

Unable To Access UpToDate -PHT/A7 (2016)

Nurul Azurah Mohd Roni

Mon 4/4/2016 9:22 AM

To: thjack15@hotmail.com <thjack15@hotmail.com>;

Good Morning Jack!

Kindly be informed that your complaint regarding unable to access UpToDate has been received.

For your information, we are still in the process for subscribing to UpToDate. It still pending at the university top management approval.

At the moment you may use a complimentary 30-day Guest Pass to UpToDate online as follow:

User Name: 2E7F622052

Password: 59210818

Please log in to your guest pass within 30 days of the date it was sent or it will expire. Once you have first logged in, your guest pass will be valid for 30 days.

Any further details you may email to rujukanpht@usm.my / ext. 1468. Sorry for any inconvenience.

Thank you.

'Memastikan Kelestarian Hari Esok'
'Ensuring a Sustainable Tomorrow'

Regards,

Nurul Azurah Mohd Roni

Pegawai Aduan

Perpustakaan Hamdan Tahir, Universiti Sains Malaysia Kampus Kesihatan,
16150 Kota Bharu, Kelantan

Tel + 60 (9)767 1464 | Fax + 60 (9)767 1460

www.pustaka.kk.usm.my

Please consider the environment before printing this email

From: Universiti Sains Malaysia Libraries <no-reply@wufoo.com>

Sent: Monday, April 4, 2016 4:55 AM

To: Radia Banu Jan Mohamad; infolib; lbbsb@eng.usm.my; Nurul Azurah Mohd Roni; Mohd Kamal Mohd Napiah; Asma Wati Ibrahim

Subject: Universiti Sains Malaysia Libraries eFeedback [#700]

BAHAGIAN 1 : KATEGORI MAKLUM BALAS

• Aduan / Complaint

PART 1 : type of feedback *

BAHAGIAN 2 : BUTIRAN MAKLUM BALAS

Jack

PART 2 : Feedback details

Nama / Name *

No Matric / Staff No:	Pum0186/13
Tarikh / Date: *	<u>Sunday, April 3, 2016</u>
Category *	Pelajar / Student
Emel / Email: *	thjack15@hotmail.com
Telefon / Phone: *	0176838237
Libraries *	Perpustakaan Hamdan Tahir
Maklum Balas / Feedback: *	UpToDate trial subscription has expired. Does the library or USM plan to subscribe it for longterm? I got your reply few weeks ago when you mentioned that USM will subscribe it begining 1st april. It seems rather like a false promise instead.



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