

Appendix D: Complio Instructions

BSN/MSN students are required to follow the below process and watch all video tutorials. United States University requires all BSN/MSN students to order the following packages:

- Immunization package
- Background & Drug Screen (*Note: Single drug screen package is available if retake is required/approved*)

Please contact American Data Bank if you have questions about your account, compliance requirements, or using Complio. They are available to assist you Monday-Friday 7am-6pm MT (Denver) via email at complio@americandatabank.com or by calling (800) 200-0853.



Welcome to Complio Tracking!

Complio is an online tracking system, selected by your school, to host details and documentation proving your compliance with immunizations and other requirements. Follow these step-by-step instructions to create an account and move towards compliance.

[Video: Complio Overview](#)



http://www.americandatabank.com/VideoDirectory/complio_overview.html

Create your Account

Step 1: Create an account by going to www.sdnahcbackground.com. On the right hand side of the page, click **Create an account** to get started with Complio. Enter your personal information. Be extra careful with your email address, as this is the system's main mode of communication with you.

Step 2: Complio will send an email to the email address used during account creation. Click on the Activation Link within the message or copy and paste the URL in your web browser.

Place Order

Step 3: Please note: An Account is not the same as a Subscription. Before you can begin entering information, you will need to order a subscription. Click **Get Started** to begin your order. Select your school, applicant type and program of study and click Load Packages. Select a Tracking package and a Screening package:

- Immunization package
- Background & Drug Screen (*Note: Single drug screen package is available if retake is required/approved*)

[Video: Subscribe to Complio](#)



<http://www.americandatabank.com/VideoDirectory/subscribe.html>

Step 4: Carefully enter the information required to complete your order. Please read the Disclaimer on the next screen, sign, and click Accept & Proceed to continue.



[Video: Signing Forms](#) <http://www.americandatabank.com/VideoDirectory/SigningForms.html>

Drug Screen Registration: Select the drug screen location that is most convenient for you. The current page loads based on the zip code of your current address, you can provide a different zip code to view additional locations.

Upon completion of your order, you will receive an email (Check your spam and/or junk mail) with the registration and



collection location you have chosen. Make sure to print out the electronic drug screen registration form and go to the collection site you selected along with a photo ID to submit a specimen. **BE AWARE OF THE EXPIRATION DATE ON THE DRUG SCREEN ORDER. The drug screen must be completed prior to the expiration date. If the drug screen is not completed prior to the expiration date, the drug screen will be flagged and the student will be required to purchase another drug screen subject to USU approval.**

Please note: If you pay for your order by money order, you will not receive this information until the payment has been received.

Step 5: Review your information on the Order Review screen. If everything is correct, enter your payment. You can pay by credit card or money order. Once they have received payment for your subscription, you can begin to enter your data by clicking Enter Requirement for each category.

Add Details & Documents

Step 6: Click Upload Documents to browse your computer and upload your records and use the Browse button to locate documents within your computer.

[Video: Upload Documents](#)



<http://www.americandatabank.com/VideoDirectory/upload.htm>

Step 7: Click Enter Requirement to add details for a specific requirement. There may be multiple options, but you may not need to complete them all.

[Video: Entering Data](#)



<http://www.americandatabank.com/VideoDirectory/data.html>

Step 8: Select a Requirement, complete the required fields and select from the drop---down list of documents you've uploaded. Click Submit to save what you've entered. You can update the item at any time before it is approved.



[Video: Exceptions - • - When and How to Apply](#)



<http://www.americandatabank.com/VideoDirectory/exceptions.html>

United States University generally does not accept exceptions. Please discuss any exceptions with Office of Field Experience.

Wait for Approval

Once you have entered a document, the red "x" to the left of the item  will turn into a yellow circle with an exclamation point , indicating the item is ready to be reviewed. American DataBank verifies and reviews items within 1-3 business days (excluding holidays and weekends). Please plan ahead.

Monitor Your Status

We recommend checking Complio regularly. You are not fully compliant until your Overall Compliance Status = Compliant, indicated with a **Green Checkmark**. Complio will notify you via email when your compliance status changes, if an item is approaching expiration, or if a new requirement is added.

Questions?

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