

Logging into myClinicalExchange

- 1.) Navigate to <https://myclinicalexchange.com>
 - a. We recommend that you follow this link or copy/paste it into your web browser. Internet Explorer 8x or 9x is preferred certified browser for our app.
- 2.) Click on “Student Login” in the middle, right side of the page.
- 3.) Under the Login area, click on the “[Need help, click here](#)” link.
- 4.) From the options, select “[I forgot my password](#)”
- 5.) mCE will prompt you for your Username which is your school- issued e-mail address.
 - a. All Usernames were created using your school-issued e-mail address. Your password will also be e-mailed to this address so please **DO NOT** use your gmail, yahoo or other personal e-mail address. The system will not recognize a personal e-mail address and you will not receive an e-mail with your password.
- 6.) Click **Email Password** (Do NOT select “Change Password”. You cannot change a password until you have set your security questions which you will do as part of the log in process.)
- 7.) Please check your inbox for an e-mail from donot-reply@myclinicalexchange.com assigning you a password.
 - a. If you do not see an e-mail from this address, please check your junk folder. You will want to designate donot-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.


Once you log in please do the following:

- 8.) Click your name in the upper right corner to reset your password with a password of your choice.
- 9.) Your Home Screen will display your University Compliance Checklist at the top with a link to “Click here to view/edit”. Any rotations that you have been scheduled for are listed on the right side of the page. On the left is your Alert Center. If you have pending items for a Rotation, an alert will display here. Click the alert to begin filling out and submitting various items for your Rotation.
- 10.) Click the “Training Videos” link in the upper left corner. These brief videos will show you how to quickly and easily navigate the mCE site.

If your screen is blank, 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.

If you have any questions, please contact the Clinical Coordinator at your Academic Institution. We wish you a successful year and trust you will find mCE a simple and helpful tool in your academic career.

If you have problems signing into mCE please answer the following questions:

- 1.) **What e-mail address are you using?** Please make sure to use your UNIVERSITY-issued e-mail address.
- 2.) **Have you checked your junk mail folder?** 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.
- 3.) **What kind of computer are you using? A Mac or a PC?** If you are on a Mac, do NOT use Safari. Please use Firefox.
- 4.) **What web browser are you using?** myClinicalExchange was built to work with Internet Explorer 8 or 9. Please do not use Safari, Google Chrome etc. Firefox is OK if necessary.
- 5.) **If you are on a PC, you may need to set our site in Compatibility Mode.** Open Internet Explorer and navigate to the mCE site but don't log in. Then choose ONE of the two methods below:
 1. On the right side of the address bar is an icon that looks like a sheet of paper torn in two across the middle . Click on this icon to go to "Compatibility View" which will allow you to view/run myClinicalExchange on a Windows 8 computer.
 2. If you do not see this icon, you can manually add mCE. From the menu at the top left, click the "Tools" menu and select "Compatibility View Settings". (If you do not see the "Tools" menu, press the "Alt" key on your keyboard and the menu will show.) A pop up window will appear. In the top text box, the web address for mCE will be listed. Click **Add** and the web address will then appear in the large box below. You have just added mCE to the list

Please use Firefox or Internet Explorer in compatibility mode. Once you are on a computer system that meets these requirements, you will need to click the "Email Password?" button again so that an e-mail can be sent with your password.

If, after all of this, you are STILL not able to sign on then please do the following:

- 6.) **What kind of message are you getting?** If you get a red message of any kind (ie "Error" or "E-mail has not been sent" etc.), please mark down what it says – this will help the IT department at mCE figure out what is wrong.
- 7.) **Send your name, the error message (from above) and your university-issued e-mail address to your Clinical Coordinator at your school.** They will forward the message to the mCE Support Staff who will troubleshoot the issue from there. The support team from mCE may contact you for further information.