FREQUENTLY ASKED QUESTIONS

UpToDate® Subscription

I don't have an UpToDate® subscription – what do I need to do?

- Visit MagMutual.com and log in to your account.
  - If you do not have an account with MagMutual.com and you are an eligible PolicyOwner, simply register for a customer account.
- Once logged in, you can access UpToDate® by clicking the associated link in the Advising section of the top navigation menu. If you are a new user, you will have to register. Existing users log in with your current UpToDate® credentials on the left side.
  - Once signed up, you can easily access UpToDate® through the MagMutual website with a single sign on.
  - Each eligible PolicyOwner must have an individual MagMutual customer account before registering for UpToDate®. Please do not register others for UpToDate® from your MagMutual customer account. Do not log out from MagMutual once you have started registering.

I already have an UpToDate® subscription – what do I need to do?

If you purchased a new individual UpToDate® subscription within the last 30 days, per the UpToDate® individual subscription policy, you are eligible to receive a refund from UpToDate® by utilizing the MagMutual UpToDate® Anywhere access only. If you are further into your UpToDate® individual subscription, we recommend you go ahead and sign in through the MagMutual website. This will link your account, and you will automatically obtain your free subscription through MagMutual at your next renewal. If you have questions about your subscription or are currently set up for auto-renewal, please call UpToDate® customer service at 800-998-6374.

I currently access UpToDate® through an EHR or other health system – should I still sign up through MagMutual?

Yes, we recommend signing up for an individual subscription through MagMutual. This won't affect your alternate access, and you can still use your current login credentials (refer to the "Accessing UpToDate® Anywhere at MagMutual" tip sheet).

Once I'm set up, do I need to "renew" my subscription through MagMutual?

You will be required to re-authenticate your status every 90 days via your account on the MagMutual website. UpToDate® will send you an email reminder, but even if you miss it, you can simply log in to your MagMutual account to access UpToDate® and re-verify your affiliation with MagMutual. Once verified, your mobile app and remote access will be re-enabled.

Can my employees utilize my subscription?

Yes! MagMutual has made UpToDate® available to all eligible PolicyOwners, including all clinical employees covered under your professional liability policy even if they are not physically named on the policy. To obtain UpToDate® access, each employee will need to create an account on the MagMutual website using your policy number. Each eligible PolicyOwner, including employees, must have an individual MagMutual customer account before registering for UpToDate®. Please do not register others for UpToDate® from your MagMutual customer account. Do not log out from MagMutual once you have started registering.

Is my subscription limited in any way, compared to a paid individual subscription?

No. You enjoy full access to UpToDate® with your subscription through MagMutual, including CME credits and access through two mobile devices.

Can I access the UpToDate® mobile app on more than one device?

You may log in to the UpToDate® app on two mobile devices. Your computer (desktop or laptop) is not considered a mobile device, so you can log in to the UpToDate® app on two mobile devices (smartphones or tablets) and then also access UpToDate® on your computer.

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How much space do I need on my phone in order to install the mobile app?
The device must have at least 50 MB of free memory. The app does not download the clinical content to your device and uses a similar amount of space as most popular apps.

Is there a processing fee for the CME credit certificate?
No, there is no processing fee for certificates.

Can I earn and redeem CME/CE/CPD credit while using UpToDate® on a mobile device?
Yes, you can earn and redeem CME/CE/CPD credits when using UpToDate® via mobile web or the UpToDate mobile app.

What happens to credits that I haven't redeemed?
Potential and completed credits from months that were not submitted are saved for up to two years.

Do my credits expire?
As long as your subscription remains active, credits or contact hours may be redeemed for up to two years from the time they were accrued. Any credits that were redeemed are saved for as long as you have access to your UpToDate® subscription. If your subscription expires, you have four months to submit saved months of credit for a certificate.

Have other questions?
Contact UpToDate® customer support at 800-998-6374 or customerservice@uptodate.com and state you are affiliated with MagMutual. For assistance registering through the MagMutual website, contact the Service Team at 800-282-4882, X5, or service@magmutual.com