Logging into myClinicalExchange

1. Navigate to https://myclinicalexchange.com

2. Click on Students Login Here.

3. You will be redirected to Students login page.

4. Under the Login area, click on the Forgot Password? link.
5. mCE will prompt you for your login ID which is the e-mail address you were registered with.
   a. This is most likely your University-issued e-mail address. If your University does not utilize University-issued e-mails, then please use your personal e-mail.

6. Look at the numbers in the security code box, then type them into the text box labeled “Security Code”.
   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.

7. 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.)

8. 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.

9. Once you receive your password into your inbox, go back to the main log in page. Enter your email address as the Login ID and your password. Then click the yellow “Login” button.
Navigating myClinicalExchange

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 homepage, you will see several important things you will need to access and understand.
   a. Your payment status will be at the top left. Please check with your School and/or your rotational Hospital and ask who is paying for your mCE account. You may need to pay on your own OR your school/hospital may be paying for your account.

   ![Account Status](image)

   b. 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”.

   **My school compliance requirement(s)**

   ![Campus Compliance Checklist (Nursing) (Demo Campus)](image)

   c. Across the middle are four tabs.

   ![Alerts](image) ![Active Rotation(s)](image) ![My Request(s)](image) ![Notifications](image)

   d. The Alerts tab 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.

   e. The Active Rotation(s) tab displays your current and upcoming rotations. If you click the Rotation Number you will be directed to a more detailed page regarding that specific rotation.

      i. 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.
f. The **My Request(s)** tab will display any placement requests you’ve personally submitted yourself along with the current status of that Request. Not all Hospitals allow students to submit their own placement Request so please check with your school/Hospital for direction on whether or not you should be using this tab.

g. The **Notifications** tab shows any messages sent to you from your Academic Institution, Hospital Coordinator, and any auto notifications from mCE.

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**Troubleshooting Tips**

- **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.

- **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 know I’m entering my login I.D. and password correctly and I’m still not able to log in.**
  - Are you clicking the “Students” or the “School User” button on the main page? Please make sure to select “Students”.

Updated 07/30/2018
• **What browser can I use?**
  o We recommend using Chrome, Firefox, or Safari for the optimal use of myClinicalExchange (mCE).

• **Why isn’t Internet Explorer loading this website?**
  o 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?**
  o When you create your security questions you make recovering your password much easier in the event you forget your 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.