

myRecordTracker® STUDENT USER GUIDE





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WELCOME

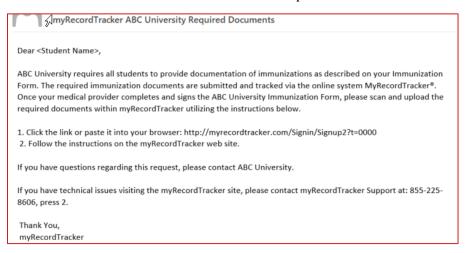
This guide will provide step-by-step instructions for accessing myRecordTracker® to upload and share documentation pertaining to your student requirements. If you have any questions about myRecordTracker, please contact Certiphi's Customer Service or Technical Support at the phone numbers listed below, or email myrecordtracker@verticalscreen.com.

Please know that the myRecordTracker system is mobile friendly.

Customer Service	Technical Support	International Support
855-225-8606, press 2	855-225-8606, press 4	00+1+215+876+6145

INVITATION EMAIL NOTIFICATION

To start, you will receive an email notification from myrecordtracker@verticalscreen.com with important instructions on how to create a myRecordTracker account to initiate the record fulfillment process. The email will resemble the below example.



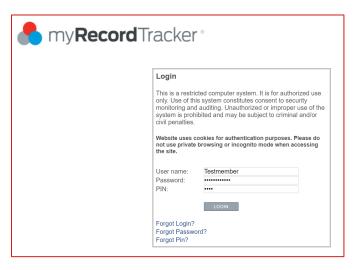
Please Note: In order for you to receive the invitation email from myRecordTracker, the administrator must have uploaded your contact information into the myRecordTracker system. If you are expecting an invitation email to myRecordTracker, but you have not received one, contact your program administrator. Please do not share the URL included in the invitation email as it is for your use only. It is a one-time-use URL to set up your profile and is unique to your particular profile and requirements.

The invitation email will prompt you to use the included link to create your account. When creating your account, please make note of your password, PIN, security questions and answers for future use. Depending on the administrator's specific requirements, you may be asked to submit payment during this step.



ACCESSING MYRECORDTRACKER

Once you create an account you may begin fulfilling the program requirements. After your account is set up you will log in by navigating to https://www.myRecordTracker.com. Enter your username, password, and PIN.

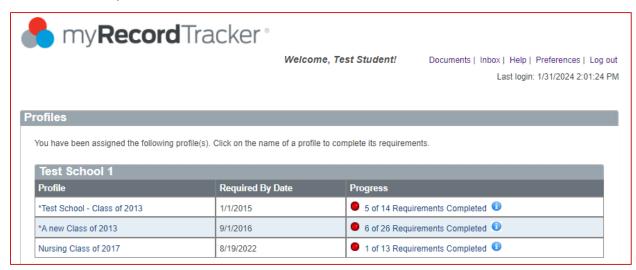


If you previously created your account but are clicking on the original URL from the invitation email, you will receive the following error at the bottom of the login screen.

Unable to authenticate your token. Please verify the email link is still active with myRecordTracker® Support.

Upon logging in, the dashboard will display the following:

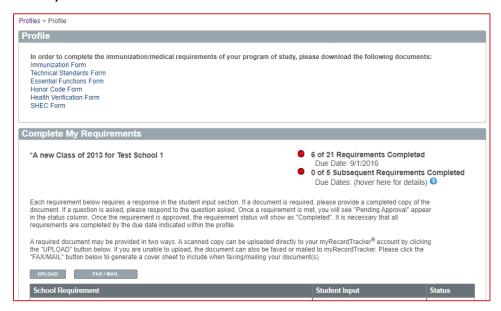
- Profile the student has access to
- Profile due date when the majority of the requirements are due
- Your progress in meeting the profile's requirements
- The ability to click on the profile to see more in-depth details regarding requirements to fulfill and/or additional due dates





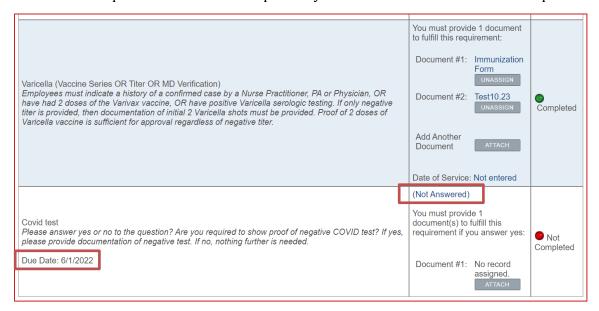
COMPLETING YOUR MYRECORDTRACKER REQUIREMENTS

Clicking into the **Profile** will show the documentation that your administrator wanted to provide to your attention through the system. Below the Profile section you will see the **Complete my Requirements** section where you will see each requirement within the myRecordTracker profile that requires a response.



If a document is required, you will need to upload a completed document in order to meet the requirement. If a question is asked, you are required to provide a response directly into the system. To answer the question, click on the **Not Answered** link. Once you have uploaded a required document and/or answered a question, a status of **Pending Approval** will appear. When the requirement is approved, the requirement status will change to **Completed**.

Please Note: All requirements must be completed by the **Due Date** indicated within the profile.





Status Examples

- **Completed**: This status indicates that the requirement was uploaded and approved. In certain instances, the requirement is listed as Completed and includes an expiration date.
- Completed
- Completed (Expiration Date: 1/1/2099)
- **Pending Approval:** Indicates that a requirement was uploaded and is awaiting approval. *Once in pending approval status our standard objective is to have all documents reviewed within 72 hours.*
- Pending Approval
- **Not Completed:** Indicates that the requirement has not yet been completed.
- **Rejected:** Indicates that the document was uploaded but was rejected by either the administrator or Certiphi Screening. If a requirement is rejected, you will receive an email notification indicating a status has changed and to log back into your account. You can locate the reason within your inbox.



Not

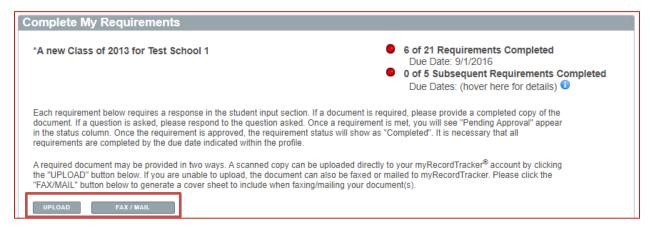
• Half Green/Half Red: Indicates that all requirements were completed by the initial due dates for that point in time. Once you are able to complete all the other requirements by their specific due date, the status will update accordingly.



Uploading Documentation

myRecordTracker is mobile friendly and you can access the system from most devices. We offer multiple ways you can upload your required documents into the system. There are a couple of options where once your required document is attached, the requirement will automatically go into Pending or Complete status depending on system settings. When you click on the Upload button under Complete my Requirements you may upload a clear picture of a document, a scanned copy of the document, or the document directly from your device files.

While not utilized often, Certiphi Screening still offers the ability to fax or mail a cover sheet by clicking on the Fax/Mail button. Using this option you can fax or mail your document to Certiphi Screening (the cover sheet must be included for each document). If this option is utilized, Certiphi Screening's goal is to review the documentation within 72 hours of receipt, after which it will be attached to your requirement. This is a manual task for our representatives.





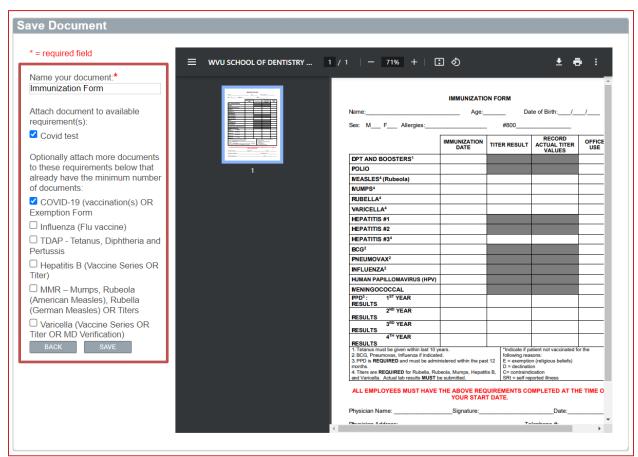
Clicking **Upload** will allow you to attach a single document to one or multiple requirements. You will be directed to the **Upload Document** section where you can select and **Submit** the document.



Once submitted you will be given the opportunity to:

- 1. Review the document that is uploaded;
- 2. Name the document;
- 3. Review the names of unfulfilled requirement(s) that are remaining; and
- 4. Decide to attach your document to multiple requirements, or just one requirement by checking the box next to that requirement. If a requirement requires an expiration date or date of test, you will be prompted to enter the date upon upload. Certiphi Screening will not enter this information into the system.

Please note: There is no limit to the number of documents you can attach to a single requirement.









You will receive an email notification alerting you to any upcoming document expiration dates. For new documentation you can utilize the same upload methods available on the site. You must include a new expiration date for any new documentation. The expiration date you enter should follow the instructions provided and must be a future date.

Once the requirement is fulfilled the requirement is automatically removed from the checklist, leaving only the requirements that are not yet completed. For example, if you upload a document fulfilling the requirements for Hepatitis B and MMR, both of those requirements will no longer appear in the list.

Automated Email Notifications from myRecordTracker

Below is email notification language you may receive from myRecordTracker in the following scenarios:

Profile Due Date

To: <Student Name>

Subject: myRecordTracker Notice - Due Date

Dear <Student Name>,

Please note that the due date to provide immunization and other health related documentation was January 1, 2024. If you have not satisfied all the requirements, please log onto https://www.myrecordtracker.com and review your profile. It is important to complete all requirements as soon as possible.

Thank you, myRecordTracker



Individual Requirement Expiration

To: <Student Name>

Subject: myRecordTracker Individual Requirement Expiration Reminder

Dear <Student Name>,

Please note that one or more of your requirement(s) expired on January 1, 2024. Please log onto https://www.myrecordtracker.com and review your profile. It is important to complete all requirements as soon as possible.

Thank you, myRecordTracker

Requirement Specific Due Date

To: <Student Name>

Subject: myRecordTracker Notice - Due Date

Dear <Student Name>,

Please note that the due date to provide immunization and other health related documentation was January 1, 2024. If you have not satisfied all the requirements, please log onto https://www.myrecordtracker.com and review your profile. It is important to complete all requirements as soon as possible.

Thank you, myRecordTracker

Requirement Rejected

To: <Student Name>

Subject: myRecordTracker - An update has been made to your account

Dear <Student Name>,

An update has been made to your account. Please log onto https://www.myrecordtracker.com to review your profile.

When you log back into your account you will notice the reason for requirement rejection.

Your program administrator has sent you the following message. Please review.

The following requirement has a new status:

Requirement: Influenza
Status: Rejected
Reason: Other test

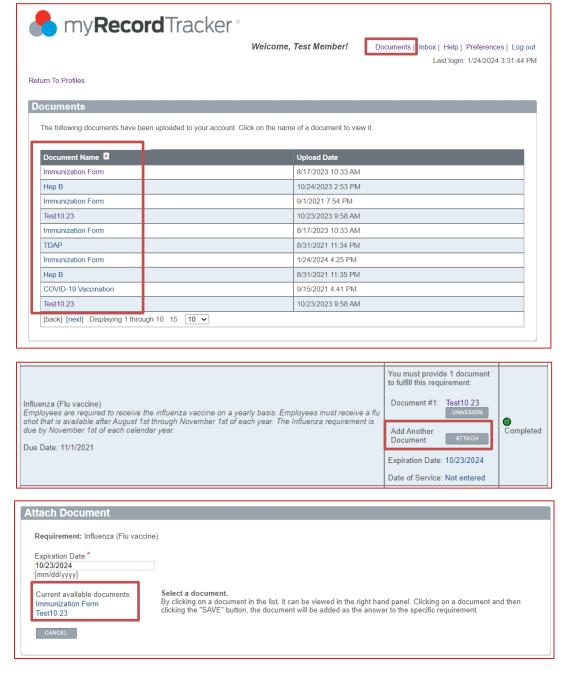
You have been assigned the following profile(s). Click on the name of a profile to complete its requirements.



OTHER IMPORTANT INFORMATION ABOUT MYRECORDTRACKER

Documents Section

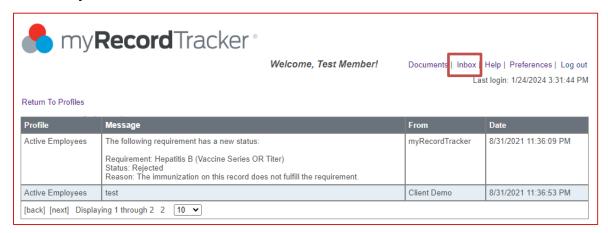
Clicking the **Documents** link in the upper-right hand corner of the page, you can review all documents previously uploaded to the site, including the date that the document was uploaded. Through this view you can go back and review those documents at any time. Each document has a link to the actual form. If any of the documents listed need to be attached to a requirement and isn't already, click on **Attach** next to the requirement. You will then see a list of **Current Available Documents** you will be able to select from.





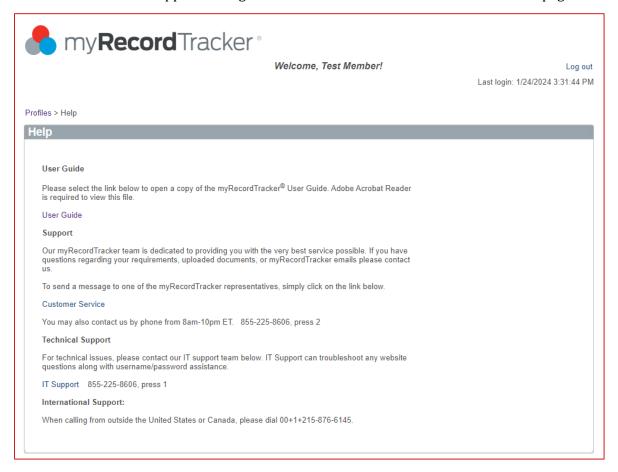
Inbox

The **Inbox** link in the upper right hand corner of the site will bring you to an inbox that contains all special instructions and emails sent from the administrator. Administrators use this tool to send emails directly to each student.



Help

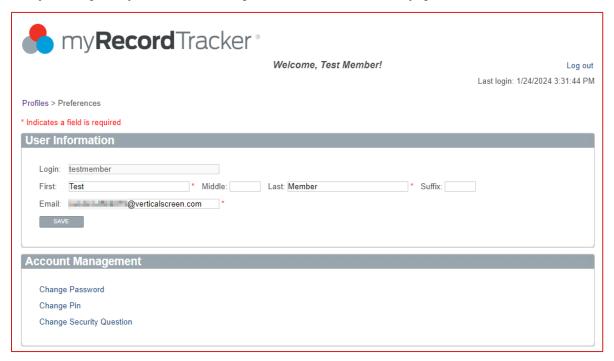
The **Help** link will bring you to a page that provides contact information for myRecordTracker customer service and IT support. User guides such as this one are also available on this page.





Preferences

The **Preferences** link in the upper-right hand corner of the page will bring you to the page that allows you to update your name, email, password, PIN, and security questions.



DISTRIBUTE INFORMATION TO A THIRD PARTY

Certiphi Screening allows you to access and share your myRecordTracker requirements to another third party. Students who have questions about using the myRecordTracker Report Delivery Manager after reading these instructions should contact Certiphi Screening's Applicant Services team at 1-800-803-9582 or myrecordtracker@verticalscreen.com.

Steps to Utilize myRecordTracker Report Delivery Manager

First log in to your profile at https://www.myrecordtracker.com. Click into your **Profile** and scroll to the bottom of the screen to locate the section titled **Distribute my Profile**. Click **Deliver** to begin the report delivery process.



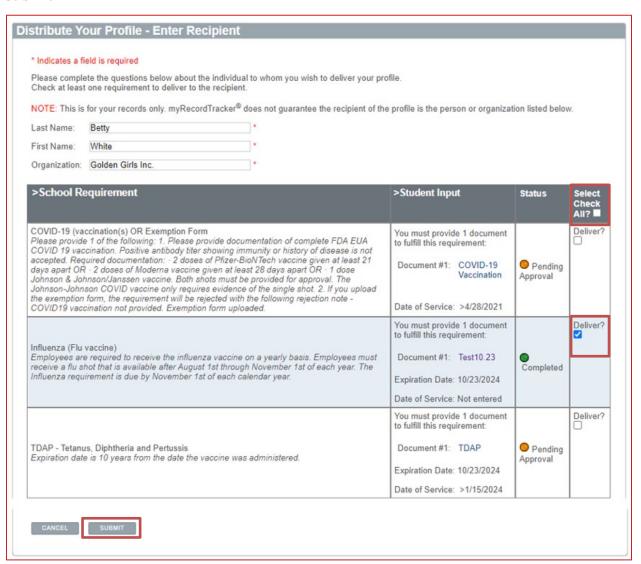


A profile can be shared with anyone you choose.

Please Note: Your school/program of study will automatically receive a copy of all records within myRecordTracker, so you do not need to forward or deliver your myRecordTracker profile to your school/program of study.

After you click **Deliver** you will enter the recipient's contact information: First Name, Last Name, and Organization.

You have two options when selecting the requirements you would like to share: You can send all requirements in your profile (by clicking "Select Check All?"); or pick and choose specific requirements (by clicking the checkbox next to "Deliver?") on each item. Once selected, click Submit.

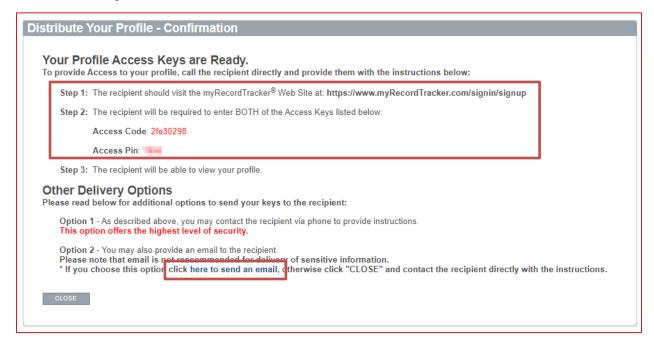




Delivery Options & Confirmation

Profile Access Keys will be generated. You can choose to share access to your profile by calling the recipient directly and verbally providing the profile access key information, or you can opt to send an email to the recipient that contains the information. The third party only has up to 72 hours to access the information you shared. Profile Access Keys may only be used once.

- 1. Call or connect directly with the third party and provide the web address, access code, and access pin to the recipient.
 - Certiphi Screening recommends that you use this option for the highest level of security.
- 2. Under Other Delivery Options you may select to authorize an email sent to the recipient. Under Option 2, click the "click here to send an email" link.



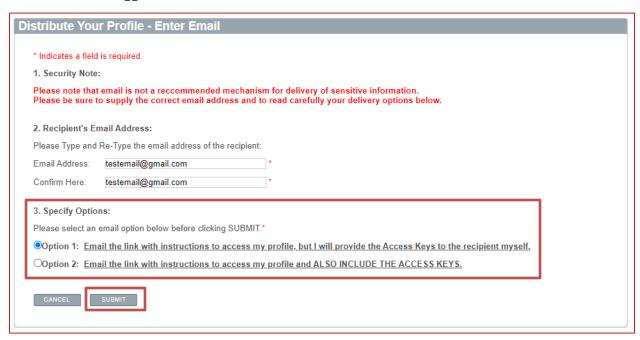


Email Delivery

If you selected email, on the next screen you will provide the recipient's email address and then select either Option 1 or Option 2 to determine what information is emailed to the recipient.

- **Option 1:** Only the link with instructions to access your profile is emailed. You would need to contact the recipient directly to provide the Profile Access Keys.
- **Option 2:** Both the link with instructions to access your profile and the Profile Access Keys are provided to your recipient.

Click **Submit** to trigger the email notification.



The system provides confirmation that an email has been sent, along with the myRecordTracker Profile Access Code and Access PIN for future reference.





Please Note: There is no limit on how many times you use the Report Delivery Manager Tool. Each time you use it the system will automatically update the chart on the Distribute My Profile section and track whether the third party accessed the information you shared.



Within the Distribute My Profile section you will see the following Statuses:

- 1. **Active:** From the date and time stamp indicated under the **Created** column, the recipient has up to 72 hours to access the information you sent. They can also only use the Profile Access Code information one time within this 72 hour window.
- 2. **Cancelled:** You may **Revoke** third party access to the information you shared. You only have the option to Revoke within the 72 hour window and only if the third party has not yet access the information.
- 3. **Accessed:** This lets you know if and when the third party accessed the information you shared.
- 4. **Expired:** The 72 hour window for the third party to access the information you shared has passed.

CONTACT INFORMATION

If you have any questions about the myRecordTracker process, please contact Certiphi Screening from Monday through Friday, 3am – 10pm ET.

Customer Service	Technical Support	International Support
855-225-8606, press 2	855-225-8606, press 4	00+1+215+876+6145

Payment Questions	Email
888-291-1369, ext. 3	myrecordtracker@verticalscreen.com