UpToDate FAQ

How do I access UpToDate?

Go to https://divisionsbc.ca/ and log into your account. Then click on My UpToDate at the top of the page. You'll be prompted to log into an existing UpToDate account or register for a new one.

What if I have a personal subscription?

You no longer need to pay for UpToDate out of your own pocket! Continue logging in with your personal account username and password. Turn off automatic billing/renewal in your account, and once it expires, continue using the same username and password. The next time you log in through https://divisionsbc.ca/ your account will be moved to the Divisions of Family Practice license.

How do I turn off automatic billing/renewal?

Before your next renewal processes go to https://uptodate-communities.force.com/customers/s/article/How-can-I-stop-my-recurring-billing-subscription?language=en_US for step by step instructions on how to turn off automatic billing.

Should I create a new account with the Divisions of Family Practice license if I already have a personal subscription?

No, do not registered for a new UpToDate account. You can carry over your existing account.

If I have 2 accounts can I merge them together?

Yes, follow the instructions to merge accounts here: https://uptodate-communities.force.com/customers/s/article/How-do-I-merge-two-accounts?language=en_US
Please note: one of your two accounts must be expired in order to merge together.

Why am I getting messages about re-affiliating to my organizational UpToDate license every 3 months?

In order to maintain access through Divisions of Family Practice's license you have to authenticate through your https://divisionsbc.ca/ login once every 90 days. This allows you to access remotely and through the mobile app.

UpToDate refund/cancellation policy on individual UpToDate accounts:

https://uptodate-communities.force.com/customers/s/article/What-is-your-cancellation-refund-policy?language=en_US

How do I redeem CMEs?

Follow the steps here: https://uptodate-communities.force.com/customers/s/article/How-do-I-directly-submit-CME-credits-earned-from-UpToDate-to-a-certifying-boards-MOC-CC-program?language=en_US