

FAQ about USP's Online Subscription Model October 25, 2016

1. **What is the new online subscription model, and how is it different from USP's current process?**
 - a. The new online subscription model calls for each user to create their personal account, using their work email address. This will allow USP to offer personalization options for users.
 - a. An 8 character alpha-numeric code (the "subscription key") will be provided to each customer (company, organization, or individual if they are the purchaser).
 - b. If you have purchased a multi-user subscription, you must distribute the key information and set up instructions to each person who you wish to have access to the *FCC Online* so they can set up their own accounts.
 - c. Each user will need to set up their own account on the USP Access Point website (<https://login.usp.org>). By associating this subscription key with their account, they will be authorized to access the specific USP online resource they have purchased. Additional information can be found on <http://online.foodchemicalscodex.org/>
 - b. Under USP's old access model, all customers at a given organization are provided with a single login and password, which they share. This "shared login" has some limitations that prevent USP from delivering the best possible user experience to customers.
 - a. Please note this concurrent model is still used by *USP-NF Online*.
2. **Why is USP making this change? What's in it for me as a customer?**
 - a. You control your own User Name/Password combination, rather than having to contact USP to change your access password. You may change your password to something easily memorable whenever you desire. This provides better security for your data and usage information.
 - b. For select products (currently only *FCC Online*), custom searches and bookmarks will be saved in each user's individual account. For example, if you log in from another platform or location at a later date, all saved searches and bookmarks will be automatically available.
 - c. In the future, you will be able to access multiple USP products using the same account, if you have purchased subscriptions to them. For example, the same login will be used for the *Food Fraud Database (FFD)*, *Food Chemicals Codex (FCC)*, as well as free resources like *Pharmacopeial Forum* and *FCC Forum*. We anticipate these additional resources to be available under one login in stages over the next 18-24 months.
 - d. You will no longer be locked out of the system due to "too many concurrent users." This has been a repeated objection from customers using the old

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model. Multiple sessions (e.g. office and lab) on the same user account do not affect other user's accounts.

3. When will this change take place?

- a. Use of this new model started with the debut of the *Food Fraud Database 2.0*, on July 29, 2016. *FCC Online 10th Edition, Supplement 1* launched on September 1, 2016, and is the first online compendial product to use this new procedure.

4. What changed for FCC Online on September 1, 2016?

- a. A new FCC-specific landing page gives customers several options and brief explanations about the new subscription model, the new web portal, and instructions on how to set up their new account.
 - i. You can login to the "legacy" platform, which will contain FCC 10 data, but NOT data from Supplement 1. *Please note that the legacy platform will no longer be available after December 1, 2016.*
 - ii. You can login to the "new" platform, which will contain FCC 10 data AND Supplement 1 data.
 - iii. Get new key: This button will provide a new eight character alphanumeric subscription key once you input your old user ID and password. Once obtained, this subscription key must be associated with your account to login to the new platform.

5. Which USP online products use the new subscription model?

- a. This New Subscription Model applies ONLY to *FCC Online* and the *Food Fraud Database* at this time. Other USP online products may transition to this procedure at some point in the future, but it will not occur before late 2017.

6. What if I have purchased multiple programs from USP?

- a. If you purchase online access to multiple USP compendial products, you will be issued another subscription key that can be associated with your login for access/authorization to each additional purchased product.

7. How long do I have to wait to use the new license?

- a. Online licenses are active after purchase. *In the case of FCC Online, licenses will expire after two (2) years (FCC only).* Other products may have different expiration timelines. For example, the *Food Fraud Database* subscription expires after 1 year. FCC licenses that are included with print FCC copies all expire on the publication date of FCC 11, which is currently scheduled for March, 2018. You will be notified of any changes or exceptions to these guidelines.

8. How does this affect the security of my account?

- a. Individual accounts provide more security than shared logins since only the account owner has access to the data associated with that account.

9. I'm interested in getting alerts when Monographs or Chapters will change. Can you provide those under this new system?

- a. A consistent request we've heard from customers is to be made aware of upcoming changes to monographs and chapters and to be able to see a

comprehensive list of changes made over time to a particular monograph or chapter. This has been very difficult under the old subscription model since USP had no information about what individual users were doing when they use the USP-NF online. Also, there was no easy way for users to tell us what they were interested in seeing. **A future feature for FCC will be the ability to be notified about upcoming changes to monographs – the implementation date of this feature is still to be determined. This capability would be impossible without having individual accounts for each user.**

10. What does USP get from this new subscription model?

- a. Individual online accounts help USP to better understand customer usage patterns for our online products, giving us the information we need to develop tools, data, and delivery mechanisms that better address customer needs in the future. Our long-term strategy is to improve continually our online products to deliver the information customers want and need to do their jobs.

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

- a. 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:
<http://www.usp.org/privacy-policy>

12. What about the old FCC? Can I still use the old website instead?

- a. Both FCC10 platforms (legacy and new) will be available for 3 months (till December 1, 2016) to allow for customers to transition over from the old platform. We encourage you to move to the new platform as soon as possible. We also encourage you to contact USP Customer Service to let us know if you have any problems or issues logging into this new system.

13. What happens on December 1, 2016?

- a. ***On December 1, 2016, the legacy platform will be shut down, and the new platform will be the only option to access FCC data online.*** Users who do not migrate to the new platform before December 1, 2016 will need to contact Customer Service for assistance.

14. How does this new model affect the price of FCC Subscriptions?

- a. USP will now provide discounts for the purchase of multiple online licenses, to help address the need to purchase additional licenses for each user. The new prices and discounts can be found by clicking [here](#).

15. There are a lot of potential FCC users at my organization. Can I get an unlimited or "site-wide" license?

- a. Unlimited (site or company-wide) licenses are not currently available for FCC Online, but significant discounts are available when purchasing large numbers of licenses via the USP online store.

16. I prefer the printed FCC book over the online version. Can I still get that?

- a. Yes, you can still purchase the printed FCC book, along with the 3 supplements.
- b. Beginning on September 1, 2016, the price of the FCC book has increased from \$499 to \$850 a copy. However, beginning with FCC 10th Edition, Supplement 1, customers will ALSO receive one (1) free subscription key for online access with each copy of the book. These may be used by the same individual who purchased the book, or they may be given to another individual at the same organizations. We hope this free license will encourage users to explore the online version if they have not done so.

17. How will I get this free subscription key for the print version?

- a. This subscription key is included on a special card inserted into the FCC Supplement 1 book.
- b. If you have already purchased the FCC book, you will still receive the 3 print Supplements as part of your regular subscription, with no increase in cost. The single-user online license key will be included in the Supplement 1 book.

18. How do I use the subscription key that comes with the book?

- a. You use it the same way as an online-generated key to create or enable your online account, with one, specific exception:
 - i. Keys included with the FCC book will automatically expire when the next full edition of the printed book (FCC 11) is released on March 1st, 2018.

19. How do I get help if there is a problem?

- a. The regular options for contacting technical support are still available. If you have problems purchasing access to FCC, please contact:
 - i. Customer Service: <mailto:custsvc@usp.org>
- b. If you have problems logging into your account, creating your account, or changing your password, please contact:
 - i. IT Service Center: ITSC@usp.org