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Software Version European Pharmacopoeia Online 1.2.3, December 2019

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Access to European Pharmacopoeia Online

A new platform is being implemented at the EDQM to allow a single user authentication to provide access to a number of websites, currently including the European Paediatric Formulary (Pharmeuropa PaedForm) and the European Pharmacopoeia Online. This will be extended to other websites in the future, such as Pharmeuropa.

Users must have an EDQM account, which they can enter using their e-mail address and associated password, and which gives access (when registered) to the different sites. Password management is shared between the websites so authorised users will have the same password for all websites in which they are registered. Once the user has signed in to one of the sites, he or she will not be prompted to re-enter the login credentials when switching from one to the other registered sites during the same session.

Note: in addition, in order to consult paid resources, such as the European Pharmacopoeia, users’ accounts must be associated with the appropriate subscription key/licence (refer to Consult the European Pharmacopoeia Online).

› URL
https://pheur.edqm.eu

› Register (to gain access to the Ph. Eur. Online website)

Depending on your role (refer to Consult the European Pharmacopoeia Online for more details), there are two different ways to register:

- If you are a licence owner, click on the registration link in the e-mail you received when you obtained your EPID code

OR

- If you were assigned a licence by a licence manager, click on the link included in the e-mail you received when you were assigned a licence (this link is personal and contains the information that will allow the licence to be assigned to you automatically upon creation of your account)

THEN

- Enter your e-mail address (which will serve as the login) and the captcha, then click on ‘Next’:

  Create account

  Step 1 of 2

  E-mail ID*
  Please enter the e-mail address that will serve as login

  Captcha*

  Next Cancel

  - if you do not have an EDQM account yet, fill in your profile information, then click on ‘Register’:

  Registration

  Enter your information

  First name*

  Last name*

  Organisation*

  Job title

  Country*

  State

  Select a country:

  Street

  City

  Postcode

  Phone

  Mobile

  Fax

  Register Cancel

Two automatic e-mails are sent:

one to confirm that your EDQM account has been created and to allow you to define your password, thus finalising your registration,

one to confirm that access to the European Pharmacopoeia Online website has been granted.

Note: make sure you define your password using the link provided in the e-mail containing [EDQM-Account] in the subject line, otherwise you will not be able to sign in.
- if you already have an EDQM account, your pre-filled profile information will be displayed, click on ‘Register’:

Create an account to validate your licence

You will receive an automatic e-mail, confirming that access to the Ph. Eur. Online website has been granted.

› Sign in

- On the homepage, click on ‘Sign in’ on the right side of the menu bar:

  ![Sign in](image)

- In the authentication window, type in your e-mail ID and password and click on ‘Continue’:

  ![Sign in](image)

Your account name is then displayed on the right side of the menu bar:

![Sign in](image)

**Important note:** all the actions described hereafter, except for the password reset, require the user to be signed in to the website. Your access will not be blocked if you repeatedly enter the wrong password. If you have forgotten your password, you can reset it by using the Reset password (forgotten password) function.

› Sign out

- Hover over your account name on the right side of the menu bar:

  ![Sign out](image)

- Select ‘Sign out’:

  ![Sign out](image)
› Change password

• Hover over your account name on the right side of the menu bar
• Select ‘Change password’:

Enter your old password then your new password (make sure it complies with the security rules listed) and confirm your new password:

Enter new password

Old password:

New password:

Non-password:

• Your password must contain at least 1 special character.
• Your password must contain at least 1 digit.
• Your password must contain at least 1 uppercase character.
• Your password can’t be a common word password.
• Your password can’t be too similar to your other personal information.

Non-password must match?

Change my password

• Select ‘Change my password’, then click on ‘Continue’, you will be redirected to the homepage.

› Reset password (forgotten password)

• On the home page, click on ‘Sign in’ on the right side of the menu bar:

• In the authentication window, click on ‘Forgot your password?’:

Sign in

Password

Continue

Forgot your password

• Enter your e-mail address and click on ‘Validate’:

Forgot your password?

Enter your e-mail address below, an email will be sent to you to reset your password.

Submit

An e-mail will be sent to your mailbox immediately with a link to reset your password.

Note: if you do not receive an e-mail, please make sure you entered the address you originally registered with, and check your spam folder.
Consult the European Pharmacopoeia Online

Management of licences for the Ph. Eur. 10th Edition has been completely revised. New roles and privileges have been defined, as described below.

How licences work

In order to be able to consult the Ph. Eur. Online website, each EDQM account has to be associated with an active EPID code, which is also referred to as a subscription key. You typically receive 1 EPID code per subscription, and an EPID code covers 1 to ‘n’ licences. A subscription includes 3 volumes.

The user activating the EPID code becomes the licence owner, and automatically gains the right to consult the European Pharmacopoeia (holds a licence), but can revoke it (thus freeing a licence). A licence owner is by default a licence manager. A licence manager can assign/unassign licences to individual users (nominative access) and/or can assign licences to shared devices (non-nominative access). An EPID code can have several licence managers.

Each individual user can use their licence to access the website as well as to install the Ph. Eur. application on 1 personal computer and 1 personal USB stick.

Once the Ph. Eur. application has been installed on a computer or USB stick, the European Pharmacopoeia can be consulted online, provided an internet connection and the Ph. Eur. Online server are available. If this is not the case, the European Pharmacopoeia can be consulted offline, provided the relevant offline packs have been installed.
Activate a subscription key (licence owner)

- Hover over your account name on the right side of the menu bar
- Select 'My subscription keys':

```
EN > TEST USER >
```

- Enter the EPID code you were provided in the field beneath the "Activate new subscription key" section and click on 'Save':

My subscription keys

```
ACTIVATE NEW SUBSCRIPTION KEY

EPID
EPID code to activate
```

The EPID code will then appear under the "Subscription keys" section:

```
SUBSCRIPTION KEYS

<table>
<thead>
<tr>
<th>EPID</th>
<th>Subscription</th>
<th>Owner</th>
<th>Activated on</th>
<th>Expire on</th>
<th>Licence count</th>
<th>Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPID/01234</td>
<td>European Pharmacopoeia Online (10.0.10.2)</td>
<td>Test User</td>
<td>2019-06-23</td>
<td>12:29:35</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
```

When you activate an EPID code, you automatically

1. become a licence owner (👤 at the beginning of the line) and a licence manager (镞 at the end of the line)
2. are assigned a licence, which allows you to consult the European Pharmacopoeia (the 🕵️‍♂️ icon is displayed at the beginning of the line).

*Important note: As a licence owner, if you just need to manage licences and do not need to consult the texts, you can [Revoke your licence](#).*

If you no longer need to be the owner of an EPID code, you can transfer it to another user (see [Transfer subscription key ownership](#)).

View your licences and subscription keys

- Hover over your account name on the right side of the menu bar
- Select 'My subscription keys':

```
EN > TEST USER >
```

European Pharmacopoeia Online User Manual 8/35
If you have one or more licences, or if you own one or more subscription keys, they are listed under the "Subscription keys" section, see example for 'Test User' below:

<table>
<thead>
<tr>
<th>Subscription Key</th>
<th>Subscription</th>
<th>Owner</th>
<th>Activated on</th>
<th>Expired on</th>
<th>Licence count</th>
<th>Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPID-01A</td>
<td>European Pharmacopoeia Online (10.0-10.2)</td>
<td>Test User</td>
<td>2019-06-20 12:20:35</td>
<td>-</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>EPID-02B</td>
<td>European Pharmacopoeia Online (10.3-10.5)</td>
<td>Gilles</td>
<td>2019-06-20 14:10:50</td>
<td>-</td>
<td>200</td>
<td>2</td>
</tr>
</tbody>
</table>

The eye icon 🎁 indicates 'Test User' has a licence from the 10.0-10.2 subscription key and a licence from the 10.3-10.5 subscription key (i.e. the right to consult the European Pharmacopoeia from version 10.0 to version 10.5).

In addition,
- 🧑‍⚕️ indicates 'Test User' is the owner of the 10.0-10.2 subscription key ("licence owner" – see above Activate a subscription key) for which (s)he holds a licence. This is also reflected in the 'Owner' column, e.g. the owner of the 10.3-10.5 subscription key from which Test User has a licence is 'Gilles'
- 🔗 indicates 'Test User' can manage the licences associated with the 10.0-10.2 EPID (see Manage licences (licence owner/manager))
- 🗑️ indicates 'Test User' can revoke his/her 10.0-10.2 and/or 10.3-10.5 licences (see below).

- Hover over your account name on the right side of the menu bar
- Select 'My subscription keys':

| My profile | My subscription keys | My switch | My devices | Downloads | Change password | User manual |

- Click on the cross at the end of the line containing the relevant EPID code:

In this example, 'Test User' is revoking his/her 10.3-10.5 licence, so (s)he will not be able to consult the corresponding texts any longer.

Important note: a licence owner can revoke his/her access (thus freeing a licence) while remaining able to manage licences. A licence manager cannot.

- On the European Pharmacopoeia Online homepage, click on the link corresponding to the edition/supplement you wish to consult.
The search screen is displayed, with a Table of contents on the left (provided there is enough space on the screen):

The texts are categorised and organised in a hierarchical structure. This structure allows you to access the Ph. Eur. by browsing its chapters and sub-chapters, and to view the texts in their logical context.

- You can expand or collapse a section heading or subheading by clicking on \( \Rightarrow \) and \( \Leftarrow \).
- Clicking on a heading displays the corresponding content (either the text itself or the list of texts/sections included under that heading). If the Table of contents is closed, you can open it by clicking on it:

- You can keep it open by clicking on the pin icon; close it by clicking on the cross:

- When the Table of contents is open and pinned, you can increase its size by dragging and dropping it from left to right:
Search the European Pharmacopoeia

Search

A full text search allows you to find a word or words located anywhere in a text. There are 2 options when performing a full text search: ‘Standard’ or ‘Phrase prefix’.

1. Standard

The Standard full text search is the default option for searching.

- You can use Boolean operators such as AND (+), OR (||), NOT (-):
  
  `dilute AND dissolve/dilute+dissolve` finds all texts which contain both dilute and dissolve

  **Note:** by default, when you enter several terms, an “AND” search is performed

  `dilute OR dissolve/dilute||dissolve` finds all texts which contain dilute, or dissolve, or both

  `dilute NOT dissolve/dilute–dissolve` finds all texts which contain dilute but which do not contain dissolve

- You can group terms by using parentheses:
  
  `(vaccine OR injection) AND human` finds all texts which contain “human” and “vaccine” or “injection” or both

- You can use quotation marks (“ ”) for an exact match search:
  
  “freely soluble in water” finds texts with the exact phrase “freely soluble in water”

- You can use the wildcard * to replace one or more characters:
  
  `milli*re` finds all terms which start with “milli” and end with “re” (such as “millilitre” and “millimetre”)

  `*meter` finds all terms which end in “meter” (such as “chronometer”, “diameter” or “meter”)

- You can use the tilde ~ to perform proximity searches:
  
  “carbon water”~5 finds texts which contain the words carbon and water in this order, within a 5 word range

  or a “fuzzy” search:

  `meter~2` finds all texts which have “meter” or a maximum of two changes (such as “ether”, “fever”, “fewer”, “meier”, “metre”, “peter”)

- If you wish to search for the heading (title) as displayed in the Table of contents, you should put ‘title:’ in front of the search term:

  `title: 5.11` finds the chapter(s)/texts where “5.11” is contained in the title

  - In the search screen, enter the search pattern in the Full text field (the ‘Standard’ option is selected by default):

Search

- All  ○ Selected items

Full text

○ Standard  ○ Phrase prefix

- Hit the 'Enter' key or click on the ‘Search’ button at the bottom of the page; the list of corresponding texts is displayed

2. Phrase prefix

This option allows you to find phrases that end with a truncated word, e.g. in the chromatogram finds texts that contain “in the chromatogram” or “in the chromatograms” or “in the chromatography”.
In the search screen, enter the search pattern in the Full text field, select the ‘Phrase prefix’ option:

- Hit the ‘Enter’ key or click on the ‘Search’ button at the bottom of the page, the list of corresponding texts is displayed.

In order to retrieve all texts with a specific reagent, simply perform a full text search using the reagent number as search criterion. For example, searching for 1095500 will return all texts with “water R” and “eau R”.

You can also perform a search based on filters by using the specific fields located beneath the Full text search field:

Specifying two or more criteria in this set of fields combines them in an “AND” search, i.e. only texts containing all criteria are retrieved.

Notes:

The Text title field searches for French, English and Latin titles.

In addition, you can search for the exact title (by selecting one of the auto-completed values)

or for a word contained in the title
You can enter a date or a supplement number under Implementation date and Correction date. The Text number can be entered with or without the leading zeros.

By default, searches are performed on all texts contained in the database, but you can refine searches by limiting them to selected items:

1. You can limit your search to certain sections, texts or certain chapters of the Ph. Eur. by first selecting the corresponding area in the Table of contents:

   In this example, the query will be limited to the Methods of analysis chapter.

   Note: this is the method to be used to limit your search to only one language: for English texts, select the box in front of European Pharmacopoeia 10.0; for French texts, select the box in front of Pharmacopée Européenne 10.0:

   If you go back to the search screen you will see that the ‘Selected items’ radio button is automatically selected. If you deselect it and hit the ‘Enter’ key or click on the ‘Search’ button, the search is rerun on all texts but your selection is kept for later.
2. You can limit the search results to certain texts or chapters after having first performed a full text search on all the texts. To do so,

- perform a full text search (e.g. ‘water’), the results are displayed:

Please note that the search query used is displayed at the top left of the search results page.

- in the Table of contents, select the chapters and/or texts you wish to limit the search to; the search is automatically updated:

Please note that if you go back to the search screen you will see that the ‘Selected items’ radio button is automatically selected. If you deselect it and press the ‘Enter’ key or click on the ‘Search’ button, the search is rerun on all texts but your selection is kept for later.

3. You can use the field at the top of the search results page to add or change criteria as desired:

Search results
After editing the criteria, press the ‘Enter’ key and the search results will be updated (in our example, ‘oxygen’ was added):

Search results

4. After a refined search, you can filter further for more specific results:

- in the search results list, select the relevant texts by checking the box in front of the corresponding title:

- click on the filter link that is then displayed at the top of the list:
Clear search fields

- Click on ‘Clear’ at the bottom of the page to completely clear all the search fields and deselect headings you may have checked in the Table of contents:

- You can clear an individual field by using the cross on the right side of the field:

Save a query

- Perform a search or click on a heading in the Table of contents
- In the search results screen, click on the ‘Save query’ button:

Run a saved query

- In the search screen, click on the ‘My queries’ button:
- In the list of queries, select the arrow in the green box next to the saved query you wish to perform:

Note: you can display your saved query before running it by ticking first the ‘Edit the query before running it’ checkbox.
Manage a saved query

- In the search screen, click on the ‘My queries’ button:

```
Search
```

- In the list of queries, select the query to manage your saved query:

```
List of queries
```

- Change the title or delete the saved query:

```
List of queries
```

Layout and options

- Results are listed by title according to the order of the Table of contents; this is the default setting but you can choose to sort them by relevance, title, or text number:

```
Sort by
```

- In addition, you can choose to display them in ascending or descending order by using the button.
- By default, an excerpt is displayed, but you can choose to have no excerpt displayed or change the length of the excerpts displayed:

```
No excerpt
Short excerpts
Whole excerpts
All excerpts
```

- By default, 50 results are displayed per page, but you can change the number to the following values:

```
10 rows
25 rows
50 rows
100 rows
250 rows
unlimited
```

Export result list to HTML

- In the search results screen, select ‘Tools’, then ‘Export to HTML’:

```
Save query
Tools
Export to HTML
Print
```

Note: the search results exported are those displayed on the screen. Make sure you adjust the number of rows according to your needs, e.g. select ‘unlimited’ if you wish to export the whole list of results.
Print result list

- In the search results screen, select ‘Tools’, then ‘Print...’:

![Print button]

Note: the search results printed are those displayed on the screen. Make sure you adjust the number of rows according to your needs, e.g. select ‘unlimited’ if you wish to export the whole list of results.

Features of the texts

- Links at top of text
  - Switches to the French version
  - Switches to the English version
  - Opens the text in PDF format
  - Links to the Knowledge database

- Revised/corrected or deleted text
  - …… indicates where part of the text has been revised or corrected
  - ……… indicates where part of the text has been deleted
  
  Note: these indications are not necessarily exhaustive; they are given for information and do not form an official part of the texts.

- Toolbar and shortcuts
  - Go to search screen (Ctrl + F3); Ctrl + Shift + F3: go to search screen and clear
  - Go to search results list
  - Go to last displayed text
  - Go to previous result
  - Go to next result
  - Change text size
  - Hide highlights in text
  - Show highlights in text
  - Go to previous highlight in text
  - Go to next highlight in text
Manage licences (licence owner/manager)

The person who activates the EPID is the licence owner (see Activate a subscription key). A licence owner is by default a licence manager. The difference is that the licence owner can manage licences without having access to the texts (can revoke his/her licence and continue to manage licences) whereas a licence manager does not have this option.

› Assign licences to users (nominative access)

- Hover over your account name on the right side of the menu bar
- Select ‘My subscription keys’:

- Click on the wrench icon at the end of the line containing the relevant EPID code:
In the ‘Assign’ section, there are two ways to associate the user(s) with a licence:

1. Enter the e-mail of an individual user, and click on the ‘Assign’ button (tick the ‘Can manage’ box if the user will play the licence manager role as well):

2. Upload a list of users based on an Excel file:
   - click on the ‘here’ link to download the template:
   - fill in the template and save it locally
   - click on the ‘Multiple users’ radio button
   - click on ‘Choose file’ to select the file you created with your list of e-mails
   - click on the ‘Assign’ button

Note: users who do not have an EDQM account yet
- will be displayed in the ‘Pending’ section underneath the ‘Licences’ section:

- will be notified by an automatic e-mail that a licence has been assigned to them. The e-mail will contain a link with a token that is specific for their e-mail address. They must use this link to register and gain access to the European Pharmacopoeia Online website. Once they have registered, they will be displayed in the ‘Licences’ section.

- Cancel pending licence assignment

- Hover over your account name on the right side of the menu bar
- Select ‘My subscription keys’:
• Click on the wrench icon at the end of the line containing the relevant EPID code:

<table>
<thead>
<tr>
<th>EPID</th>
<th>Subscription</th>
<th>Owner</th>
<th>Activated on</th>
<th>Expires</th>
<th>Licence count</th>
<th>Assigned</th>
</tr>
</thead>
</table>

• In the 'Pending' section, click on ‘Cancel’ in the line of the user for whom you wish to cancel the assignment:

<table>
<thead>
<tr>
<th>Date</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-08-21 15:55:10</td>
<td><a href="mailto:test@domain.eu">test@domain.eu</a></td>
</tr>
</tbody>
</table>

Note: if the user(s) have not registered within 30 days, the licence is automatically released and the licence owner/manager is notified by an automatic e-mail.

• Hover over your account name on the right side of the menu bar

Select ‘My users’:

The list of all the users to whom a licence has been assigned is displayed, whether or not they have created their account

You can search for a user by using the search field:

My users

You can export the list to an Excel file by using the export icon:

• Grant/remove licence manager role

You can grant the licence manager role when assigning a licence to the user (see Assign licences to users (nominative access)), but you can do it afterwards as well:

• Hover over your account name on the right side of the menu bar

Select ‘My subscription keys’:

• Click on the wrench icon at the end of the line containing the relevant EPID code:
In the ‘Licences’ section, check or uncheck the box in the ‘Manager’ column:

![Licences table](image)

Click on ‘Confirm’ in the dialogue box.

- Hover over your account name on the right side of the menu bar
- Select ‘My subscription keys’:

![Subscription keys](image)

Click on the wrench icon at the end of the line containing the relevant EPID code:

- In the ‘Licences’ section, click on ‘Revoke’ at the end of the line for the user whose access you wish to remove:

![Licences table](image)

The user will not be able to consult the corresponding texts any longer.

- Hover over your account name on the right side of the menu bar
- Select ‘My subscription keys’:

![Subscription keys](image)

Click on the wrench icon at the end of the line containing the relevant EPID code:

![Subscription keys](image)
• In the ‘Transfer’ section, enter the e-mail of the new owner and click on ‘Transfer’

![Image](image-url)

New owner e-mail
newowner@test.nl

[Transfer button]

*Note: the new owner must already have an EDQM platform account with access to the Ph. Eur. website.*

• Hover over your account name on the right side of the menu bar
• Select ‘My subscription keys’:

![Menu bar with 'My subscription keys' option highlighted]

• Click on the wrench icon at the end of the line containing the relevant EPID code:

![Subscription keys table]

<table>
<thead>
<tr>
<th>ID</th>
<th>EPID</th>
<th>Subscription</th>
<th>Owner</th>
<th>Activated on</th>
<th>Expire on</th>
<th>Licence count</th>
<th>Assigned</th>
</tr>
</thead>
</table>

• At the bottom right of the ‘Licences’ section, click on the export button:

![Licences section]

<table>
<thead>
<tr>
<th>Assignee</th>
<th>Assignment date</th>
<th>Manager</th>
<th>Access Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>TestUser EDQM</td>
<td>2019-06-24 10:45:35</td>
<td>#</td>
<td>Read</td>
</tr>
<tr>
<td>TestUser EDQM</td>
<td>2019-06-24 10:45:36</td>
<td>#</td>
<td>Read</td>
</tr>
</tbody>
</table>

• You can export the list in Excel or CSV format.
Ph. Eur. application

As described in Consult the European Pharmacopoeia Online, a licence provides the right to consult the texts via the European Pharmacopoeia Online website. It also provides the right to consult Ph. Eur. texts by installing the Ph. Eur. application on a computer or a USB stick.

Once the application is installed and activated on a computer/USB stick, it will:

1. Provide access to the online content corresponding to your licence when the computer is connected to the internet and the Ph. Eur. Online server is available
2. Enable offline access when the computer is not connected to the internet or the Ph. Eur. Online server is unavailable, provided that the offline packs (Ph. Eur. content corresponding to your licence) have been installed

Download the application

- Sign in to the European Pharmacopoeia Online website
- Hover over your account name on the right side of the menu bar
- Select ‘Downloads’:
  - In the ‘Application’ section, click on the Operating System on which you will install the application, or click on the USB button:
    Downloads
    - Windows
    - Linux
    - MAC OS (Planned)
    - USB
- Save the corresponding file to a location of your choice.

Install the application on a Windows computer

- After having downloaded the installation file (see above), execute the setup
- In the "Choose Installation Options" window, select ‘Only for me’ if you wish to make the software available only to that Windows user session / ‘Anyone who uses this computer’ to make it available to any Windows user session on that computer - requires Administrator rights - and click on ‘Next’:
  - European Pharmacopoeia Setup
  - Choose Installation Options
    - Who should this application be installed for?
      - Anyone who uses this computer (all users)
      - Only for me (.)
      - Previous for current user only.
      - European Pharmacopoeia 1.1.0
    - Next > Cancel
- In the next window, keep the default destination folder and click on ‘Install’
- Click on ‘Finish’ to close the Setup dialogue box.
  Note: a shortcut is created on the desktop of the user(s). On first launch of the application, the user(s) will have to activate the application (register their licence for that computer) in order to be able to consult the texts.
Activate the application on...

... a personal computer (individual user)
... a shared computer (licence owner/manager)
... a personal USB stick (individual user)
... a shared USB stick (licence owner/manager)

- Launch the application
- In the ‘Activation’ box, click on ‘Online’:

![Activation interface]

- The Ph. Eur. Online website opens (sign in with your user account if not done already); the ‘Activate a personal device’ page is displayed:

  Activate a personal device

  To activate a new device:
  - First download the application from the Downloads page and install it on the device.
  - In the activation window that will open when you launch the application, you will retrieve the device ID, which will allow you to generate an activation code. You will then have to enter this code in the activation window of the application.
  - Refer to the User Manual for detailed instructions.

  Device ID
  [Device ID]

  What is the name of your computer or UHS?
  [Computer Name]

  Activate

  The device ID and the name of the computer are automatically filled in.

- Click on ‘Activate’, an activation code is generated, copy it:

  Activate a personal device

  Your device has been registered to use this license. To activate the application, you can now copy this activation key and paste it in the application or download the application file.

  [Activation code]

  Activate

- Go back to the application and paste the activation code into the ‘Activation code’ box, then click on ‘Activate’:
The application is activated:

- Click on ‘OK’

*Note: on the European Pharmacopoeia Online website, when you go to ‘My subscription keys’, you can see the computer you have activated by hovering over your name and selecting ‘My devices’.*

You can also see that a computer has been activated by the screen icon at the beginning of the relevant EPID line on the ‘My subscription keys’ page.

- In the application, you are by default in “online” mode and you can see that you can consult the Ph. Eur. online volume for which you have the relevant licence:

> You can search and consult the texts by clicking on the box.

*Only licence owners and managers can activate shared devices.*

- Launch the application
- In the ‘Activation’ box, click on ‘Copy to clipboard’:

> Go to the Ph. Eur. Online website (sign in with your licence owner/manager account if not done already)
- Hover over your account name on the right side of the menu bar
• Select ‘My devices’:

• Click on the ‘+’ icon in the ‘Shared devices’ section:

• In the ‘Activate a shared device’ page, paste the device ID (that you copied to the clipboard previously) in the ‘Device ID’ field and enter a name for the computer you installed the application on. In the ‘EPIDs’ field, choose the subscription(s) that will be available on the shared device:

Activate a shared device

To activate a new device:
• First download the application from the Downloads page and install it on the device.
• In the activation window that opens when you launch the application, retrieve the device ID, which will allow you to generate an activation code on this page. Then paste this code in the activation window of the application to finalize the installation.
• Refer to the User manual for detailed instructions.

Activate a shared device

Device ID

What is the name of your computer or USB stick?

EPIDs

Choose the subscriptions that must be available on the device. Each will use up one licence.

Activate

• Click on ‘Activate’, an activation code is generated, copy it:

Activate a shared device

Your device has been registered to use this licence. To activate the application, you can now copy this activation key and paste it in the application or download the activation file.

Copy

Download

• Go back to the application and paste the activation code into the ‘Activation code’ box, then click on ‘Activate’:
The application is activated:

- Click on ‘OK’

Note: on the European Pharmacopoeia Online website, if you go to ‘My subscription keys’, you can see the shared device(s) you have activated by hovering over your name and selecting ‘My devices’:

You can also see that a shared computer has been activated by going to the ‘My subscription keys’ page, clicking on the wrench icon at the end of the line containing the relevant EPID code and looking in the ‘Licences’ section:

If the application was installed for all Windows user sessions, all users logging in to the computer with a personal Windows account will have to perform the activation using the activation code that you generated, so the code needs to be shared. To retrieve it:

- Under ‘My devices’, download the activation file of the shared device. The extension of this file is .key. Save it to a location that you will share with your users:

- The first time the users of the shared computer launch the application, they will get the ‘Activation’ window. They should select the ‘Load from file’ option and browse to the location where the device activation code (.key) file is stored, then click on ‘Activate’:

Note: When the licence owner activates the EPID code, 1 licence is automatically assigned to her/him. If they want to install the application to a shared computer, they need to have at least 1 unassigned licence in their subscription key. If there is no unassigned licence, they will need to revoke their individual user licence. See Revoke your licence. Then it will be possible to install to a shared computer.
After having downloaded the installation file for USB (see Download the application), transfer the contents of the zip file to the USB stick.

Double-click the ‘start-for-windows.exe’ file.

In the ‘Activation’ box, click on ‘Online’:

The Ph. Eur. Online website opens (sign in with your user account if necessary), the ‘Activate a personal device’ page is displayed:

Activate a personal device

The device ID is automatically filled in.

Click on ‘Activate’, an activation code is generated, copy it:

Go back to the application and paste the activation code into the ‘Activation code’ box, then click on ‘Activate’:

The application is activated:
Click on ‘OK’

Note: on the European Pharmacopoeia Online website, you can see the USB stick you have activated by hovering over your name on the right side of the menu bar and selecting ‘My devices’:

![My devices](image)

You can also see that a USB stick has been activated by the icon at the beginning of the relevant EPID line on the ‘My subscription keys’ page:

![EPID](image)

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**Only licence owners and managers can activate shared devices.**

- After having downloaded the installation file for USB (see Download the application), transfer the contents of the zip file to the USB stick
- Double-click the ‘start-for-windows.exe’ file
- In the ‘Activation’ box, click on ‘Copy to clipboard’:

![Activation](image)

- Go to the Ph. Eur. Online website (sign in with your licence owner or manager account if not done already)
- Hover over your account name on the right side of the menu bar
- Select ‘My devices’:

![My devices](image)

- Click on the ‘+’ icon in the ‘Shared devices’ section:
In the ‘Activate a shared device’ page, paste the device ID (that you copied to the clipboard previously) in the ‘Device ID’ field and enter a name for the USB stick you are installing the application on. In the ‘EPIDs’ field, choose the subscription(s) that will be available on the shared device:

Activate a shared device

Device ID*

What is the name of your computer or USB stick?*

EPId*

Choose the subscriptions that must be available on the device. Each will use up one licence.

Activate | Cancel

Click on ‘Activate’, an activation code is generated, copy it:

Go back to the application and paste the activation code into the ‘Activation code’ box, then click on ‘Activate’:

The application is activated:

Click on ‘OK’

Note: on the European Pharmacopoeia Online website, you can see the shared USB stick that has been activated by hovering over your name on the right side of the menu bar and selecting ‘My devices’:
You can also see that a shared USB stick has been activated by going to the ‘My subscription keys’ page, clicking on the wrench icon at the end of the line containing the relevant EPID code and looking in the ‘Licences’ section:

Note: When the licence owner activates the EPID code, 1 licence is automatically assigned to her/him. If they want to install the application to a shared USB, they need to have at least 1 unassigned licence in their subscription key. If there is no unassigned licence, they will need to revoke their individual user licence. See Revoke your licence. Then it will be possible to install to a shared USB.

- Download a pack file
  - Sign in to the European Pharmacopoeia Online website
  - Hover over your account name on the right side of the menu bar
  - Select ‘Downloads’:

In the ‘Offline packs’ tab, click on the pack you wish to import into the application:

- Save the corresponding file to a location of your choice.
Import and activate a pack file

- Launch the Ph. Eur. application in “online” mode (default mode when the computer is connected to the internet) and choose ‘File’ – ‘Import a pack file...’ from the menu bar:

- Select the pack file in the relevant location and click on ‘Open’:

- At the end of the installation process, the pack is displayed in the ‘My local editions’ section

- When you click on it, you can consult the Ph. Eur. in “offline” mode:

When you import a pack in “online” mode, a check is performed on the Ph. Eur. server to validate you have a licence, thus automatically activating the pack for offline use for 15 days. You then need to open the application in “online” mode at least every 2 weeks to validate again that you have a licence in order to continue using the pack.

Specific processes for shared devices

1. On a shared computer, if the application was installed for all Windows user sessions, all users logging in to the computer with a personal Windows account will have to import the pack. So the licence owner/manager needs to make it available on a shared location that s/he will then communicate.

2. If the shared device is not connected to the internet regularly and/or you need to keep the access to your Ph. Eur. electronic version for a long time, you can activate the pack in a permanent way.

   Beware that in doing so, you will no longer be able to deactivate the device in case it is broken and/or needs to be replaced.

   To activate a pack permanently:
   - Sign in to the Ph. Eur. Online website (remember shared devices can only be managed by licence owners/managers)
   - Hover over your account name on the right side of the menu bar
• Select ‘My devices’:

![User interface screenshot]

• In the ‘Shared devices’ section, locate the shared device which will use the pack permanently and click on ‘Activate permanent pack’:

![User interface screenshot]

• If you already imported a pack on the shared device (see before), in ‘My local editions’, you will notice that the indication regarding the 15 days period of validity has disappeared. A permanent pack looks like this:

![Image of permanent pack]

3. It is possible to revoke a licence assigned to a shared device:
• Sign in to the Ph. Eur. Online website (remember shared devices can only be managed by licence owners/managers)
• Hover over your account name on the right side of the menu bar
• Select ‘My devices’:

![User interface screenshot]

• In the ‘Shared devices’ section, locate the shared device which you want to revoke the licence for and click on ‘Revoke licence’:

![User interface screenshot]

Note: if you revoke a licence to a shared device, you will no longer be able to reassign the licence on that same device.
Deactivate a device

It is possible to change your personal and shared devices up to a maximum of 3 times per year and provided no permanent pack has been installed.

- Sign in to the Ph. Eur. Online website
- Hover over your account name on the right side of the menu bar
- Select ‘My devices’:

  - Click on the next to the device you wish to deactivate:

Note: if you deactivate a shared device, you will no longer be able to activate the application on that same device. The device will be blocked in our system and you will need to use another device to reinstall the application.

Troubleshooting issues with devices and packs

- **JavaScript error when importing a pack**
  - Problem: This problem may occur when a pack is corrupt or the media on which it is stored is unstable.
  - Solution: Ensure that the pack you are installing is not corrupt by downloading it again from ‘Downloads’. Save the pack to a location on the local computer before choosing ‘Import a pack file’.

- **My device needs to be replaced**
  - Problem: If your device is broken or has been replaced, you need to free your licence for a new device.
  - Solution: It is possible to change your USB device or computer (up to a maximum of 3 times per year in the case of personal devices). Refer to Deactivate a device.
  - Note that it is not possible to deactivate devices where a permanent pack has been installed.

- **I need to activate more than one computer or more than one USB stick**
  - Problem: It is not possible to activate more than one computer and one USB stick per user, even if the user has two licences.
  - Solution: If a user needs to install to more than one computer and/or USB stick, attribute access to the licence(s) via a different e-mail address, or add a shared device (refer to Activate the application on a shared computer (licence owner/manager) or Activate the application on a shared USB stick (licence owner/manager)).

Frequently asked questions

Please refer to the Helpdesk FAQs on the EDQM institutional website.

- **Contact us**
  - Submit your questions/issues via https://helpdesk.edqm.eu.servicedesk