Welcome to Complio Tracking & Screening!
Complio is an online tracking and screening system selected by your school to hold background check details and documentation proving your compliance. Follow these step-by-step instructions to create an account and move towards compliance.

Video: Complio Overview

Create your Account
Step 1: Create an account by going to http://www.mercercollegecx.com/. Navigate to the Complio homepage by following the prompts on the page. Click Create an Account to get started. Enter your personal information. Be extra careful entering your Email Address, as this is the system’s main mode of communication with you.

Video: Creating an Account

Step 2: Complio will send an email to the address used during account creation. Click on the Activation Link within the message or copy and paste the URL in your web browser.

Place your Order
Step 3: Please note: An Account is not the same as a placing an order or subscribing for tracking your immunizations. Click Get Started to begin placing your order. Select your program of study and year and click Load Packages. Select the following packages: Criminal Background Check, Drug Screening only and Mercer Nursing Compliance Package.

Video: Subscribe to Complio

Step 4: Other names— Provide any alias/maiden names that you have used and click “Next” to continue. Enter previous addresses if applicable.

Electronic Signature
Step 5: Please read the Disclosure and Authorization on the next screen, sign, and click Accept & Proceed to continue.

Video: Signing Forms

Review and Confirmation
Step 6: Carefully review the information you have provided, once the order has been placed you cannot change any information. If any information is incorrect you will be required to re-order at your own expense.

Step 7: Confirmation and Receipt – Once you have confirmed that your information is correct, please select payment of Credit Card or Money Order. You will receive a receipt via email to your email address included with your order.

Immunization Details & Documents
Step 8: Click Upload Documents and use the Browse button to locate documents within your computer. Detailed instructions for document upload are provided in the full User Guide.

Video: Upload Documents

Step 9: Click Enter Requirement to add details for a specific requirement. There may be multiple options, but you may not need to complete them all. Refer to the Note for explanation of options.
Step 10: Select a Requirement, complete the required fields and select from the drop-down list of documents you’ve uploaded. Click Submit to save what you’ve entered. You can Update the item at any time before it is approved.

Video: Exceptions - When and How to Apply

Wait for Approval At this time, the requirement is pending review and approval by an Administrator. American DataBank verifies items within 1-3 business day (excluding holidays and weekend).

Monitor Your Status We recommend checking Complio regularly. You are not fully compliant until your Overall Compliance Status = Compliant, indicated with a Green Checkmark. Complio will notify you via email when your compliance status changes, if an item is approaching expiration/deadline, or if a new requirement is added.

Questions? American DataBank is available to assist you Monday-Friday 7am-6pm MST or you can contact us by email complio@americandatabank.com or by calling 1-800-200-0853.