Complio

Student Guide

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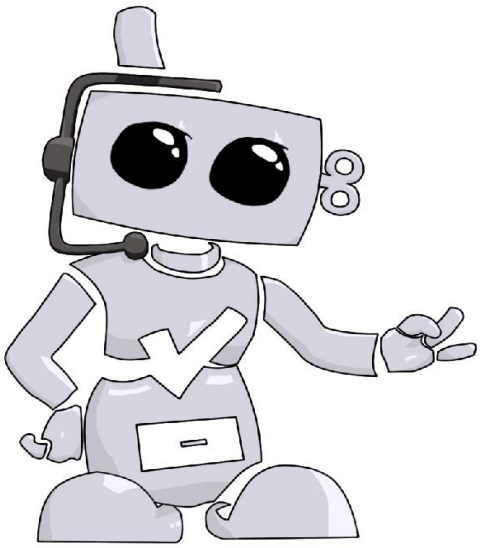
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1 Getting Started

1.1. Creating Your Complio Account

To begin, access the unique Complio website for your institution.

https://calstatela.complio.com/



PRICES:

- Tracker: $30 (renewal price is prorated, up to $30)
- Background Check: $52 (base price; you will be informed if additional fees apply)
- Drug Screen: $60 (required for BSN students; MSN & PM only as needed)

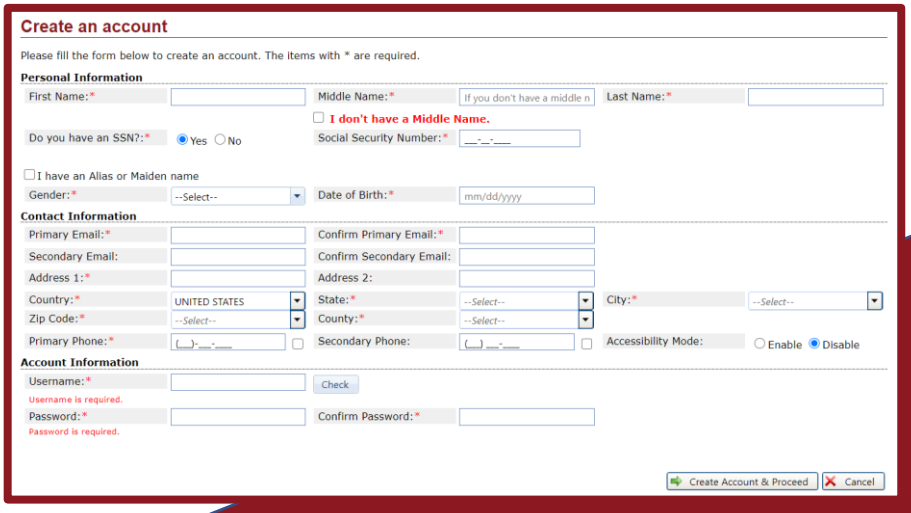
NOTE: The tracker is active for 36 months. If you take a leave of absence and your tracker expires, you will need to re-purchase it for the duration of the program once you return.

Click **"Create Account"** to begin setting up your Complio account. If you already have an account, select **"Member Login"** instead.

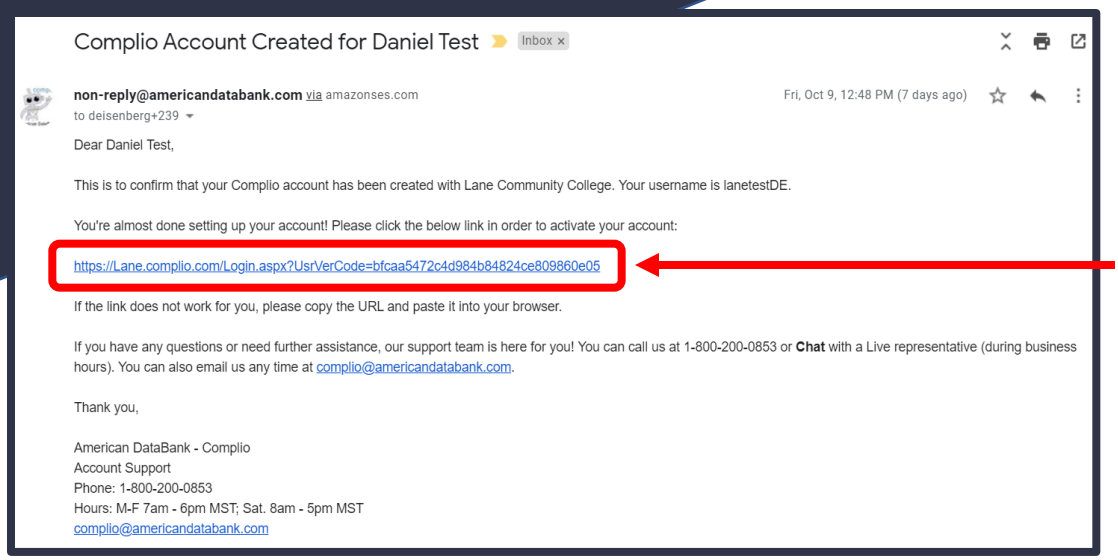
Complio requires you to create a unique username and a secure password to protect the information within your account.

Use the dropdowns to select your state, city, and ZIP code.

Once you've entered your information, click **"Create Account and Proceed"**.



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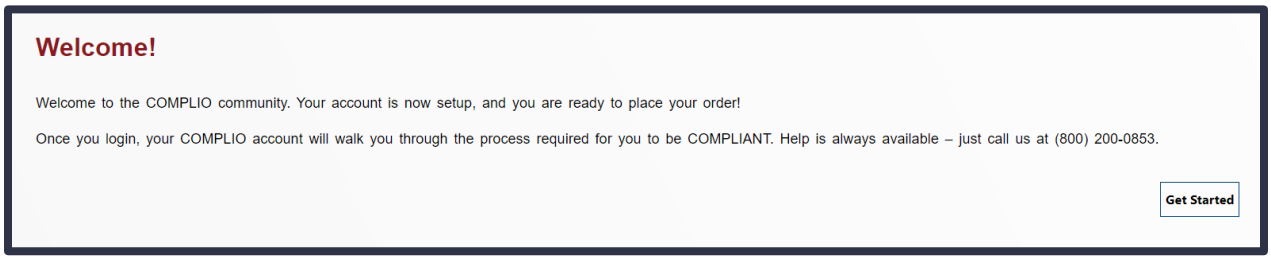


Once you've created your account, you'll receive an activation email. **Click the link** in the email to finish setting up your Complio account.

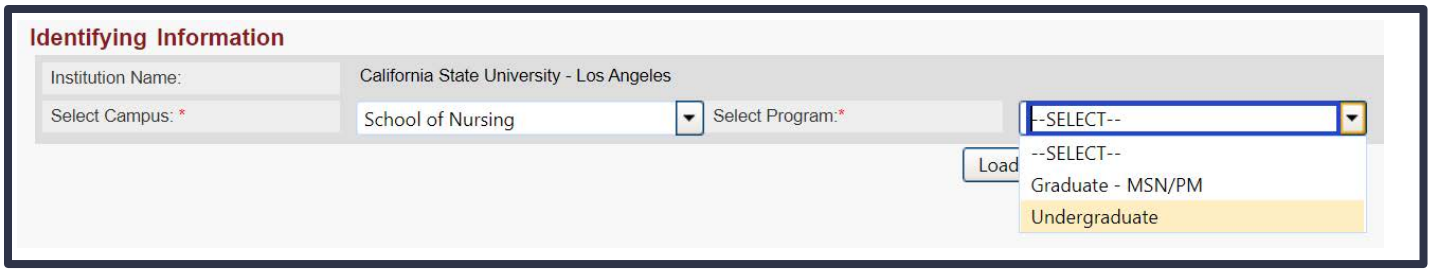
1.2. Placing an Order

The first time you log into Complio, you will be prompted to place an order.

Click **"Get Started"** to begin the ordering process.



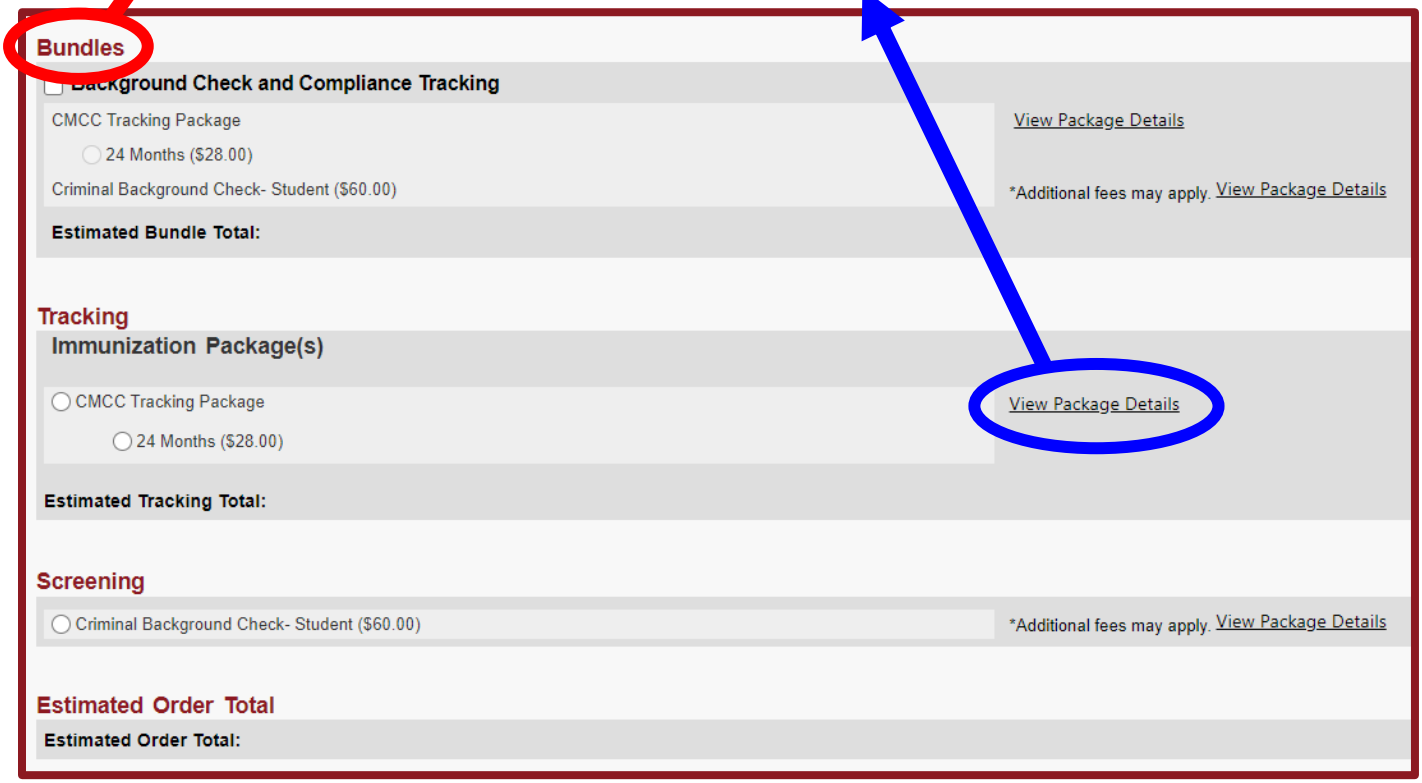
The system will prompt you to make your selections first. Navigate through the dropdowns, selecting the option that applies to your program, until there are no more dropdowns. Then click **"Load Packages."**



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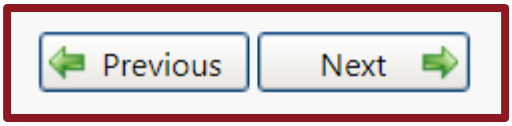
Purchase the Bundle

When selecting your package(s) to order, you can view additional details by clicking "View Package Details."

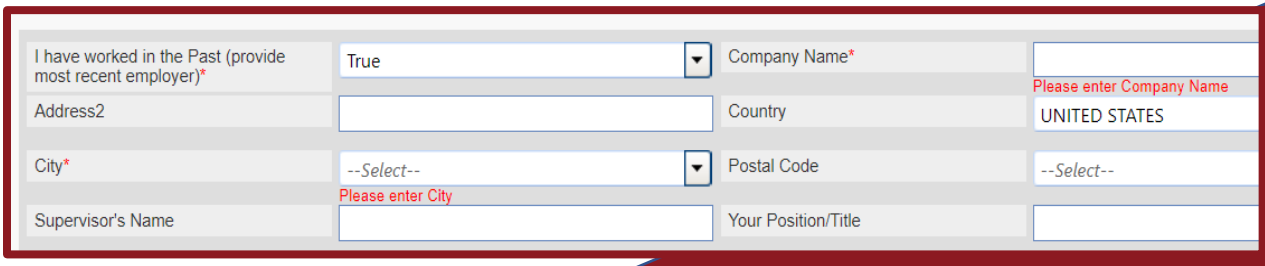


If you have any questions about which packages you're supposed to select, reach out to your school administrators, as they set the compliance requirements for your program.

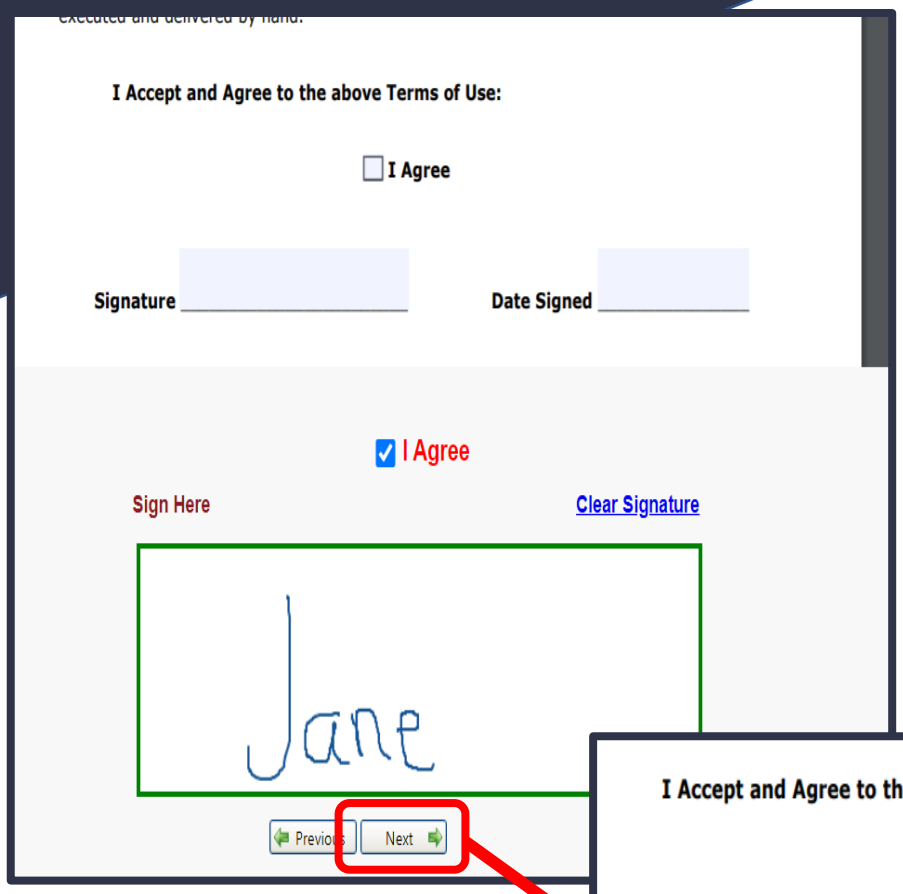
Once you've made your selection, click "Next" to proceed.



Depending on what you've selected, you may be prompted to enter additional information. For example, if you order a background screening package that includes an employment verification, you will be asked to provide employer information.



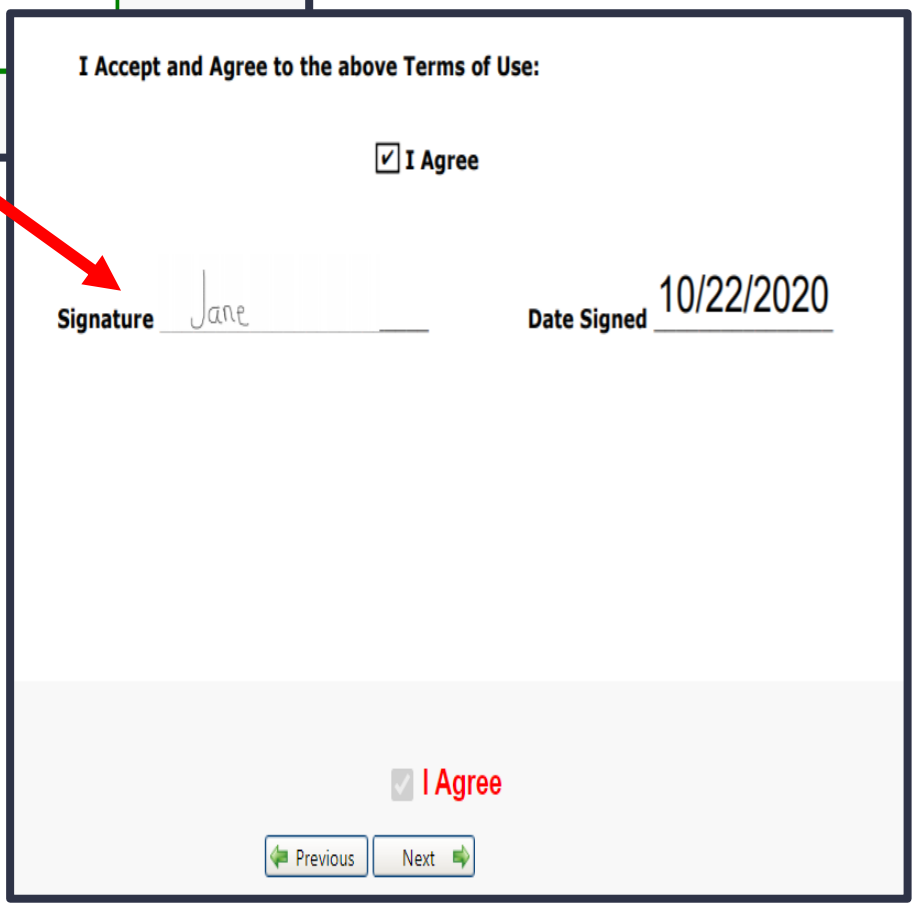
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You will then be prompted to agree to and sign the Complio Terms of Use and Disclosure & Authorization forms.

To sign these forms, scroll down to the signature box.

Use your mouse or trackpad to sign in the box.



Click "Next" to reload the document with your submitted signature now displayed.

Once you've signed the forms, click "Next" to continue to payment.

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Payment options vary by institution, so be sure you select the right option for you.

Some common payment options:

Credit Card/Debit Card – Pay directly using a credit/debit card. Payment is processed immediately

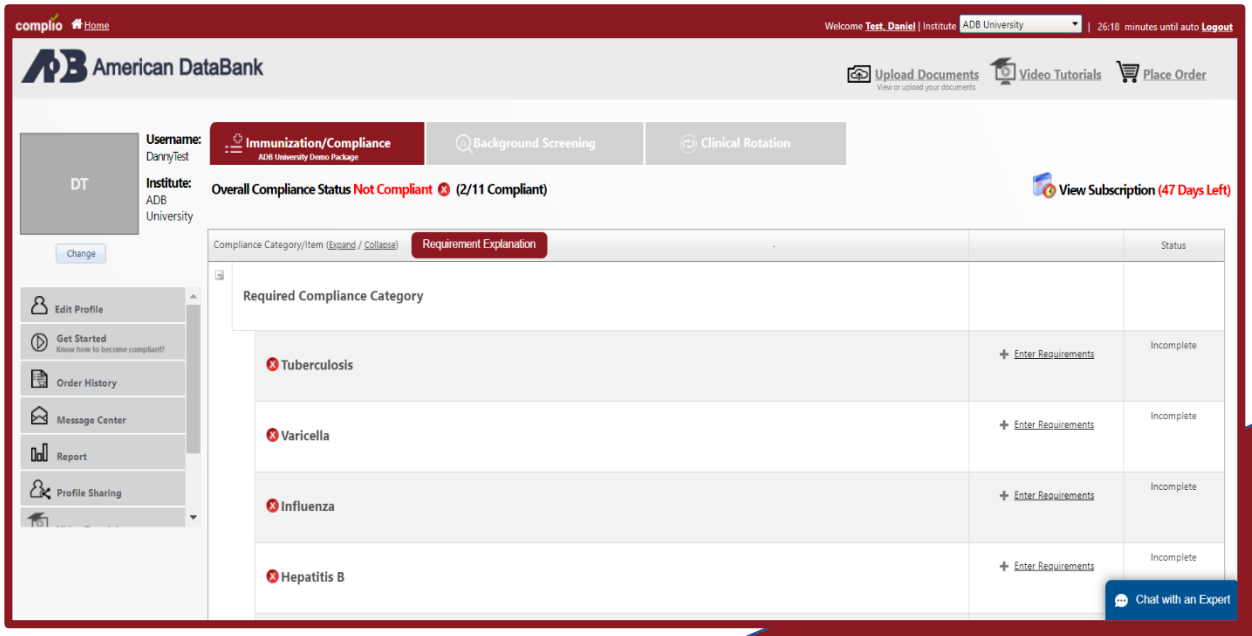
Invoice with Approval – The cost of your order will be covered by your institution; however, the order requires school approval in order to be processed.

Money Order – Pay directly by sending a money order or check to: American DataBank, 110 16th Street 8th Floor, Denver, CO 80202. PLEASE NOTE: If you choose to pay by money order, your subscription and/or background check will not begin until American DataBank receives payment.

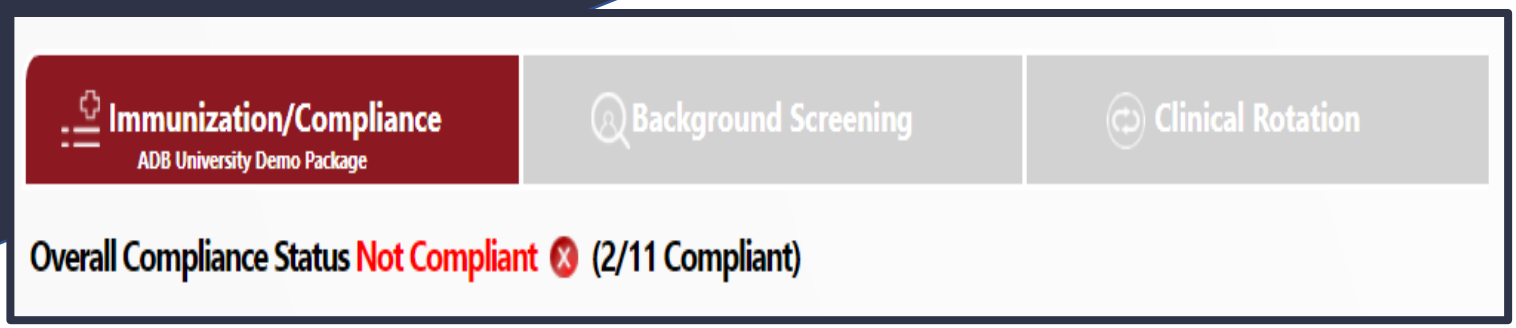
Follow the steps to complete payment and click "Continue" to finalize your order.

1.3. Navigating Your Complio Account

Your Complio dashboard displays the details of your background screenings and compliance subscriptions.



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At the top of your dashboard, you will see tabs for Immunization/Compliance Tracking, Background Screening, and/or Clinical Rotations (depending on what packages you've ordered). You might not have all three tabs on your profile.

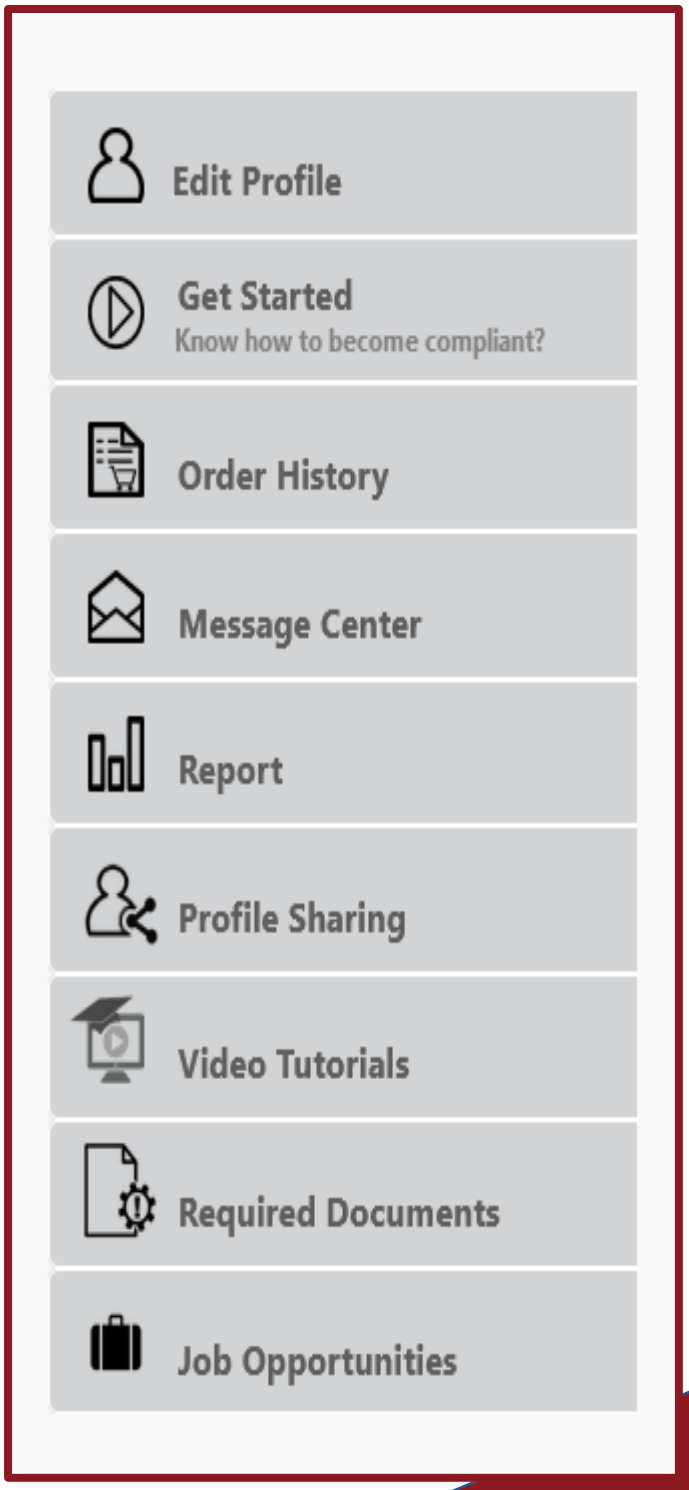
Immunization/Compliance: If you have a compliance tracking subscription, this will be where you can see the list of compliance requirements, as well as the status of each. This will also be where you submit compliance information for each of these requirements (see "Submitting Documentation").

Background Screening: If you have ordered a background check (including any drug screening or fingerprinting checks), you will be able to view the details of your order in this tab. Additionally, once the background check is complete, you will be able to view the results here.

Clinical Rotation: If your school has assigned you to a clinical rotation in Complio, you will be able to view the clinical compliance requirements here. You will also be able to view your previous clinical rotations here.

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On the left-hand side of your dashboard, you will find additional menu options for managing your Complio account:



Edit Profile – Edit your personal information, manage notifications, set up two-factor authentication

Get Started – Opens a popup with basic instructions on using Complio

Order History – View past orders, renew and change subscriptions

Message Center – View and send messages securely within your Complio account

Report – Generate a one-page "passport report" of your compliance details

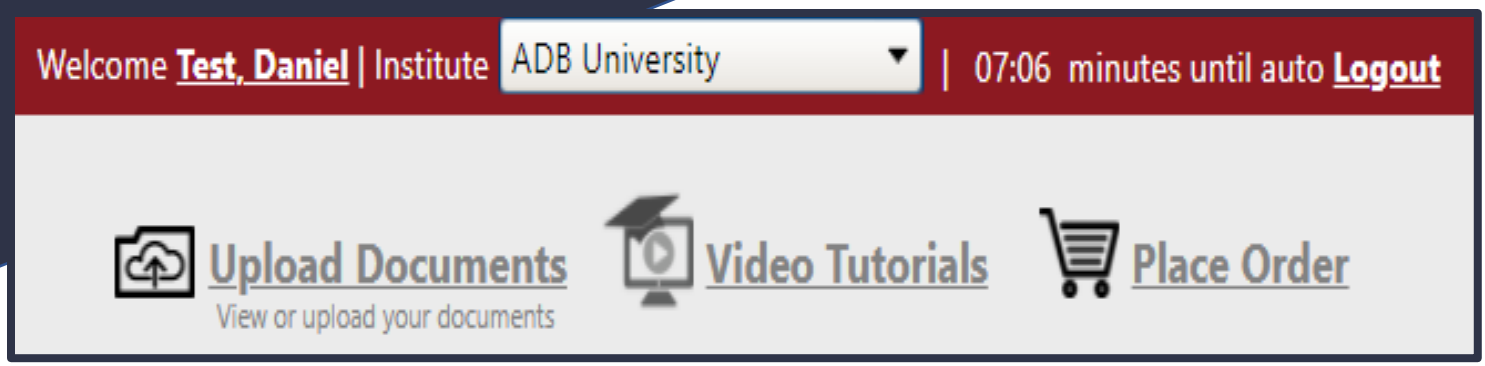
Profile Sharing – Share your compliance information with a third-party

Video Tutorials – Access a library of video tutorials on topics ranging from submitting documents for review to profile sharing

Required Documents – View a list of required compliance documents for your institution and/or your clinical rotations

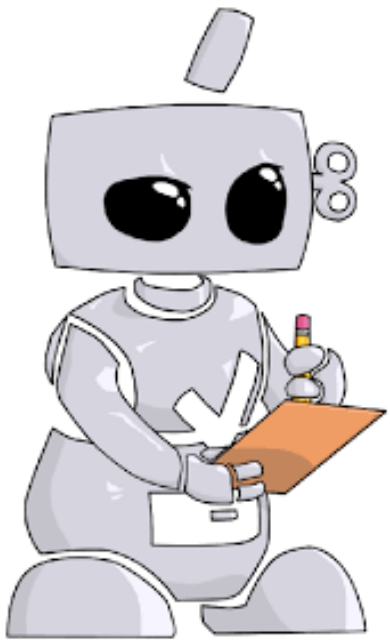
Job Opportunities – View job openings posted in Complio

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Lastly, at the top right of your dashboard are additional options for managing your account.

- **Upload Documents** – Access and manage your Document Library; upload additional documents as needed
- **Video Tutorials** - Access a library of video tutorials on topics ranging from submitting documents for review to profile sharing
- **Place Order** – Begin the order process for a new package or subscription

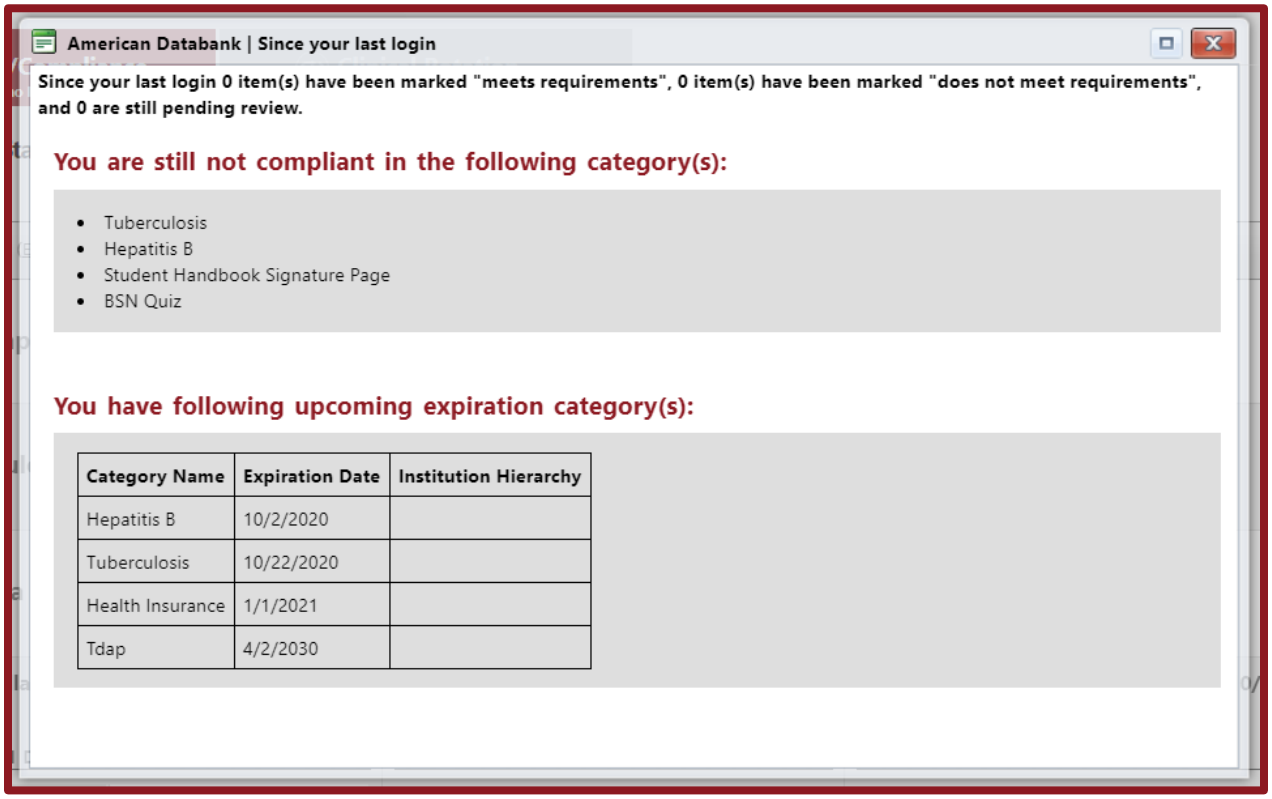


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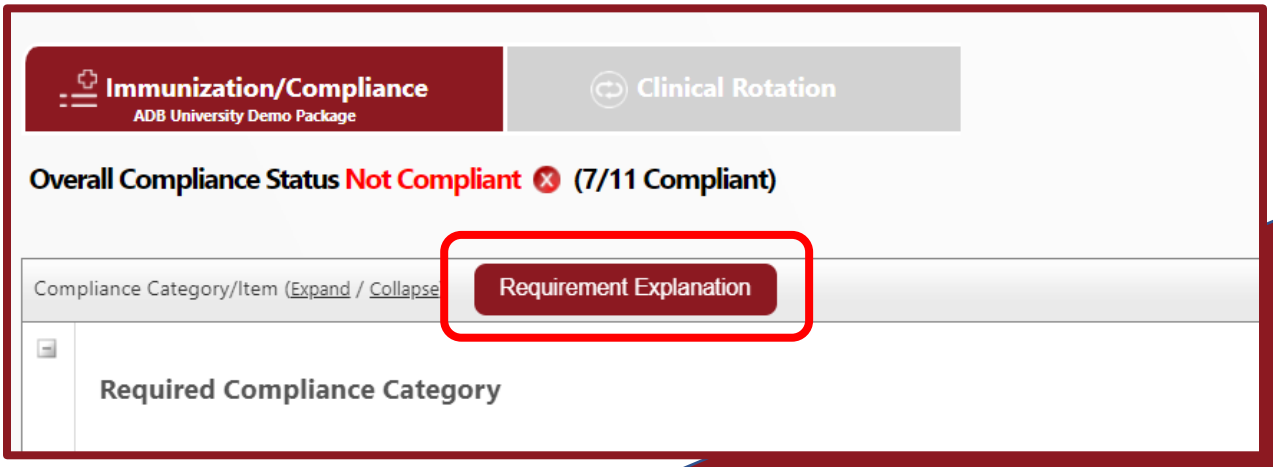
2 Compliance Tracking

2.1. Viewing Requirements

When you log into Complio, a popup appears detailing the requirements you are still non-compliant for, or which you will fall out of compliance for soon.



Your dashboard shows you the list of compliance requirements you must complete for your institution. To download a list of your requirements and the details of each one, click **"Requirement Explanation**."



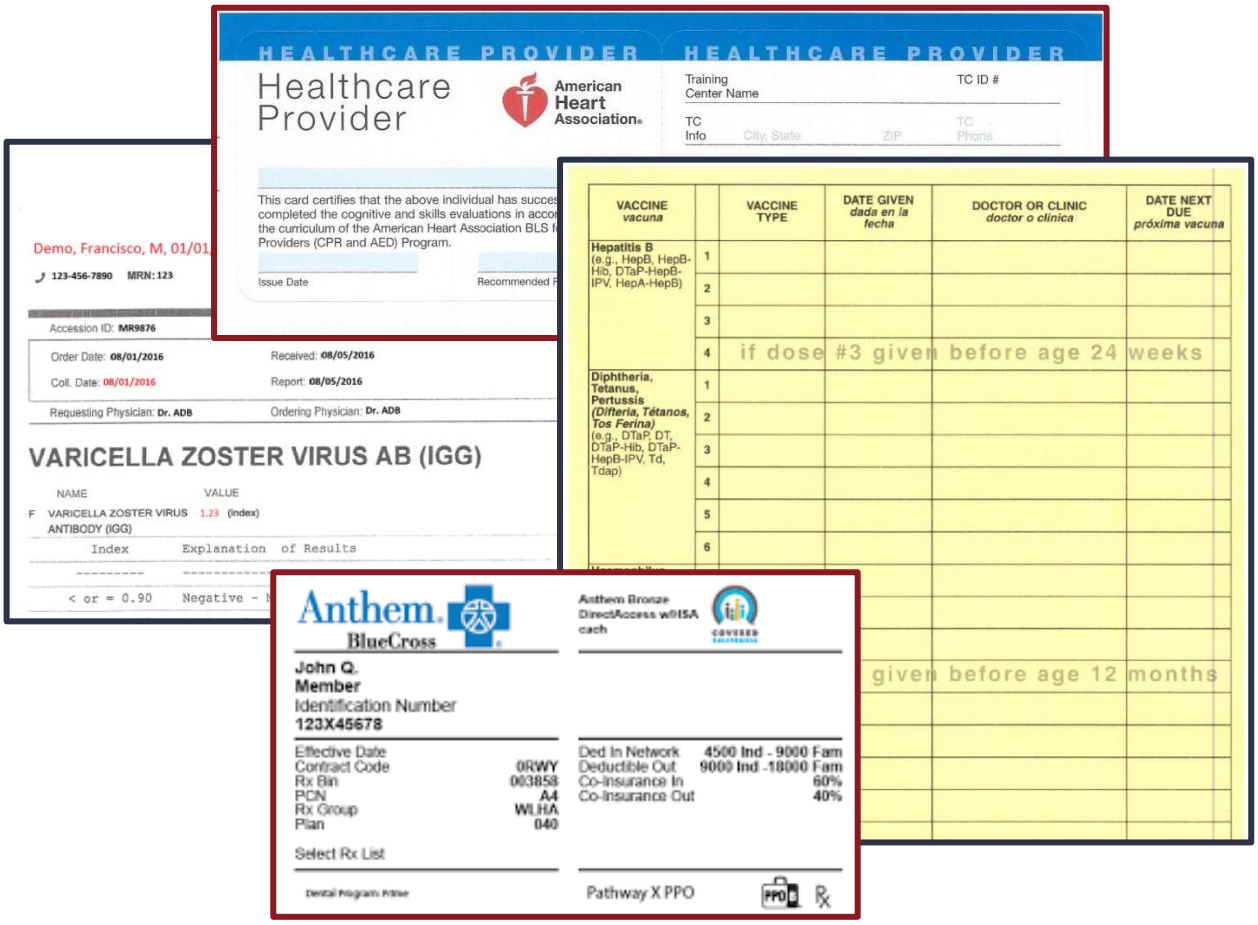
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2.2. Submitting Documentation

Before you can start submitting your compliance requirements, you will need to gather your documentation.

You may need to contact your healthcare provider to obtain some of the required documentation.

If the documentation is not a digital file you can take a photo or scan it.

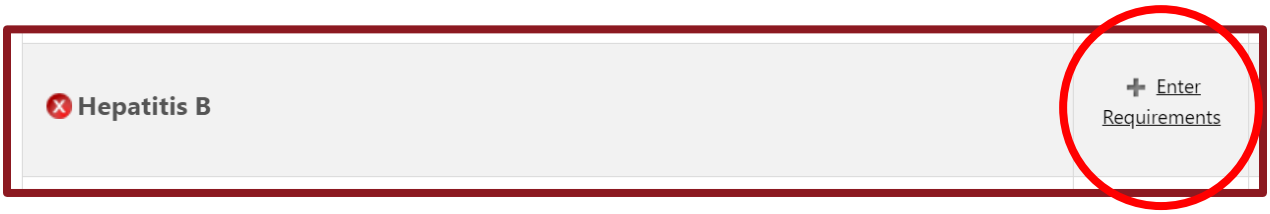


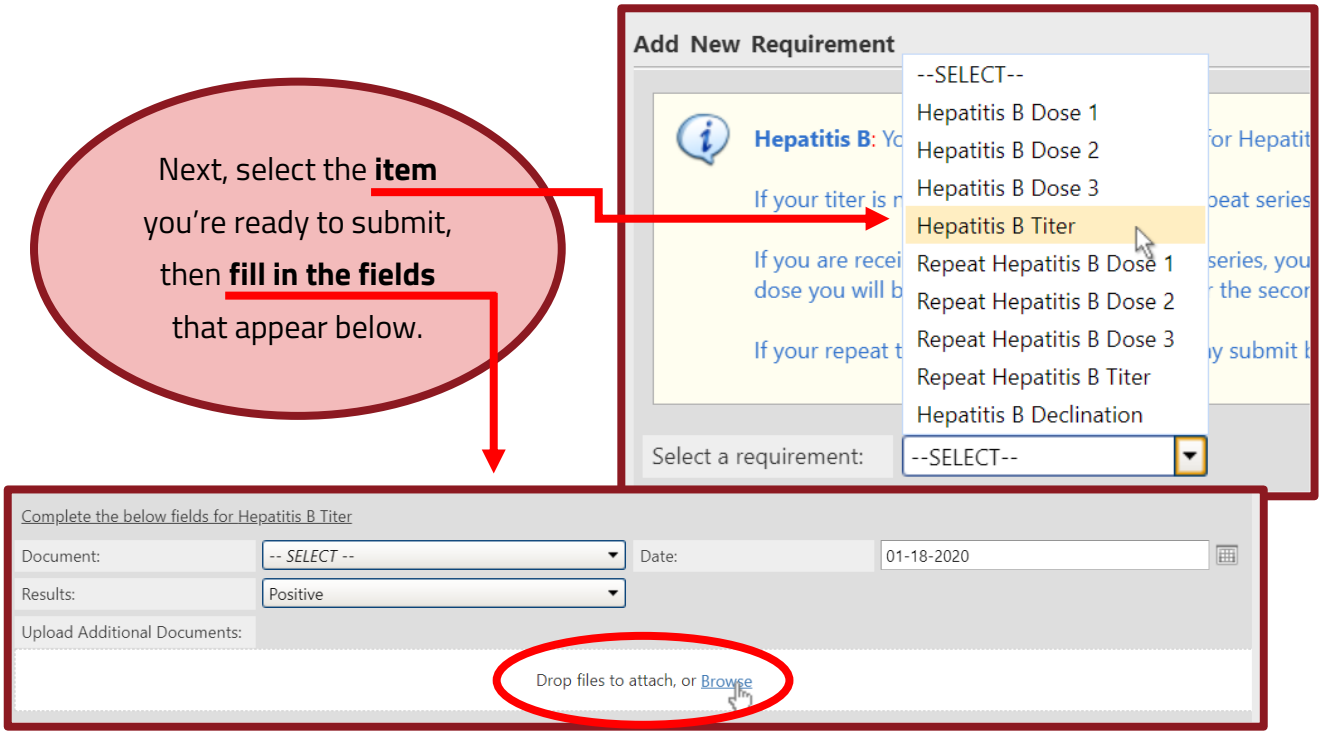
Complio can accept files of most common formats, including:

JPG	PDF	BMP	DOC	DOCX
GIF	PNG	TIFF	TXT	RTF

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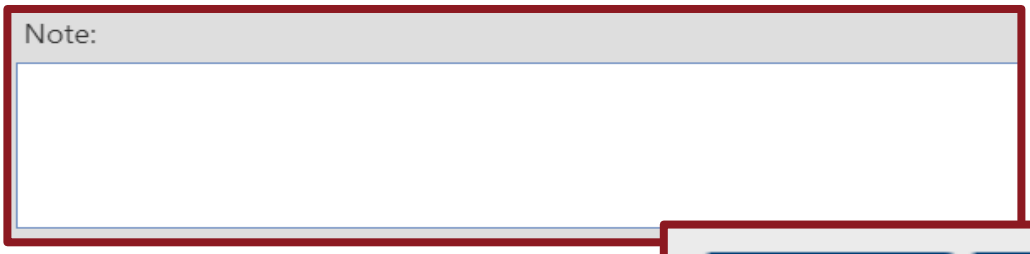
To submit a requirement, locate it from your dashboard. Click **Enter Requirements** to open the compliance category.





Select **Browse** to select the appropriate document file from your computer.

When submitting documents, you can also leave a brief note, which will be visible to your school administrators. This step is **optional**.



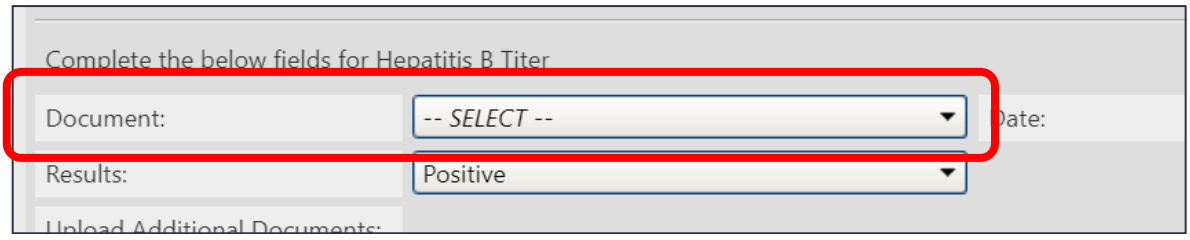
Finally, click "Submit" to finish entering the item.

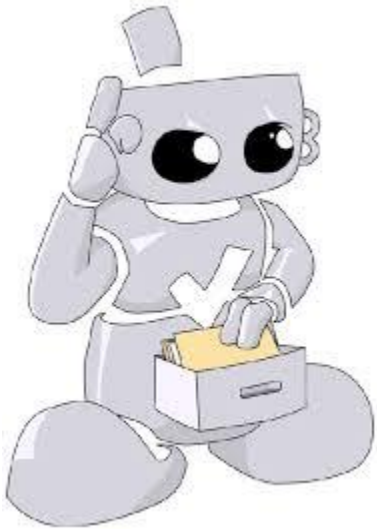


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TIP:

You can also choose your compliance document(s) from the "Document" dropdown. The options in this dropdown will include anything you've previously uploaded, as well as any documents in your Document Library.





IMPORTANT!

Some compliance categories may require multiple items. For example, an immunization requirement may require you to have 2 documented doses of the vaccine. If that's the case, make sure you submit documentation for both the first dose and the second dose.

Once you've submitted...

If American DataBank is reviewing your document submissions, your submission will be **reviewed within 1-3 business days**.

If an item is ever rejected, you will receive an email notification indicating why the item was rejected and recommending steps to take to become compliant.

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2.3. Exceptions

IMPORTANT:

NOT ALL SCHOOLS ALLOW FOR EXCEPTIONS!

If you cannot complete a compliance requirement—for example, if you are allergic to a vaccine—your school may allow you to apply for an exception.

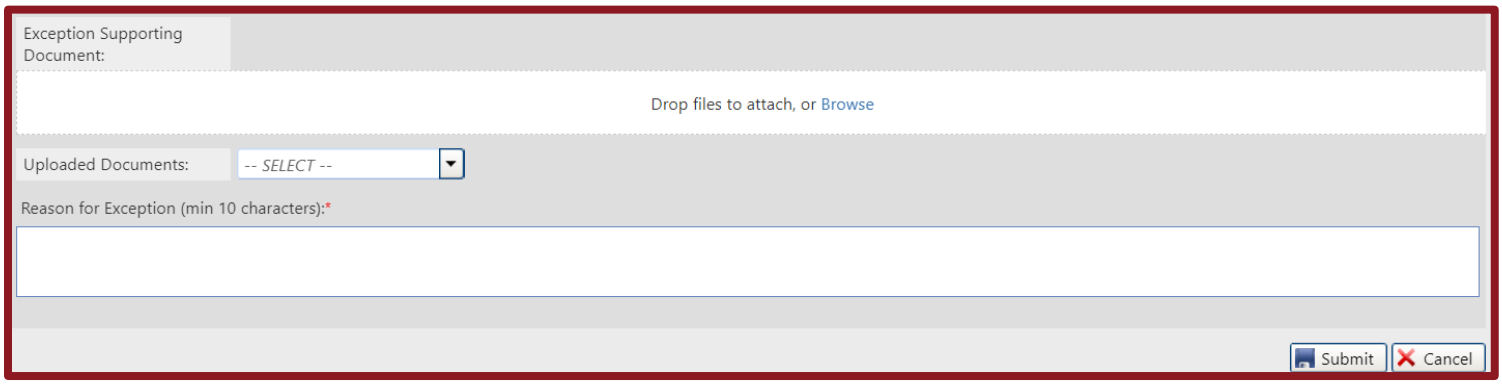
To apply for an exception, locate the requirement on your dashboard and click "Enter Requirements." Then select the **Apply For Exception** option.



If you select this option, you will need to indicate whether you are applying for an exception for an entire compliance category (for example, Hepatitis B) or a single compliance item (for example, a vaccine dose).



You will also be required to submit supporting documentation, as well as a note explaining why you believe you need an exception.



Once you've entered the information, click **Submit** to finish applying for the exception.

IMPORTANT!

Exceptions are reviewed by school administrators, not by American DataBank. If you applied for an exception that has not been reviewed after several days, contact your school administrator for further assistance.

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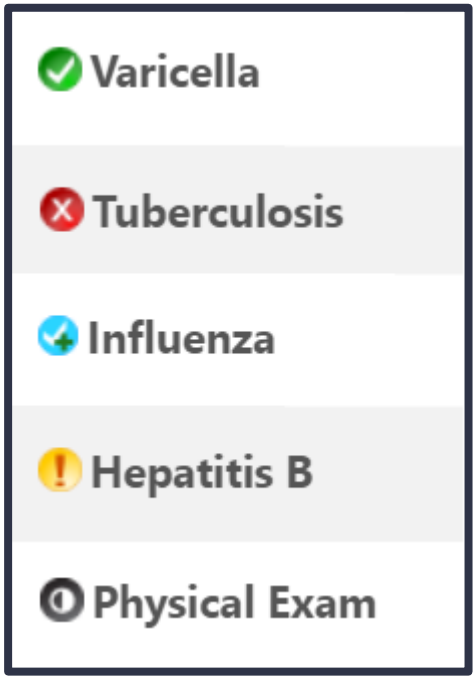
2.4. Tracking Your Compliance Status

Your compliance status is tracked both overall and requirement-by-requirement.

Your overall compliance status is summarized at the top of your dashboard.

Overall Compliance Status Not Compliant (7/11 Compliant)

You can also view the status of individual compliance requirements on your dashboard. The symbol to the left of the requirement name indicates the current status.



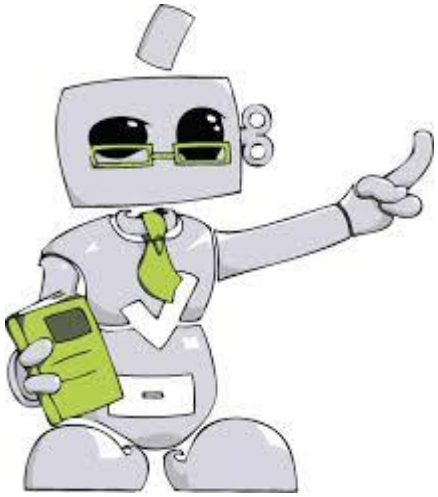
GREEN CHECKMARK = Compliant

RED X = Incomplete/Non-Compliant

BLUE CHECKMARK = Approved by Exception or Override

YELLOW EXCLAMATION POINT = Pending Review (i.e., if all submitted items are approved, you will become Compliant)

GRAY SEMICIRCLE = Optional/Non-Required



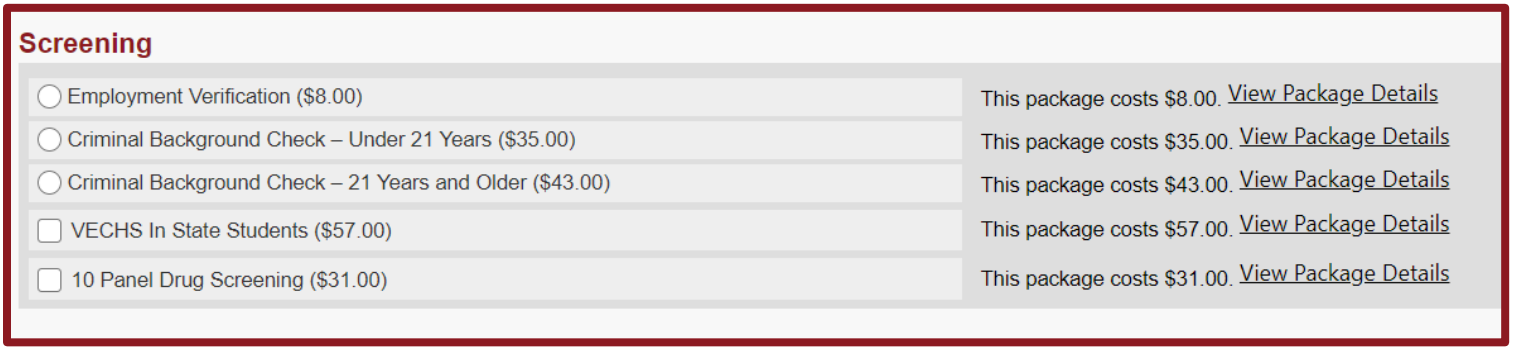
Complio also sends you **email notifications** whenever there is a change to your compliance status, whenever a submission is rejected, or whenever items are set to expire soon. Keep an eye out for Complio notifications, as they will contain important information that will help you become, and stay, compliant!

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3 Background Screening

3.1. Criminal Background Checks

If you need to order a criminal background check in Complio, you will need to select the appropriate background check package when placing your order. Your institution may have various options, so make sure you select the correct one(s).

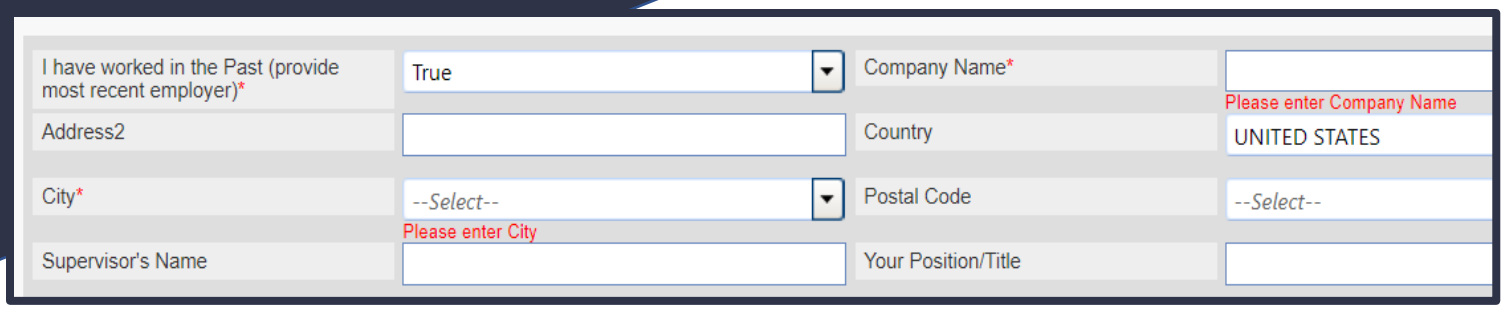


If you don't know which background screening package to order, contact your school to confirm what your program requires.

IMPORTANT!

When you order a background check, the personal information you enter on your Complio profile will be used **EXACTLY AS ENTERED** to process the check. Be sure to double-check your personal information, as this information **CANNOT BE EDITED** once your order is placed. If you place a background screening order and your personal information is entered incorrectly—even if the error is just a small typo—your school may require you to order another background check entirely.

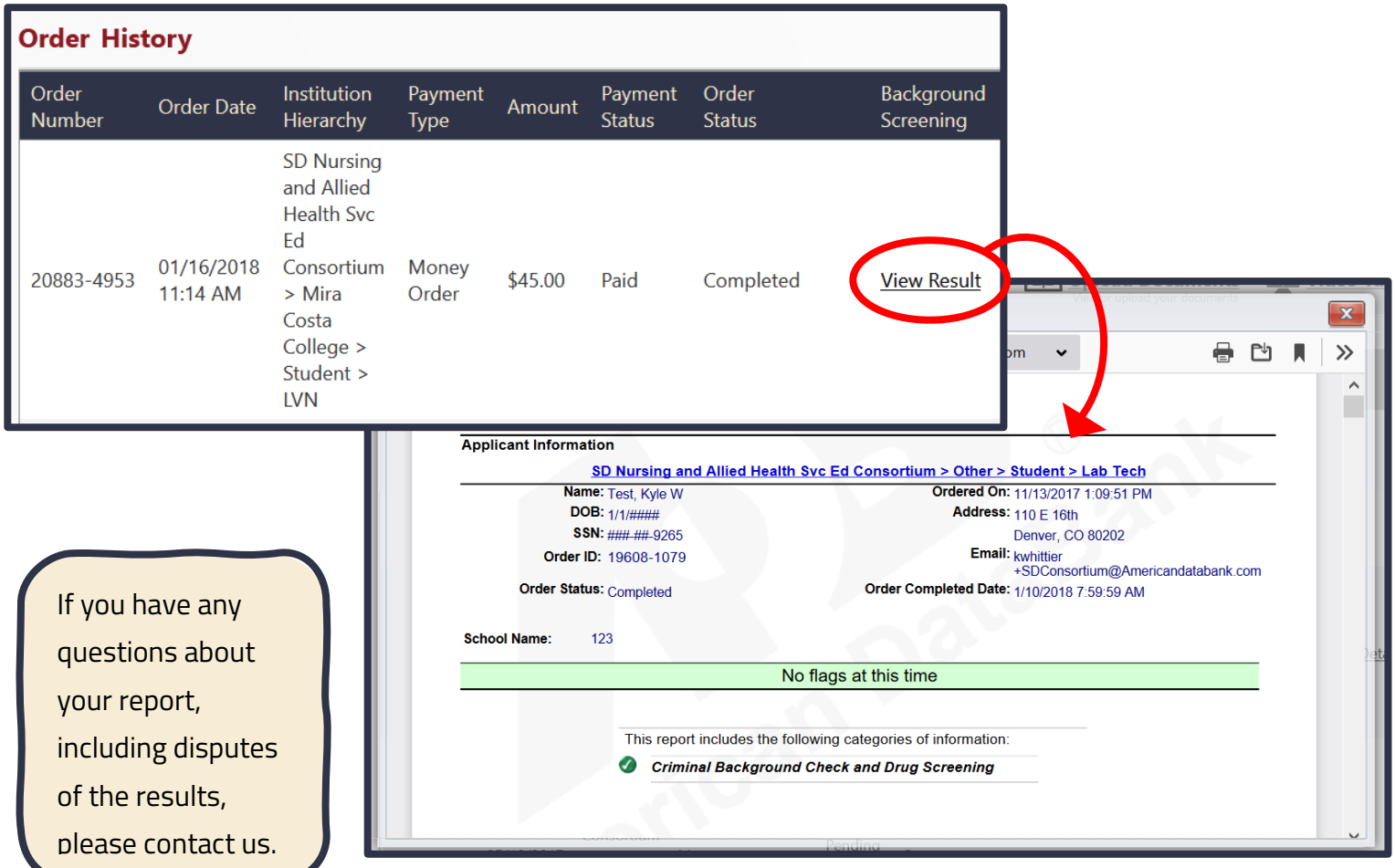
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If your background check includes any services that require additional information, such as education verifications, employment verifications, or personal reference checks, you will be prompted to enter the relevant information.

Most background checks are completed within 1-2 business days, but this can depend on what services are included in the check.

When your background check is complete, the results report will automatically be uploaded into your Complio account. You can view the report in your Background Screening tab or from your Document Library. The report will also be emailed to you directly.



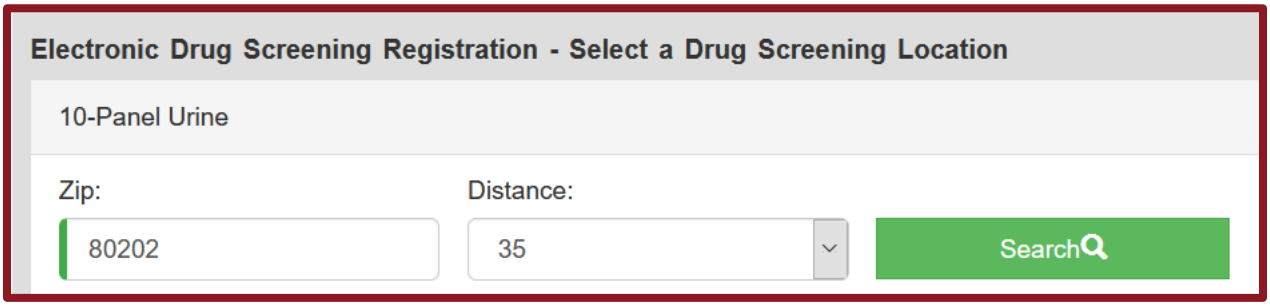
If you have any questions about your report, including disputes of the results, please contact us.

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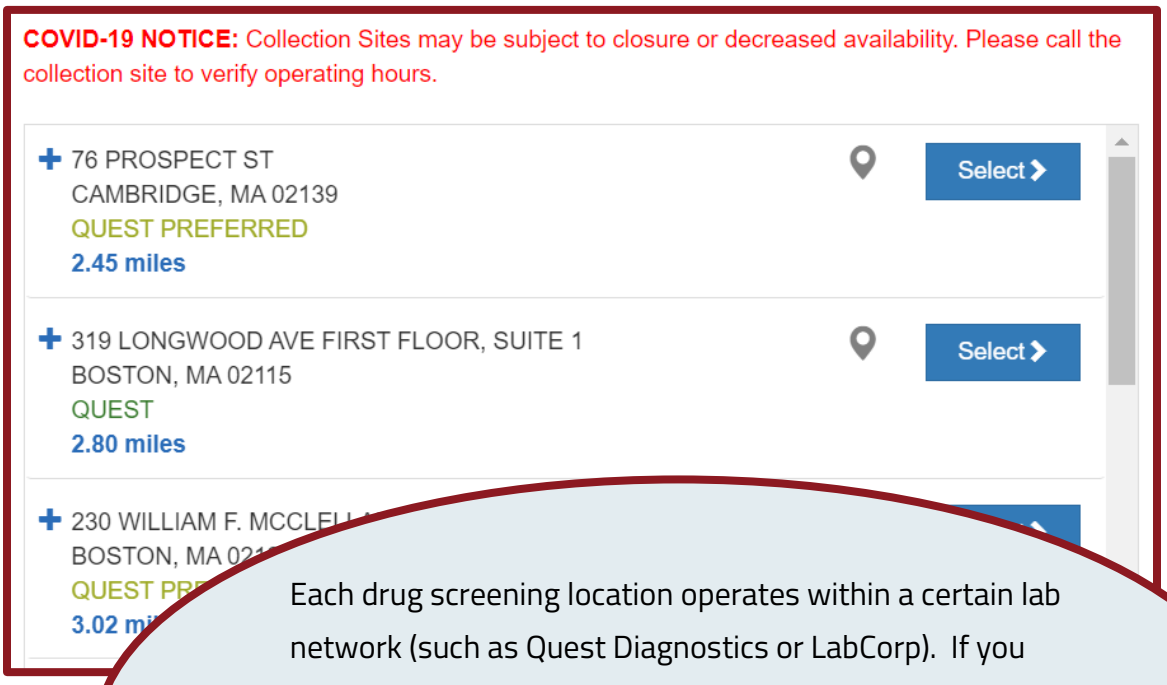
3.2. Drug Screening

If your background check includes an electronic drug screening registration, you will be prompted to select a drug screening location during the order process.

To select a drug screening location, enter a ZIP code in the collection site locator.



This will bring up a list of collection sites within a certain radius of the entered ZIP code. You can enter your home ZIP code, or, if preferable, a different ZIP code (such as the code for where you work or go to school). Once the list appears, select your preferred location.



Each drug screening location operates within a certain lab network (such as Quest Diagnostics or LabCorp). If you select a drug screening location but later decide that a different location would be preferable, your registration will be transferable, as long as the alternate location is within the **same lab network** as the location you selected.

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TIP:

Try to drink no more than 8 oz. of water in the 2 hours prior to providing your drug screening specimen. An excess of water in your urine sample can dilute the specimen, affecting the results of the screening. If your drug screening comes back with dilute results, you may be required to order another drug screening.

Drug screening results typically are returned within 1-3 business days after the specimen is provided. If further testing is needed on your specimen, the results may take longer to come back.

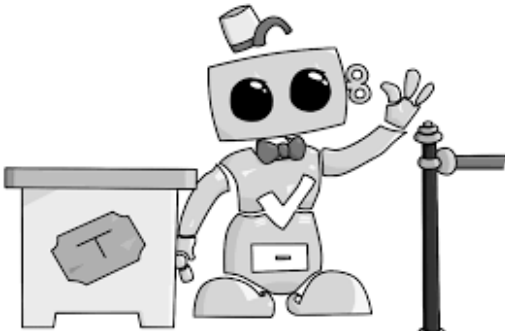
Drug screening results will automatically be uploaded into your Complio account. You will also receive a copy of the results by email.

3.3. Fingerprinting

If your background check includes fingerprinting, **you will receive instructions via email** once your order has been placed.

It's important that you follow these instructions exactly as written, as agencies that process fingerprint searches often have very strict procedures in place. If you have any questions about your fingerprinting order or about the instructions you have received, please contact us for assistance.

Fingerprinting protocols vary from state to state and agency to agency, so be sure to read the instructions carefully. Some fingerprinting protocols can take several weeks to process, so you'll want to make your fingerprinting appointment **as soon as possible** after placing your order.



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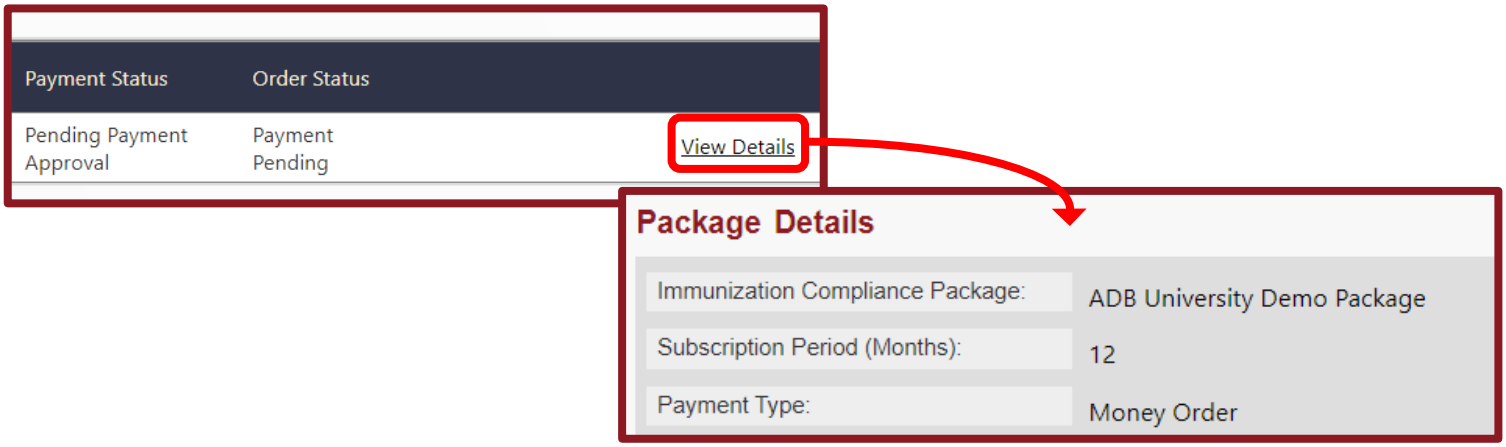
Frequently Asked Questions

I used to have a Complio account for a school I previously attended. Can I use the same email to create a new account for my current school?

Yes. When you create your new account, you will be asked to link your two accounts. Once you've linked your accounts, you'll be able to switch between them freely, as needed.

I placed an order, but it doesn't show up in my account yet. Why is that?

Your school may have an alternative payment method set up. For example, some schools review all orders, meaning your order will only be processed once a school administrator clears it. Another reason could be that you selected the Money Order payment option, in which case your order will be cleared for processing once American DataBank receives payment. Check the order details from your Complio account to confirm the payment method used on your order.



All my immunizations are recorded on a single document. Can I use that document for all of my immunization requirements?

Yes. You will still need to submit this document individually for each requirement, but the system allows you to reuse the same document as many times as necessary.

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I submitted my document for review, but the compliance indicator still shows a red X for "Incomplete." Why doesn't it show Pending Review?

The Pending Review icon (a yellow circle with a red exclamation point) only displays once you have submitted everything you need to submit to become compliant. For example, if you are required to submit 2 doses of a vaccine for an immunization requirement, and you've only submitted 1 dose, the category will still be considered Incomplete. Check the requirement explanation for the category to make sure you've submitted everything you need.

I need to apply for an exception, but the option isn't available. Why not?

Not all schools allow for exceptions. Please note, this is purely at the discretion of the school; American DataBank cannot allow you to apply for an exception if your school has chosen to remove the option. If you believe you need an exception anyway, please contact your school administrators.

I have to complete a drug screening, but I already know that I have a prescription that could result in a positive test. What should I do?

If the screening reveals the presence of the tested substances in your specimen, the Medical Review Officer (MRO) will attempt to contact you directly, up to 3 times, by phone. The MRO may ask you to provide additional information, such as prescription information, that would explain the presence of any flagged substances. After speaking with you, the MRO will finalize and release the results of your drug screening.

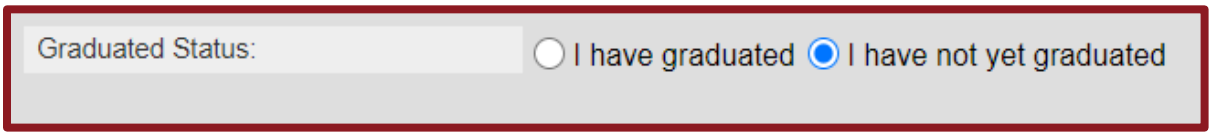
My drug screening registration expired. Can I get an extension?

Typically, drug screening extensions are **NOT available**. If you believe your situation warrants an exception, please contact your school administrator for written approval.

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I've finished my program, but I keep getting notifications from Complio. How do I stop these notifications?

To stop receiving notifications from Complio, you will need to mark yourself as Graduated. To mark yourself as graduated, navigate to your Order History page. Click "**View Details**" on your compliance tracking subscription. On the details screen, select the "I have graduated" option. Please note, this will also prevent your school from seeing your compliance information.



Who has access to my personal information in Complio? Is my information secure?

Complio is a secure, HIPAA- and FERPA-compliant system. All data is encrypted and your personally identifiable information (PII) is never shared without your consent. Only authorized administrators will have access to your compliance information. If you ever call in to our Applicant Success Team, a representative will ask for identifying information first, in order to confirm your identity before discussing any details about your profile; additionally, as a rule, we only discuss student profiles with the students themselves.

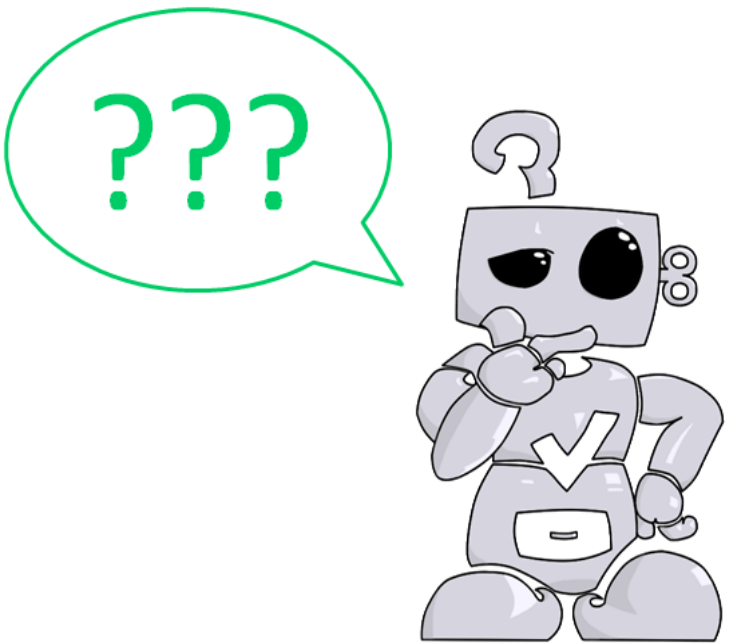
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Student/Applicant Support

Still have questions? Our Applicant Success Team is here to help!

Reach us by:

Email:	complio@americandatabank.com
	Responds within 1 business day
Phone:	(800) 200-0853
Hours:	7am-6pm MT Mon-Fri; 8am-5pm MT Sat
Live Chat:	Accessible through your Complio account
Hours:	7am-6pm MT Mon-Fri; 8am-5pm MT Sat
Mail:	110 16th Street
	Suite 800
	Denver, CO 80202



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