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 Directions, Instructions on How to Log In, and our tips for troubleshooting any issues you have.

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 Directions

Please navigate to https://myclinicaexchange.com. We recommend that you follow this link or copy and paste it into your web browser. We recommend using Chrome, Firefox, or Safari for the optimal use of mCE. Do not close out of the website or your browser during this process.

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

You will be navigated to a registration page like this one.

Fill out all the information under the blue header named New Registration (please see the red box in the image above). Please note that a red asterisk next to a box means that information is required to proceed in mCE.

State: Select “Colorado”

Institution: Select “University of Colorado Denver”

Email: Enter your school-issued email. You must use a proper e-mail address as the system will send you a validation code in the next step.

Click Continue when you’ve entered all your information. You will be directed to a new page titled Student Registration Form – Step 2 in a blue banner.

The Student Registration Form – Step 2 is shown below. You will notice that your institution and email were transferred from the previous page. If that information is wrong, please click Close at the bottom of the page and repeat the previous steps.
Enter your **First Name**, **Last Name**, and **Phone Number**.

**For the Program**, select “Nursing”.

You will need to enter the correct captcha code and have read the Privacy and Terms and Web App Usage Terms of Service before checking the box on the bottom left.

Once you've finished the required steps, you can click **Submit**.

When you submit your registration, the system will return you to a blank Registration page (first picture above). **Do not close this window.** The system will send an automated validation code to the e-mail address you provided. If you do not receive the validation e-mail within 15 minutes, re-enter your email address at the top right and click **Resend Code** (see red outline below).

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Once you receive the validation email, enter the e-mail address you registered with and the code provided in the validation email into the boxes on the right side of the page. Click **Validate & Continue** and you will be navigated to the PayPal payment page.

You can review your order on the left side of the page. If you have a PayPal account, Click on **Have a PayPal account?** Log in and follow the instructions to transfer the required funds.
If you do not have a PayPal Account, you can pay as a guest by clicking on Don’t Have a PayPal Account? Fill in all the information PayPal is requesting and then click “Continue”. You will be navigated to the payment page.

Fill in your credit card information on the right side of the page. Once you’ve done that, click Review and Continue at the bottom of the page to review your final purchase.

Once you’ve finished reviewing the purchase, click the final Submit button. A confirmation page will appear showing that you have paid and giving you a receipt number. Keep this for your records.

You are now registered for myClinicalExchange and can be scheduled into a rotation. When you have been scheduled for a rotation, you will receive an e-mail from the myClinicalExchange system asking you to log on.

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Logging into myClinicalExchange

To log into your mCE account, navigate back to https://myclinicalexchange.com

1. Click on Students Login Here.

2. You will be redirected to Students login page.

3. In the Enter your login I.D. area, enter your registered email address.
4. In the Password area, enter the password you created during the registration process.
5. Click the yellow “Login” button.

Please do the following once you’ve logged in:

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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/results?search_query=myclinicalexchange.

1. On your homepage, you will see several important things you will need to access and understand.
   a. 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. This checklist is also known as a “Master Checklist”.
   b. The **orange header** is your *My Alerts!* center. 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.
   c. The **dark teal header** are your current and upcoming rotations.
      i. Any rotations that 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.
      ii. If you do not have any Rotation Numbers, 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.
   d. At the **bottom of the page** in a **blue header** is your *Inbox*. Any messages sent to you from your Academic Institution, Hospital Coordinator, and any auto notifications from mCE will be listed here.

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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 got 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 email will be from donot-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 browser can I use?**
  - We recommend using Chrome, Firefox, or Safari for the optimal use of myClinicalExchange (mCE).

- **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.?**
  - If you forget your login I.D., please reach out to your University Coordinator for that information.

- **I forgot my password. How do I login?**
  - To retrieve your password, please navigate to the mCE website.
    - Click the “Student” button.
    - Click “Having trouble signing in (click here).” You will be presented with a series of options.
    - Click “I don’t know my password” then fill out the information.
    - Click “Email Password”.
    - Please check your inbox for an e-mail from donot-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.