

# The College of New Rochelle

## Complio User Guide

1. Go to <http://cncrcompliance.com/>
2. If you're a new user, click on "New Users – Create an Account" in the top right hand corner of the page. Follow the steps to create your account. Once you create your account, you will receive an email with an activation link. Follow this link to log into your account. If you do not click on this link, your account will not be activated.



3. You will be prompted to begin your order. Watch the video and click "Get Started."
4. Select the correct student type from the dropdown that appears on the order screen. Then click "Load Packages."
5. Choose the appropriate package(s) for your program. The price of any packages ordered will be displayed as you select them. If you are unsure of which package(s) to order, please reach out to your program director.

## Placing an order

Please contact your institution if you are unsure what package(s) you need to order.

**Identifying Information**

Institution Name: College of New Rochelle

Select Student Type: \* Undergraduate

Load Packages

**Tracking**

**Immunization Package(s)**

Undergraduate Tracking [View Package Details](#)

48 Months (\$37.00)

**Estimated Tracking Total:**

**Screening**

Criminal Background and Drug Screen (\$90.00) This package costs \$90.00 and additional fe

Drug Screen (\$35.00) This package costs \$35.00. [View Package](#)

**Estimated Screening Total:**

**Estimated Order Total**

**Estimated Order Total:**

Previous Next

*\*PLEASE NOTE: For each applicant-provided alias name and/or additional locations outside of the base price, an additional fee will be added per search location found in the applicant-provided residential history. Some states charge additional court access fees. If any additional fees apply, they will be noted on your order summary page before you complete your order.*

6. **Electronic Drug Screen Information** – if you are ordering a drug screen, you will be able to select your drug screen location. After your payment has been accepted, the drug screening registration will be emailed to you. Take this with you when you give your collection.
7. Review the order information as well as personal information to make sure everything is entered correctly. You will also be prompted to read and sign the Disclosure & Authorization form before you complete your order.
8. After entering your payment information, a confirmation of payment from American DataBank will be sent to the email address you provided.

# Uploading Documents

Background Checks are typically completed in 3 business days

American Databank | Since your last login

Since your last login 0 item(s) have been marked "meets requirements", 0 item(s) have been marked "does not meet requirements", and 0 are still pending review.

**You are still not compliant in the following category(s):**

- CPR
- Physical Exam

**You have following upcoming expiration category(s):**

| Category Name     | Expiration Date |
|-------------------|-----------------|
| Tuberculosis      | 5/12/2018       |
| Seasonal Flu Shot | 9/3/2018        |
| Tdap              | 5/10/2027       |

Each time you login, Complio will remind you which categories are still not compliant.

It will also show you if you have any categories that will expire soon.

9. From the home page of your Complio account, click "Upload Documents" on the upper right hand side of the screen. Browse through your files for the documents you want to upload into your Complio document library.

Upload Documents View or upload your documents | Video Tutorials | Place Order

You can also upload these as you completed each requirement individually. You can associate the same document to more than one requirement. If the requirement needs a series of titers or shots, you will need to associate your document to each item.

**Upload Documents**  
Click browse button to select files.

- Chest X-ray.jpg x Remove  
Description:
- CPR card.jpeg x Remove  
Description:
- Health Insurance.png x Remove  
Description:
- Hepatitis B titer .png x Remove  
Description:
- Influenza .jpg x Remove  
Description:

Browse

Upload All Cancel

Pro Tip: Take the time to label your documents so you can easily tell what each PDF shows. This will make associating the documents much easier!

# Associating Documents

10. Return to your Home page, where you will see the list of requirements listed.

11. Click “Enter Requirements” to the right side and indicate which required items you are submitting. You will see what is required to become compliant for each category as soon as you click “Enter Requirements”.

12. Choose the documents from your document library that should be associated with each item. You may also upload these individually into the category as well.

13. You may need to submit multiple items for a single compliance category. You may also assign the same document to multiple items.

14. Enter the details required for each item – date, results, etc.

15. Documents are reviewed within 1-3 business days. Be sure to submit documents at least 3 business days prior to any deadline you have.

16. Don't forget to click “Submit”!

| Compliance Category/Item (Expand / Collapse)     | Requirement Explanation              |
|--|--------------------------------------|
| Required Compliance Category                     |                                      |
| <input checked="" type="checkbox"/> MMR          | <a href="#">+ Enter Requirements</a> |
| <input checked="" type="checkbox"/> Varicella    | <a href="#">+ Enter Requirements</a> |
| <input checked="" type="checkbox"/> Hepatitis B  | <a href="#">+ Enter Requirements</a> |
| <input checked="" type="checkbox"/> Tuberculosis | <a href="#">+ Enter Requirements</a> |

MMR

**Add New Requirement**

**MMR:**

You must submit proof of a Measles Titer, Mumps Titer, and Rubella Titer, dated within the last 10 years.

If any of your titers are not positive (negative or equivocal) you must submit 2 MMR Boosters dated after your not immune titer(s).

If you must submit MMR Boosters, they must be dated at least 30 days apart. You will be compliant for 30 days after you submit MMR Booster 1.

Select a requirement:

- SELECT--
- MMR Booster 2
- Measles Titer
- Mumps Titer
- Rubella Titer
- MMR Booster 1

Hepatitis B

You might need to submit more than one item for each category. You can associate the same document to more than one item in each category. In this example I would want to associate my document to each titer – Measles, Mumps, and Rubella. I then need to add my result and my date for each titer as well.

**MMR:**

You must submit proof of a Measles Titer, Mumps Titer, and a Rubella Titer, dated within the last 10 years.

If any of your titers are not positive (negative or equivocal) you must submit 2 MMR Boosters dated after your not immune titer(s).

If you must submit MMR Boosters, they must be dated at least 30 days apart. You will be compliant for 30 days after you submit MMR Booster 1.

Select a requirement: **Measles Titer** [Apply For Exception](#)

fill the form below for Measles Titer

Date: 02-05-2018 Document: --SELECT--

Results: Positive

Upload Additional Documents: **MMR Titer.jpg** x Remove [Browse](#)

Note:

[Submit](#) [Cancel](#)

I need to associate this document to each titer!

## Document review

17. Once you have submitted your documentation for review, the red X on the left side of your home screen will become a yellow exclamation point. A yellow exclamation point indicates your document is pending review.

18. American DataBank will review your documents to ensure they meet CNR's standards.

19. If you have any questions about what your documents needs to have in order to be approved, please click on "Requirement Explanation", at the top of your screen.

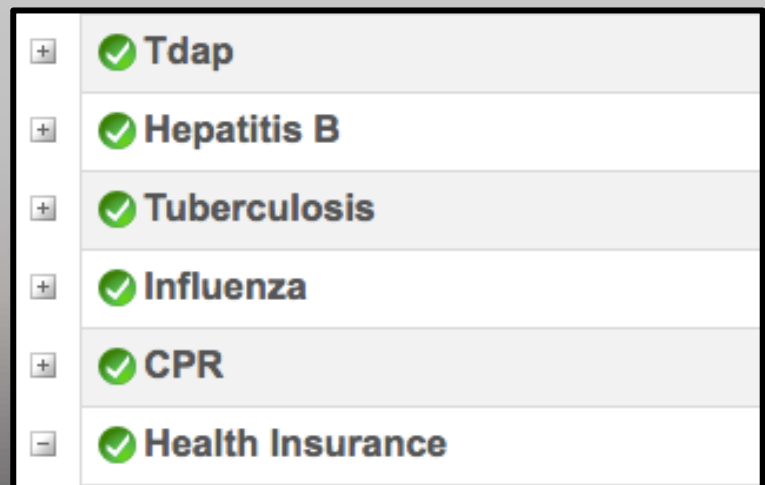
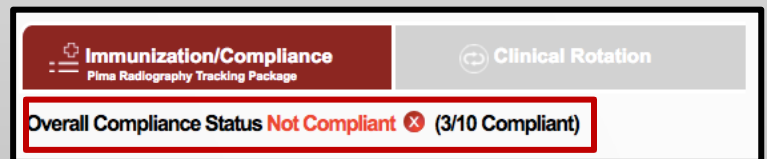
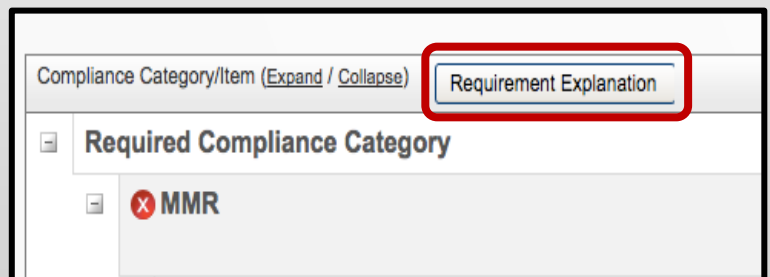
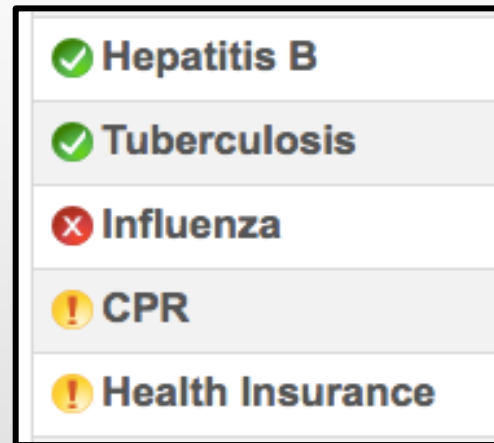
20. Once American DataBank reviews your documents, the category will either have a green check mark or a red X next to the category.

21. A green check mark means the category is compliant.

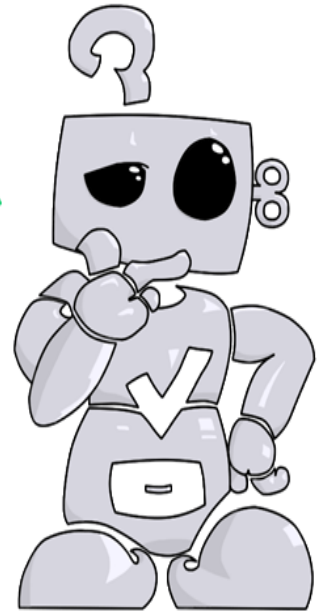
22. A red X means the category is not compliant.

23. If your document doesn't meet the requirements, you will receive a notification from Complio with an explanation.

24. Your account will show all green check marks once you are fully compliant



# Questions?



©American DataBank is always happy to help. You may call, email, or message us with any questions or concerns you have about Complio, your account, or your students' statuses.

**Email:** Complio@americandatabank.com

**Phone:** 800-200-0853

**Live Service:** 7am-6pm MT Monday-Friday; 8am-4pm MT Saturdays

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Suite 800  
Denver, CO 80202