

# Alvin Community College

## Student Guide to Complo



### Required compliance items

What you need to know about compliance and immunization requirements:

**Alvin Community College** students will need to provide documentation regarding the completion of their immunization records. The school uses a vendor called **American DataBank** to help students track, access, and maintain their compliance records through their academic program. **American DataBank** has created a web-based database allows students to access their immunization and compliance records from a computer and gives students the ability to update and download their compliance “passport” at their convenience. This system is known as **Complo** and automatically notifies students when immunization or compliance records are expiring so that students can update their records as needed.

This guide contains details about how to complete the immunization and certification requirements which must be completed. Please review these materials closely and complete the required items today.

### Clinical agency requirements

Students placed at clinical agencies are required to provide their immunization and compliance materials prior to being placed in that setting. Your program faculty and staff may halt your attendance in clinical course work at any time if your immunization and clinical requirements have not been met.

### Complo support

**Account login:**

<http://alvincollegecompliance.com/>

**Technical Support:**

[complo@americandatabank.com](mailto:complo@americandatabank.com)

Or

(800) 200-0853

### Getting Started Check list

1. Create your Complo account
  - a. Using your preferred internet browser, go to <http://alvincollegecompliance.com/> and place your order for the required package(s) as instructed by your school.
  - b. Once you have placed your order, Complo will provide you will a list of requirement Immunizations and email you the necessary drug screening registration if applicable.
2. Gather your immunization records
  - a. Complo will provide you with a list of all immunization requirements, which will also be emailed to you at the same time you place your order. Please review these carefully to ensure you have all documentation.
3. Submit materials
  - a. If ordering a drug screen through Complo, please follow all instructions found in the email and take the appropriate action. Your drug screening results will be uploaded to your account 72 business hours after you complete the collection.

You may watch the below Complo Overview to help get ready for using Complo as well!

<https://www.americandatabank.com/project/complo-overview/>

## Maintaining your Compliance Status

### Load your documents and track your compliance

- Log into Complio at <http://alvincollegecompliance.com/> with your username and password.
- Provide all supporting documentation to Complio. American DataBank will review these documents within 1-3 business days and then let you know if the documents met requirements (approved) or did not meet requirements (rejected and needs further action).

### Review your compliance requirements

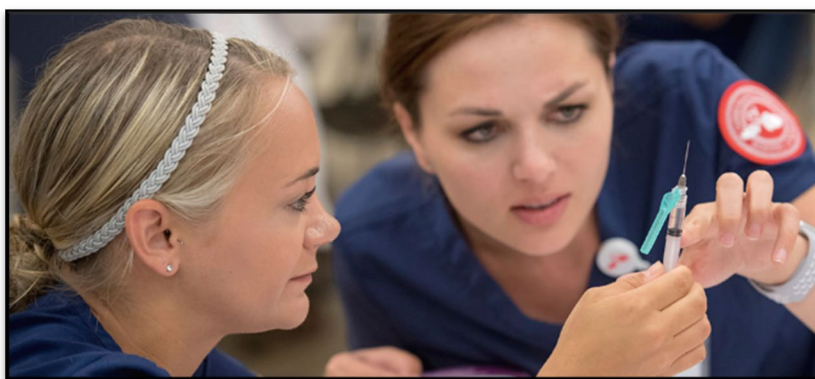
- If you have ordered your immunization compliance package, you will click **Requirements Explanation** at the top of your compliance categories to review the full list of requirements.
- By clicking **+ Enter Requirements** you may review the specific requirements for the category that you are looking at. This is also where you will submit your documentation.

### View your clinical Passport

- You can print your clinical passport at any time to show that you have met the requirements to be in that setting and are eligible to attend class. When you are logged into your account click on the Report tab on the left side of your profile to open this item. Your passport report also provides a quick way to see what items may be expiring soon or what may need to be updated right away.

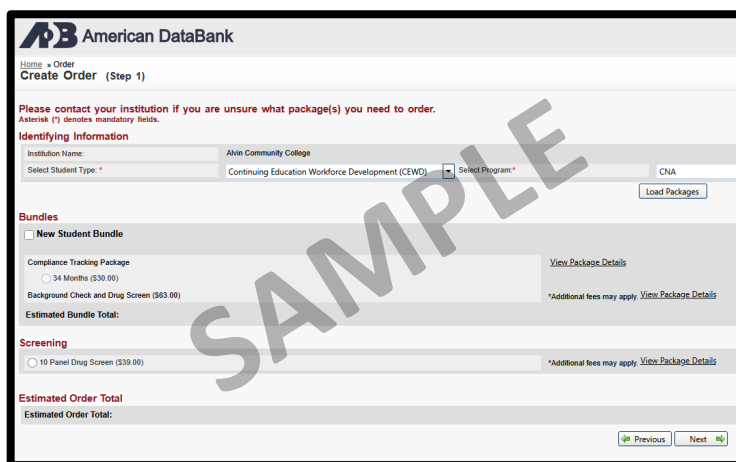
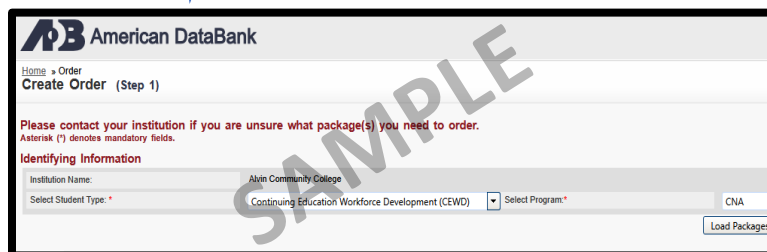
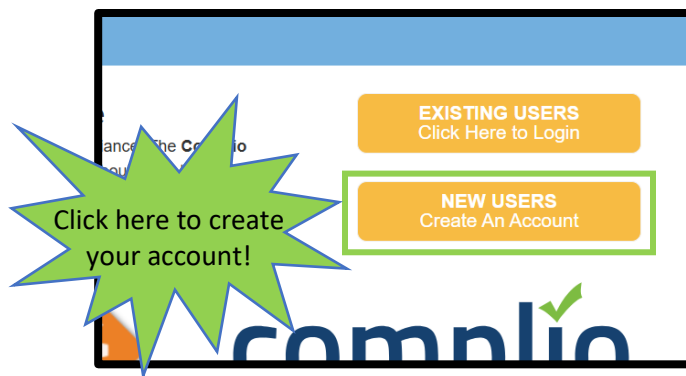
### Don't wait to update

- Many required items need to be renewed on an annual basis. It is important that students follow up with any notifications that they receive from Complio regarding expiring items or items that have not yet been completed.



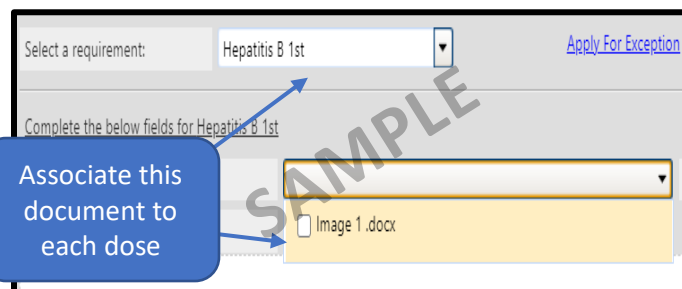
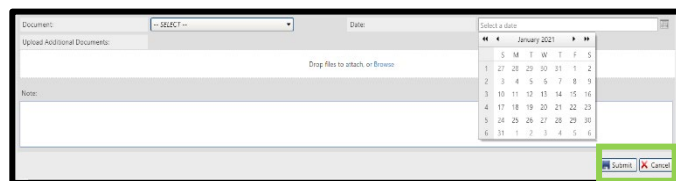
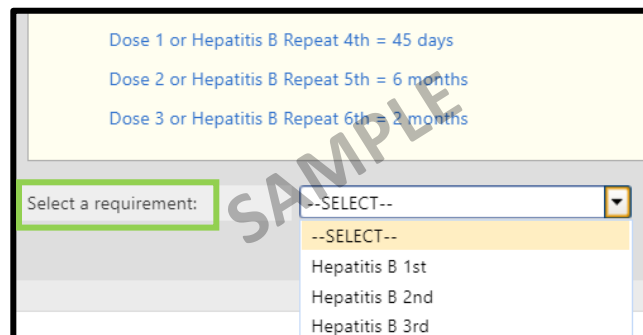
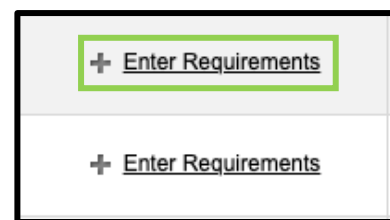
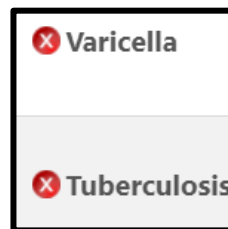
## How to set up your Complio account

1. Go to <http://alvincollegecompliance.com/> to create to your Complio account.
2. Once you create your account, you will receive an email with an activation link.
  - a. Follow this link to login and activate your account.
3. Click on the Get Started button to begin!
4. Select your Program of Study and click on "Load Packages."
  - a. You will see several different packages listed. If you're unsure of what to order, please contact your school to confirm.
5. Step 2 will ask you to confirm all details you entered when you created your account.
  - a. It is imperative that you confirm that all details are correct. If you order incorrectly, you will have to place another order and a refund is not available.
  - b. We encourage you to opt-in to receive Text notifications regarding your Complio account
6. Drug Screening
  - a. If you are ordering a drug screen through Complio, you will select your collection site during the ordering process. Please find a location nearest to your home, work, or school. If you are unable to find a location near you (within 99 miles) please contact American DataBank at 800 200 0853 for assistance.
7. Signing Forms
  - a. There will be several forms to sign. Review the document and scroll down the bottom of the page where you will check the box indicating you've read and agree to the documentation. Using your mouse or track pad, sign your name and click Next to proceed. The form will refresh to show your signature in the form. You will click Next to move forward.
8. Order Review
  - a. You will confirm your order on the Order Review page. Please double check your package selections as once you enter your payment information your order is not eligible for a refund. Please confirm your order before proceeding.



## How to set up your Complio account

9. Return to your home page, where you will see a video that shows you how to upload documents. Please watch this video.
10. Once you've watched the video, you will be able to see a list of all your requirements. Click on "Enter Requirements" on the right side and indicate which required items you are submitting.
  - a. You will see what steps are required to become compliant for each category as soon as you click "Enter Requirements"
11. Choose your pathway to compliance in the dropdown
  - a. Once you choose your option, Complio will ask you for additional information. Please enter all applicable details.
  - b. Don't forget to click Submit!
12. Please note, you may need to submit multiple items for a single compliance category.
  - a. Once you've uploaded a document once, it can be associated to as many items as you need. Just click the "Document" drop down once you select your requirement. In this screenshot, the student is associating their document "Image 1.docx" to each shot series individually (Hepatitis B 1<sup>st</sup>, Hepatitis B 2<sup>nd</sup> Etc.).
13. American DataBank will review your documents within 1-3 business days once they are submitted
  - a. ADB reviewed your documents to ensure they meet your school's standards. They are following the direction of the school and do not make the standards themselves.
  - b. You will be notified via email and text (if you opted in) as to the status of the document you submitted.
  - c. If your document did not meet the standards, it is considered not approved and you will need to determine the next steps. If your document does meet the standards, it will be approved.
14. If you have any questions about what information your documents need to have in order to be approved, please click on Requirement Explanation at the top of your screen.

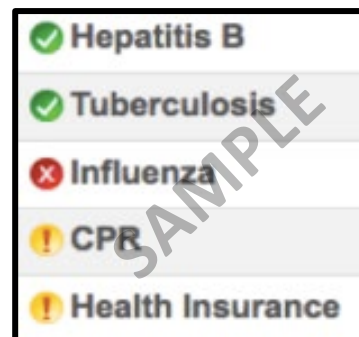


**Overall Compliance Status** **Not Compliant** ❌ (0/14 Compliant)

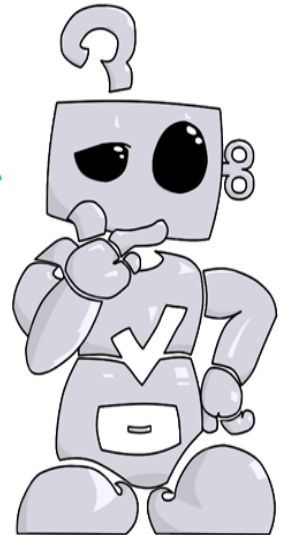
Compliance Category/Item ([Expand](#) / [Collapse](#))

[Requirement Explanation](#)

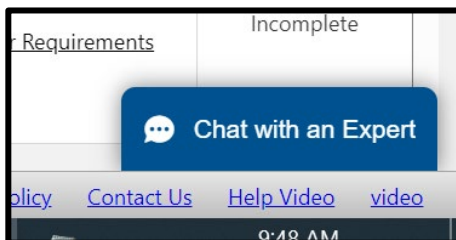
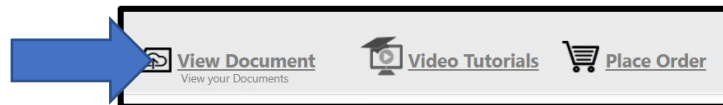
Once you submit your documents, they will have a status. Green = approved, Red = not compliant, Yellow = Pending Review



# Questions?



If you need assistance, you may click on the Video Tutorials tab on the top right-hand side of your account. It will pull up several videos and answer some of the more frequently asked questions.



You may also live chat with a representative by clicking on the *Chat with an Expert* icon in the bottom right-hand corner.

©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 compliance status.

**Email:** Complio@americandatabank.com

**Phone:** 800-200-0853  
**Live Service:** 7am-6pm MT M-F; 8am-4pm MT Sa

**Address:** 110 16<sup>th</sup> Street  
Suite 800  
Denver, CO 80202