



# Access App: Librarian and Admin FAQs

## (August 2023)

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## 1. OFFICIAL LAUNCH

### A. When are we launching the new Access app?

- The new Access app will launch at the end of August 2023.

### B. Has the old AccessMedicine app been sunset?

- Yes, the old AccessMedicine app has been sunset; it has been de-listed from the app store; the content will remain available to current authenticated users until August 2023 (see [section 3](#) for more details on sunsetting of the old AccessMedicine app).

## 2. ACCESS APP: KEY FEATURES, SITES, and CONTENT TYPES

### A. What are some key features of the new Access app?

- **Guided user onboarding** at initial setup
- **Personalized dashboard** with recommendations based on your onboarding selections
- **Search tool** with enhancements to help you quickly find what you need
- **Access to variety of content types** based on your institution's subscriptions: books, chapters, figures, tables, videos, podcasts, infographics, and review questions
- Ability to **favorite** resources and create your own **collections** of resources
- **Downloadable offline content\*** (\*cached; content will not remain on device and will be time and entitlement limited to the 90-day authentication period; after 90 days a user will need to re-download if they wish to keep the item available for offline view.)
- **Use the app or web** with one profile
- **Limited sharing** (share link to chapter via text, email, and other common messaging tools, etc.) **NOTE:** This follows the web policy: when shared on social media, this expires at the end of 7 days and a maximum of 100 clicks, whichever comes first. When shared via email, this expires at the end of 7 days and a maximum of 50 clicks, whichever comes first.

## B. Which Medical Access sites are included in the Access app?

- The following Access Medical sites are included (if your institution subscribes to any of the sites below, you can find content from those sites in the app):
  - AccessAnesthesiology
  - AccessAPN
  - AccessBiomedical Science
  - AccessCardiology
  - AccessDermatologyDxRx
  - AccessEmergency Medicine
  - AccessHemOnc
  - AccessNeurology
  - AccessObGyn
  - AccessPediatrics
  - AccessPharmacy
  - AccessPhysiotherapy
  - AccessSurgery
  - FA Davis AT Collection
  - FA Davis PT Collection
  - OMMBID
  - Pharmacotherapy Principles and Practice
- The following Medical Access sites **are not included** (no content in the app from these sites):
  - AccessArtMed
  - AccessMedicina
  - Case Files Collection
  - Clinical Sports Medicine
  - JAMAevidence
  - Murtagh Collection

## C. Is the Access app available for tablet?

- The Access app is currently **not** optimized for tablet; we are hoping to have this option available with a future release.
- Users can download the app to their tablet (it will just display as the size of a phone) or are encouraged to use the web and access their profile via the web umbrella page (<https://access.mhmedical.com/>).

## 3. ACCESS APP versus ACCESSMEDICINE APP

### A. What are the key differences between the AccessMedicine app and the new Access app?

- More resources than the AccessMedicine app (see [section 2](#) for sites and content types included in the app).
- More features (more robust search with filters, collections, offline content, dashboard with recently viewed and personal library tab).
- Modern looking and easy to use.

- Syncing profile history (i.e., favorites and collections) between web and app so a learner can use both more seamlessly (the AccessMedicine app did not sync any profile history).
- B. When will the AccessMedicine app no longer be available?**
- The AccessMedicine app was de-listed from the app store on April 10, 2023; the app will formally be sunset in August 2023.
  - AccessMedicine app users that are still authenticated will continue to have access to the content until August 2023; users that are not institutionally authenticated will not be able to access the content.
  - A message was enabled within the AccessMedicine app in April that current users had April – August 2023 to transition to the new app.

## 4. SETUP, DOWNLOADING, PROFILE CREATION, SIGNING IN

**A. Do you have the links handy to download the app?**

- **App store/iOS:** <https://apps.apple.com/us/app/access-by-mcgraw-hill/id1628840396>
- **Google Play store/Android:** <https://play.google.com/store/apps/details?id=com.mheducation.myaccess>

**B. How does an institutional customer get set up with the app?**

- No set-up for an institutional customer is needed. End-users who are at an institution with a subscription to at least one applicable site included in the app can download and access the app with a valid Access profile (see [section 2](#) for sites and content types included in the app).

**C. How does an end-user access the Access app?**

- The app is accessible to any user at an institution that subscribes to at least one applicable Access Medical site (see [section 2](#) for sites and content types included in the app).
- If a learner is at a subscribing institution, they simply need a valid Access profile to use the app.
- Note: Same Access profile conditions apply to web and app. It is the same process to reset password, and you must re-authenticate every 90 days.
- Additional note: Individual subscribers currently do **not** have access to the app. They must be tied to an institution.

**D. What is the “grace period”?**

- If an end-user downloads the app at home/is not institutionally authenticated and does not have an Access profile, we allow them to create a profile even if they aren’t institutionally authenticated.
- If they are not institutionally authenticated, the app will have the end-user search for their institution, create a profile, and access the app for 7 days (“grace period”).
- Note: At this time, we are only giving access to AccessMedicine content during the grace period.
- During the 7-day grace period the end-user needs to validate their profile in the same way that that a user would re-authenticate their profile currently (i.e., via methods on the web), unless the institution has IP authentication set up, in which case users just

need to take their phone to campus and connect their phone to the institution's network.

- **IP authentication** – End-user's phone needs to connect to the institution's network, and they will automatically be affiliated.
- **Referring URL** – Same way an end-user re-authenticates now; end-user will need to leave the app and go to the web/navigate to the link the institution has set up (typically in the LMS), click the link, and sign into their Access profile, then navigate back to the app.
- **Shibboleth** – Same way an end-user re-authenticates now; end-user will need to leave the app and go to the web/navigate to sign in via Shibboleth, then go to one of our sites and sign into their Access profile, then navigate back to the app.
- **OpenAthens** – Same way an end-user re-authenticates now; end-user will need to leave the app and go to the web/navigate to sign in via OpenAthens, then go to one of our sites and sign into their Access profile, then navigate back to the app.
- While in the 7-day grace period, traffic will not count towards the institution; traffic will only count towards the institution once an end-user has validated their profile and their account is officially tied to their institution.

**E. What if an end-user goes to a different campus or clinic—will their phone automatically affiliate them to a different set of entitlements?**

- The phone will only automatically affiliate if an end-user connects their phone to a network that has a valid subscription; if they connect to a guest network at a different campus or clinic, this would not change their affiliation as the guest network would not include access to purchased subscriptions.
- The only time we might have an issue is if an end-user has legitimate entitlement to our sites via two separate customers/purchasers (e.g., one through a medical library, and one separately through a department program or hospital)—this is an existing challenge we have on the web today that also applies to the app, and we are looking into enhancements on how to handle this specific use-case for both app and web.

## 5. USAGE REPORTS

**A. How will usage reporting work with the app?**

- The app is accessible to any end-user at an institution that subscribes to at least one applicable Access Medical site.
- App traffic data will be rolling up into "Activity Reports" (formerly "Other Reports") in your SiteManager admin portal; however, it will not initially be differentiated (i.e., you will not be able to filter web versus app traffic); we're looking to make that available in the coming months.

**B. How will COUNTER 5 stats work for the app?**

- App usage is being processed in the same way as web usage and will roll up into the existing reports.

## 6. SUPPORT/CONTACT

### A. Who do I contact if I have a question about or issue with the app?

- For customer feedback, queries, or issues, please email **Customer Success** at [CustomerSuccess@mheducation.com](mailto:CustomerSuccess@mheducation.com).
- For technical support, please email **Platform Support** at [PlatformSupport@mheducation.com](mailto:PlatformSupport@mheducation.com).
- For more details about the Access app and how to use it, including videos and guides, visit the **Access User Center** support page at: <https://www.accessusercenter.com/channels/access-app>.
- Feel free to link to or embed our Access app **LibGuide** within your guides: <https://mheducation.libguides.com/access-app>.