

Self- Pay Student Registration and Payment

Before proceeding with the steps provided in this document, please confirm with your Academic Coordinator that students will be responsible for the subscription fee of their own myClinicalExchange account. **If your Coordinator states that another party will be responsible for the fee, do not follow the steps in this document.** Instead, please encourage your Coordinator to submit a support ticket for additional guidance.

1. Please navigate to <https://www.myclinicalexchange.com/MainPage.aspx> by either following this link or copy/pasting it into your web browser. **Please register from your computer and not from a cell phone. The most recent version of Chrome is recommended.**

2. In the upper right corner of the homepage, click **Registration>Students** from the drop-down menu.



3. Click New Registration.



4. Complete Step 1 of 3

Welcome, let's get started! Step 1 of 3

School State*
Select from dropdown

School*
Select from dropdown

Program*
Select from dropdown

NOTE: If you do not see your school or your program, please reach out to your Academic Coordinator.

Email*

Enter Security Code*


For security, please enter the numbers from the image above.

1. Select School State

2. Select School

3. Select Program

4. Enter school-provided email address*

5. Enter displayed Security Code

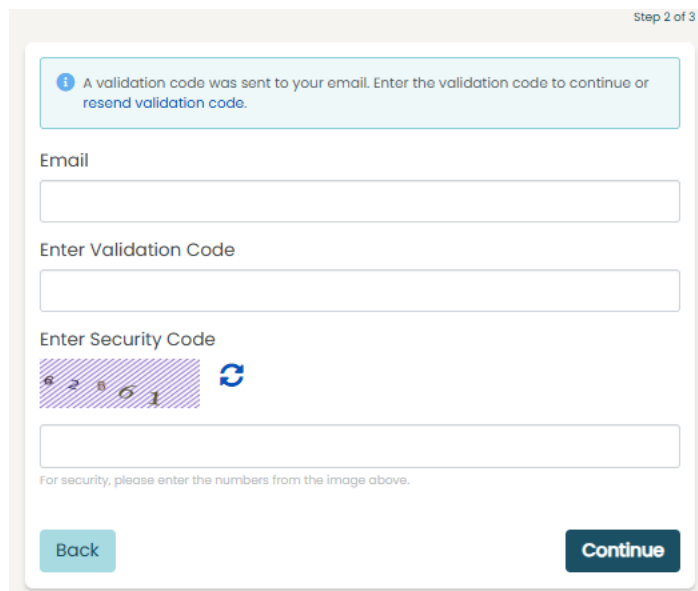
6. Click Continue

* The system will send a validation code to the email address. You may use a personal e-mail address if your School does not issue school-based e-mail addresses.

Upon clicking **Continue**, a validation code will be sent to your email from donotreply@myclinicalexchange.com. Please check your inbox for the validation code. If you do not see your validation code in your inbox, check your junk or spam folder. If you cannot locate the email:

- Click **Resend Validation code**
- If the email is not in your inbox, junk, or spam folder, reach out to your IT department to allow-list @myclinicalexchange.com

5. Complete Step 2 of 3:



The screenshot shows a registration form titled "Step 2 of 3". At the top, a light blue box contains an information icon and the text: "A validation code was sent to your email. Enter the validation code to continue or resend validation code." Below this are three input fields: "Email", "Enter Validation Code", and "Enter Security Code". The "Enter Security Code" field is preceded by a security image showing a grid of numbers (6, 2, 8, 0, 1) and a refresh icon. Below the input fields is a small note: "For security, please enter the numbers from the image above." At the bottom are two buttons: "Back" and "Continue".

1. Email will populate with your email address
2. Enter the Validation Code that you received via email
3. Enter displayed Security Code
4. Click Continue

6. Complete Step 3 of 3 which contains five sections of information.



The screenshot shows a registration form titled "Step 3 of 3". The first section is "Demographic Information", highlighted with a light blue header. Below the header is a light blue box with an information icon and the text: "Please enter your name as it appears on a government-issued identification."

- Complete Section 1: Demographic Information I. **First Name:** Your legal first name.
II. **Last Name:** Your legal last name.
III. **Date of Birth:** Your date of birth (no one under the age of 13 is allowed to register)
IV. **Gender:** Select from drop-down
V. **SSN:** Your full social security number with no dashes. If you do not have an SSN check the box next to "I don't have a SSN."
VI. **Address:** Your physical place of residence.
VII. **City:** The city in which you reside.
VIII. **State:** The state in which you reside.
IX. **Zip:** Enter the zip code associated to your address.
X. **Mobile:** The best contact number you can be reached at. Note that this phone number will also be an option for myClinicalExchange to send password resets.
- Complete Section 2: School Enrollment Details
I. **School State:** Please select the state your Academic Institution is located in. This is not a required area. However, it does assist in the data filtering process.

II. **School:** Select the name of your Academic Institution.

III. **Program:** Select the program you in which you are enrolled at your Academic Institution. Please confirm with your academic coordinator the program in which you should be enrolled.

IV. **Planned Graduation:** Select the Month and the Year.

- **Month:** Select the month of graduation
- **Year:** Enter the year of graduation

- Complete Section 3: Communication Consent

I. **Open to be contacted for job opportunities?:** Select your preference.

- Complete Section 4: Emergency Contact Person

I. **Name:** Enter your Emergency Contact's first and last name.

II. **Relationship:** Enter their relationship to you.

III. **Phone:** The best contact number they can be reached at.

- Complete Section 5: Login Details

I. **Login ID:** The email you entered at the beginning of this process will populate in this area.

II. **Password:** Enter in your password. Note that the password requirements are a minimum of 8 characters, at least one letter (upper & lower case), number, special character. Special characters include the characters above 1-8 on your keyboard: !, @, #, \$, %, ^, &, *

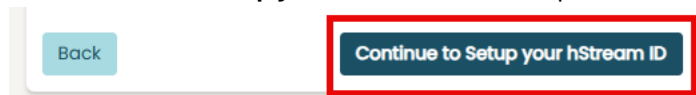
III. **Confirm Password:** Re-enter your password.

- Complete **Terms of Service:** You must agree to the terms of service to proceed and complete your registration.

7. Scroll up to the top of the form and scroll through the completed form to be sure that all required fields have been completed. Typical fields to double-check include:

- Planned Graduation Year: Be sure that the year has been entered
- Mobile phone number
- All fields with a *

8. Click **Continue to Setup your hStream ID** to complete the Activation of your profile.



- If you cannot proceed, review the form to ensure that all required fields have been completed.

9. Your Activation is now complete. Now, the last step: Set up your hStream ID

10. Click **Get Started**.

The screenshot shows a progress bar at the top with four steps: 'Secure Account' (completed), 'Address' (completed), 'Personal Information' (completed), and 'Set up your hStream ID' (active). Below the progress bar, a message states 'You're almost there! The final step is setting up your hStream ID' with a '75% completed' indicator. A warning icon and text state 'An hStream ID is required to use myClinicalExchange'. The hStream logo is displayed, followed by a paragraph about joining the community and gaining access to resources. Below this, a list of 'Upcoming benefits of your hStream ID' includes 'FREE learning resources', 'Discounts on medical courses', and 'Access to our mobile app'. At the bottom, a 'Get Started' button is highlighted with a red rectangle.

Enter your email address on the next screen:

- If an existing hStream ID is found, you'll be prompted to enter your password
- If no hStream ID exists, you'll follow the steps below

11. Create your hStream ID

The screenshot shows the 'Create your hStream ID' form. It includes the hStream logo and the title 'Create your hStream ID'. The form has fields for 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm Password'. Below the 'Password' field, there is a checkbox for 'I agree with the terms of use.' and a 'Continue' button. A link for 'Already have an hStream ID? Sign In' is also present. At the bottom, the copyright notice 'Copyright © 2025 HealthStream, Inc. All Rights Reserved.' is displayed.

a. Enter hStream ID information:

- i. First Name
- ii. Last Name
- iii. Email (personal email address is recommended for your hStream ID)
- iv. Password
- v. Confirm Password
- vi. Review and check the box next to "I agree with the terms of use."

b. Click **Continue**

12. Verify your hStream ID

- a. A verification code is sent to your hStream ID email address.
- b. Enter the Verification Code
- c. Click **Continue**

You will see a Success! You have registered notification

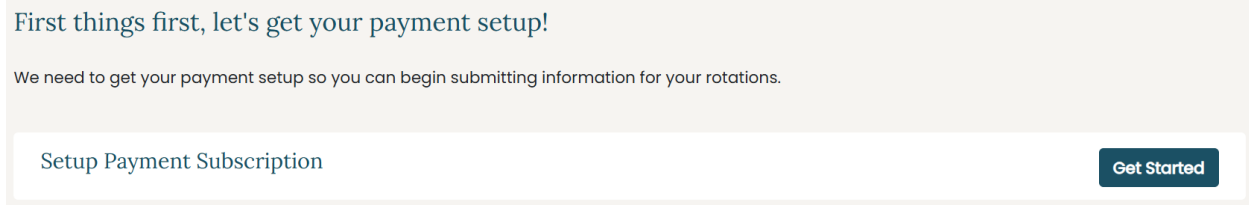
13. Click **Continue**.

14. You will be prompted to log in to hStream with your newly created hStream ID credentials
 - a. Enter your hStream ID email address
 - b. Enter the password you just created for your hStream ID
 - c. Click **Continue**You will now see **Profile Setup Complete!**

15. Click “Continue to Home”

16. Once you are logged completely into your account, you will see an option to Pay for Subscription.

17. Click **Get Started**



18. Choose the subscription length

19. Select the payment option of your choice (PayPal, Pay Later, Debit or Credit Card)

20. Enter your payment information.

21. You will be sent a receipt from PayPal. Please keep this for your records.

Congratulations! You have now registered and paid for your myClinicalExchange account. You can let your coordinator know that you are ready to be scheduled to your rotation.

Frequently Asked Questions:

I was not able to complete my registration. How do I proceed?

Go to <https://myclinicalexchange.com/mceRegisterMainPage.aspx>

Click “Complete Registration”

I was able to complete my registration but did not complete my hStream ID creation. How do I proceed?

Go to <https://myclinicalexchange.com/studentlogin>

Click “Activate Account”

How do I add my mobile number to my hStream account?

Check your email for your “This is your hStream ID” notification. Click **manage your account**. Log in to hStream with your hStream credentials. You’ll be prompted to add your mobile phone number. This allows you to receive password resets for hStream via your mobile phone number.

For all other inquires: E-mail mCESupport@healthstream.com. Please provide your name, the email address associated to your account, your school, and a brief description of the issue you’re experiencing. Include screenshots where applicable.