

# Registering and Paying for myClinicalExchange

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Dear myClinicalExchange Student,

Welcome to the myClinicalExchange program (mCE). We are making your clinical rotations more organized, efficient, and easy to manage! The directions provided in this letter are divided into three parts: Registration, Log In & Payment, and Navigation Tips.

We wish you a successful year and trust you will find mCE a simple and helpful tool in your academic career!

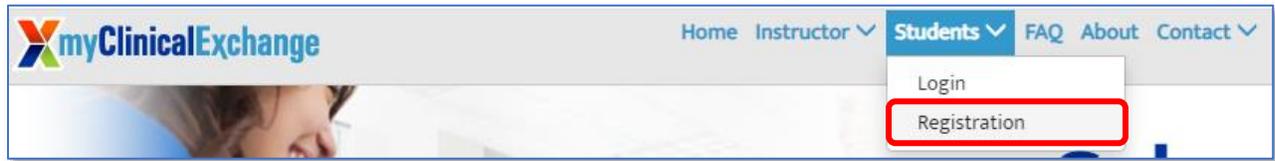
Sincerely,

mCE Team

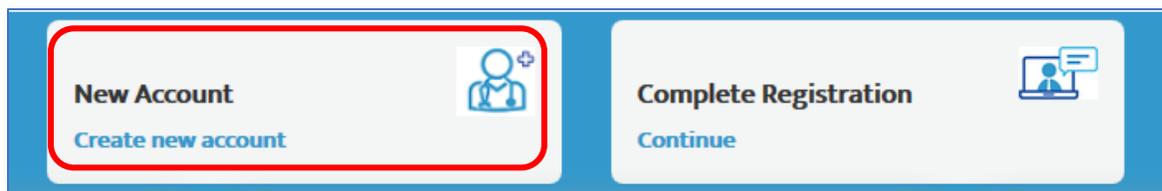
# Registration

We recommend using Google Chrome, Firefox, or Safari.

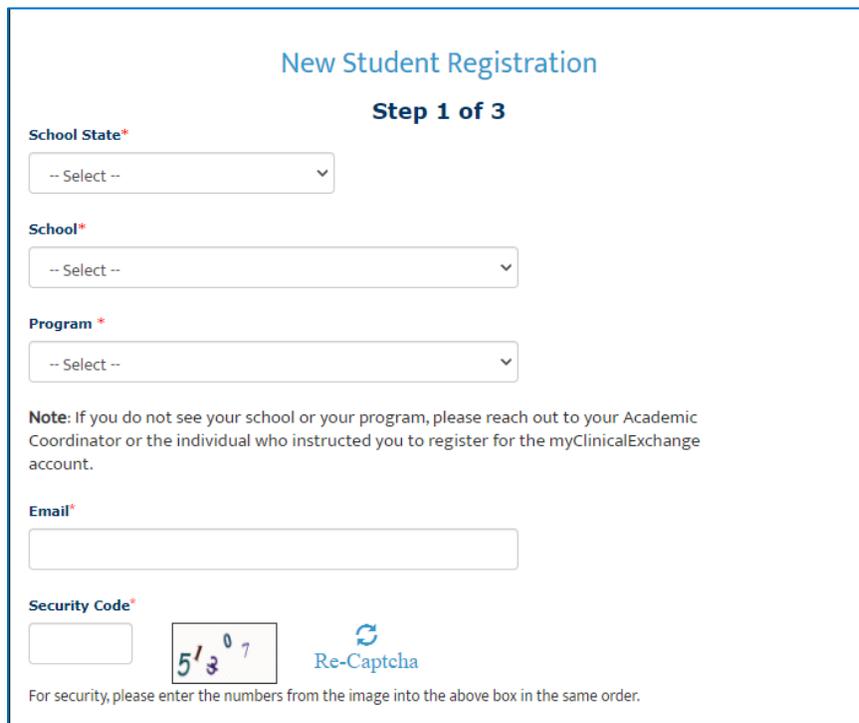
1. Go to [www.myclinicalexchange.com](http://www.myclinicalexchange.com)
2. Click the **Student** menu and select **Registration**.



3. Click **New Account**.



4. Complete Step 1 of 3

The image shows a registration form titled 'New Student Registration Step 1 of 3'. It contains several required fields: 'School State\*' (dropdown menu), 'School\*' (dropdown menu), 'Program\*' (dropdown menu), 'Email\*' (text input), and 'Security Code\*' (text input). Below the security code field is a Re-Captcha image showing the numbers 5, 3, 0, 7. A note below the dropdown menus states: 'Note: If you do not see your school or your program, please reach out to your Academic Coordinator or the individual who instructed you to register for the myClinicalExchange account.'

- a. Select School State
- b. Select School
- c. Select Program
- d. Enter your school-issued email

A proper e-mail address is required. The system will send a validation code in the next step. A personal e-mail address may be used if the University does not issue University-based e-mail addresses.

- e. Enter the Security Code numbers. If you cannot read the security code, click the “refresh” icon to see a new set of numbers. There will be NO letters, just numbers.

5. Click **Continue**
6. Complete Step 2 of 3

## New Student Registration Validation

### Step 2 of 3

A validation code was sent to the email address you provided in step 1. Enter the validation code to continue your registration process. If you have not received the validation code, click the “Resend validation code” button below to receive a new code.

**Enter Email**

[icon]

**Enter Validation Code**

**Enter Security Code\***

2 7 0 9 5

  
Re-Captcha

For security, please enter the numbers from the image into the above box in the same order.

Resend validation code

Continue Registration

Back

- a. Enter Validation Code.  
A validation code was sent to your email from **mCE do-not-reply (do-not-reply@myclinicalexchange.com)**. If you do not see the email in your inbox, junk or spam folder, please click **Resend Validation Code**.
- b. Enter the security code.
- c. Click **Continue Registration**.

7. Complete Step 3 of 3 to complete your New Student Registration Profile

## New Student Registration Profile

### Step 3 of 3

<b>First Name *</b> <input style="width: 90%; height: 20px;" type="text"/>	<b>Middle Name</b> <input style="width: 90%; height: 20px;" type="text"/>	<b>Last Name *</b> <input style="width: 90%; height: 20px;" type="text"/>
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Note that \* identifies those fields that are required.

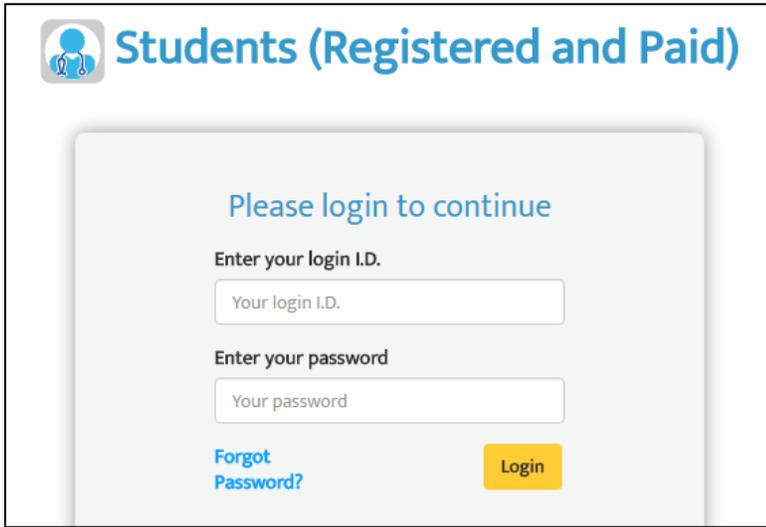
The profile is comprised of four sections:

- a. Personal Information. Required fields are:
    - i. First name (your legal first name)
    - ii. Last Name (your legal last name)
    - iii. Date of Birth
    - iv. SSN (enter without dashes)
    - v. Address (your physical place of residence)
    - vi. City
    - vii. State
    - viii. Zip
    - ix. Mobile (the best number at which you can be contacted)
  - b. School Enrollment Details. Required fields are populated from Step 1.
  - c. Emergency Contact Person. Required fields include:
    - i. Name
    - ii. Relationship
    - iii. Phone
  - d. Login Details. Required fields are:
    - i. Login ID (populated from Step 1)
    - ii. Password (Minimum 8 characters, with at least 1 alpha, special (! @ # \$ % ^ & \* ?), numeric, and upper & lower case)
    - iii. Confirm Password
8. Check the box at the bottom of the page to agree to the [myClinicalExchange Privacy Notice](#) and [HealthStream's Terms of Use](#).
  9. Click Complete Registration. You will see a confirmation page indicating that your account has been created. Please note that a payment is required to allow you full access to all functions of myClinicalExchange.
  10. Click **Continue** to navigate to the Student Login Page.

# Logging into mCE

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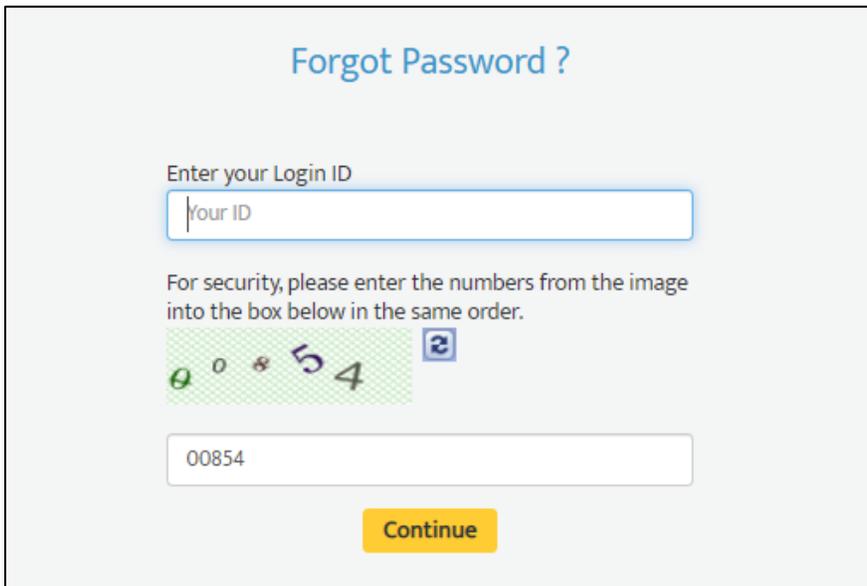
1. You will be redirected to Students login page



The image shows a login page for students. At the top left, there is a blue icon of a person with a gear, followed by the text "Students (Registered and Paid)" in blue. Below this, the text "Please login to continue" is displayed in blue. Underneath, there are two input fields: "Enter your login I.D." with a placeholder "Your login I.D." and "Enter your password" with a placeholder "Your password". To the left of the password field is a blue link "Forgot Password?". To the right of the password field is a yellow "Login" button.

2. Enter your login I.D. (This is the e-mail address with which you registered.)
3. Enter your password (This is the password you created while registering.) and click Login.

If you do not remember your password, click **Forgot Password?** to reset your password.



The image shows a "Forgot Password?" page. At the top, the text "Forgot Password?" is displayed in blue. Below this, there is an input field labeled "Enter your Login ID" with a placeholder "Your ID". Underneath, there is a security code box containing a grid of numbers: 0, 0, 8, 5, 4, and a small blue icon of a person. Below the security code box is an input field containing the text "00854". At the bottom of the page is a yellow "Continue" button.

1. Enter your Login ID. (This is the e-mail address with which you registered.)
2. Enter the Security Code.
  - a. Look at the numbers in the security code box, then type them into the text box under the numbers.
  - a. These will be numbers ONLY, not letters.

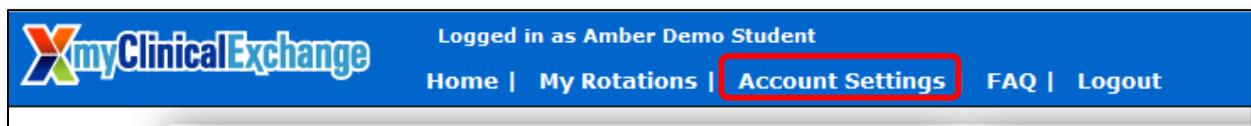
- b. If you can't read the numbers, click the refresh button on the right and mCE will generate a new set of numbers.
3. Click **Continue**
4. Select where to send the password link
5. Click **Send Password Reset Link**
6. Please check your inbox for an e-mail from [do-not-reply@myclinicalexchange.com](mailto:do-not-reply@myclinicalexchange.com) with a link to reset your password.
  - a. If you do not see an e-mail from this address, please check your junk and spam folders. You will want to designate [do-not-reply@myclinicalexchange.com](mailto:do-not-reply@myclinicalexchange.com) as a "Safe Sender" so that further e-mails from myClinicalExchange come directly to your inbox.
  - b. If you still do not see the e-mail or if you are receiving an error message from the system when you try to get your password, please see the troubleshooting tips on the next page.
7. Once you receive your password reset link in your inbox, click the link to be navigated back to mCE.
8. You will be prompted to create a new password of your own choosing. Your new password **MUST** include:
  - a. 8 characters
  - b. 1 upper case
  - c. 1 lower case
  - d. 1 number
  - e. 1 special character (!, @, #, \$, %, ^, &, \*)
9. Enter the security code
10. Click Confirm
11. Click Close
12. Enter your email address as the Login ID.
13. Enter your new password.
14. Click the yellow **Login** button.

## Payment

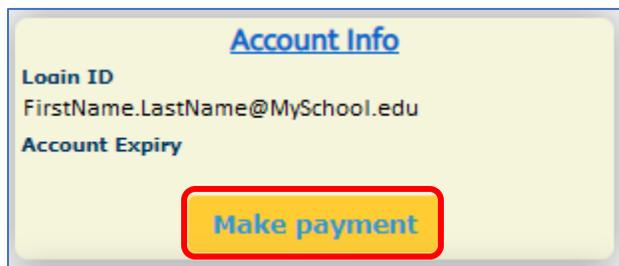
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Please check with your School and/or Hospital to see if you need to personally pay for your myClinicalExchange account. In some cases, your School or your rotational Hospital *may* cover your registration fee.

1. Click "Account Settings".



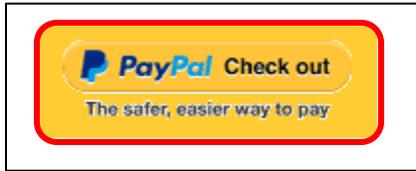
2. Click **Make payment** in the top right Account Info section.



3. Double-check that all the information is correct.
  - a. Product: myClinicalExchange
  - b. Term: *the length of subscription*

**Please read the instructions before you proceed to Paypal checkout.**

4. Click the orange **PayPal Checkout** button.



5. A new tab will open from PayPal.
  - a. If you have a PayPal account, you can sign in and pay.
  - b. If you do not have PayPal account, click **Pay with Debit or Credit Card** at the bottom to check out as a guest.
6. You will be sent a receipt from PayPal. Please keep this for your records.

## Navigation and Tips

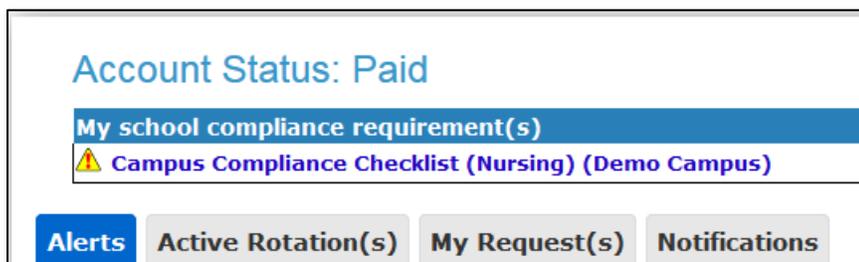
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To better understand how to use mCE, please check out our FAQ's  at the top-right of the page or our YouTube channel at <https://www.youtube.com/user/myClinicalExchange>.

On your homepage, you will see several important things you will need to access and understand.

At the top of the page in a **blue header** is your Academic Institution's Compliance Checklist information. Clicking on the words "**Campus Compliance Checklist**" will navigate you directly to your Campus Checklist.

You will also see four tabs of information under your Campus Compliance Checklist.



### 1. Alerts

- i. The *My Alerts!* center lists all the items that are pending completion. If an item is connected to a specific rotation, the Rotation Number is listed first followed by the item pending completion.

### 2. Active Rotation(s)

- i. Any rotations that you have been scheduled for are listed here. If you click the Rotation Number, you will be directed to a more detailed page regarding that specific rotation.

- ii. If you do not have any Rotations, that means you have not yet been scheduled for a rotation in the mCE system. Please contact your Clinical Coordinator at your school to resolve this issue.
- 3. My Request(s)**
- i. Please disregard this tab unless you are an independent or Advanced Practicum student. If you are an independent/advanced practice student AND your Hospital has asked you to submit your own placement request, please contact [support@myclinicalexchange.com](mailto:support@myclinicalexchange.com) for more details.
- 4. Notifications**
- i. Any messages sent to you from your Academic Institution, Hospital Coordinator, and any auto notifications from mCE will be listed here.

## Troubleshooting Tips

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- **What email should I use?**
  - If your Academic Institution issues email addresses, please use the one they gave you. If your Academic Institution did not provide you an email address, a Google, Yahoo, Hotmail, etc. email address is acceptable.
- **Why haven't I received my validation code?**
  - It can take up to 15 minutes for the validation code to be sent to your email. If you've waited 15 minutes, please check your junk folder, Spam folder, or Clutter Box. The e-mail will be from [do-not-reply@myclinicalexchange.com](mailto:do-not-reply@myclinicalexchange.com). Please mark e-mails from the domain "myclinicalexchange.com" as a "Safe Sender" so that future correspondence comes immediately to your inbox. If you still have not received the email, verify the email you entered is correct.
- **Do I have to use PayPal to pay?**
  - Yes, the only way myClinicalExchange accepts payment is through this vendor.
- **Why isn't Internet Explorer loading this website?**
  - Are you are using Internet Explorer, v8 or lower? If so, you will either need to update Internet Explorer to v9 or higher. Alternatively, try again in Chrome, Safari or Firefox.
- **Why do I have to create Security Questions?**
  - When you create your security questions you make recovering your password much easier in the event you forget your password.
- **What do I do if I forget my login I.D.?**
  - Please reach out to your University Coordinator for this information.
- **I forgot my password. How do I login?**
  - To retrieve your password, please navigate to the mCE website.
    - Click the **Student** button.
    - Click **Forgot Password?**
    - Enter your email address and the Security Code.
    - Click **Continue**.
    - Select location to send password reset.
    - Click **Send Password Reset Link**
    - Please check your inbox, junk, and spam for an e-mail from [do-not-reply@myclinicalexchange.com](mailto:do-not-reply@myclinicalexchange.com) containing a password reset link.