

[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

Email: support@usp.org

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® Internet Explorer 11.0
- 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 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

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 (support@usp.org) 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 IE 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 IE, 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

Frequently Asked Questions (Downloading/Installation)

How do I purchase a subscription to the USP-NF Mobile App?

Login with your USP Store account to purchase your subscription to the USP-NF Mobile App. A direct link to the USP-NF Mobile App is coming soon. Please note that one subscription can be used on up to two devices.

How much does the subscription cost?

The cost per subscription is \$700.00.

When do I receive my subscription key?

You should receive your subscription key for the USP-NF Mobile App after your purchase has been fully processed through our system. This can take 24 to 48 hours to complete the processing of the order and send out the system generated email with your subscription key. Please contact Technical Support at support@usp.org if you have any questions and/or issues.

What is the name of the App that I will be downloading?

The name of the App is "USP-NF Mobile".

How do I download and install the USP-NF Mobile App?

Depending on the device you are using, you can download it from the Apple Store or Google Play. The following app store URLs are subject to change upon approval in the specific stores.

Go to the appropriate store to download the USP-NF Mobile App:

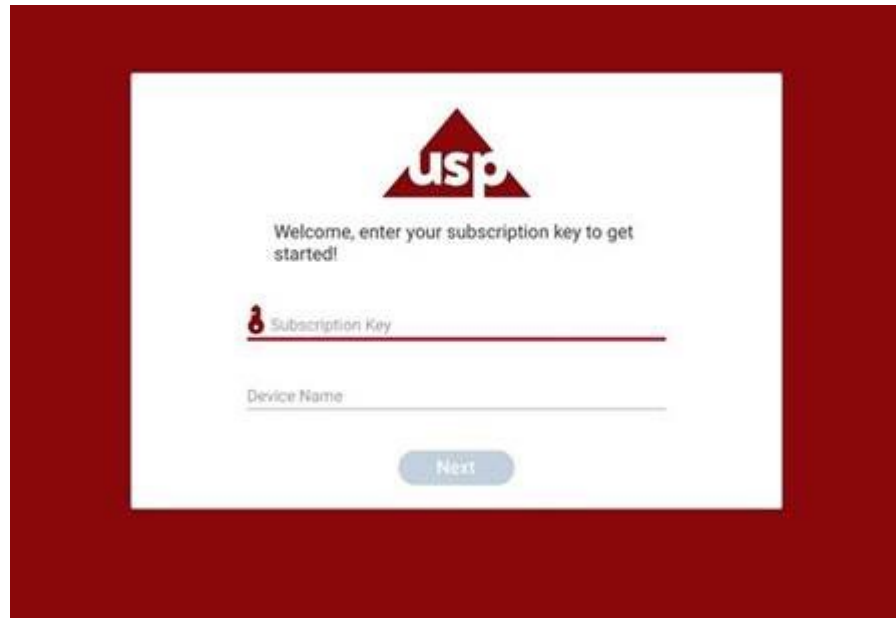
[Apple Store](#)

[Google Play](#)

Follow the instructions to download the app.

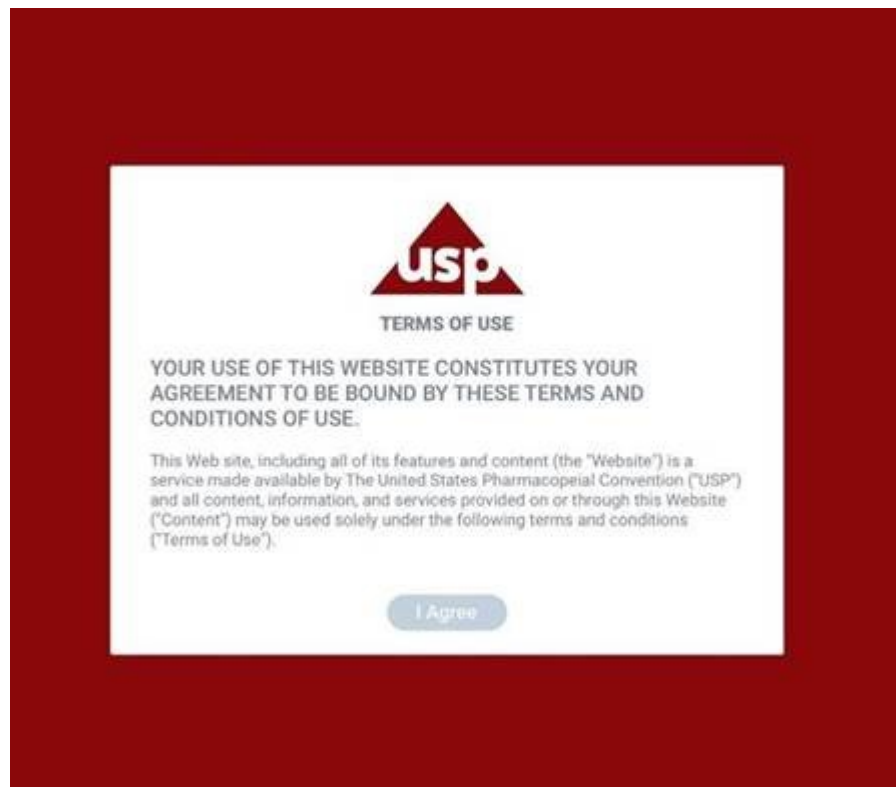
How do I register my device with the subscription key?

The first time you open the application after installation, you will be prompted to enter in your subscription key and provide a name for your device of your choosing (see screenshot below):



Please note that you can register up to two (2) devices per USP-NF Mobile App subscription.

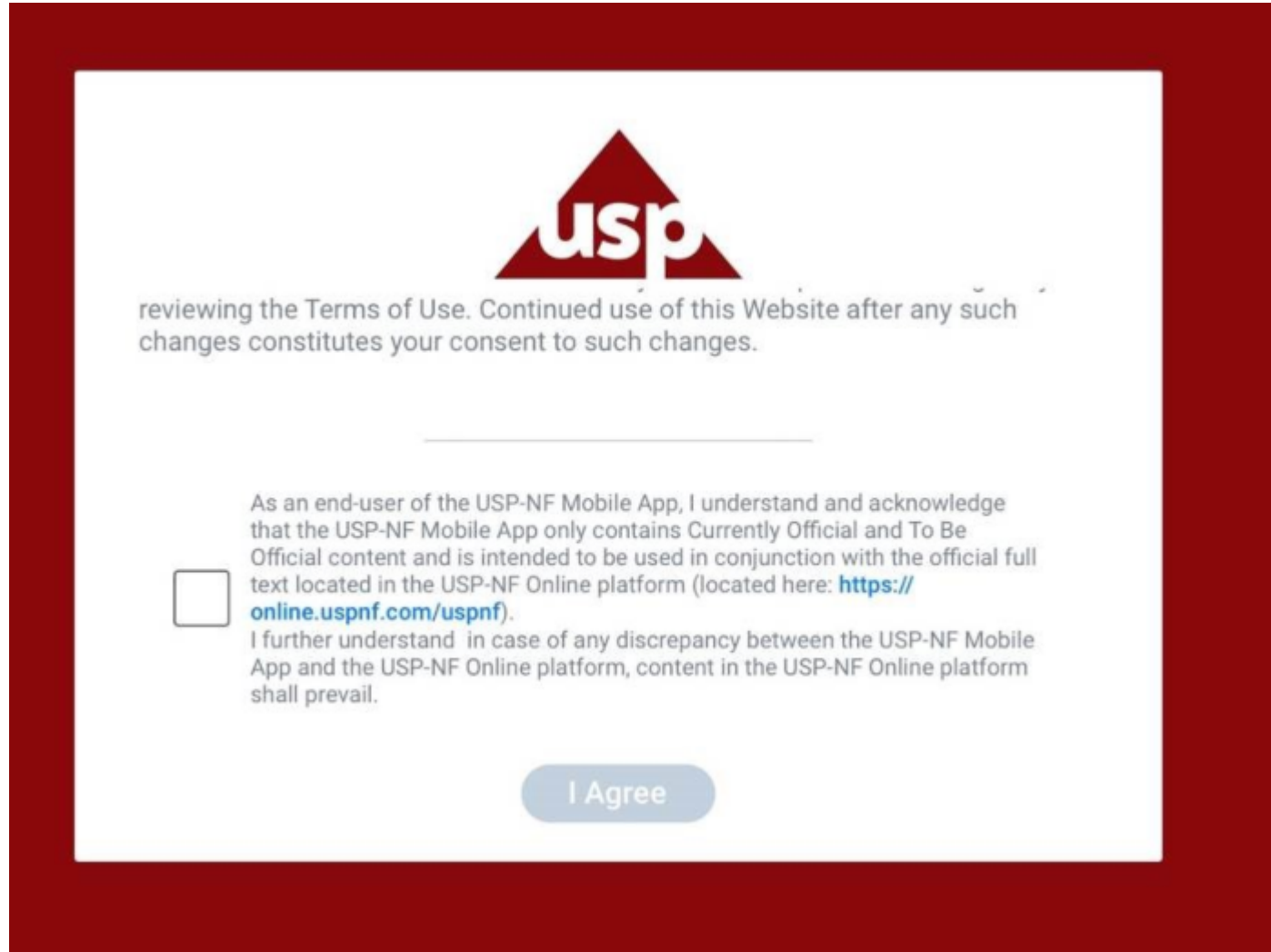
After entering in your subscription key and a device name, you will be prompted to agree to the Terms of Use (see screenshot below):



You must scroll to the bottom of the "Terms of Use" and select the box to acknowledge the following:

As an end-user of the USP-NF Mobile App, I understand and acknowledge that the USP-NF Mobile App only contains Currently Official and To Be Official content and is intended to be used in conjunction with the official full text located in the [USP-NF Online platform](#). I further understanding, 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.

See screenshot below:



The USP-NF Mobile App Dashboard will open up automatically displaying "Latest Updates", "My Viewing Activity" and "Bookmarks" (see screenshot below):



CURRENTLY OFFICIAL

✓ USP42-NF37 2S
Published on Jun 03, 2019

Latest Updates

[See All](#)

- ☰ Meropenem for Injection ✓ E Monograp... Official as of 1-Feb-2...
- ☰ Fluconazole Tablets ✓ RB Monogra... Official as of 1-Feb-2...
- ☰ Olmesartan Medoxomil Tablets ✓ RB Monogra... Official as of 1-Feb-2...
- ☰ Polyethylene Glycol ✓ E Monograp... Official as of 1-Feb-2...
- ☰ Diltiazem Hydrochloride Extended-Release Capsules ✓ RB Monogra... Official as of 1-Feb-2...

MY VIEWING ACTIVITY

BOOKMARKS

DATE ▾	PAGE ▾	SECTION ▾
10-Feb-2020	Abacavir Sulfate	Monographs
10-Feb-2020	Abacavir Sulfate	Monographs
7-Feb-2020	Methyl Salicylate	Monographs
6-Feb-2020	Methyl Salicylate	Monographs
6-Feb-2020	General Notices and Requirements	Front Matter

General Documents

Latest Updates

Admissions and Annotated Lists

General Notices

Front Matter

Please note: if you are an Android user in China, please email the USP-China team (uspcn@usp.org) to get the installation guide.

How many devices can I install and run the USP-NF Mobile App on?

You can download the USP-NF Mobile App on as many devices that you want but you can only register the subscription key on up to two (2) devices. Only registered devices can download USP-NF content.

Do I need an Access Point account in order to access the USP-NF Mobile App?

No, you do not need an Access Point account to access the USP-NF Mobile App. In order to gain access, you need to purchase a subscription key and register up to two (2) devices once you have downloaded the USP-NF Mobile App.

Will there be print capabilities for this product?

Printing capabilities will not be available on the first release. However, this feature may be available in a future release.

What is the subscription period for the USP-NF Mobile App?

The USP-NF Mobile App subscription is for 1 year from the date of purchase.

When I renew my subscription, will I have to re-enter the subscription key?

No, you will not have to re-enter your subscription key upon renewal.

Do I have to adjust any settings on my device to view the information in the App properly?

You should not have to adjust any settings on a device supported by USP. See technical requirements above.

What is USP's privacy policy concerning the USP-NF Mobile App?

USP does not store any user information from the USP-NF Mobile App. [Read USP's privacy policy.](#)

What happens if I register the subscription key on two devices and then I have to replace one of those devices? Do I have to register the subscription key with the new device?

You will need to contact Technical Support at support@usp.org so that we can remove the old device. Once this is removed, you can then register the new device with your subscription key.

What happens if I upgrade my device, will the USP-NF Mobile App still work?

With any device upgrades, there may be a requirement for USP to update the USP-NF Mobile App. Contact Technical Support at support@usp.org if you encounter any problems.

What if my device is stolen/lost? Do I need to contact USP?

You will need to contact Technical support at support@usp.org so that we can remove the old device from your subscription key.

How do I sync the USP-NF Mobile App with the latest content from the USP-NF Online platform?

Click here for more information on syncing your devices and notifications.

Who do I contact if I have any issues?

Please contact Technical Support at support@usp.org if you encounter any problems with the App.

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 contact us at: Support@usp.org

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:

<i>Flash Drive</i>	<i>Win 7/IE 8</i>	<i>Win 7/IE 9</i>	<i>Win 7/IE 10</i>	<i>Win 7/IE 11</i>	<i>Win 7/Chrome</i>
<i>USP40–NF35</i>				?	?
<i>USP40–NF35</i> S1				?	?
<i>USP40–NF35</i> 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 Internet Explorer. The following formulas are instructions to the browser to insert file name, title, num pages, etc, in the header/footer during printing.

- Open Microsoft Internet Explorer.
- 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© Internet Explorer 11.0
- 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 at support@usp.org.

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 at support@usp.org 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 `Ctrl+V` keys to paste picture.

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