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

Step 3: Submitting your Request

Step 4: Payment

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

Revised May 29, 2018
Step 1: Registration

Please navigate to https://www.myclinicaexchange.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.
3. Enter your school-issued email (the green box above).
   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 University does not issue University-based e-mail addresses.

4. 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.
5. Click Continue and you will be navigated to Step 2 of 3.
6. 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.
7. Enter the validation code (blue box below).
8. Enter the security code (yellow box below).

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

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

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

Revised May 29, 2018
Personal Information:

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.

School Enrollment Details:

School State: Please select the state your Academic Institution is located in. This is not a required area; however, it does assist in the data filtering process.

School: Select the name of your Academic Institution.
If you do not see the name of your Academic Institution, please select Not Yet Listed and enter the information the system prompts you to input.

Please carefully check. Our team will need to create the Academic Institution profile and we will be emailing you for further details. This could potentially take 3 to 5 business days.

**Program:** Select the program you are enrolled under at your Academic Institution.

If you do not see the name of your program, please select Not Yet Listed and enter the information the system prompts you to input.

Please carefully check. Our team will need to create the Program profile and we will be emailing you for further details. This could potentially take 3 to 5 business days.

**Emergency Contact Person:**

**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:**

**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.

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

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11.) Click on **Complete Registration**. You will see a confirmation page indicating that your account has been created UNLESS you indicated that your University/Program was “Not Yet Listed”. If your University/Program was not listed, please give our team 3-5 business days to create your University/Program and associate your account. At that point, you will receive a notification to log in.

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**.
3. You will be prompted to create Security Questions. Once you’ve entered that information, click **Save & Continue**.

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](https://www.youtube.com/user/myClinicalExchange).

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

4. 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.
5. You will see four tabs of information under your Account Status.

   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:

10. 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.
11. The Request may still be “Pending”. Check the “My Request(s)” tab for a status update.
12. 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 3: Submitting your Request

1.) Click on the “My Request(s)” tab
2.) At the top right, click the yellow New Request button.

3.) From the “State” drop-down, select the State where the Hospital is located.
   a. This is not a required field but it will help you narrow your search a bit.
4.) From the “Hospital” drop-down, select the name of the Hospital where you want to rotate
5.) From the “Program” drop-down, select the type of rotation you are seeking.
   a. If you do NOT see your correct Program, please stop and email support@myclinicalexchange for assistance. The program you select here will dictate the type of requirements you receive later on. If you are seeking an NP placement and you select ‘Physical Therapy’, you’ll receive the Physical Therapy onboarding requirements.

Revised May 29, 2018
6.) The Request process is broken into three steps: School Info, Schedule Preferences, and Final Comments.
   a. Only items marked with the ☑ are required. You may leave the other fields blank if you would like.

School Info:

**Degree**: Enter the Degree you are seeking at your Academic Institution.

**Undergrad GPA**: Enter your GPA score from your Undergrad enrollment

**School Coordinator**: Enter their first and last name

**School Coordinator Contact**: Enter their email address and phone number (this will help your Hospital know who to contact with any questions about your rotation)

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**Past Experience**

**Employment Status**: From the drop-down, select “Part Time”, “Full Time” or “Unemployed”.

1. If you select “Part Time” or “Full Time”, you will need to provide information in the following fields.
2. If you select “Unemployed”, you will not need to provide further information in this section.

**Employer**: Are you currently employed at the Hospital where you are submitting your rotation request? Select “Yes” or “No”.

1. If you select “Yes”, please provide more information in the fields below.
2. If you select “No”, please provide the name of the Hospital where you currently are employed in the text box on the right and then continue with the fields below.

**Department/Unit**: If you currently employed at a Hospital, enter the Department and/or Unit where you work.

**Supervisor Name**: Enter the name of your Supervisor at the Hospital where you are employed.

**Supervisor Phone**: Enter the phone number of your Supervisor at the Hospital where you are employed.

**RN Experience**: Enter any pertinent details for the Hospital Coordinator to consider as they review your placement request.

**Previous experience with requested hospital**: Enter any information that may assist the Hospital Coordinator in approving/declining your placement request.

7.) Click **Next** to move on to step 2 of 3

**Schedule Preferences**: 
**Facility**: If the Hospital has multiple locations/clinics/facilities, select your preferred location from the drop-down.

**Department**: Select from the drop-down. This is usually the type or clinical area where you’d like your rotation to occur.

**Unit**: This is a sub-menu of the above “Department”. Select accordingly.

**Rotation Period**: Enter the Start and End Date of your rotation. Enter the format at mm/dd/yyyy OR use the drop-down calendar to make your selection.

**On what days**: Check mark one or more days. If your schedule will vary each week, select any day you *might* be on rotation. (i.e. Monday through Fridays [no weekends] or Sunday through Saturday etc.)

**Shift**: Select from the drop-down

**Hours/Shift**: Enter the number of hours you expect your shift to be each day. (i.e. 8-hour shifts, 10-hour shifts etc.) If your shift time may vary, please enter your expected average. Shift hours may not exceed 24.

**Total Hours**: Enter the total number of hours you must log by the end of rotation. This could be your course requirement, OR the total hours based of your schedule set above. (i.e. If you work 40 hours a week for 8 weeks, your total hours are 320 hours [40 x 8 =320])

**Shift Time**: If you know the start and end time of your shift, please enter in this format HH:MM XM

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Revised May 29, 2018
**Preceptor**: If you already know the name of the person who will be overseeing your clinical experience, enter their first and last name here.

**Preceptor Contact**: Enter the Preceptor’s email address and phone number.

8.) Click **Save & Continue** to go to step 3 of 3.

**Healthcare Admin Intern request to Demo Org**

**STEP 3 OF 3**

**Comments**: Enter any final comments or notes to the Hospital Coordinator.

9.) Click **Review & Submit**

10.) You will be asked to review all the fields you've just filled in once more. Make any necessary changes and then click **Submit Application**.

11.) The Hospital will receive your rotation request and review it.
   a. If they decline your request, you will receive an auto-email from the platform letting you know. At that time, you do not need to do anything further.
   b. If they approve your request, you will need to pay for your account in order to gain full access to the rest of the site and complete your onboarding requirements. Please continue to the next section on “Payment” for more information.

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**Step 4: Payment**

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Revised May 29, 2018
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 Status: Unpaid” (purple box below).

2. Click on **Pay with PayPal** (green box above). You will be navigated to your payment details.

3. Click on the official **PayPal** icon link (red box above). You will be taken to the PayPal website.

4. From this screen, there are two ways to pay for your account.
   
   1. **If you have an existing PayPal account, you may login and complete payment that way.**
   2. **If you do not have an existing PayPal account, click on **Pay with Debit or Credit Card** (purple box above).**
5. With either option, you will be prompted to enter in your billing information. Once you’ve entered your information, click on Pay Now.

6. 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.

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.

- **Why isn’t Internet Explorer loading this website?**
  - Are you 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 **Email Password**.
    - Please check your inbox for an e-mail from do-not-reply@myclinicalexchange.com assigning you a password.

If you are still experiencing issues, you can e-mail support@myclinicalexchange.com. Please provide your name, the University you attend, and a brief description of the issue you’re experiencing.