University of Detroit Mercy
Complio User Guide

Go to udmercycompliance.com and create your account. Chrome or Firefox work best with our system. If you are able to use one of these browsers we encourage you to do so. Complio will send you an activation email, please click on this email to activate your account.

Select your Program of study and then Load Packages. You will see several different packages listed, please refer to your school if you’re unsure of which package you need to order. American DataBank does not know which package you need and will ask you to check with your school.

**PLEASE NOTE:** You will be choosing from three different bundles. You will need to look at the name of the bundle to ensure you are ordering the correct package. THIS IS VERY IMPORTANT and can delay your progress with the University if you do not select correctly. Additionally, please know that once you complete the order process and enter your payment information your order is not eligible for a refund. It is imperative that you review your order and select the correct package.

If you are unsure of which package to choose please check with your school before proceeding.
Step 2 will ask you to confirm all details you entered when you created your account. This information will be used to run your criminal background check, so 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 to you. We rely on you to input your details correctly!

Additionally, you have the ability to let Complio know if you’d like to receive Text notifications. These notifications will let you know if your background check is complete, if you have items to complete, and general Complio information. Please choose Yes and confirm your cell number before clicking Next to move forward.

Electronic Drug Screen Information – you will be able to select your drug screen location by clicking on the blue “Select” button. After your payment has been accepted, the drug screening registration will be emailed to you. Take this with you when you give your collection. The collection sites are based on the zip code you entered when you created your account. You can edit the zip code or distance if you need to.

You will review the forms and scroll to the bottom of the screen to sign your name. Click the check box and then use your mouse or trackpad to provide a signature.
You will confirm your order on the Order Review page. Please double check your package selections and utilize the “Change Package Selection” button if you need to make any adjustments to your order.

As you continue down the Order Review screen, you will see your total price listed followed by your profile details. If you need to make any adjustments, please use the Edit buttons directly to the right of each section. Once you enter your payment information you are no longer eligible for a refund.

detroitmercy.complio.com says

You will not be able to edit any information for this order after proceeding. Have you reviewed all your information?

Have you double checked your order?
©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 students’ statuses.

Email: Complio@americandatabank.com
Phone: **800-200-0853**
Live Service: 7am-6pm MT Monday-Friday; 8am-4pm MT Saturdays
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