

# EDQM ELECTRONIC PUBLICATIONS - TECHNICAL SUPPORT

## European Pharmacopoeia (Ph. Eur.)

- What are the functionalities of the Ph. Eur.?
- What is self-service licencing and what types of licences are eligible?
- What are the technical requirements?
- How can I obtain my login details?
- I did not receive my login details by e-mail.
- I have forgotten my password.
- Can I change the e-mail address associated with my account?
- My licence owner will be leaving or has left the company, what should I do?
- How can I access the archives of the Ph. Eur.?
- Can I access the Ph. Eur. by IP authentication?
- Will the EDQM continue to provide technical support for the previous electronic versions of the Ph. Eur.?
- Will the EDQM continue to provide an offline digital version of the Ph. Eur. (installation on a computer or USB stick)?
- How can I see the track changes in the 11th Edition?
- I have a question, but I cannot find the answer in the FAQs.

## Pharmeuropa online

- General information on Pharmeuropa
  - What is Pharmeuropa?
  - How can I access Pharmeuropa? Technical requirements.
  - Can I access archived issues of Pharmeuropa?
  - Can I share my username and password with my colleagues?
  - Can I access Pharmeuropa by IP authentication?
  - I cannot find the answer to my question about Pharmeuropa in the FAQs.
- Pharmeuropa technical assistance
  - I did not receive an e-mail notification when I registered for access.
  - I have forgotten my username and password.
  - I receive the error message 'The username or password is not correct'.
  - I receive the error message 'An account already exists for this e-mail address'.

## Pharmeuropa Bio & Scientific Notes

- Pharmeuropa Bio & Scientific Notes website technical assistance

## Standard Terms

- How can I access Standard Terms? Technical requirements.
- I did not receive an e-mail with my username and password.
- I have forgotten my username and password
- Can I share my username and password with my colleagues ?
- Can I access Standard Terms by IP authentication?
- My question about Standard Terms is not in the FAQ - how can I contact the EDQM?

## European Paediatric Formulary (PaedForm)

- PaedForm website technical assistance