



**Q: The Accept button on the I...  
... (EULA). What did I...**

**A:** In some browsers, the button to accept the EULA and complete the registration process is enabled once you scroll through and view the entire license text.

**Q: What did I see when I added my NPI information to my Open Access?**

**A:** It is likely that one of your designated proxy users erroneously registered for Open Access using your NPI information. Consult with your designated proxy who might have registered using your NPI. They can update this information in their own Open Access account using the My Profile page.

**Q: What happens when I click the I forgot my password link?**

**A:** You will be able to use the I forgot my password link from the login page to reset your password. You will then be prompted to update your password by following a link sent to your registered email account.

**Q: What browser versions are supported for Open Access?**

**A:** Supported browser versions include Google Chrome, Microsoft Edge, Firefox (v-8.3 (u)-8 (o)-15 (n)-17 (n)-17 (s) sou-8.4) EMC 1.2 (S)-8.8 (u)-8 (p)-8 (p)-12 (o)-10.7 (r)-4 (t) 5 (e)-14 (d b)-9 (r)-