Registering for and Signing Into mCE

Dear myClinicalExchange Student,

Welcome to the mCE program where we are making your clinical rotations more organized, more efficient and easy to manage! This letter is divided into two parts: Registration Directions which are followed by Instructions on How to Log In.

Registration Directions

Navigate to https://myclinicalexchange.com. We recommend that you follow this link or copy/paste it into your web browser. Internet Explorer or Firefox is preferred certified browser for our app. DO NOT use Google Chrome or Safari – these browsers WILL give you issues and error messages throughout the entire registration process. In the upper right corner, click the Student button and then select Registration. You will be navigated to a registration page like this one.

Fill out all the information on the left side only. The system will prompt you to enter your University-Issued e-mail address. You must use a proper e-mail address as the system will send you a Validation Code in the next step. Please DO NOT use a personal e-mail such as gmail, yahoo etc. Then click Continue. On the next page, you will see:
Anything with a red asterisk is required. Read the Privacy and Terms and Web App Usage Terms of Service before checking the box on the bottom left and clicking Submit. The system will return you to the first Registration page (first picture above) AND send a Validation code to the e-mail address you provided. If you do NOT receive the validation e-mail, click Resend Code (right side of the page). You will also want to check these troubleshooting tips.

**Troubleshooting Tips**

1.) **What e-mail address are you using?** Please make sure to use your University-Issued e-mail address AND that the domain is spelled properly.

2.) **Have you checked your junk mail folder?** The e-mail 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.

3.) **What web browser are you using? Google, Firefox?** myClinicalExchange was built to work with Internet Explorer or Firefox. Please do not use Safari, Google Chrome etc.

4.) **If you are on a PC, are you running Windows 8?** Windows 8 is a little too new for our application. To work around this, open Internet Explorer and navigate to the mCE site. Then choose ONE of the two methods below to put Internet Explorer in compatibility mode.

   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. Then click Close.
Once you receive the Validation Code, enter the e-mail address you JUST registered with and the Validation Code in the boxes on the right side. Click Validate & Continue and you will be navigated to the payment page.

Review the pricing on the left. If you have a PayPal account, choose the option at the top, log in and pay via your PayPal account.

If you do not have a PayPal Account, fill in all the information in the lower box and click “Continue”. You are navigated to the payment page.
Fill in your credit card information. Click **Review and Continue** at the bottom of the page to review your final purchase.

After reviewing 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.
Logging into myClinicalExchange

When you receive this notification, navigate to https://myclinicalexchange.com (please remember to use Internet Explorer or Firefox).

Click on the Student Login button on the bottom, right side of the page. Then click the “Need help, click here?” link at the bottom of the page. You will be presented with a series of options – select “I don’t know my password” and then fill out the information. Select Email Password and NOT Change Password. Please check your inbox for an e-mail from donot-reply@myclinicalexchange.com assigning you a password. 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. If you still do not see the e-mail, please see the troubleshooting tips on page two.

Go back to the Student Login area, log into mCE and please do the following:

1.) Click your name in the upper right corner to reset your password with a password of your choice.
2.) Watch the “Training Videos” by clicking on the 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 with mCE:
See page two for Troubleshooting Tips. If you have followed all the troubleshooting tips and you are STILL not able to sign on then please do the following:

1.) **What kind of message are you getting?** If you get a red message of any kind (ie “Error” or “E-mail has been sent” etc.), please mark down what it says – this will help the IT department at mCE figure out what is wrong.
2.) **On the mCE main Login page, click the “Contact” button in the upper right corner.** Fill out the form using your university-issued e-mail address and be sure to include the error message (from above) in your communication to the Support Desk.