

Electronic Student Permit Checking User Guide

***Note: YOU DO NOT NEED TO BE AVAILABLE ONLINE OR IN PERSON FOR THIS APPOINTMENT A status update will be provided via email to the email address associated with your Verified profile within two business days of your ESPC appointment.**

As per your program requirements, prior to being accepted into a clinical placement you are required to complete a pre-placement qualification process. This process is often referred to as clinical placement permit checking or student permit checking.

Synergy would like to make this process easy for you. Verified is our online system that allows you to securely upload your required clinical placement documents for review by our team. The fees associated with your ESPC appointments are outlined during the ESPC appointment booking process.

Before you book your ESPC appointment:

- Confirm that you have received login credentials for Verified. This information has been emailed to the email address associated with your Verified Profile. If you cannot locate this information in your general inbox, then please check your junk/spam folder. If you still are unable to locate your login credentials, then please open a Help Desk ticket by visiting: www.synergyhelps.com
- Know when your clinical start dates are so that you can book your ESPC appointment accordingly.
- Make sure you have reviewed what your clinical placement requirements are and have planned out when and how you will be completing them. It is important to remember that some requirements may take an extended time to complete. Refer to your program permit document and please plan accordingly. Refer to your program submission charts to assist you with deadline dates.

Important Note:

Your required clinical placement documents and supporting documents must have your name clearly written on them before being uploaded to Verified. Please only upload original documents.

Please follow the steps below to complete your ESPC appointment

Step	Item / Task	Description
1	Log In	Log in to the Synergy Gateway using the login credentials emailed to you from Synergy to the email address associated with your Synergy Gateway profile.
2	Review "Dashboard Page"	On this page you will find important information regarding this process, fees, and instructional videos.
3	Book and Pay for an ESPC appointment on the "Scheduler Page" <u>FYI:</u> Make sure to select an appointment date far enough in advance which will allow you to have all of your requirements ready and ahead of your deadline for clinical clearance.	<ul style="list-style-type: none"> ● Step 1 - Select a Service <ul style="list-style-type: none"> ○ Click the blue "Select" button next to your chosen appointment ● Step 2 - Select an Appointment date and time <ul style="list-style-type: none"> ○ Use the "Time" drop-down list to search the available appointment times for your chosen date ○ The "Available" column shows you how many appointments are available for the corresponding time. ○ Click the purple "Select" button next to your chosen time ● Step 3 - Book the Service and Submit Payment <ul style="list-style-type: none"> ○ Review your selected appointment ○ Click the blue "BOOK" button ○ The "Confirm Your Booking" pop-up window will appear. You will also be able to view the terms of the service by clicking on the orange "View Terms" button ○ Check the "I agree to the terms and conditions associated with the above item(s)" checkbox to open the payment section ○ In the "Enter Payment Information" area you will enter the "Card Number", "Expiry", and "CVV" information. Please make sure to be accurate when entering this information. ○ Once all the payment information has been entered, click on the blue "Confirm" button ○ If payment has been accepted, a message will appear on the screen indicating that you have successfully booked your appointment (ex. Success! Your Electronic Student Permit Check appointment has been booked for Wed Dec 27, 2017 @ 9:00am). Additionally, you will receive an email confirmation of the service you have registered for as well as the receipt. ○ You can review your appointment details by selecting the "Upcoming Appts." tab at the top of the "Register" page ● If you need to cancel or reschedule your appointment, please do so more than 24 hours prior to your appointment time. Failure to do so will result in a late cancellation or rescheduling fee

5	Document Identification	<ul style="list-style-type: none"> ● Please clearly print your NAME on EVERY PAGE of DOCUMENTATION that you upload to Verified. ● Please ensure that IF you are uploading a VSS/POLICE CHECK, that the SEAL IS VISIBLE when you upload the document and it is not cut off in any manner ● Jpeg or PDFs will be accepted
6	Document Upload	<ul style="list-style-type: none"> ● There is no option to delete a file once uploaded. If you have uploaded something in error please continue to upload the correct document underneath and our team will know what to look for ● Documents must be uploaded to Verified by 7:00am on the day of your ESPC appointment. Failure to comply will trigger a “No Show” status and full service fees will apply ● Select “My Profile” ● Select the Documents Upload tab ● Click the “Upload” button for the requirement category you wish to upload a document for ● A “File Manager” window will open. You can drag and drop document files to this window or you can browse for a file by clicking on
7	ESPC Status	A status update will be provided via email to the email address associated with your Synergy Gateway profile within <u>two business days</u> of your ESPC appointment.

Student Status:

Your current status can be found in the “My Profile” tab of your Synergy Gateway account. Scroll down on the “Main” tab page of your profile and you can view what your overall status is, along with information on when requirements will expire.

Your “Overall Student Status” will be one of the following:

Status	Definition
PASS	You are cleared to attend the clinical placements
FAIL	You are missing requirements and/or have invalid document(s). You are not cleared to attend clinical placement (Synergy will provide you with instructions on what is needed for you to fulfill your requirements and upload instructions).
EXPIRED	One or more of your requirements has expired. You are no longer

	eligible to attend clinical placement
PENDING	Synergy needs more information from you. You are currently not eligible to attend clinical placement

Notes:

Notes can be accessed from the “My Profile” page in your Verified account.

The Notes feature is where you can view any communication that was sent to you by Synergy regarding your ESPC appointment. This information is also emailed to the email address associated with your Synergy Gateway account.

Documents

Log into your Verified account and click on the “Documents” tab.

The “Documents” tab will give you access to any forms you may need for the appointments you have booked through Verified such as your consent form, permit document, waiver form etc. Simply click on the name of the document, download and print.

Synergy Help desk:

The Synergy Help Desk is available Monday to Friday from 10:00am to 3:00pm EST (excluding statutory holidays). Our Help Desk operates on a ticket based system and all inquiries are answered by email. Please note that the Help Desk cannot book, cancel or reschedule student appointments.

In addition to our email based Help Desk, you have access to our “Knowledgebase” library. Here you can view answers and solutions to common questions and/or issues. Please select “Knowledgebase” when accessing the link below.

To create a Help Desk Ticket:

[CLICK HERE](#) or open the following URL in your web browser:

www.synergyhelps.com