

Registering and Paying for myClinicalExchange

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 intended for students who will submit their own placement request directly to the Hospital. If your University Coordinators arranges and manages your rotation, please disregard these instructions and contact your University Coordinator for further direction.

This informational letter is divided into several parts:

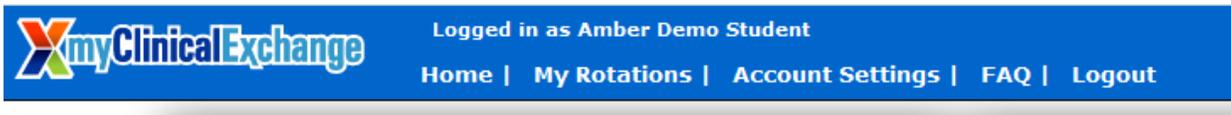
[Step 1: Registration](#)

[Step 2: Log In & Navigation](#)

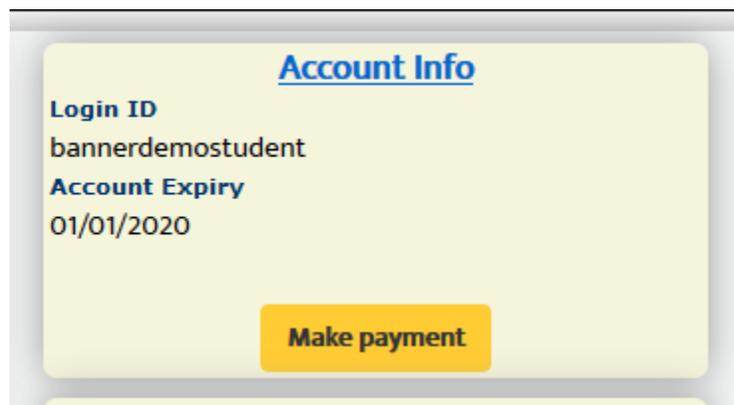
[Error! Reference source not found.Step 4: Payment](#)

You do NOT need to provide payment until your request is approved. If your request is denied, then no payment is required. If your request is approved and you do NOT provide payment at that time, you will not be scheduled for the rotation or be able to complete your onboarding requirements.

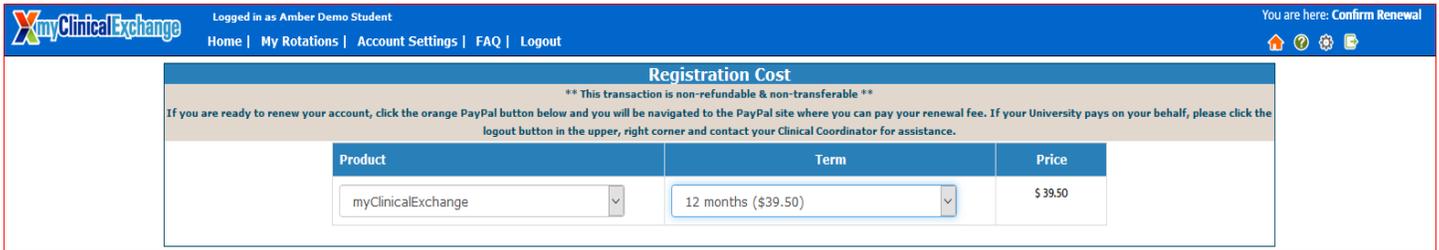
1. At the top left of your homepage, you will see the words, "Account Settings".



2. The platform will navigate you to your profile. On the top right corner, click "**Make payment**".



3. Double check that all the information on the next page is correct. Please read the instruction before you proceed to Paypal checkout.



myClinicalExchange

Logged in as Amber Demo Student

Home | My Rotations | Account Settings | FAQ | Logout

You are here: Confirm Renewal

Registration Cost

**** This transaction is non-refundable & non-transferable ****

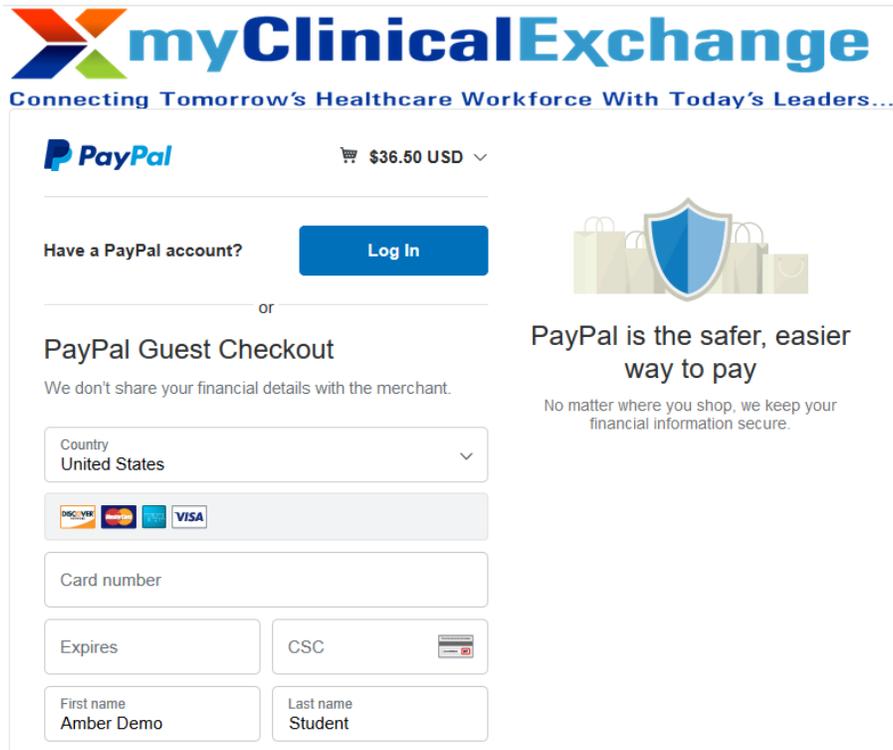
If you are ready to renew your account, click the orange PayPal button below and you will be navigated to the PayPal site where you can pay your renewal fee. If your University pays on your behalf, please click the logout button in the upper, right corner and contact your Clinical Coordinator for assistance.

Product	Term	Price
myClinicalExchange	12 months (\$39.50)	\$39.50

4. This will navigate you to a billing page outlining the charges. 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.



myClinicalExchange

Connecting Tomorrow's Healthcare Workforce With Today's Leaders...

PayPal \$36.50 USD

Have a PayPal account? [Log In](#)

or

PayPal Guest Checkout

We don't share your financial details with the merchant.

Country: United States

Discover | Mastercard | Visa

Card number

Expires | CSC

First name: Amber Demo | Last name: Student

PayPal is the safer, easier way to pay

No matter where you shop, we keep your financial information secure.

6. With either option, you will be prompted to enter in your billing information. Once you've entered your information, click on **Pay Now**.

7. You will be sent a receipt from PayPal. Please keep this for your records.

Step 5: Completing Compliance

[Troubleshooting Tips](#)

You may press and hold the CTRL key on your keyboard and then click on one of the topics above and you will be directed to the appropriate section of this informational letter.

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

Sincerely,

mCE Team

Step 1: Registration

Please navigate to <https://www.myclinicalexchange.com/MainPage.aspx> by either following this link or copy/pasting it into your web browser.

We recommend using the following internet browsers for the optimal use of myClinicalExchange.

- Google Chrome
- Firefox
- Safari

1. In the upper right corner of the homepage, click the **Students** button and select **Registration** from the drop-down menu.



You will be navigated to a page where you can choose from the two options below.



2. Click on the **New Account** (the red box) option. You will be directed to Step 1 of 3.

New Student Registration

Step 1 of 3

School State*

-- Select --

School*

-- Select --

Program *

-- Select --

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.

Email*

Security Code*

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

[Continue](#) [Back](#)

3. **School State:** Please select the State your Academic Institution is located in.
4. **School:** Select the name of your Academic Institution. If you **do not** see the name of your Academic Institution, please contact your School Coordinator for assistance.
5. **Program:** Select the program you are enrolled under at your Academic Institution. If you **do not** see the name of your program, please contact your School Coordinator for assistance.
6. Enter your school-issued email.
 - a. You must use a proper e-mail address as the system will send you a validation code in the next step. You may use a personal e-mail address if your School does not issue student e-mail addresses.
7. Enter the security code numbers in the blank box (the orange box above).
 - a. 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.
8. Click **Continue** and you will be navigated to Step 2 of 3.
9. A validation code will be sent to your email from do-not-reply@myclinicalexchange.com. Please check your inbox for that validation code. If you do not see your validation code in your email, please click on **Resend Validation code**.
10. Enter the validation code from the email (blue box below).
11. Enter the security code (yellow box below).

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

Enter Validation Code

Enter Security Code  

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

12. Click on **Continue Registration**. You will be directed to Step 3 of 3 where you input your personal information.

Please note that a **red** asterisk next to a box means that information is required to proceed in mCE.

This next area can be broken down into three sections; Personal Information, Emergency Contact Person, and Login Details.

Personal Information:

First Name * <input type="text"/>	Middle Name <input type="text"/>	Last Name * <input type="text"/>
Date Of Birth * <input type="text"/> <small>(MM/DD/YYYY)</small>	Gender <input type="text" value="-- Select --"/>	Ethnicity <input type="text" value="-- Select --"/>
School Provided Id <input type="text"/>	SSN * <input type="text"/>	
Address* <input type="text"/>	Apt/ Unit/ Ste # <input type="text"/>	City* <input type="text"/>
State* <input type="text" value="-- Select --"/>	Zip* <input type="text"/>	Mobile* <input type="text"/>

The following information is required on this page:

First Name: Your legal first name.

Last Name: Your legal last name.

Date of Birth: Your date of birth (no one under the age of 13 is allowed to register).

SSN: Your full social security number with no dashes.

Address: Your physical place of residence.

City: The city in which you reside.

State: The state in which you reside.

Zip: Enter the zip code associated to your address.

Mobile: The best contact number you can be reached at.

Please note that myClinicalExchange does not share or sell your information.

Emergency Contact Person:

Emergency Contact Person (In case of an Emergency)		
Name* <input type="text"/>	Relationship* <input type="text"/>	Phone* <input type="text"/>

Name: Enter your Emergency Contact's first and last name.

Relationship: Enter their relationship to you.

Phone: The best contact number they can be reached at.

Login Details:

Revised December 6, 20222

Login Details

Login ID: *

Password: *

Confirm Password: *

(minimum 6 characters, atleast one alpha, numeric, special, upper & lower case)

Login ID: The email you entered at the beginning of this process will populate in this area.

Password: Enter in your password.

Confirm Password: Re-enter your password.

At the end of these four parts, you will see the image below.

By checking this box, I acknowledge I have read, understood, and agree to the [Privacy and Terms](#) and [Web App Usage Terms of Service](#). Furthermore, I hereby authorize myClinicalExchange to release my information to the school/campus in which I am enrolled and to any clinical or non-clinical agencies where I may participate in a rotation.

[Complete Registration](#) [Back](#)

In order to proceed forward, please **check the box** to agree to the [Privacy and Terms](#) and [Web App Usage Terms of Service](#).

11.) Click on **Complete Registration**. You will see a confirmation page indicating that your account has been created

12.) Click **Continue** to be navigated to the Student Login Page.

Step 2: Log In & Navigation

1. On the login page, enter the email and password you created in the *Login Details* area. Click **Login**.
 - a. If you don't remember your password, use the "Forgot Password?" link to have your password emailed to you.
2. Please read the disclosure and click **Accept**.

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.

3. The top left corner will indicate your Account Status is "Paid" or "Unpaid" (purple box below).
 - a. You **DO NOT** need a payment against your account in order to submit a Request for a placement. However, IF your placement request is Approved, you will need to provide payment at that time. mCE will send you an automatic email when your placement is approved with directions on how to pay OR you may refer to the "Payment" section below.
4. You will see four tabs of information under your Account Status.

Account Status: **Unpaid**

Pay with PayPal

There is no school compliance items associated for your profile. Further assistance, please contact your school coordinator.

Alerts

Active Rotation(s)

My Request(s)

Notifications

My Alerts! - 1 requires your attention.

Planned Graduation information is missing in your account profile

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 are approved and you have been scheduled for are listed in your Rotation area. If you click the Rotation Number, you will be directed to a more detailed page regarding that specific rotation.

If you do not have any **Alerts** or **Active Rotations**, that means you have not yet been scheduled:

1. You may not have submitted a placement Request yet. See the next section “Submitting Your Request” for information on how to submit your own Request.
2. The Request may still be “Pending”. Check the “My Request(s)” tab for a status update.
3. The Request may be approved, and your account is unpaid. Read the “Payment” section below for more details.

3. My Request(s)

- i. You will need to submit your own Request for a placement. Request(s) you’ve submitted will be listed here along with the “Status” of the Request.

4. Notifications

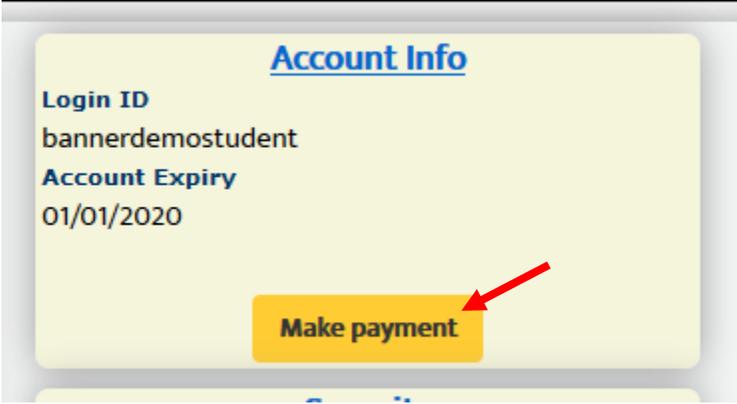
- i. Any messages sent to you from your Academic Institution, Hospital Coordinator, and any auto notifications from mCE will be listed here.

Step 4: Payment

You do NOT need to provide payment until your request is approved. If your request is denied, then no payment is required. If your request is approved and you do NOT provide payment at that time, you will not be scheduled for the rotation or be able to complete your onboarding requirements.

8. At the top left of your homepage, you will see the words, “Account Settings”.

9. The platform will navigate you to your profile. On the top right corner, click **“Make payment”**.



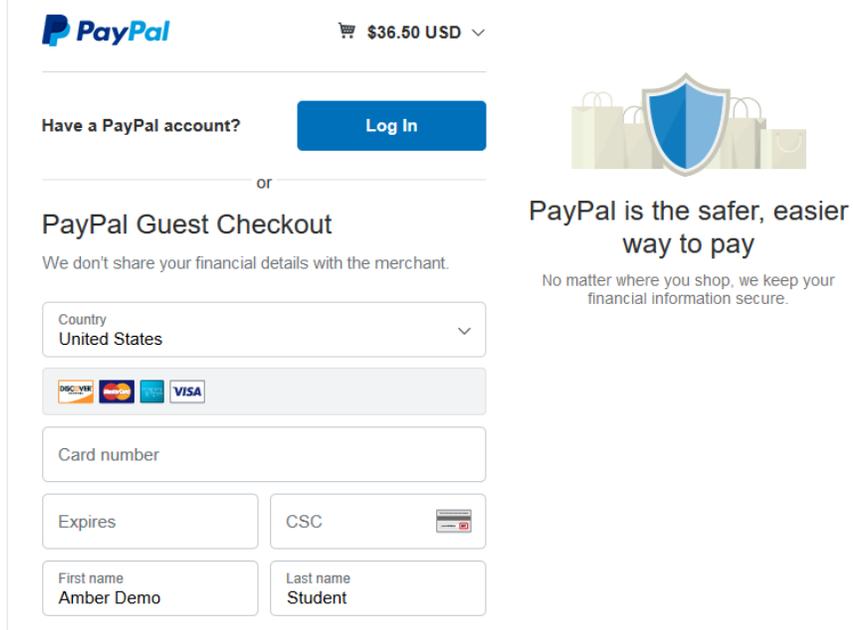
10. Double check that all the information on the next page is correct. Please read the instruction before you proceed to Paypal checkout.



11. This will navigate you to a billing page outlining the charges. Click the orange **PayPal Checkout** button.



12. A new tab will open from PayPal.
- If you have a PayPal account, you can sign in and pay.
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13. With either option, you will be prompted to enter in your billing information. Once you've entered your information, click on **Pay Now**.

14. You will be sent a receipt from PayPal. Please keep this for your records.

Step 5: Completing Compliance

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>.

- 1.) On your Home Page, click on your **Alerts** tab.
 - a. 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. Click on the blue alert to be navigated to the requirements for completion.

Alerts	Active Rotation(s)	My Request(s)	Notifications
			My Alerts!
Planned Graduation information is missing in your account profile			
Rotation # 88635 Survey Pending			
Rotation # 88636 Survey Pending			
Rotation # 94424 Survey Pending			
Rotation # 99430 - Pending Paperwork			
Rotation # 99491 - Pending Paperwork			
Rotation # 99491 - One or more online tests not yet completed			
Rotation # 99491 - Checklist not in compliance			
Rotation # 101273 - One or more orientation modules not yet completed			

2.) Click your **Active Rotation(s)** tab to see more details about the rotation you have been approved for.

If you do not have any **Alerts** or **Active Rotations** that means you have not yet been scheduled:

1. You may not have submitted a placement Request yet. See the above section “Submitting Your Request” for information on how to submit your own Request.
2. The Request may still be “Pending”. Check the “My Request(s)” tab for a status update.
3. The Request may be approved, and your account is unpaid. Read the “Payment” section above for more details.

Troubleshooting Tips

- **What email should I use?**
 - If your Academic Institution issues email addresses, please use the one they gave you. This is a more secure email server than Google, Yahoo, Hotmail, etc. 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. 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.
- **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 **Email Password**.
- Please check your inbox for an e-mail from do-not-reply@myclinicalexchange.com with prompts on resetting your password.

If you are still experiencing issues, you can e-mail mcesupport@healthstream.com. Please provide your name, the School you attend, and a brief description of the issue you're experiencing.