

Dear customer,

Thank you for choosing Visible Body as your clinical tool of choice.

Product	# of Users	Effective Date	Renew Before	Order #Type
PREMIUM PACKAGE-Complete Access Site License - Subscription-	Site	09-Oct-2017	08-Nov-2017	1070035 Trial

Do you have a proxy server?

If you plan to access Visible Body via a proxy server, our Technical Support team will need additional information to enable your access. Please use the link provided above and send the "proxied" URL to us at support@ovid.com

Note that due to the image-rich nature of the resource, there will be a delay when loading Visible Body at the start.

Installing Mobile apps

These guidelines are for Visible Body Complete and Mobile app subscriptions only.

If your access is via username and password, the Activation Codes should be attached to this email. [Download the user guide.](#)

If your access is via institutional IP. Using the mobile device's browser, go to <http://ovid.visiblebody.com/mobile/>. When the page loads you should see the apps associated with the IP range of your device. Make sure to turn off your mobile data connection to ensure your mobile device is connecting through the institutional WIFI network IP range.

Instructions for **off-campus users** to receive user credentials for Visible Body apps:

1. Via your institutional IP range, or via your institute's proxy server go to <http://ovid.visiblebody.com/mobile/>
2. Click "Off Campus?"
3. Submit your email address, and VB will ask you for a verification code
4. You will receive an email with the verification code immediately
5. Enter the verification code received by email and hit submit
6. You will now receive your user credentials both on-screen as well as by email
7. On your mobile device click on the VB app link and follow the instructions

Additional Resources

Refer to System Requirements for your product, to obtain additional information.

- The [Visible Body Home Page](#) includes, but is not limited to, System Requirements, Tutorials, Help Content and Release Notes for each individual Visible Body application.
- [Get Answers at the Visible Body - Support Troubleshooting FAQ](#)

- [Visible Body Demo Videos](#)

For assistance in utilizing these features, please contact Support at support@ovid.com.

Best Regards,

Timothy Curran
Vice President, Customer Support
Health Learning, Research & Practice
Wolters Kluwer

Contact Wolters Kluwer

For assistance in these areas, please contact our Support team by email or phone. Email support@ovid.com or view our list of [toll free and local phone numbers](#). For all other questions related to your account or subscriptions, [contact your local Wolters Kluwer office](#)

