

DYNAMED FAQs

I can't logon to the DynaMed app anymore, what do I do?

They may need to reauthenticate. Try going to settings on top left-hand side and logging out. The log back in the app will ask you to authenticate via "Institutional Network and for this they will need to be on an authenticated wi-fi network. The easiest way to authenticate is to set up a Personal User Account (instructions attached) and use the "Sign In" method.

Three months has passed. Can I use my original personal logon? Do I need to be onsite when logging on after three months? The app will prompt you to re-enter your active credentials. If you are using the Hospital Wi-Fi method then yes you have to be onsite, if you have a PUA you do not need to be onsite, you will just need to re-enter your PUA credentials (ie username/email and password).

Do I logon to the App and/or the website?

You can login to either with a PUA, and they will sync data across so you will not lose any browsing history or CPD. However, only the mobile app can be set up to be used offline.

I can't find where to reset my password

If you need to reset your password – go to Dynamed.com home page and click on the person icon and "Sign in". Then click on "Forgot password" and an email will be sent to your registered email address with a security code that will allow you to reset your password.

Do I need to be within IP to reset my password?

No – an email will be sent to the registered address and you can reset using the security code as above.

Do I reset my password at the DynaMed site?

Yes, you need to go to DynaMed.com home page and click on "Sign In" to reset.

How are the personal logon for the site and the DynaMed App connected? Will the one logon, created when onsite, at the DynaMed website, work for both the website and the App?

Yes, the web version and app sync data, however you must be signed in to your PUA and the same credentials work for both.