GETTING STARTED WITH COMPLIO

STEP 1: CREATE ACCOUNT

Click “Create Account” to begin setting up your Complio account. If you already have an account, select “Member Login” instead.

Enter your personal information Be extra careful with your Email Address, as this is the system’s main mode of communication with you.

**If you prefer not to enter your Social Security Number, click NO. It is NOT required.**
STEP 2: CONFIRM EMAIL

Once you’ve created your account, you’ll receive an activation email. **Click the link** in the email to finish setting up your Complio account.

STEP 3: CREATE ORDER

The first time you log into Complio, you will be prompted to place an order. Click “Get Started” to begin the ordering process. **Please note:** Create Account is not the same as Create Order. Before you can begin uploading documents, you will need to create order and choose a program.

The system will prompt you to select your program first.

- Use drop downs: STUDENT > ALL OTHER PACKAGES > click **load packages**
  > choose FIRST YEAR/SOPHOMORE PACKAGE OR JUNIOR/SENIOR/GRAD.**
- If you are unsure, select the closest option.
VERIFY INFORMATION

Make sure your personal information is correct before you proceed! Personal information CANNOT BE REVISED once your order is submitted.
STEP 4: TERMS OF USE AND CONSENT

Please read the Disclaimer on the next screen, sign, and click **Accept & Proceed** to continue.

You will then be prompted to agree to and sign the Complio Terms of Use and Disclosure & Authorization forms.

To sign these forms, scroll down to the signature box.

Use your mouse or trackpad to sign in the box.

Click “Next” to reload the document with your submitted signature now displayed.

Once you’ve signed the forms, click “Next” to continue to payment.
STEP 5: REVIEW ORDER AND SELECT PAYMENT

Payment select > bill to institution. **NO PAYMENT INFORMATION IS REQUIRED**

Click Continue to review and finalize your order.

STEP 6: UPLOAD DOCUMENTS

Click Upload Documents and use the Browse button to locate documents within your computer. Detailed instructions for document upload are provided in the Submitting Documentation User Guide.

SUPPORT

For any questions regarding uploading documents, immunization requirements, technical questions, please contact Complio support.

American DataBank - Complio
Account Support
(800) 200-0853
Hours: Monday-Friday 7am - 6pm MT; Saturday 8am - 5pm MT
complio@americandatabank.com

For any questions regarding immunization exemptions, please contact SHAC.

Student Health and Counseling (SHAC)
(914) 323-5155
Hours Monday-Friday 9am-5pm
shac@mville.edu