

Student Guidebook

About us

Synergy Gateway Verified Inc. is a leading provider of healthcare and compliance solutions for universities and colleges across Canada. Your school has partnered with Synergy Gateway Verified to provide your students with services to assist them in the successful completion of their program's placement requirements. This document will assist you in understanding what Verified does, the tools they have for you to use, and how they assist you in complying with your school's placement requirements.

It is important to note, that Synergy Gateway does not set the requirements that your school requires, however, provides students with an easy-to-use and convenient process to capture, store and have these requirements validated by healthcare professionals on behalf of your school.

What are "Placement Requirements"?	Who is Synergy Gateway Verified?	How can I access Verified?
How do I get my Placement Requirements reviewed?	What is Electronic Requirements Verification (ERV)	ERV Student Journey

What are placement requirements and why are they necessary?

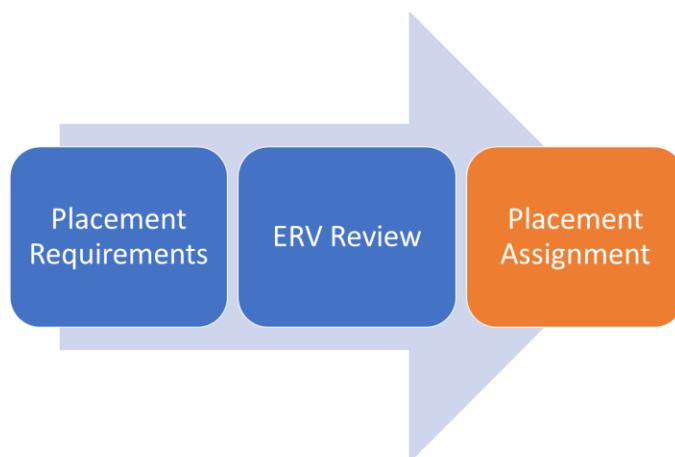
Placement requirements are mandatory health and non-health-related requirements necessary for a student to be assigned to a practice environment by their school. Students must provide proof that they have successfully completed these mandatory requirements to ensure their safety, and the safety of those around them, while placed in a practice environment. Specific requirements are broken down by a student's school and program.

One important aspect of a school's requirements relates to a student's Health record check. Health record checks can include immunization history, vaccinations, and blood work. **Ensuring students meet their school's placement requirements is mandatory for students to proceed in a chosen program.**

How do I get my school's clinical placement requirements reviewed?

As per your program requirements, prior to being assigned to placement, you are required to complete a mandatory pre-placement qualification process. This process is often

referred to as Clinical Preparedness Permit Checking or Student Permit Checking.



To this end, Synergy Gateway Verified Inc. has partnered with your school to help you complete this mandatory process through our Electronic Requirements Verification (ERV) service via our Verified software platform. While your information is stored electronically so that we can protect your privacy with the help of actual healthcare professionals reviewing your documents and setting your status for placement eligibility.

Who is Synergy and What is Verified?

Synergy Gateway Verified Inc. is a leading expert in student placement compliance across Canada. Verified is a proprietary platform, created by Synergy Gateway, specifically designed to assist students in preparing and subsequently reviewing and validating their school's placement requirements. Verified is accessed through a secure username and password (login instructions are emailed to your school email account).

Verified Student Benefits

Digitized Placement Requirements

Personalized "Home" Page

Electronically
upload
documents for
review

Schedule and
Manage
appointments in
your own time

Digital repository

100% virtual
appointments

Check
compliance
status updates

Expiry
notifications

New
Announcements

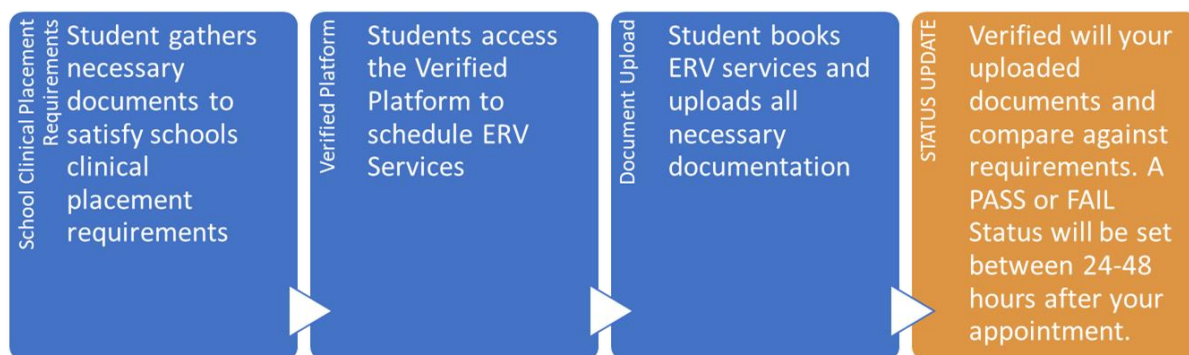
How can I access Verified?

To gain access to our account, your school has provided Verified with your basic profile information. This information has been used to create an account for you in Verified. You will have received an email prompting you to log into your Verified account and update your password.

[TO ACCESS VERIFIED CLICK HERE](#)

What is the Electronic Requirements Verification (ERV) service?

Synergy Gateway Verified Inc. has created a proprietary software platform called “Verified” that is used by students for the purpose of digitally collecting and sharing their placement requirement documents for verification. This process of digitally uploading your school’s requirements and having them validated by Synergy healthcare professionals is known as ‘Electronic Requirements Verification’ or ‘ERV’. With the introduction of ERV, Synergy Gateway has eliminated the need for you to attend an in-person review and allows you to upload your school’s placement requirement documentation to your Verified account from your device or computer.



It is important to note that the ERV service is mandatory, and you will be required to log in to your Verified account and book an ERV review.

There is a cost associated with this service which is outlined during the booking process and payable at the time of booking your review. To ensure you are eligible for placement through your school it is important that you upload all the necessary documentation as outlined by your school to your Verified account before the prescribed service deadline (information is provided to you during the booking process and through confirmation email).

Upon successful review and validation of your requirements, Synergy will assign a status to your profile up to two business days after your ERV review:

PASS: Indicates that you have successfully completed all your school’s placement requirements and your school can proceed to assign you a placement.

FAIL: indicates that you are missing requirements and must re-book an ERV review following the instructions provided to you by Synergy. Please note, that there is a cost associated with a re-booking of an ERV review which is at a reduced cost.

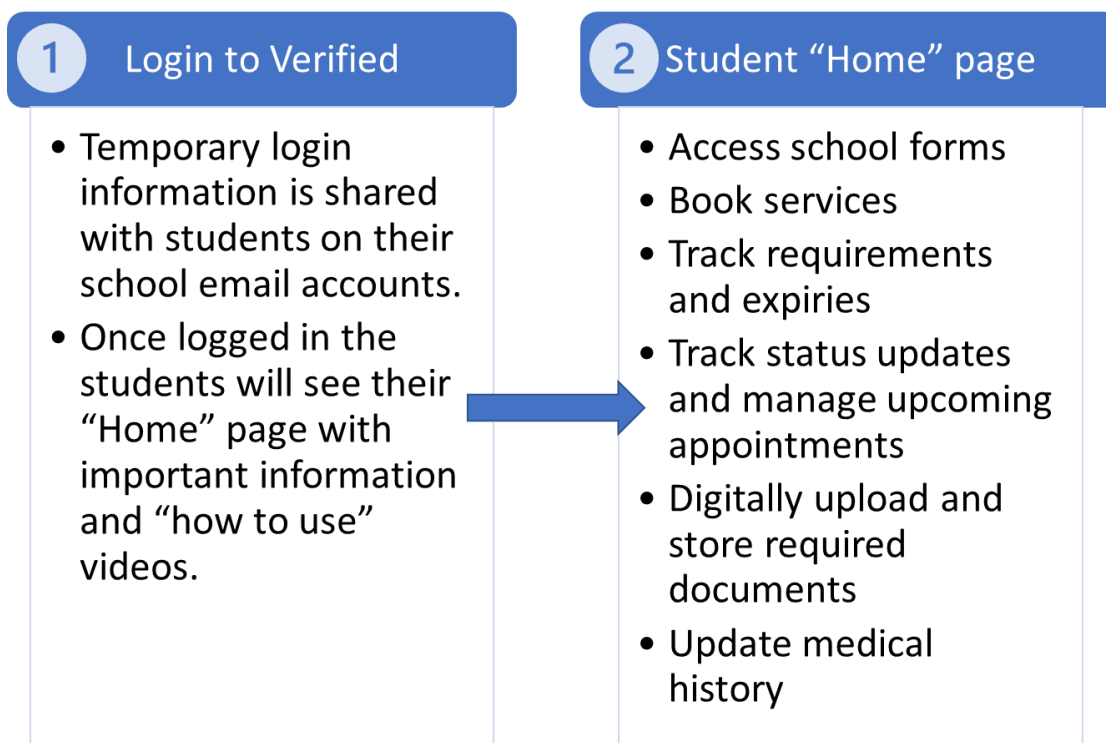
Helpful Hints:

Before you book your ERV review:

- 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, please open a Help Desk ticket by visiting: www.synergyhelps.com
- Make sure you have reviewed what your 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 school's forms and please plan accordingly.
- Know when your start dates are so that you can book your ERV review accordingly.

Verified ERV Student Journey

Step 1: Logging into your Dashboard



Step 2: Electronic Requirements Verification (ERV)

1. Gather Requirements	2. Book Your ERV	3. Upload Documents	4. Status Updates
<ul style="list-style-type: none"> Electronic Requirements Verification (ERV) review refers to the mandatory review the student will need to book with “Verified” The ERV process will validate the school’s placement requirement documents for the student to proceed to placement Student gathers necessary documents to satisfy the school’s placement requirements prior to scheduling their ERV service. 	<ul style="list-style-type: none"> Students access the platform to schedule the mandatory ERV service. Payment is made at the time of booking. The student does not need to attend the review in person. They simply need to upload all their documents for review and wait for the status update from “Verified” 	<ul style="list-style-type: none"> All documents will need to be uploaded to the “Document Uploads” page (accessible from their “Home” page) prior to 7 AM on their review date (deadline for the document uploads) Each document has its own upload section that is segmented by the type of document. For eg., First Aid and CPR will be uploaded to the First Aid/CPR section. Students are advised to upload their documents in jpeg and Pdf formats. 	<ul style="list-style-type: none"> Students will receive a status update via email within 24-48 hours after their review date. This will also reflect on their “Home” page. They will also receive an email notifying them that they have a - <ul style="list-style-type: none"> Pass Status- They have met all the requirements, or Fail Status - They need to book another review to submit any pending requirements Please note - Any follow-up ERV reviews are at a reduced cost to the student and are payable at the time of review booking

What is the Synergy Help Desk?

Synergy Gateway Verified Inc. has created the Synergy Gateway Help Desk, a proven solution that supports thousands of student inquiries. The help desk is a great line of communication between the student and the Synergy Gateway team. Students also have access to our knowledge base centre, which includes common questions and inquiries. To access the help desk - follow this URL:

www.synergyhelps.com

10 AM-3 PM Monday-Friday