

# Registering and Trouble Shooting for myClinicalExchange

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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:

1. [Registering your profile account](#)
2. [Trouble Shooting](#)

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

# Step 1: Registration

If you already have a pre-existing mCE account because of a previous rotation/shadow experience, please disregard this section and move directly to [Error! Reference source not found.](#) If you do not have an mCE account, please navigate to <https://www.myclinicalexchange.com/MainPage.aspx> by either following this link or copy/pasting it into your web

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

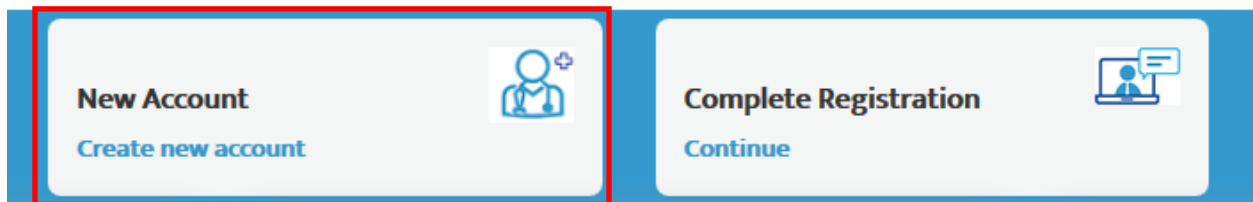
- Google Chrome
- Firefox
- Safari

browser.

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.

A screenshot of the registration 'Step 1 of 3' form. It has two main input fields: 'Enter your Email\*' with the value 'mcedemoemail@gmail.com' and 'Enter Security Code\*'. The security code field contains a CAPTCHA image with the numbers '33837' and a text input field with the value '33837'. Below the security code field is the instruction: 'For security, please enter the numbers from the image into the above box in the same order.' At the bottom right are 'Continue' and 'Back' buttons.

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](mailto: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).

**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.

Resend validation code
Continue Registration
Back

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.

**Personal Information:**

|   |  |   |
|---|--|---|
| <p><b>First Name *</b></p> <input style="width: 90%;" type="text"/>                                   | <p><b>Middle Name</b></p> <input style="width: 90%;" type="text"/>                 | <p><b>Last Name *</b></p> <input style="width: 90%;" type="text"/>                    |
| <p><b>Date Of Birth *</b></p> <input style="width: 90%;" type="text"/><br><small>(MM/DD/YYYY)</small> | <p><b>Gender</b></p> <input style="width: 90%;" type="text" value="-- Select --"/> | <p><b>Ethnicity</b></p> <input style="width: 90%;" type="text" value="-- Select --"/> |
| <p><b>School Provided Id</b></p> <input style="width: 90%;" type="text"/>                             | <p><b>SSN *</b></p> <input style="width: 90%;" type="text"/>                       |   |
| <p><b>Address*</b></p> <input style="width: 90%;" type="text"/>                                       | <p><b>Apt/ Unit/ Ste #</b></p> <input style="width: 90%;" type="text"/>            | <p><b>City*</b></p> <input style="width: 90%;" type="text"/>                          |
| <p><b>State*</b></p> <input style="width: 90%;" type="text" value="-- Select --"/>                    | <p><b>Zip*</b></p> <input style="width: 90%;" type="text"/>                        | <p><b>Mobile*</b></p> <input style="width: 90%;" type="text"/>                        |

The following information is required on this page:

**First Name:** Your legal first name.

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**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. If you are an international student, please enter your TIN or Employee ID number.

**Address:** Your physical place of residence.

**City:** The city in which you reside.

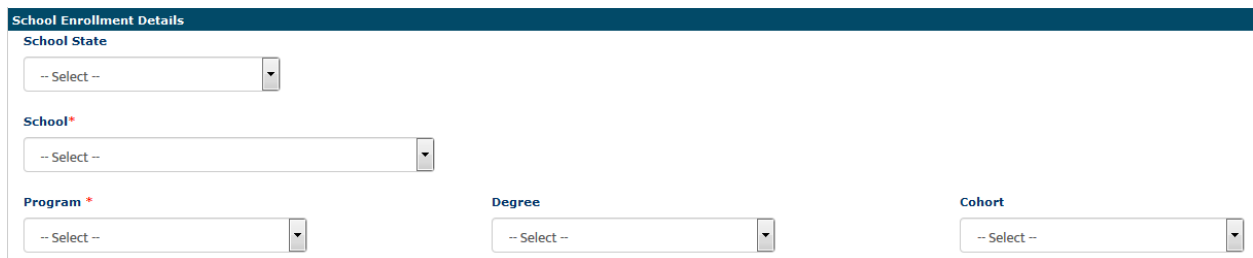
**State:** The state in which you reside.

**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:



The screenshot shows a form titled "School Enrollment Details" with a dark blue header. Below the header, there are five dropdown menus arranged in two rows. The first row contains "School State" and "School \*". The second row contains "Program \*", "Degree", and "Cohort". Each dropdown menu has a white background and a grey arrow pointing down on the right side. The text "-- Select --" is visible in each dropdown.

**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.

**What should I do if I'm not affiliated with a particular school or program?** (i.e. you are not enrolled in classes, you're doing this shadow experience as part of your consideration for a medical career etc.)

Please select the **School State:** [Nebraska](#)  
Select the **School:** [Children's of Omaha Shadow Experience](#)  
Select the **Program:** [Shadow Learner](#)

### Emergency Contact Person:

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

| Login Details                                       |  |                           |
|---|--|---------------------------|
| <b>Login ID: *</b>                                  | <b>Password *</b>  | <b>Confirm Password *</b> |
| <input type="text" value="mcedemoemail@gmail.com"/> | <input type="text"/>   | <input type="text"/>      |
|   | <small>(minimum 6 characters, atleast one alpha, numeric, special, upper &amp; lower case)</small> |                           |

**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 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.

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# Troubleshooting Tips

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- **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](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. If you still have not received the email, verify the email you entered is correct.
- **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.?**
  - Your login ID is the email address you used to create your account. If you're unsure of which email address you used, please contact [support@myclinicalexchange.com](mailto:support@myclinicalexchange.com) for assistance.
  
- **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](mailto:do-not-reply@myclinicalexchange.com) assigning you a password.

If you are still experiencing issues, you can e-mail [support@myclinicalexchange.com](mailto:support@myclinicalexchange.com). Please provide your name, the fact that you are completing a Shadowing experience at Children's of Omaha, and a brief description of the issue you're experiencing.