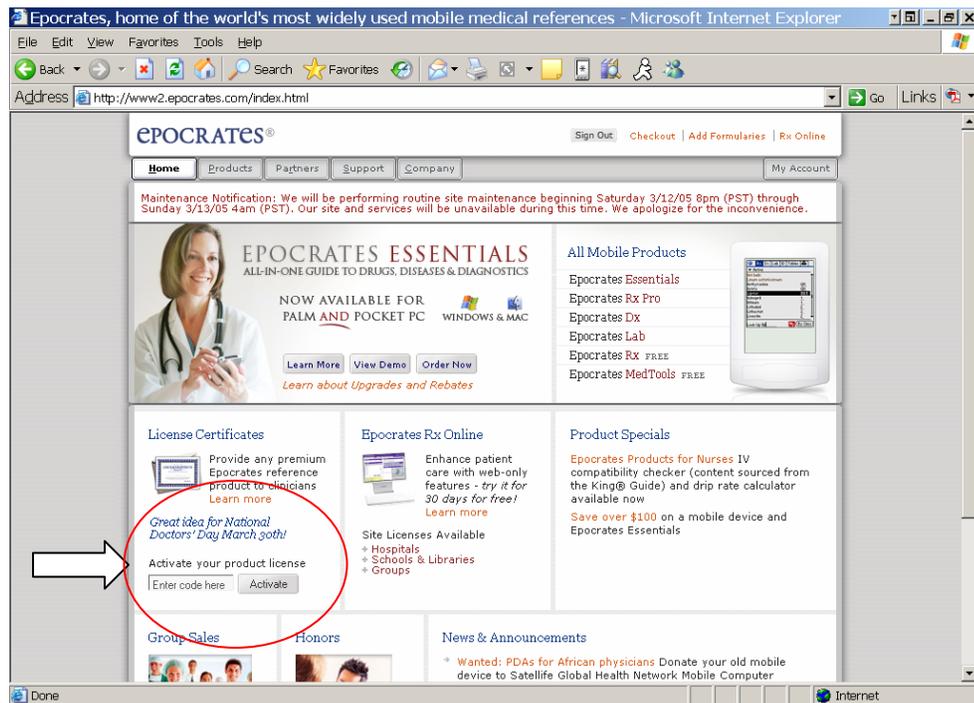


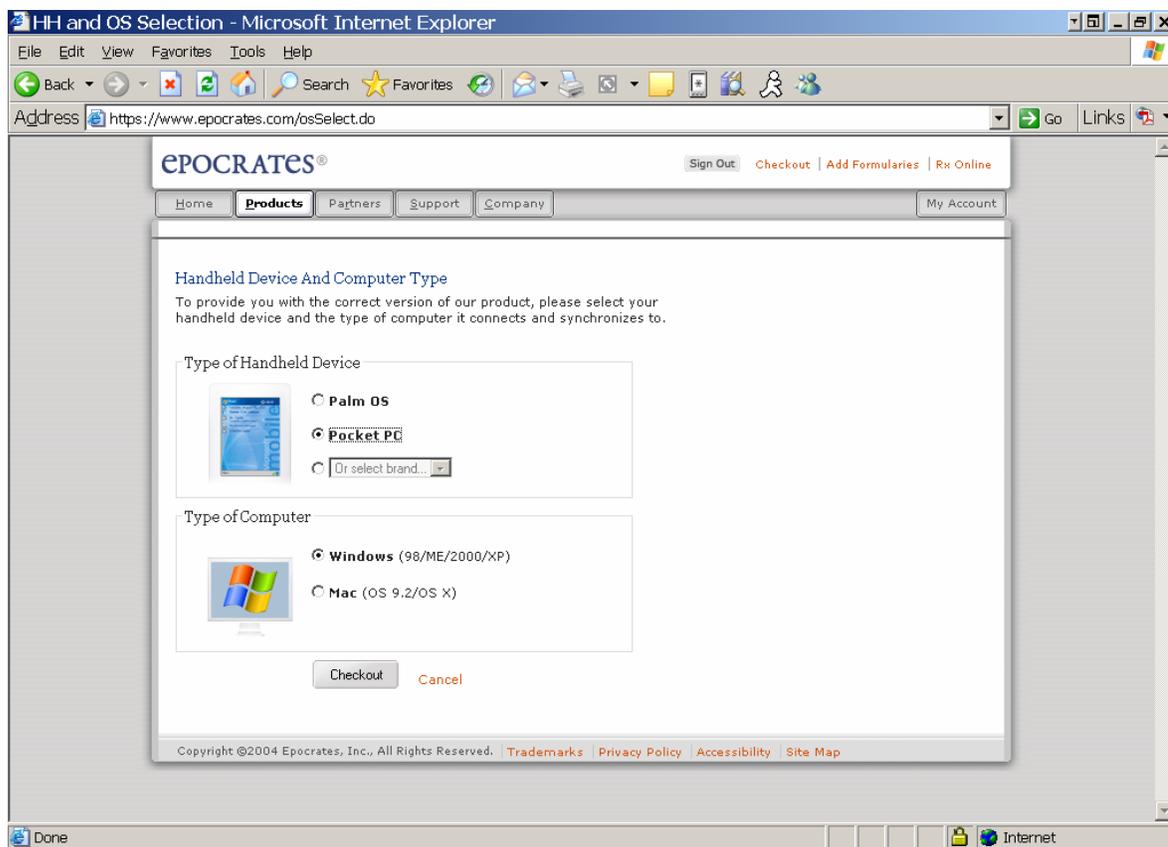
1. How do I activate the Epocrates License I received?

To activate your **Epocrates license code**, go to epocrates home page, www.epocrates.com, locate the **License Certificates** heading and then enter your license code in the box provided. Click **Activate** then follow the remaining on-screen instructions.



The screenshot shows the Epocrates website interface in a Microsoft Internet Explorer browser window. The address bar displays <http://www2.epocrates.com/index.html>. The website header includes the Epocrates logo and navigation links: Home, Products, Partners, Support, Company, and My Account. A maintenance notification is visible at the top. The main content area features a large banner for "EPOCRATES ESSENTIALS" and several promotional boxes. The "License Certificates" box is circled in red and has a white arrow pointing to it. This box contains the text: "Provide any premium Epocrates reference product to clinicians. Learn more." Below this, it says "Great idea for National Doctors' Day March 30th!" and "Activate your product license". There is a text input field labeled "Enter code here" and an "Activate" button. Other boxes include "Epocrates Rx Online" and "Product Specials". The footer contains links for Group Sales, Honors, and News & Announcements.

Select the type of handheld device “Pocket PC” and select your computer type, “Windows or Mac”. Then click Check Out. Wait for few second for the server to authenticate your license.



Next, a **Shopping Cart** window will open indicating that you are about to sign in to a 2-years Subscription on ePocrates and Lincese code.

Epocrates Shopping Cart - Microsoft Internet Explorer

Address <https://www.epocrates.com/addToCart.do?prod=8hh=ppc&os=win>

EPOCRATES® [Sign Out](#) [Checkout](#) [Add Formularies](#) [Rx Online](#)

[Home](#) [Products](#) [Partners](#) [Support](#) [Company](#) [My Account](#)

Shopping Cart

Description	QTY	Remove	Unit Price	Total	Memory
 Epocrates Rx Pro (PPC/Win) 2-year Subscription License code - RX6P199877288	1		\$99.99 (100.0%)	\$99.99 (\$99.99)	3.0 MB N/A
*Total: \$0.00					3.0 MB

Enter product license code or discount code one at a time and click "Apply"

Save money! Upgrade to Epocrates Essentials (includes Epocrates Rx Pro, Dx and Lab)? [Add to Cart](#) [More Info](#)

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www.nyc.gov/health



www.CHCANYS.org



www.CDNetwork.org

Next window, **Please Confirm your Order** after entering your email account, then click on **Complete Order**. You should receive an email confirmation later.

Epocrates Order Confirmation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.epocrates.com/checkout.do> Go Links

Epocrates® Sign Out Checkout Add Formularies Rx Online

Home Products Partners Support Company My Account

Please Confirm Your Order

If you require assistance, please call 1-800-230-2150

Description	QTY	Unit Price	Total	Memory
 Epocrates Rx Pro (PPC/Win) 2-year Subscription	1	\$99.99	\$99.99	3.0 MB
License code - RX6P199877288		(100.0%)	(\$99.99)	N/A
			*Total: \$0.00	3.0 MB

Email Address: Update Email Address

(Please **do not** click "Complete Order" more than once and do not "double-click")

Complete Order

 VeriSign Secured VERIFY

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Done Internet

Next click **Continue**,

Epocrates Thank You - Microsoft Internet Explorer

Address: <https://www.epocrates.com/order.do>

EPOCRATES® Sign Out | Checkout | Add Formularies | Rx Online

Home | Products | Partners | Support | Company | My Account

Thank You

Thank you for your order. You will be receiving a confirmation email shortly that includes this information for your future reference.

[Print this page](#)

Purchase Information

Order ID	Product	Quantity	Price
453394	Epocrates Rx Pro (PPC/Win) 2-year Subscription	1	\$99.99
	License code - RX6P199877288		(\$99.99)
Total:			\$0.00

Complete Your Order
Click continue below to receive your products and complete your order.

Automatic Application Renewal
If you purchased your subscription with a credit card, your subscription will be automatically renewed at the end of your subscription period. * If you decide that you do not want to renew your subscription, please unsubscribe by updating your...

Done Internet

Then select any optional tools to be added to your PDA and click **Continue**,



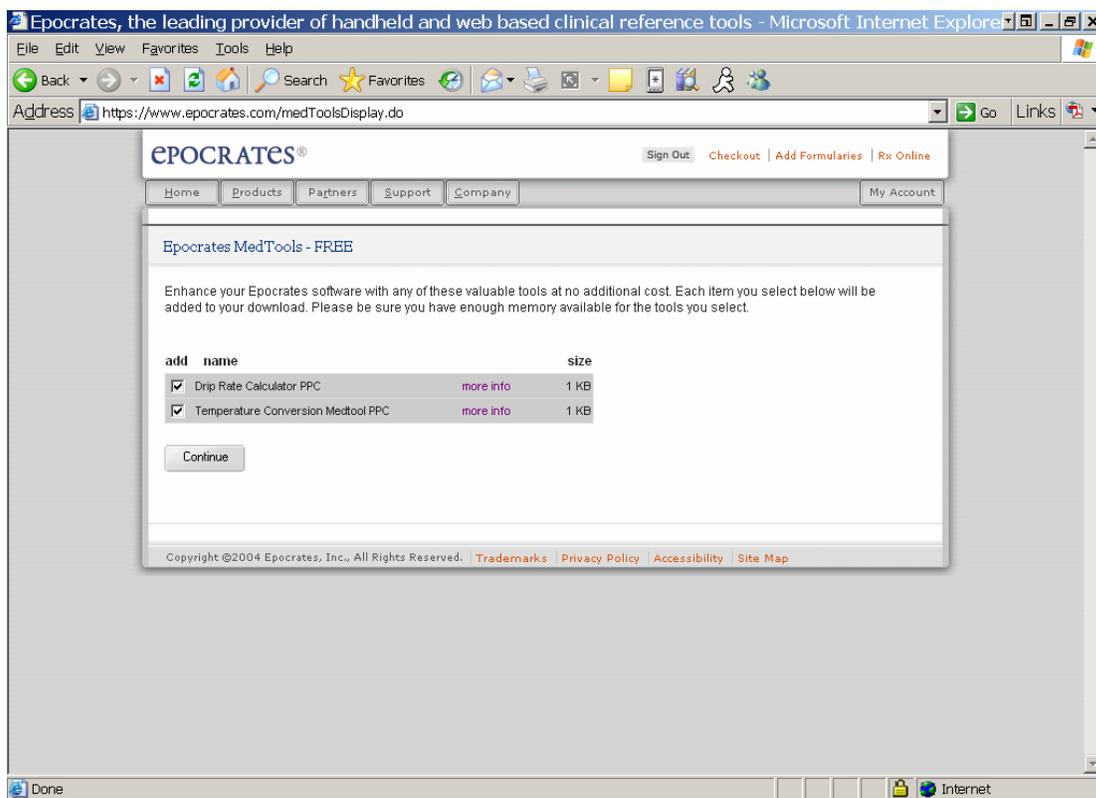
www.nyc.gov/health



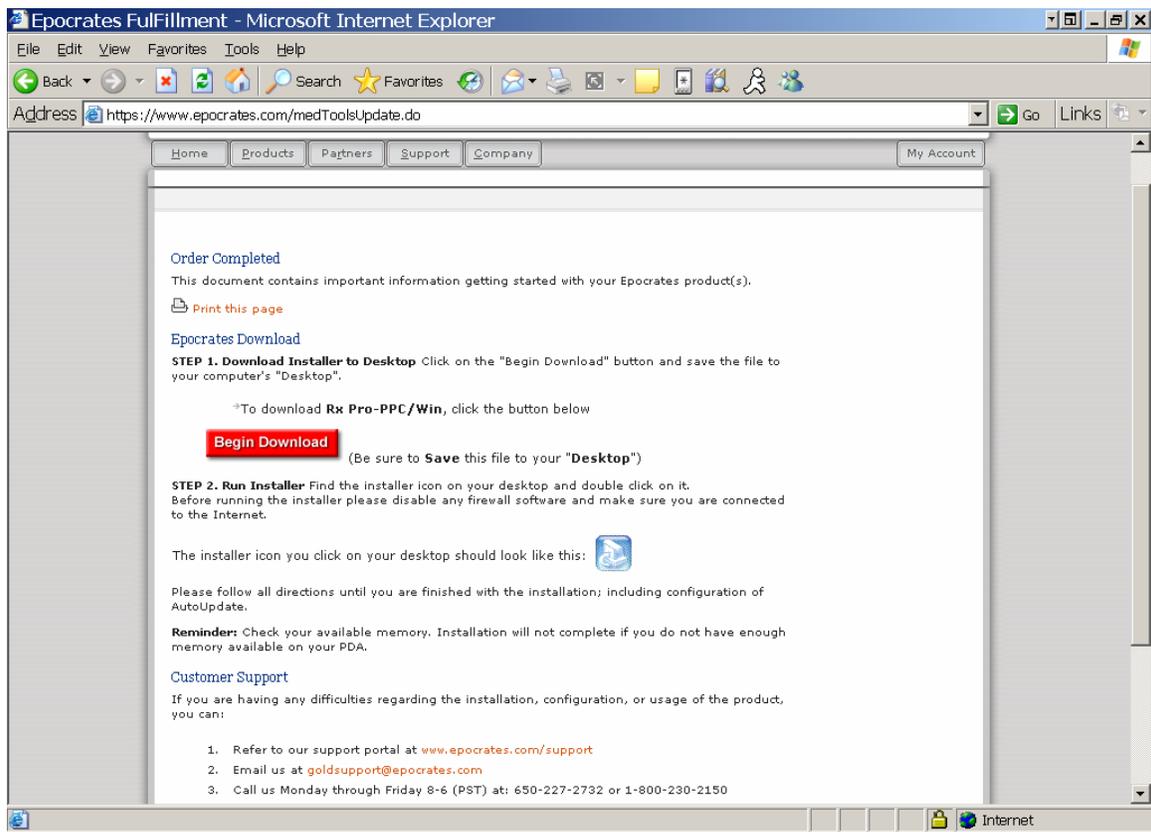
www.CHCANYS.org



www.CDNetwork.org



Finally select **Begin Download** button, and follow the instructions on your screen.



2. How do I re-download my Epocrates application?

You need to re-download your Epocrates application if you are experiencing any of the following issues:

- You recently replaced your handheld device.
- You are connecting your handheld device to a different computer.
- You upgraded your Windows Operating System and your Epocrates application does not AutoUpdate.

To re-install or re-download your Epocrates software:

From the Epocrates homepage (www.epocrates.com), click **My Account**.

- a. Log in (if needed).
- b. Locate Subscription Information and click on Re-Download My Mobile Software.
- c. Follow the remaining on-screen instructions.
- d. We recommend you save the Epocrates installation file to your computer's desktop. Double-click the file to re-install your Epocrates application.

- e. If you receive a message stating that your version is no longer available OR you do not see any products to download, please follow the instructions below (this option does not apply to Mac users).
- f. Return to our website (www.epocrates.com).
- g. Under All Mobile Products, click on Epocrates Rx FREE
- h. On the next page, locate Get Epocrates Rx FREE and click the Download button
- i. Select Handheld Device And Computer Type:
Palm Users: select Palm OS and Windows (98/ME/2000/XP)
Pocket PC Users: select Pocket PC and Windows (98/ME/2000/XP)
- j. Then click Checkout.
- k. Log in(if needed).
- l. Click Continue.
- m. Select any free MedTools Applications you want to install by placing a check mark in the related box(es). Then click Continue.
- n. Click Begin Download.
- o. Follow the remaining on-screen instructions.
- p. During your installation, we will also send/re-send any other Epocrates application(s) to which you have subscribed.
- q. Please note: Ensure your handheld meets our minimum requirements and check Requirements for each application you wish to install.

For more information go to the **ePocrates Knowledge Base** web site to find the answers to many other questions.

<http://www2.epocrates.com/support/>