every customer has the best possible experience from the *USP–NF Online*, each individual user of the *USP–NF Online* **must** have their own license to access the product. USP does not allow users to share licenses for access to the *USP–NF Online*.

16. Will my USP-NF subscription key change upon renewing to the new pricing structure?

- 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 support@usp.org for assistance to transition *Access Point* accounts to the new subscription key.

17. What if I need more seats after I renew with the new pricing structure?

- If your organization requires more seats than are covered under the license tier you originally purchased, you can request additional seats on a complimentary basis (i.e. no extra charge) for the duration of that current license cycle. However, when your organization renews for the next cycle, you must renew at the next higher tier based on your usage.

18. Do I need to create another *Access Point* when I renew with the new pricing structure?

- No, it is not necessary to create another *Access Point* account for end-users at your organization. *Access Point* accounts will only need to be created for new end-users.

19. How do I obtain a usage report?

- Monthly usage reports will be available on request. Please send requests to support@usp.org. 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.

20. Where can I receive more updates?

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

Subscription Renewals

21. How do I renew my *USP-NF Online* subscription for future renewal cycles?

- Renew your subscription as you have done in the past.
 - Subscriptions to the *USP-NF Online* 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 or visit <https://www.usp.org/help/ordering-customer-support>.

Customer Help

22. 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:
 - 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](#).
- Contact uspnf-info@usp.org 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.