In light of COVID-19 many subscription users are working remotely. We want to help you continue to provide services to all users as best as we can. Below we have provided a few tips on how to continue accessing the manual from remotely.

Technical Specifications for optimal usage of the NCM, PNCM, and/or SNCM:

- Microsoft Internet Explorer v10.0 or above
- Mozilla Firefox v59 or above
- Apple Safari v10.0 or above
- Google Chrome v65 or above
- Adobe Acrobat DC

Other technical specifications:

- Javascript and cookies must be enabled on your browser in order to use the NCM website.

- Disable pop-up blockers so that new browser windows can launch when you access printer-friendly client education handouts, references, and external websites.

Remote access via IP authentication:

If you are accustomed in accessing your facility's manual through their intranet (via custom URL without using a username and password), working remotely may create a slight problem. Your home pc and or laptop's IP address will more than likely will not be listed within your facility's subscription. Below are a few tips to confirm with your facility's IT contact to continue uninterrupted access to Nutrition Care Manual products.

VPN (Virtual Private Network):
- If your facility has a VPN, please login through the VPN per your IT department instructions to connect to your facility's intranet. This will allow you to continue your normal access through your intranet without having to login with a username and password.

Ez-Proxy access:
Your facility's IT department will need to contact your proxy's vendor to set-up access remotely. The proxy vendor will provide a stanza to add to your facility's custom URL for the manual. To view how to set-up the custom URL please go to https://www.nutritioncaremanual.org/faq.cfm to view the instructions "How do I access the NCM Products without logging in each time?"

Adding contacts directly:

If you would like to simply login to the manual with a username and password. Please go to www.nutritioncaremanual.org to do so.

- If you are the administrator of your subscription who would like to add contacts to login manually and need instructions on how to do so, please go to https://www.nutritioncaremanual.org/faq.cfm to view the instructions "How do I add or delete a contact?"
- If you are currently listed within a subscription and unsure what your username and password is, please email ncmsupport@eatright.org for assistance.