

ClinicalKey®

ClinicalKey App

The ClinicalKey app enables users to use ClinicalKey on the go via their mobile device. These instructions describe how to download and access the app and utilize key features.



Downloading the app

1. Open the App Store on your mobile device.
 [iOS](#)
 [Android](#)
2. Search for *ClinicalKey* (for the ClinicalKey / ClinicalKey for Nursing app).
3. Click to download and install (this is a free of charge app but requires your institution to be subscribed to ClinicalKey).

After completing these steps, you will be able to start using the mobile app.



Choosing your product and edition

1. Open the ClinicalKey app.
2. Select the ClinicalKey or ClinicalKey for Nursing option and click 'Next' (**Fig. 1**).
3. Choose the appropriate subscription edition from the options provided and click 'Get Started' (**Fig. 2**):
 - ClinicalKey (Global/English)
 - ClinicalKey Australia
 - ClinicalKey France
 - ClinicalKey Japan
 - ClinicalKey Spain and Latin America
 - ClinicalKey South Asia

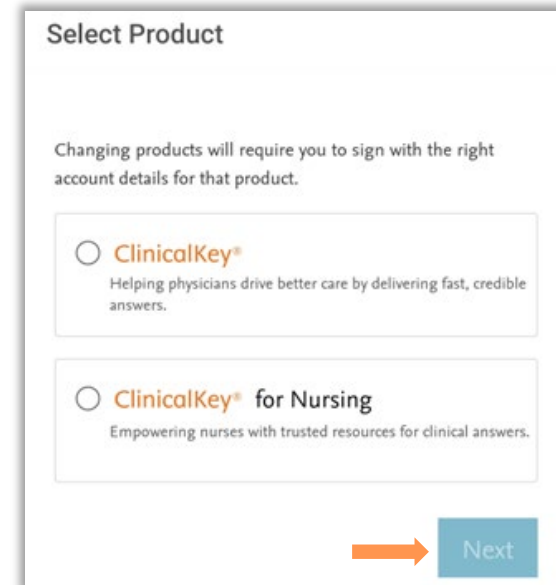


Figure 1. Select Product screen.
Arrow, Next button.

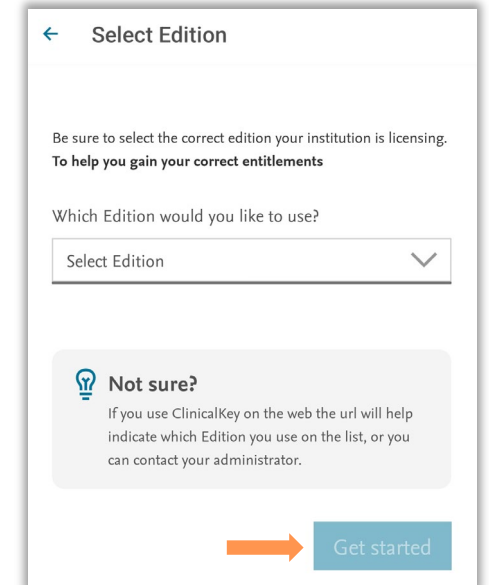


Figure 2. Select Edition screen.
Arrow, Get Started button.

Accessing via your institution

1. Click the *Access via your institution* button to proceed (**Fig. 3**).
2. Enter your institutional email address or institution name to continue (**Fig. 4**).

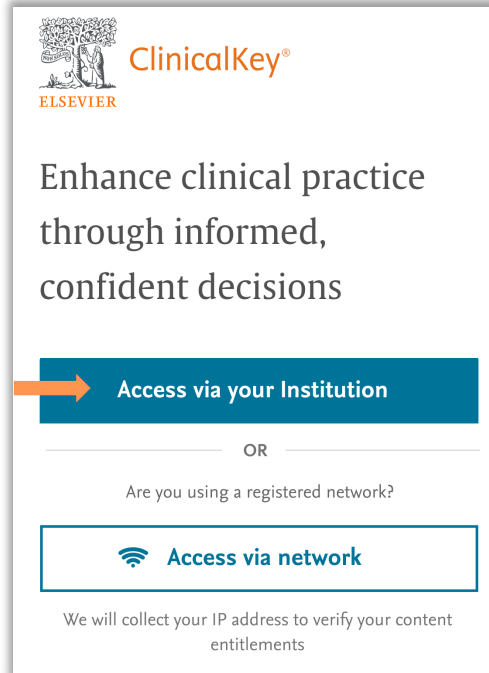


Figure 3. Launch screen.
Arrow, Access via Your Institution button.

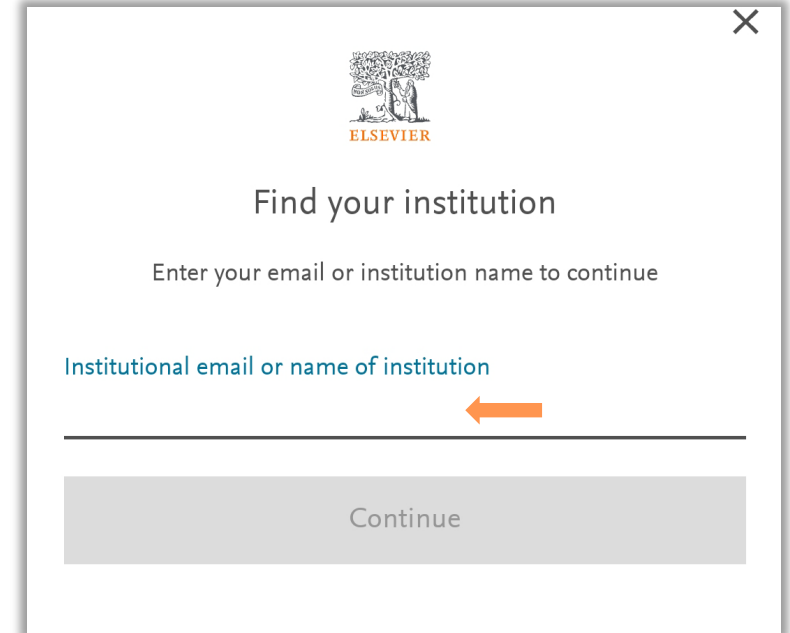


Figure 4. Find your institution.
Arrow, Email or name of institution field.

Accessing via your institution (Cont.)

- Via *institutional email*:
 - Enter your password to sign in (**Fig. 5**).
 - Or, choose the button 'Sign in with a one-time link.'



When logging in via your institution, an institutional email address is required (ex: mary.smith@stjosephshospital.org). Personal email addresses, such as Yahoo, Gmail, Hotmail or other personal email accounts, are not accepted.

- Via *name of institution*:
 - Confirm your institutional access (**Fig. 6**).



Once authenticated by your institution, go to Settings and choose Register or Sign In if you wish to utilize personalization features, including earning CME or MOC credit, saving content, sharing content and more.

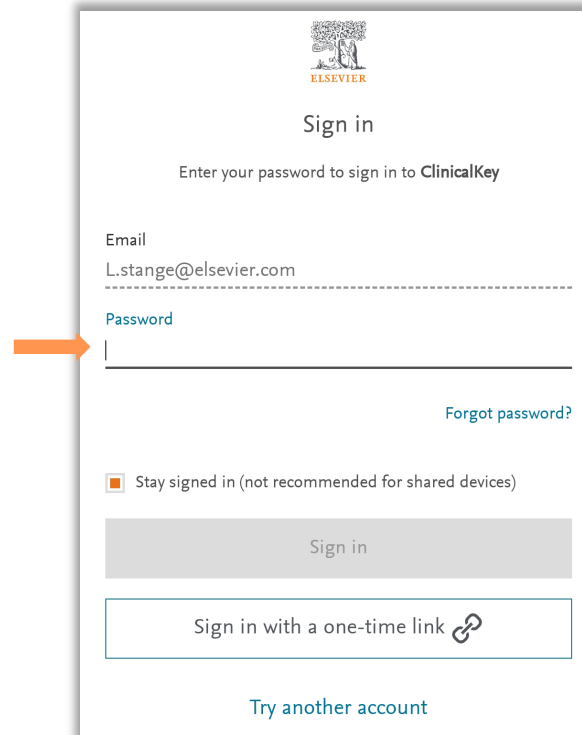


Figure 5. Sign in.
Arrow, Password field.

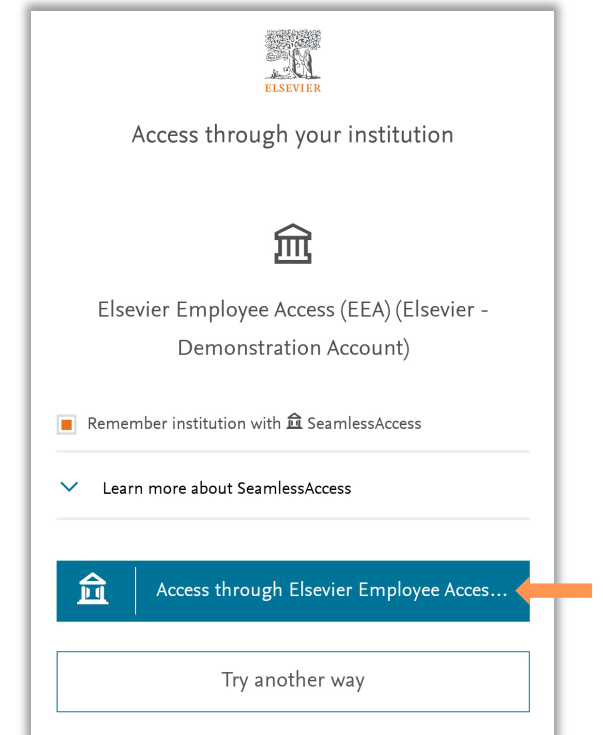


Figure 6. Access through your institution.
Arrow, Confirmation button.

Logging in via IP authentication

1. Connect to your institution's network on your mobile device.
 2. Click the *Access via network* button (Fig. 7).
 3. Once successfully authenticated, you will see your institution name on the top of the homepage (Fig. 8).
- If you select *Access via network* and are presented with the error message on the right (Fig. 9), please verify you are connected to your institution's network.



Access via your institution's network will expire after 30 days unless you log in again on your institution's network or VPN. Please refer to this [FAQ](#) for details on how to acquire remote access.

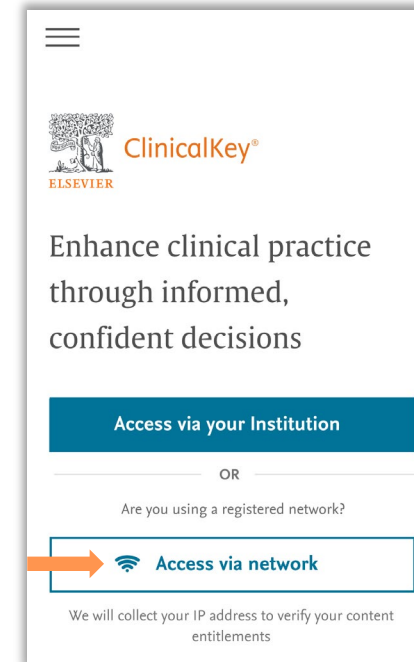


Figure 7. Launch screen.
Arrow, Access via Network button.



Figure 8. IP authenticated session,
Arrow, Institution Details.

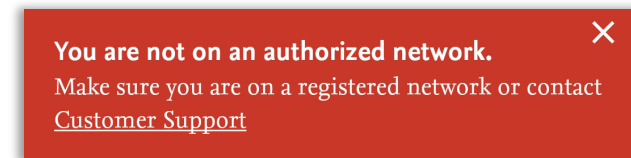


Figure 9. IP authentication error.

Searching

1. From the homepage, input a keyword into the search bar.
2. Select *Filter* to customize and narrow search results (**Fig. 10**).
3. Filters available (**Fig. 11**):
 - Source type
 - Specialties
 - Time
4. Select *Show Results* to return to the search.



CME credits are now available via the app, accessible via the navigation bar at the bottom of the screen.

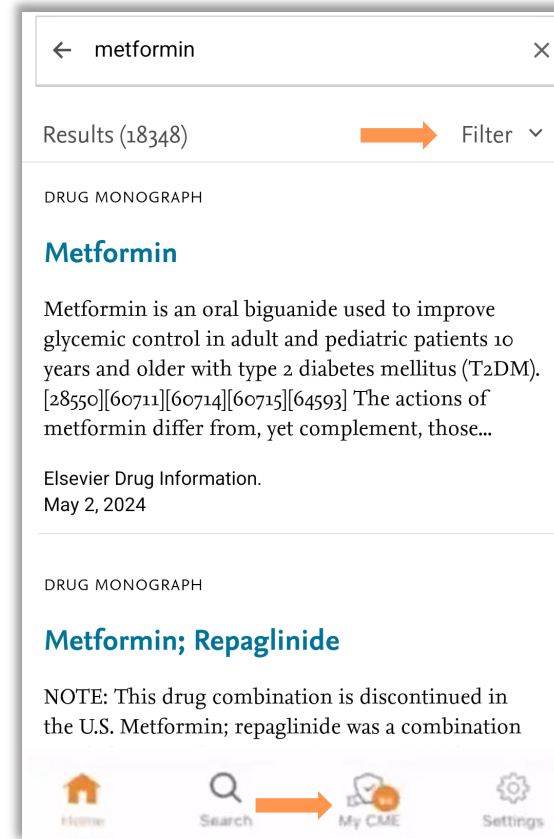


Figure 10. Search results.
Arrows, Filter, My CME button.

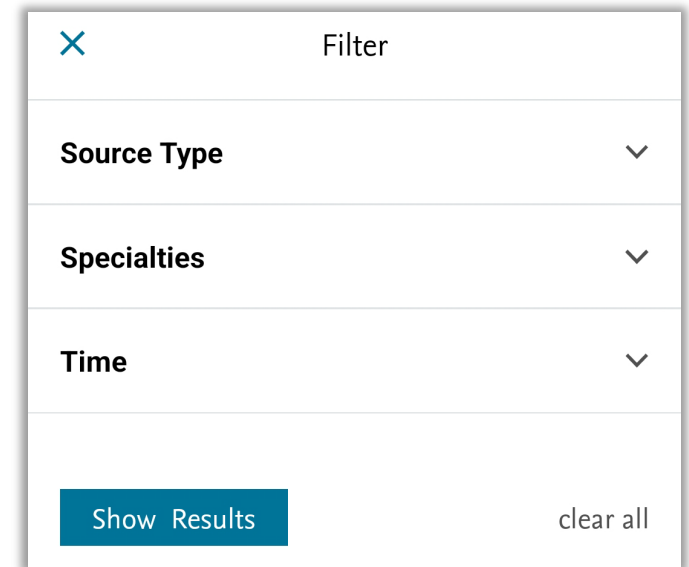


Figure 11. Content Filters

Saving Content

1. From the search results page, click the title link of the desired item.
2. Select the *Favorite* icon  to save the content into your Saved Content (**Fig. 12**).
3. To visit your Saved Content, choose the Settings option in the lower app bar.
4. Select *My Favorites* under 'App Access'.
5. Return to any of your saved items within the 'My Favorites' list (**Fig. 13**).



Saving content and other personalization features will display only when logged in with a personal profile enabled with remote access.

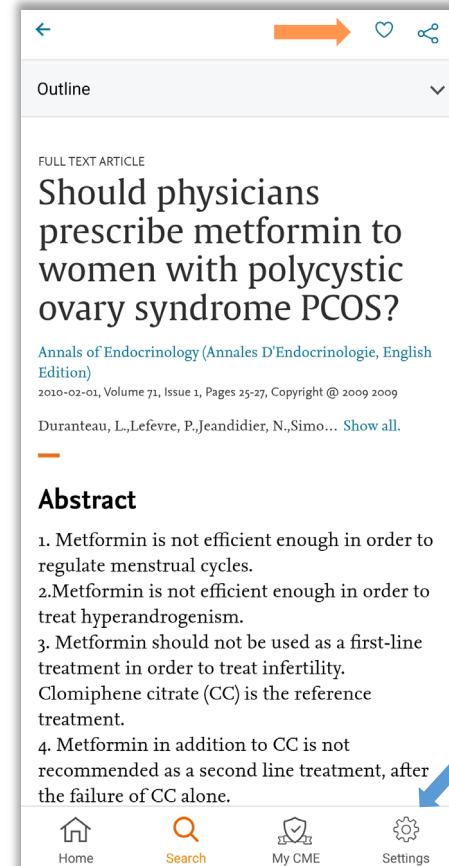


Figure 12. Full text article.
Arrows: orange, Favorite icon;
blue, Settings icon.

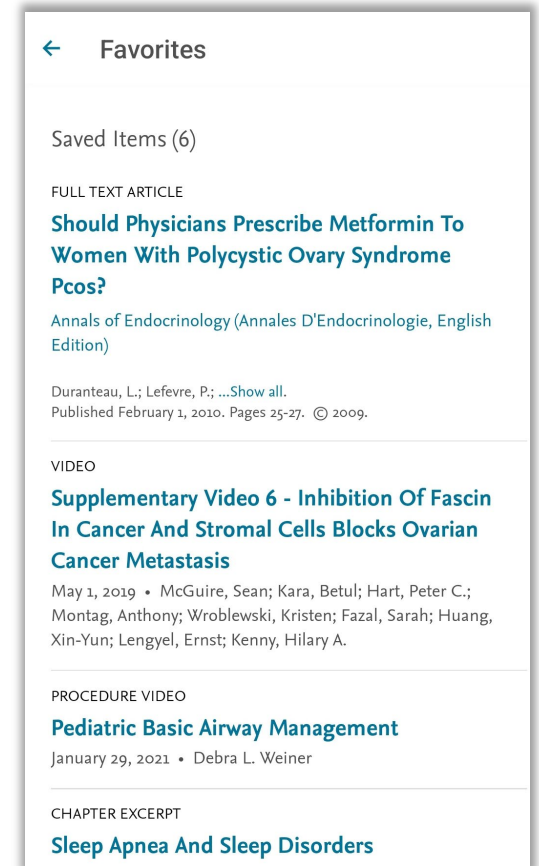


Figure 13. My Favorites.

Sharing Content

The Share function allows you to create a link that can be emailed or texted to a colleague. The link can also be used to post onto social media platforms or discussion forums. Access to shared content is defined by the user and their affiliated ClinicalKey subscriptions.

1. From the search results page, click the title link of the desired item.
2. Select the *Share* icon  in the upper right. (**Fig. 14**).
3. Your mobile device will present the sharing options available.



Sharing content and other personalization features will display only when logged in with a personal profile enabled with remote access.

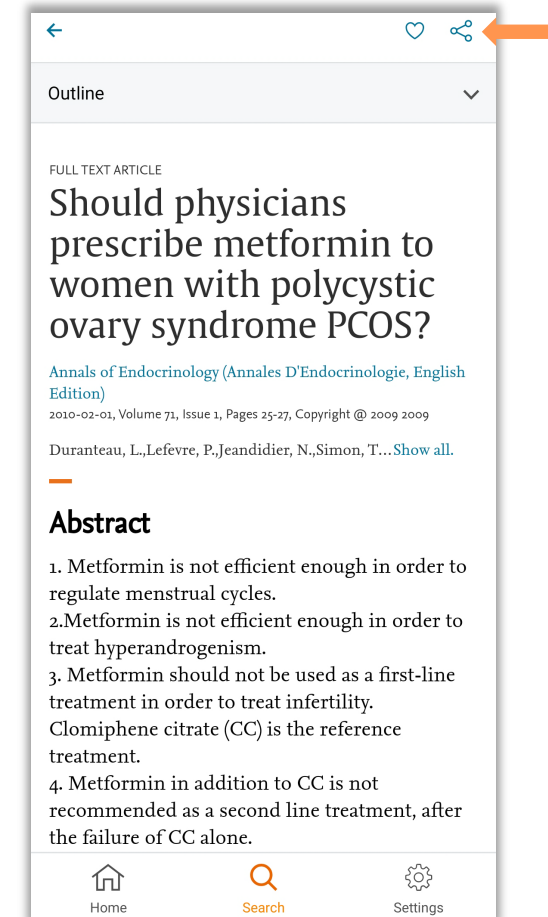


Figure 14. Full text article.
Arrow, Share icon.

Provide Feedback

The in-app review feature allows you to provide valuable feedback about your app experience. Your input will influence future product improvements!

1. From the bottom of the search results page, click the smiley face that best represents your satisfaction with the search results (**Fig. 15**).
2. Share your feedback in the open text box and click *Send Comment* (**Fig. 16**).
3. Open the App Store on your mobile device and search for ClinicalKey.
4. Rate the app with the stars rating.

Optional: Post your public feedback on the App Store.



Figure 15. Search results rating.

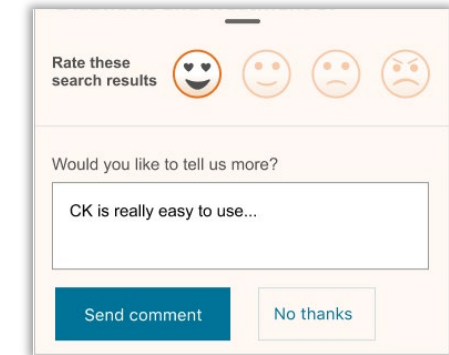


Figure 16. Feedback prompt.

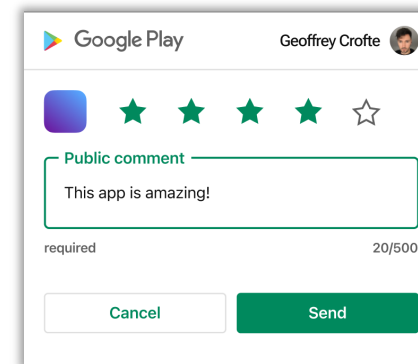


Figure 17. Google Play store app review and comment field.

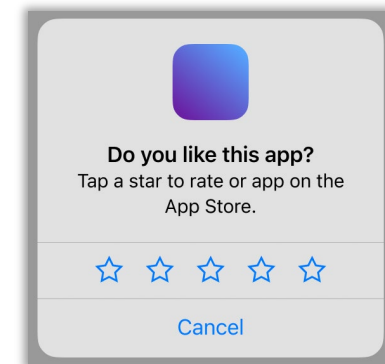


Figure 18. Apple's App Store review prompt.

Settings and Troubleshooting

If you are unable to view licensed content in the app, here are some troubleshooting apps:

1. Visit Settings in the bottom toolbar and verify your product, edition and organization are correct (Fig. 19).
2. Ensure you are logged in to utilize personalization features. If not, click *Register or Sign In* (Fig. 19).
3. Reference the Support Center for useful FAQs pertaining to access methods, personalization features and more (Fig. 20).
4. Contact Customer Support and provide your Usage Path Info found on 'App information' (Fig. 20).

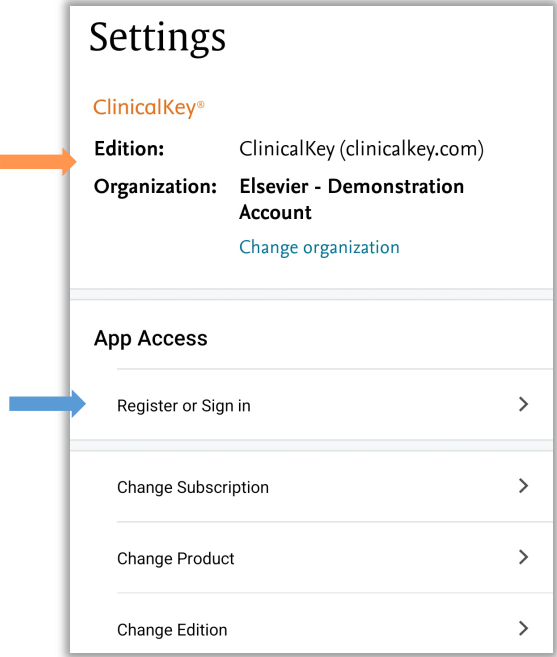


Figure 19. Settings page.
Arrows: orange, Edition, organization details;
blue, Register or Sign In.

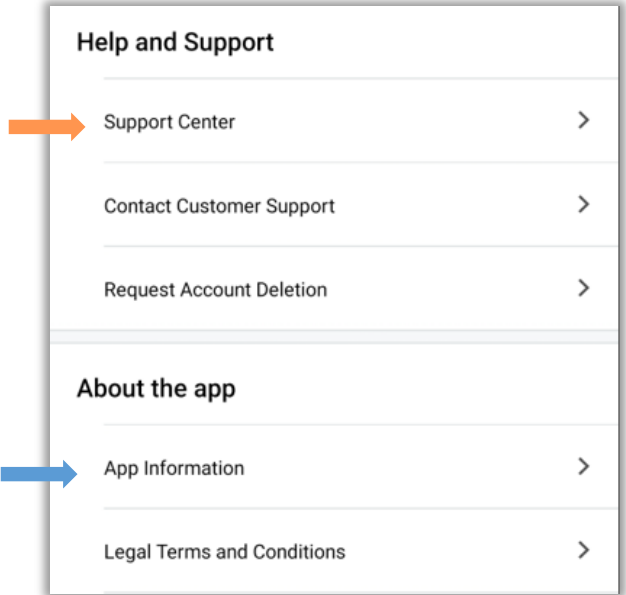


Figure 20. Settings page.
Arrows: orange, Support Center;
blue, App information.