

CPhA's CPS online FAQ

Technical/Computer System FAQ

1. What are the system requirements for CPS online?

Windows:

- Internet Explorer 10 and higher
- Google Chrome
- Firefox

Mac:

- Google Chrome
- Safari

Note: these are desktop browsers.



2. Is there a way that I can access my subscription without having to go through the CMA website?

No. Users must be signed in to cma.ca to access CPS online.

3. As a CMA member, do I have to pay to get the CPS on my desktop or tablet?

No. Access to CPS online is a CMA member benefit included with membership for residents and physicians.

4. Who is eligible to access the CPS online at no cost?

The CPS online is available to all CMA member residents and physicians (practising and retired).

5. I am a student. Do I have access to the CPS online at no cost?

The CPS online is included with CMA membership for all residents and physician members (practising and retired). Most medical school libraries in Canada provide access to the CPS online. All CMA members (including students) have access to the mobile version of CPS through the RxTx Mobile app as an exclusive CMA member benefit.

6. What is the value of the CPS online?

This is a CMA membership benefit with a value of over \$500 annually. The CPS online is only available to non-CMA members as part of CPhA's e-suite packages which retails for \$389.

7. Can I save the CPS online icon to my desktop?

No. You must be logged into your cma.ca account to access CPS online.

8. I already have a paid subscription to CPS. What should I do?

Contact CPhA's Customer Service at 1-800-917-9489 or email cps@pharmacists.ca to discuss your options.

9. Can I share access with colleagues in my clinic/health care team?

No. You should not provide your CMA login credentials to anyone.

10. How do I upgrade my subscription to include access to RxTx (drug and therapeutic content) online?

Contact CPhA's Customer Service at 1-800-917-9489 or email cps@pharmacists.ca to discuss your options.

11. I'm getting the message "Internet Explorer has restricted this file from showing active content that could access your computer." What should I do?

Almost all web pages contain JavaScript, a scripting programming language that runs on a visitor's web browser. It makes web pages functional for specific purposes and if it is disabled, the functionality of the web page can be limited or unavailable. Click on this link for instructions on how to enable JavaScript: <http://enable-javascript.com/#ie>.

12. Does CPS online use cookies?

Yes, we only use cookies for session tracking, user authorization and analytics tracking.

13. Why am I getting logged out of the site?

CPS online has a default timeout of 2 hours. This means that if you are not active on the site for 2 hours you will be logged out automatically. When this happens, you will see the message "Your session has timed out due to inactivity". Please return to the cma.ca site to access CPS online again.

14. I have pop-up or ad blocking software enabled. Will this affect my ability to use CPS online?

Yes, pop-up blockers may affect your ability to use all the components and functionality of CPS online. If you have a blocker set, you will be notified and provided the opportunity to allow pop-ups for this particular site.

15. Who do I contact if I am having trouble logging into or registering on cma.ca?

Please contact the CMA Member Service Centre at 1-844-748-8017 (weekdays, 8 a.m. to 8 p.m. ET) or memberservicecentre@cma.ca.

Content FAQ

1. How often is content updated?

Content is updated weekly. CPhA may perform urgent updates between scheduled releases. All updates are automated behind the scenes, so users do not have to manually update content when it becomes available.

2. Why is a drug product not listed in the CPS?

Participation in the CPS is completely voluntary. Drug manufacturers decide whether or not they wish to have their drug monograph included in our content. If a drug product monograph is missing it could be because:

- The manufacturer has not supplied CPhA with the product monograph for the drug, or
- CPhA is currently working on the manufacturer's product monograph for inclusion in the next update.

3. Why do some monographs only have information under the Supplied or Dosage Forms, Composition and Packaging section?

Although CPhA strives to provide the most comprehensive drug information in our application, the decision to publish full or abbreviated product monograph information remains with the manufacturers.

4. Why do some monographs show CPhA as the author or supplier?

CPhA strives to provide the most comprehensive drug information. If there is no prescribing information on a drug or drug class, we develop a CPhA Monograph, written by pharmacist editors and reviewed by expert pharmacists and physicians. The monographs may contain information different from that found in Health Canada-approved product monographs. Consult *About Monograph Information* in the About section found at the bottom of the portal.

5. Can I give patients copies of the Information for the Patient pages?

Yes. Although CPhA maintains copyright for this compiled work, we grant permission to print and distribute individual pages for the purpose of providing information to patients.

6. Can I print sections of drug monographs?

Yes. The printable version allows you to print out selected sections of a monograph. When you click on the printer icon in the tool bar, a new window will open containing that monograph along with a selection of printable sections. All sections show a checkmark to the left of the section header by default. To de-select a section header, click on the checkmark. All section headers will display, along with the selected sections on the final printed document.

7. How do I get a better quality printout?

Each CPS Drug Monograph and Patient Information Page contains a link to display a printable version of the content. Click the link to open the printable version, then click on the print link to open the print window.

If you are considering printing other information found in our application, please contact us at permissions@pharmacists.ca.

8. Does CPS online use PDF files? What version of Adobe Acrobat do I need to view these PDFs?

Some files in CPS may only be available in PDF, particularly where there are links to information made available from other organizations, such as Health Canada. All PDF files can be viewed using almost any PDF reader; however, Adobe Acrobat Reader is typically the most trusted solution.

9. Can I access both the English and French CPS online?

Yes — you can easily switch from English to French by clicking “Français” in the top right hand corner of the screen and vice versa for French to English.

10. What is the correct way to reference CPS for articles, journals or papers?

To reference CPS, CPhA recommends using Vancouver style, which follows the *Uniform Requirements for Manuscripts Submitted to Biomedical Journals* as well as the *National Library of Medicine Recommended Formats for Bibliographic Citation. Supplement: Internet Formats*. Users may wish to reference the entire CPS or refer to a specific product monograph.

To reference the entire CPS:

CPS [Internet]. Ottawa (ON): Canadian Pharmacists Association; c2016 [cited YYYY MMM DD]. Available from: <http://www.myrxtx.ca>. Also available in paper copy from the publisher.

To reference part of CPS, such as a product monograph (e.g., Gleevec):

CPS [Internet]. Ottawa (ON): Canadian Pharmacists Association; c2016 [updated YYYY MMM DD; cited YYYY MMM DD]. Gleevec [product monograph]. Available from: <http://www.myrxtx.ca>. Also available in paper copy from the publisher.

11. I would like to integrate the CPhA content directly into my clinical management system. Can that be done?

Yes. For more information, please contact Michel Gaudette, Director, Sales and Development at mgaudette@pharmacists.ca or 1-800-917-9489 ext. 297.

12. How do I provide feedback or get customer support?

You can contact Customer Service between 8:30 a.m. and 4:30 p.m. ET using the following methods:

- Web: Use the [Feedback form](#)

- Tel.: 613-523-7877 or within Canada: 1-800-917-9489
- Email: support@pharmacists.ca

13. I have some suggestions for improvements or missing content. How can I send them to you?

We always welcome enhancement suggestions. Please select the Feedback button at the bottom left-hand side of the screen and fill out the form. Thanks!

14. Where do I submit a specific bug or issue I found in CPS?

Your feedback is important to us. If you'd like to report a specific bug or issue, please select the Feedback button at the bottom left-hand side of the screen and fill out the form. We will try to address the issue as soon as we can. Thank you!