1. **How do I activate the Epocrates License I received?**

To activate your Epocrates license code, go to epocrates home page, [www.epocrates.com](http://www.epocrates.com), locate the License Certificates heading and then enter your license code in the box provided. Click **Activate** then follow the remaining on-screen instructions.
Select the type of handheld device “Pocket PC” and select your computer type, “Windows or Mac”. Then click Check Out. Wait for few second for the server to authenticate your license.
Next, a **Shopping Cart** window will open indicating that you are about to sign in to a 2-years Subscription on ePocrates and License code.
Next window, **Please Confirm your Order** after entering your email account, then click on **Complete Order**. You should receive an email confirmation later.

Next click **Continue**, 
Then select any optional tools to be added to your PDA and click **Continue**,
Finally select **Begin Download** button, and follow the instructions on your screen.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Size</th>
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<tbody>
<tr>
<td>Drip Rate Calculator PPC</td>
<td>more info</td>
<td>1 KB</td>
</tr>
<tr>
<td>Temperature Conversion PPC</td>
<td>more info</td>
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</tbody>
</table>
2. How do I re-download my Epocrates application?

You need to re-download your Epocrates application if you are experiencing any of the following issues:

- You recently replaced your handheld device.
- You are connecting your handheld device to a different computer.
- You upgraded your Windows Operating System and your Epocrates application does not AutoUpdate.

To re-install or re-download your Epocrates software:

From the Epocrates homepage (www.epocrates.com), click My Account.

a. Log in (if needed).
b. Locate Subscription Information and click on Re-Download My Mobile Software.
c. Follow the remaining on-screen instructions.
d. We recommend you save the Epocrates installation file to your computer's desktop. Double-click the file to re-install your Epocrates application.
e. If you receive a message stating that your version is no longer available OR you do not see any products to download, please follow the instructions below (this option does not apply to Mac users).

f. Return to our website (www.epocrates.com).

g. Under All Mobile Products, click on Epocrates Rx FREE

h. On the next page, locate Get Epocrates Rx FREE and click the Download button

i. Select Handheld Device And Computer Type:
   - Palm Users: select Palm OS and Windows (98/ME/2000/XP)
   - Pocket PC Users: select Pocket PC and Windows (98/ME/2000/XP)

j. Then click Checkout.

k. Log in (if needed).

l. Click Continue.

m. Select any free MedTools Applications you want to install by placing a check mark in the related box(es). Then click Continue.

n. Click Begin Download.

o. Follow the remaining on-screen instructions.

p. During your installation, we will also send/re-send any other Epocrates application(s) to which you have subscribed.

q. Please note: Ensure your handheld meets our minimum requirements and check Requirements for each application you wish to install.

For more information go to the ePocrates Knowledge Base web site to find the answers to many other questions.
http://www2.epocrates.com/support/