

2025 NatMed Pro Platform Upgrade FAQs

- 1. Will the price or terms of my subscription change?**
 - No, your subscription price and terms will remain the same.
- 2. Will my login information change?**
 - No, you can continue using the same login information.
- 3. Will the website URL change?**
 - The primary URL will remain the same:
<https://naturalmedicines.therapeuticresearch.com/>
 - The individual pages such as the Interaction Checker tool will have an updated URL. We recommend updating bookmarked pages with the new URL.
- 4. Do I need to do anything different to access the site?**
 - No, you will access the site exactly as you do today.
- 5. Will there be downtime during the transition?**
 - We anticipate minimal to no downtime. The website transition will occur during off hours and TRC will communicate in advance of the cutover window.
- 6. What changes can I expect with the new website?**
 - The entire website has been redesigned for improved navigation and user experience.
 - The performance of the site will be improved – faster load times for the entire website including the tool, search, and browsing the databases.
 - The website will be mobile-friendly and can be easily accessible via mobile and tablet.
 - All of the clinical tools (including the Interaction Checker and Effectiveness) have been updated and will function in a new way. Help guides and support will be available.
 - Improved search functionality.
 - Improved how the content is organized browsed and searched.
 - Improvements to the commercial products page with label images now.
- 7. Is there a timeline for the launch?**
 - March - April 2025.
- 8. What if I encounter issues after the launch?**
 - Please submit them via the [Contact Us](#) form.
- 9. How can I provide feedback about the new site?**
 - Please submit them via the [Contact Us](#) form.