Frequently Asked Questions
FCC Online Subscription Model
May 5, 2020

1. **How many users can access the FCC Online with 1 subscription?**
   a. The online subscription model is one user per subscription.
   b. Each user will 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://foodchemicalscodex.org/

2. **I'm interested in getting alerts when Monographs or Chapters will change. Can you provide those under this new system?**
   a. The FCC Online will be undergoing a major update at the end of 2020 or early 2021, and the ability to subscribe to alerts will be one of the new enhancements.

3. **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

4. **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 available for FCC Online. Please Customer Service, custsvc@usp.org, for pricing and to order.

5. **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: Customer Service: custsvc@usp.org

   b. If you have problems logging into your account, creating your account, or changing your password, please contact: IT Service Center: ITSC@usp.org