

Truven Health Micromedex Solutions Internet Delivery System Methods of Authentication

The following is a list of available methods to access the Micromedex® 2.0 web site, arranged according to authentication priority. Customers may choose any combination of methods, according to their specific needs. It is important to consider how users will access content as well as their usage-reporting needs when determining your preferred authentication method.

NOTE: All administrative modules require a Username and Password. Only end-user access can be automatically authenticated through other methods.

Trusted Source (not from https sites)

- Customer provides a Micromedex-provided modified link on a secured page within their intranet web site.
- The Micromedex service team enters the URL in our authentication database.
- When users click the link, they will be automatically authenticated and allowed access to the Micromedex 2.0 web site.

IP

- Customer provides the IP address or range of their public or external IP address.
- The Micromedex service team enters the IP address in our authentication database.
- Customers may place links on their desktop, on their own intranet page, or create Bookmarks for the links.
- Users will be automatically authenticated and allowed access, provided the originating IP address matches the one previously authenticated.

Username/Password

- The Micromedex service team enters a Username/Password combination in our authentication database.
- Users will be prompted to type in their Username/Password combination to gain access to the web site.

Username/Password and IP

- The Micromedex service team enters a Username/Password combination in our authentication database.
- Customer provides the Micromedex service team with the IP address or public or external range that identifies their users each time they access the Internet.
- The IP address is entered in the Micromedex authentication database.
- Users will be prompted to type in their Username/Password combination to gain access to the web site.
- Users will be automatically authenticated and allowed access, provided the originating IP address matches the one previously authenticated.

Available URLs

Micromedex Single Sign-On page — Main homepage provides one click access to all subscribed products. micromedexsolutions.com

Micromedex 2.0 home page

<http://www.micromedexsolutions.com/micromedex2/librarian>

Micromedex CareNotes® home page

<http://www.micromedexsolutions.com/carenotes/librarian>

Micromedex Formulary Advisor® home page

<http://www.micromedexsolutions.com/formulary/librarian>

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Dial 3 for Support Services or dial the extensions below when prompted:

- Dial 3, then 1 for **Customer Support, Subscriptions, and Billing**
- Dial 3, then 2 for **Mobile Application Support**
(M-F: 7:00 AM – 5:00 PM MT; Th: 7:00 AM – 2:30 PM MT)
- Dial 3, then 3 for **Product Technical Support (24/7)**
- Dial 4, then 1 for **Sales and Product information**

Outside the U.S. and Canada: Call +1.651.244.4000

Email requests: micromedex.com/support/request



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