

Assure Member User Guide

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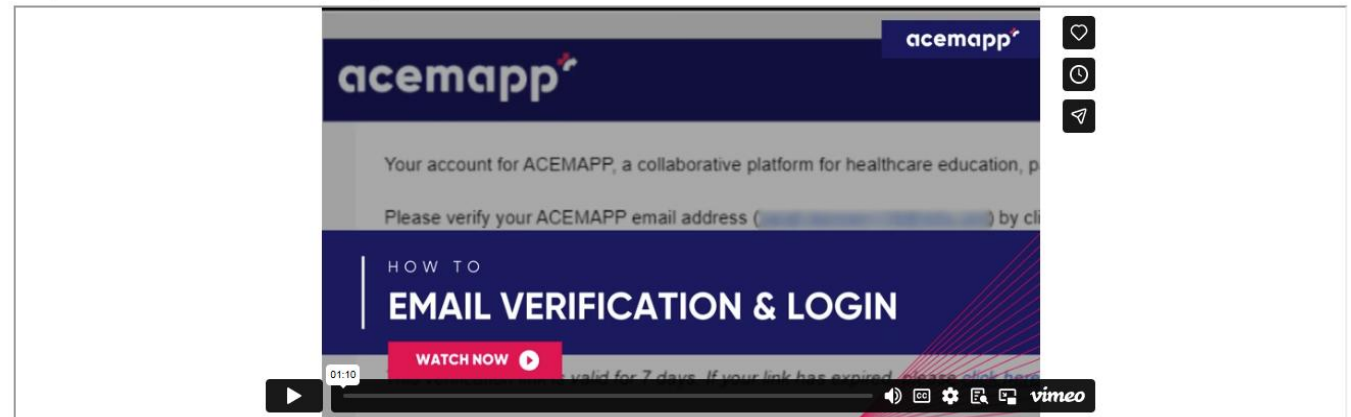
Assure Member User Guide

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ACEMAPP Assure collects, stores, and reviews [requirements](#), including background check/drug screening results, immunizations, and other requested documents. While the Assure team works behind the scenes, school users have full visibility of Assure member documents, review status, and overall [compliance](#). Members are responsible for uploading their required documents to be reviewed through Assure. All uploaded documents are stored securely and can be accessed anytime through your File Manager in ACEMAPP.

Step 1: Email Verification and Login



Once your school has created your account, we'll send a verification email to the email address linked to your ACEMAPP account. You'll need to verify your email before logging in. Use the [Resend Verification](#) button on the acemapp.org login page.

After email verification, expect a message from ACEMAPP containing a link to set your Password. If the Password Email isn't found, visit ACEMAPP.org, click "Login", enter your email, and select [Forgot Password](#) to set it.

- [Email Verification Link Details](#)

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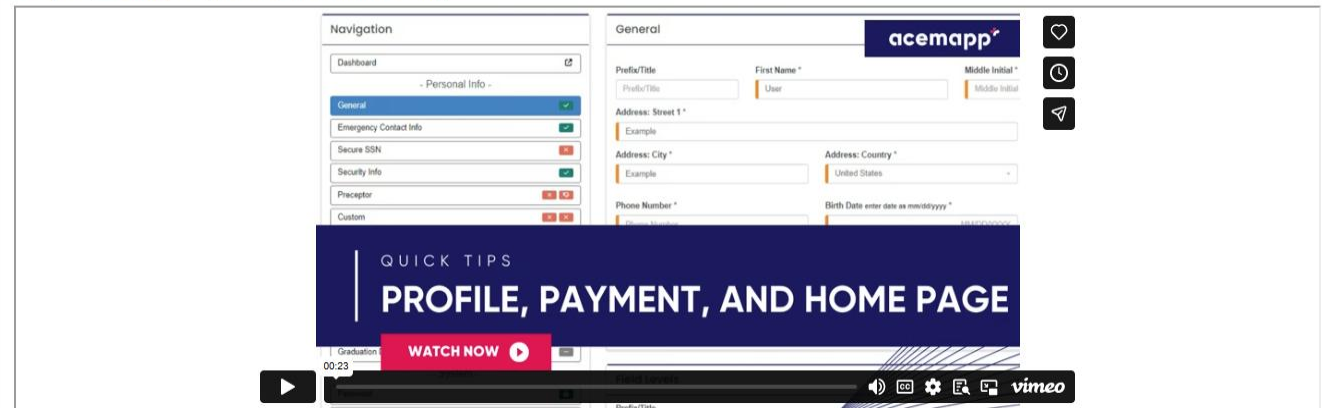
Contact Us

Phone:
(844) 223-4292

Email:
support@acemapp.org

- [Login Information](#)

Step 2: [Profile](#), Payment, and Home Page



When you first log in to ACEMAPP, you will be prompted to review and consent to our Terms of Use and Privacy Policy.

Your [profile](#) is considered part of your [compliance](#) and must be completed before you can navigate to your home page to complete [requirements](#). If you have a previous legal name, include it in the "Legal Names" field on your Profile's General tab. This will help the Assure review team identify your uploaded documents if they include your former legal names.

You must complete your [membership](#) payment before navigating to your home page to complete your [requirements](#).

- [Completing your Profile Guide](#)
- [How to Make Membership Payment](#)
- [Navigating Between Dashboard and Member Home Pages](#)

Step 3: Complete Assure [Requirements](#)

[Contact Us](#)

Login

Email Address

@Email Address

Password

Password

[Login](#)[Forg...](#)[Rese...](#)



Assure - Uploading Requirements
ACEMAPP





02:34



To upload your Assure [requirements](#):

- Click your **"Name"** in the upper right corner of the screen.
- Select **"Assure Member"** under the Navigation section from the dropdown menu.
- This will take you to the **Assure** home page, where you can upload your documents for review.

Important Notes:

- If all your immunizations are in one file, you must upload that document to each relevant Assure [Requirement](#) separately.
- Please carefully read the [Requirement](#) Description to determine which Group your documents should be uploaded to meet the requirement.
- [Tips for An Approved Document](#)
- [Uploading Tiered Requirements](#)

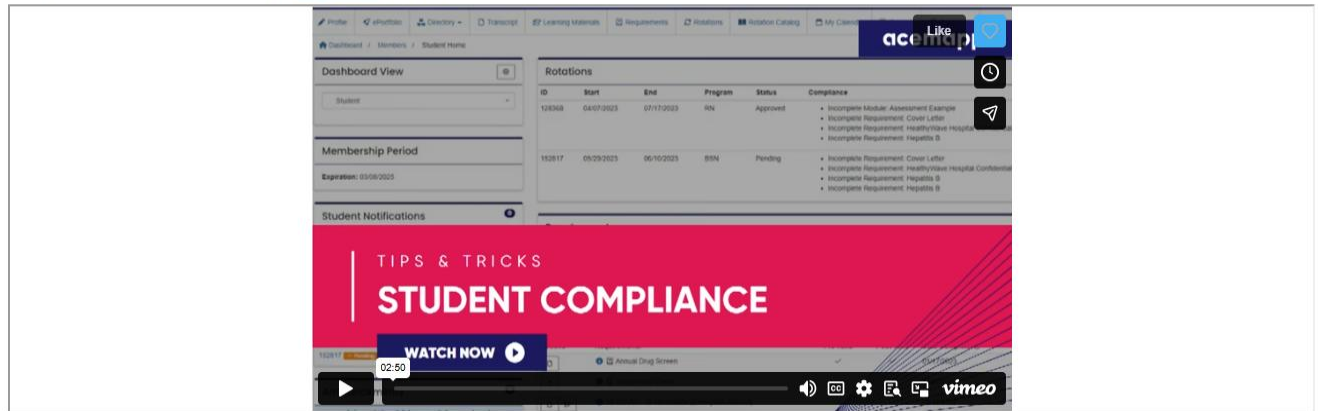
NOTE: If your school is using InfoMart (Advantage Students) for Background Check and Drug Screen requirements, please follow the steps in our help desk guide to connect your ACEMAPP account with InfoMart: [InfoMart \(Advantage Students\)](#)

Step 4: Check Assure [Requirement Compliance](#)

The [Affiliations](#) tile on your Assure home page will display your [compliance](#) with Assure [requirements](#).

- [Checking Compliance with your Affiliations](#)

Step 5: Student or Faculty [Rotation](#) Assignment

The screenshot shows the ACEMAPP dashboard interface. At the top, there's a navigation bar with icons for Profile, Affiliations, Directory, Transcript, Learning Materials, Requirements, Rotations, Rotation Catalog, and My Classes. Below this, the 'Dashboard View' section is visible, showing a 'Student' dropdown and a 'Membership Period' section with an expiration date of 05/09/2023. To the right, the 'Rotations' table is displayed with columns for ID, Start, End, Program, Status, and Compliance. The table contains two rows of data. Below the table, there's a 'Student Notifications' section. A large video player overlay is in the foreground with the title 'STUDENT COMPLIANCE' and a 'WATCH NOW' button. The video player has a progress bar showing 02:50 and a Vimeo logo.

When you are assigned to a rotation, you will be notified by email to log in and check for additional clinical site onboarding requirements that may be assigned. Click your **"Name"** in the upper right corner and select **"Student or Faculty"** under the Navigation panel to arrive at your **Home** page.

If your school or clinical site utilizes a third-party vendor integration, the associated Vendor logo appears in the Vendors tile on the left side of your home screen.

- [View Your Assigned Rotation](#)
- [Uploading Your ACEMAPP Requirements](#)
- [Custom Fields](#)
- [Learning Materials](#)
- [SCORM Courses](#)
- [Checking Compliance with your Affiliations](#)

FAQs:

Q: I have a student [membership](#); do I have to pay for Assure?

A: Yes. The Assure Member fee is separate from the annual ACEMAPP Collaboration subscription. However, the Assure fee is a one-time payment that covers the whole duration of your program, even if it spans multiple years. In contrast, the Collaboration fee must be renewed annually.

Q: How do I locate a document I previously uploaded?

A: From your home page, click the "[Requirements](#)" tab, then select "**View Documents**" in the upper-left corner. Next, click the "**Historical Documents**" button (also in the upper-left, near Navigation). This section displays all previously uploaded documents along with the requirements they fulfilled. Click on any file to view the document.

Q: I uploaded my documents. Why are my [requirements](#) still incomplete?

A: Uploading a document does not automatically mark the [requirement](#) as complete. Your documents must first be reviewed and approved. If your requirement still shows as incomplete, check the status of your document—it may be pending review or may have been denied, in which case you'll need to upload a new document.

Q: I uploaded my Assure requirement documents. Why do I still have clinical site [requirements](#)?

A: Your Assure documents will only fulfill clinical site [requirements](#) if they directly match the site's specific requirements. If you still have outstanding clinical site requirements, you must upload the necessary documentation for review and approval (or denial) by your school or clinical site coordinator.

Q: I'm not sure what to upload for my [requirements](#).

A: To understand what you need to upload, click the red "**Manage Requirement**" (paper icon) button next to the requirement name on your home page. This will show you the requirement description. If you still have questions after reviewing the description, please contact your school coordinator for further guidance.

Q: Why was my document denied?

A: ACEMAPP Assure manages [requirement](#) documents based on the standards set by your school or clinical site. If your document was denied, review the comment provided on the denied document for feedback. If you have further questions, please contact your school coordinator.

Related Articles

Email Verification

To access your ACEMAPP account, you must verify your email address. A verification email will be sent to each email address associated with your account. Be sure to check both your inbox and spam/junk folders for the email. Click the link provided in the email to complete the verification process. Please note, the verification link is valid for seven days and will expire after that period.

Assure Admin User Guide

ACEMAPP Assure offers professional document review services to its members. This help desk guide is intended to be a general resource for Assure Admins and contains links to related help desk guides.

ACEMAPP Assure: Document Submission & Approval Tips

ACEMAPP Assure offers professional document review services to its members. This help desk guide is intended to help Assure Members successfully upload their ACEMAPP Assure documents and contains links to related help desk guides.

Getting Started with ACEMAPP

Let's get you started with ACEMAPP and find the right user guide for you.

Navigate Between Dashboard and Member Home Pages

Access your dashboard for easy navigation between your member home pages. Set a default home page to be directed to that page upon login.

Check Compliance with your Affiliations

The Affiliations section on your Home page will show compliance for the school and rotations you are affiliated with in ACEMAPP.

SCORM Courses

ACEMAPP hosts SCORM courses for some organizations. SCORM courses have stricter compliance guidelines than other courses you may complete in ACEMAPP.

Learning Materials for Students & Faculty

Your school and/or clinical site may require you to complete courses and assessments prior to the start of your rotation.

Upload Your ACEMAPP Requirements

Completing your ACEMAPP requirements is an essential first step toward participating in a clinical rotation. The documents you upload through ACEMAPP are available for your school coordinator to review.

View Your Assigned Rotation

Follow the steps outlined in this Help Desk guide to view your current rotation assignments in ACEMAPP.

Upload Tiered Requirements

Tiered requirements allow multiple options to meet the standard for the requirement. These options, or "tiers," are determined by the organization for which the requirement is set up.

Membership Period: How to Make a Payment

Your membership date is set by your School Coordinator upon registration into ACEMAPP, and is good for one year. This information is located on the left-side of your dashboard in the "Membership Period" window.

Complete Your Profile

Completing your profile is an essential step to meet clinical rotation compliance. This guide from the help desk offers instructions for filling out each section of your profile.

Log in to ACEMAPP

This Help Desk guide will walk you through the steps to verify your email, log in to your ACEMAPP account, and use the "Forgot Password" option if needed.

InfoMart (Advantage Students)

ACEMAPP interfaces with Advantage Students (by InfoMart) to simplify the compliance process for members. Advantage Students provides background check and drug screening services.