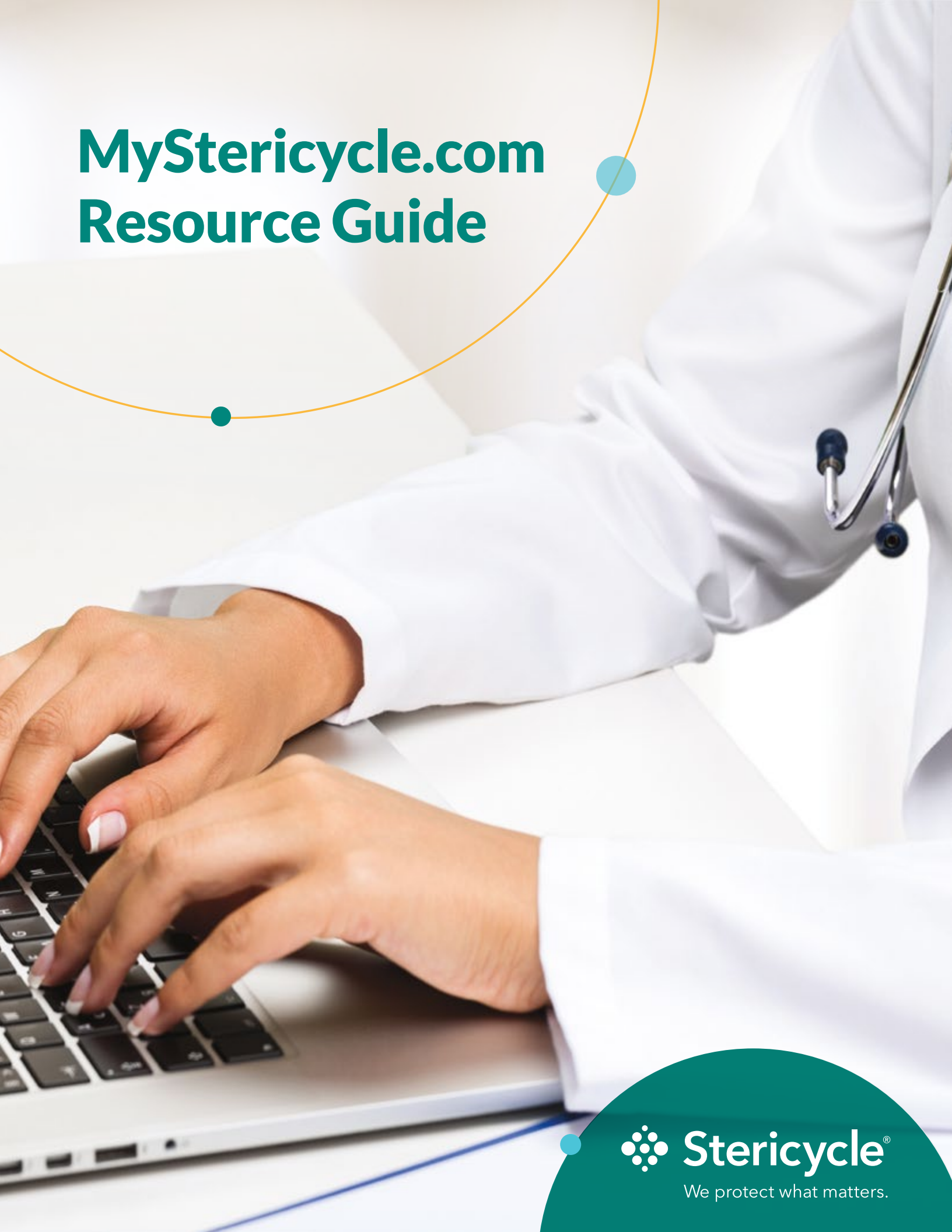# MyStericycle.com
Resource Guide

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MyStericycle.com

RESOURCE GUIDE

Table of Contents

When viewing online, select the relevant topic below to navigate easily.
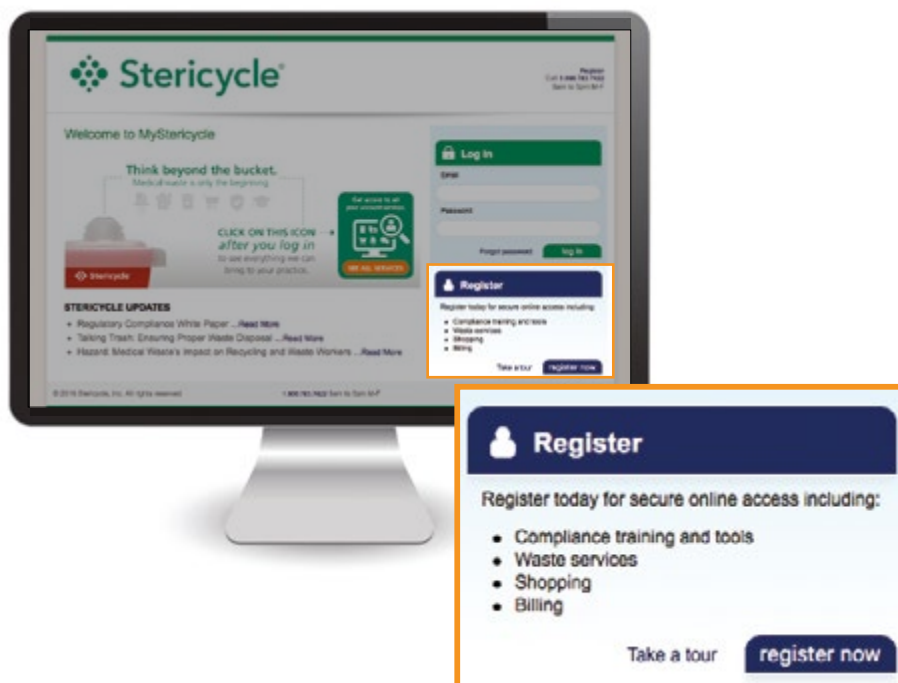
This guide is based on desktop navigation. Mobile devices may differ.

If you have questions or need assistance, please call
866-783-7422 or email customercare@stericycle.com.

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Register

Discover a fast and simple way to manage all your Stericycle services. MyStericycle.com provides online access to your tools and resources 24/7! Get set up with these simple steps:

Go to MyStericycle.com and click the blue **"Register Now"** button on the bottom right of the screen. Bookmark this page or write it down for fast and easy access to your account.

Follow these 4 simple steps to complete your registration!

1. Enter your contact information and click **"Next."**

2. Enter your job information by checking the boxes that apply to you, then select your job title from the drop-down list.

   Note: If applicable, enter your Academy of General Dentistry license information, and click **"Next."**

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3. Enter your 7-digit customer number and zip code and click "Submit". You will then be prompted to select your location.

4. Next, set your password by filling in your unique password information. Write down the email address and password associated with this account. You will need them to log in later

Once registered, you can log in to you newly created account by going to MyStericycle.com. Enter your email address and password and click the green "log in" button on the right side of the screen.

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User Access Levels

Your view and access to online resources will depend on your user access level.

User Descriptions

- **Administrators:** Site Admin, OSHA Admin and HIPAA Admin

- **General Users:** Employees who only need access to compliance resources and tools (see chart for examples)

- **Trainee Users:** Employees who need training only, including the Online Training Center and related compliance resources

USER ACCESS KEY

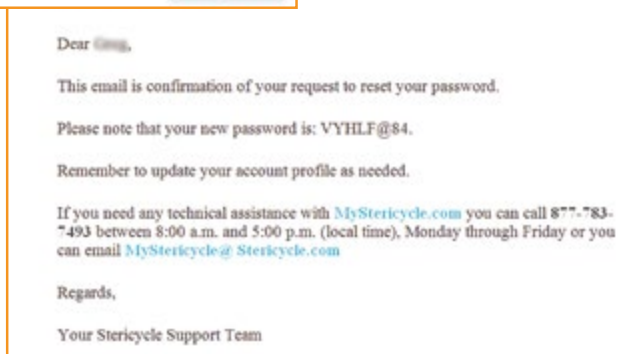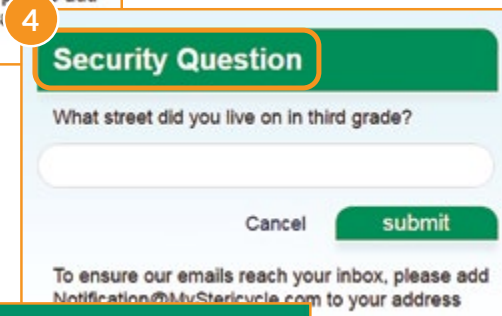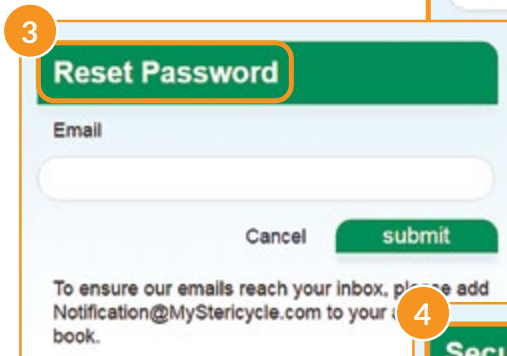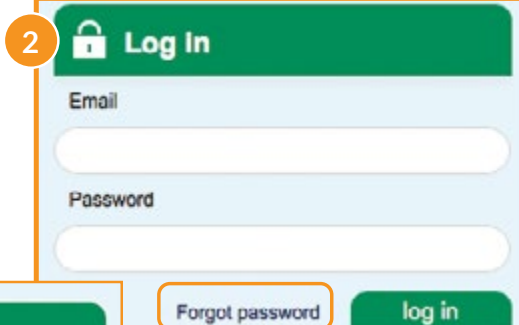| Resources Available to User	Admin	General User	Trainee User
Online Training	☑	☑	☑
OSHA Compliance Resources	☑	☑	☑
Payments - Online Bill Pay	☑	☑	
Service Changes - Schedule, Change, Cancel Pick-Up	☑	☑	
Safety Plans	☑		
Online Training Reports	☑		
Inviting New Users or Upgrading Existing Users	☑		

During registration, you will be prompted to select your specific user role, which will be approved by your administrator. Simply select the appropriate role that applies to you and click **"Add."**

Note: Reference the User Access Key for more details about specific roles and access levels.

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Reset My Password

1. Go to **MyStericycle.com**

2. Click on the **"Forgot Password"** link

3. Enter your email address and click **"Submit"**

4. Answer the **Security Question** to verify your identity and click **"Submit"**

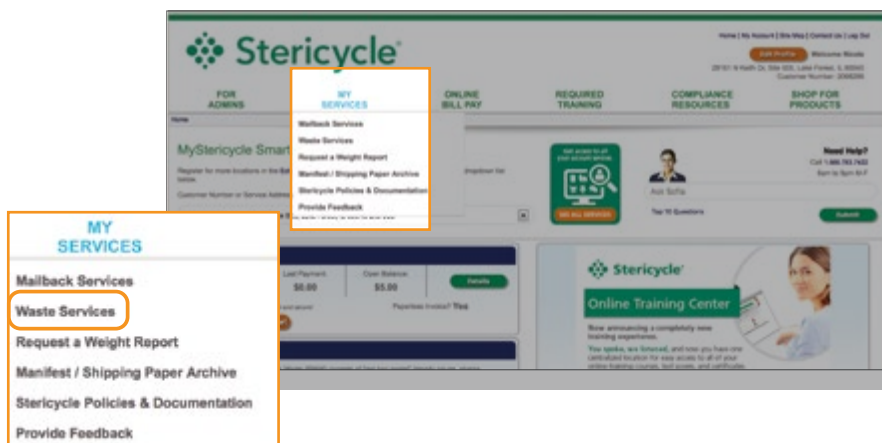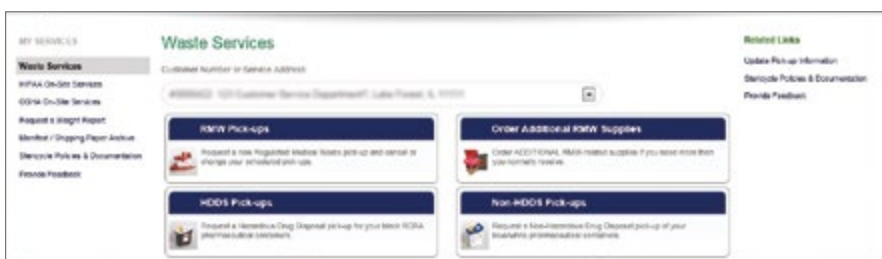5. Your new password will be emailed within 10 minutes

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View Pick-up Schedule

The following sections provide information on how Administrators can schedule, cancel or change an existing pick-up.

Once you log in, you will see your Smart Summary℠ screen. Choose the desired address from the drop-down box to review your pick-up service for that location. Hover over **"My Services"** and select **"Waste Services"** from the drop-down menu.
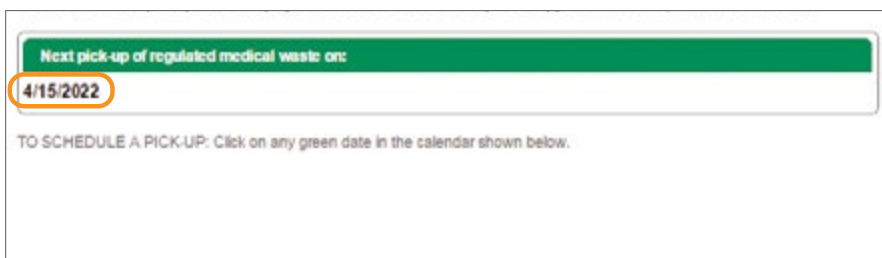

The Waste Service screen reflects the waste services you have with Stericycle. Click on the waste stream you want to view for scheduled pick-ups.

Note: Regulated Medical Waste and Hazardous Drug Disposal pick-ups can be canceled or rescheduled online. For other services or to speak to a representative, call 1-866-783-7422 to change or cancel a pick-up.
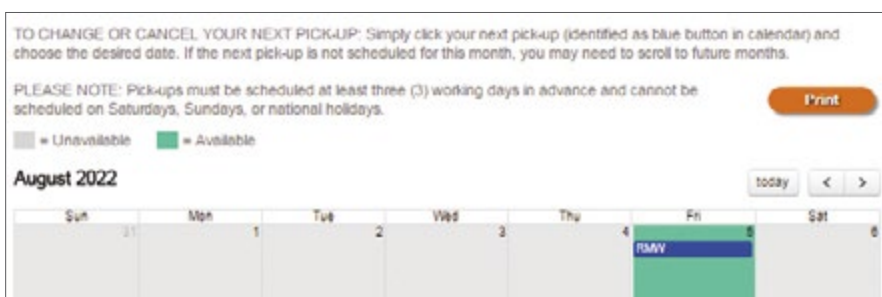

If you have a Regulated Medical Waste pick-up scheduled for this month, the scheduled **pick-up date** will be referenced near the top of the page.

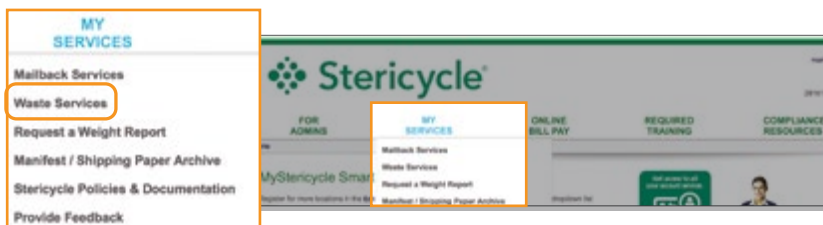You can also view additional pick-up details by selecting the blue banner, labeled RMW, on the calendar.

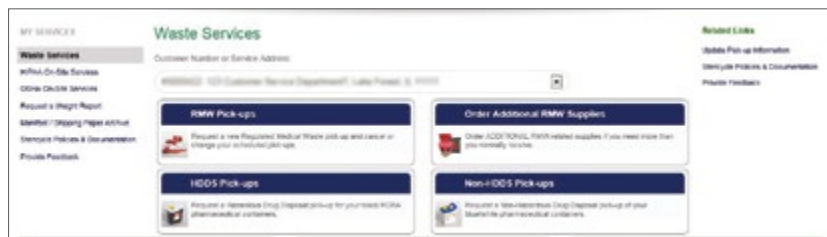**Note:** If you do not have a scheduled pick-up, the calendar will remain blank.

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Request or Schedule a Pick-up

Hover over **"My Services"** and click on **"Waste Services"** from the drop-down menu.

The Waste Service screen reflects the waste services you have with Stericycle. Click on the waste stream for which you need to request a pick-up.

To request a pick-up, click on an available date highlighted by a green box on the calendar.

Pick-ups must be scheduled at least three working days in advance and cannot be scheduled on weekends or national holidays. (Unavailable pick-up dates are highlighted in grey.)

Note: Customers with multiple sites will need to choose a site number prior to scheduling the pick-up.

After clicking on the date you want your pick-up, click the **"Submit"** button.

A confirmation box will pop up. Click **"OK"** to close out of the box.

Once your pick-up request is submitted, you will receive a confirmation e-mail with your pick-up date.

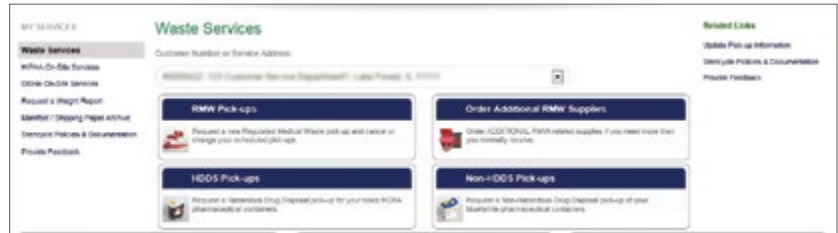Stericycle
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Change or Cancel a Pick-up

Hover over **"My Services"** and click on **"Waste Services"** from the drop-down menu.
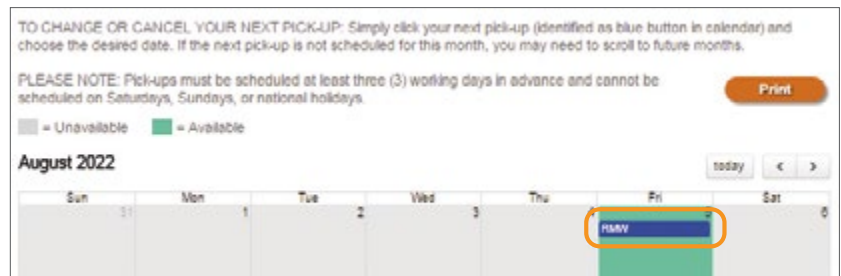

The Waste Service screen reflects the waste services you have with Stericycle. Click on the waste stream pick-up you want to change or cancel.

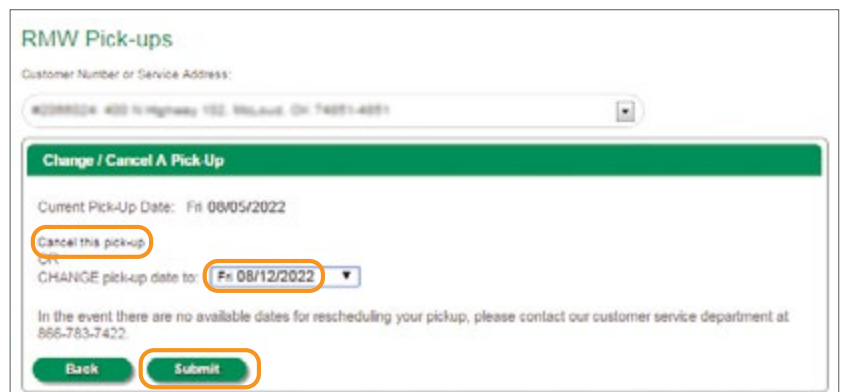**Note:** Only RMW and HDDS pick-ups can be canceled or rescheduled.

Change the date or cancel a pick-up by clicking on your scheduled pick-up. This is identified as a **blue banner** on the calendar.
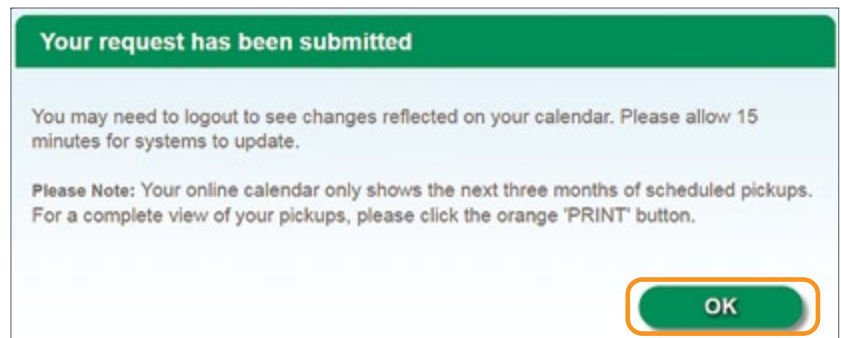

The Change/Cancel A Pick-up screen shows the details of your next pick-up. To change the pick-up date, click on the **drop-down menu** to select a new date. Then click **"Submit."**

Note: Customers with multiple sites will need to choose a site number prior to scheduling or changing the pick-up.
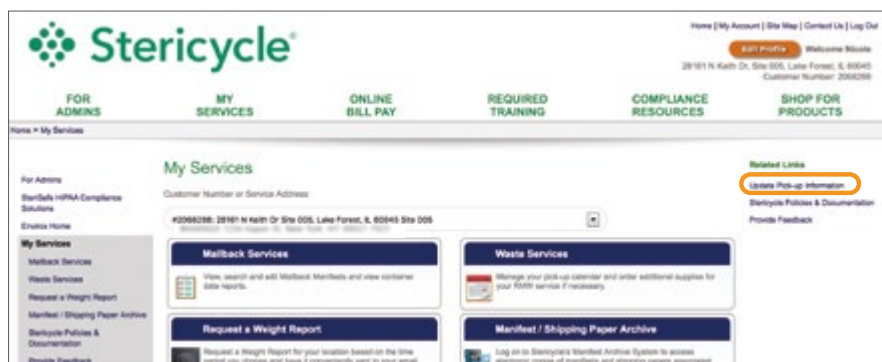

To cancel the pick-up, just click the link **"Cancel this pick-up."** A pop-up confirms your cancellation. To complete the cancellation, click **"OK."**

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Update Pick-up Information

To update your pick-up information, click on **"My Services"** from the top menu bar. Once on the **"My Services"** page, select the **"Update Pick-up Information"** link in the upper right corner.

To update your service address, click the **"Edit"** button next to "**Current Information**". Update any part of your address that is changing. If your billing address is also changing to the same address as your service address, click the check box located under your email information. Once all changes are completed, click **"Save."**

You can add or update Waste Pick-up Hours if your hours have changed. Please be sure to enter both open and closing times for your facility.

You can add instructions for the driver in the **"Update Driver Instructions"** section at the bottom of the screen.

Once all changes on this screen are complete, click the **"Submit"** button.

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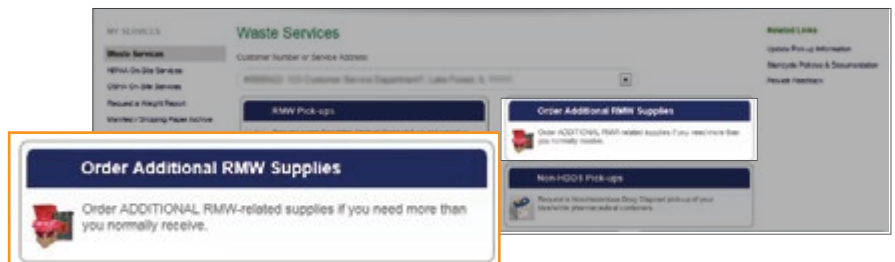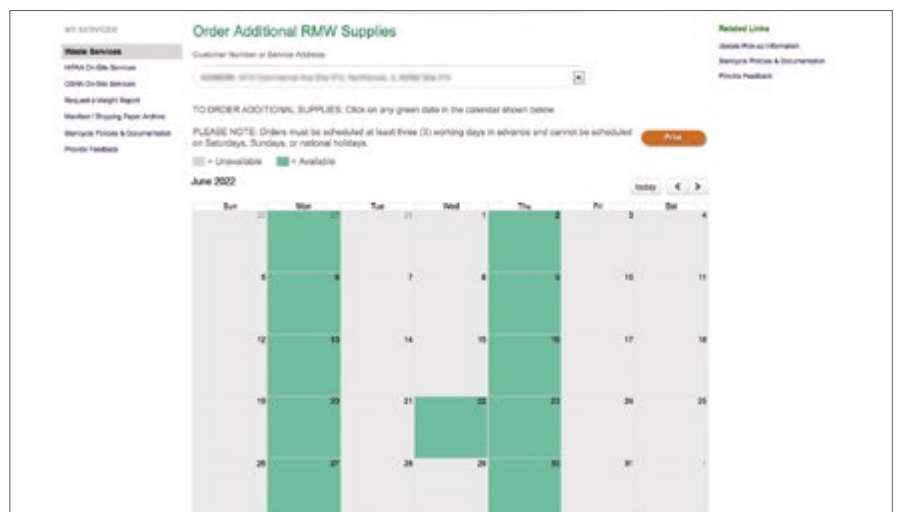
Order Additional Supplies

Hover over **"My Services"** and click on **"Waste Services"** from the drop-down menu.

From the Waste Services screen, click on **"Order Additional RMW Supplies."**
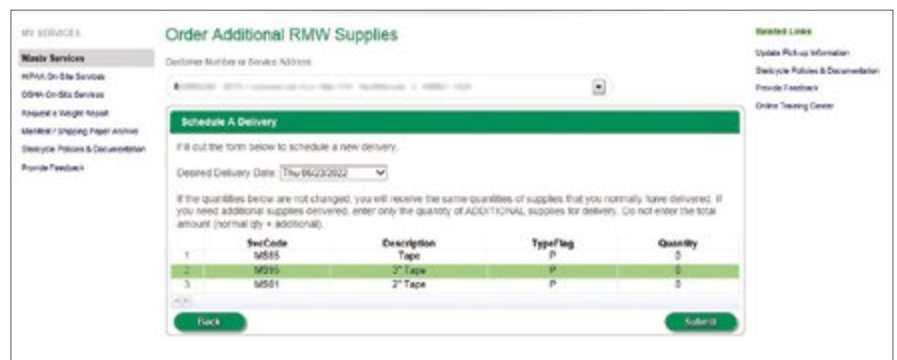

From the **"Order Additional RMW Supplies"** screen, click on any green date in the calendar.

After clicking on the date, a pop-up box labeled **"Schedule A Delivery"** appears.

Note: Orders must be scheduled at least three working days in advance and cannot be scheduled on Saturday, Sundays, or national holidays.

Choose a date from the drop-down menu, then click on the **line** of the supply items you need.

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An orange pop-up bar allows you to add additional supplies by editing the number in the **quantity box**. Once complete, click the **"Save"** button.

Repeat if additional supplies are required. After all updates to the supplies are complete, click **"Submit."**

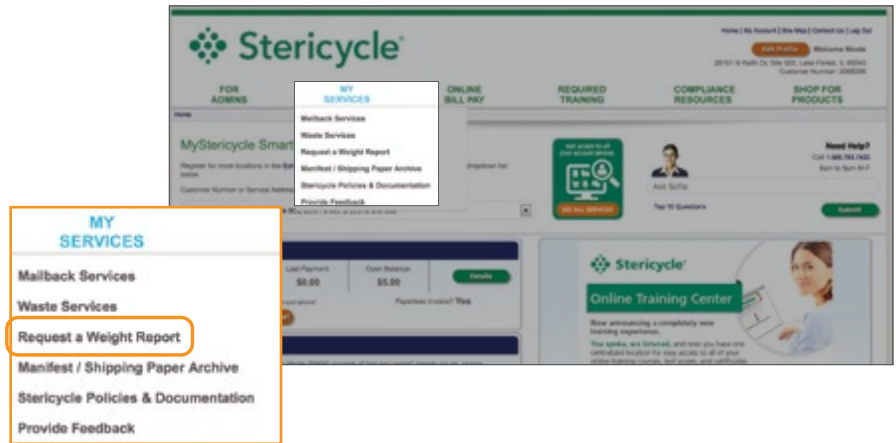**Can't find the item you need?** Check out our assortment on the Online Store.

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Request a Weight Report

Once you log in, you will be taken to your Smart Summary. Hover over **"My Services"** and click on **"Request a Weight Report"** from the drop-down menu.

This will open a new window where you can complete the form fields and click **"Submit"** to receive the report in two business days by email.

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Access My Manifest/Shipping Paper Archives

Hover over **"My Services"** and select **"Manifest / Shipping Paper Archive"** to access your documents. If you are a new user, follow the steps below.

New User Registration
On the Manifest Archive Homepage, click on **"Register Now."**

Create a **User ID** and type in the text from the security box (case sensitive) and click **"Next."**

Type in your **10-digit Customer #** (1234567-890) and a **Manifest #** (must be older than one month) that corresponds to that specific account. If needed, other locations can be added once you are set up and logged in. Each user only needs to have one profile – all associated locations can be added under a single login. When this information has been entered, click **"Next."**

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Fill in your user information. **First Name, Last Name and Email address are required** (email address cannot already be in use). Click **"Next"** to continue.

Select a **security image**, choose a **security question**, answer and click **"Next."**

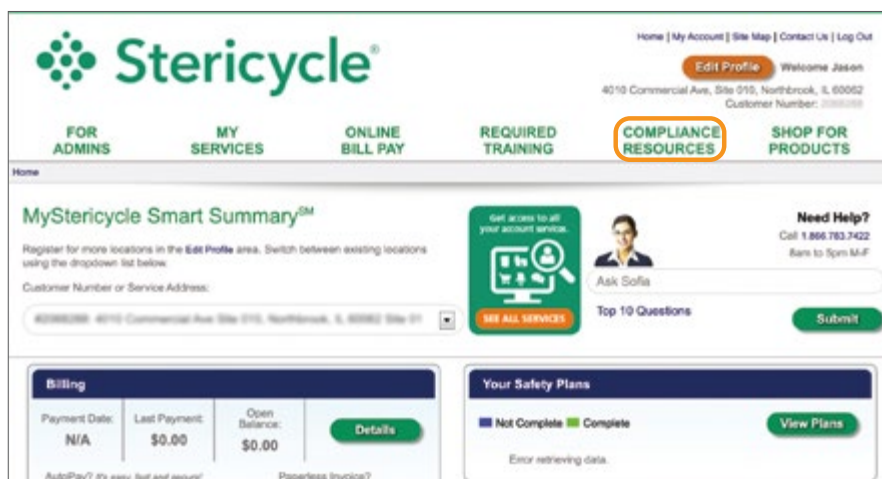Create your own password. Passwords can be 4-15 characters in length and be a mix of alpha-numeric characters. Click **"Submit"** to complete registration.

Lastly, you will receive confirmation that you've completed the enrollment and activation process. You can either print your confirmation or click the link to return to the homepage to login.

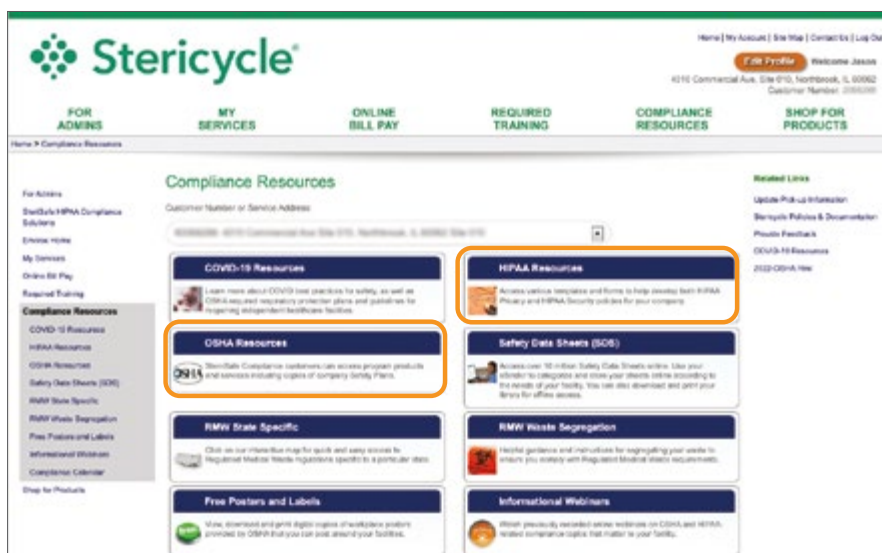**Stericycle**®
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Access Compliance Resources

MyStericycle.com makes it easy to view compliance resources for EPA incineration, RMW State Specific regulations and Waste Segregation instruction and procedures. OSHA and HIPAA resources are also available, as applicable, as well as a variety of informational webinars. To access those resources and more, click on **"Compliance Resources"** from the menu bar.

Preferred-level customers have access to on-site OSHA and/or HIPAA documents from the **"Compliance Resources"** tab.
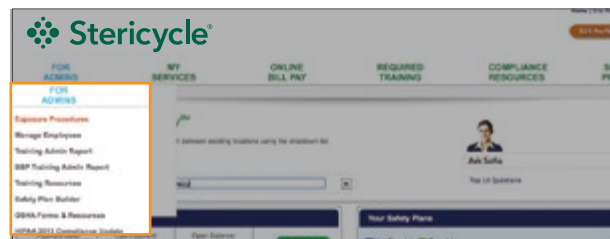

If you have Steri·Safe OSHA Compliance Solutions, click on **"OSHA Resources"** to access the master database of Safety Data Sheets (SDSs) and your Safety Meeting Library.
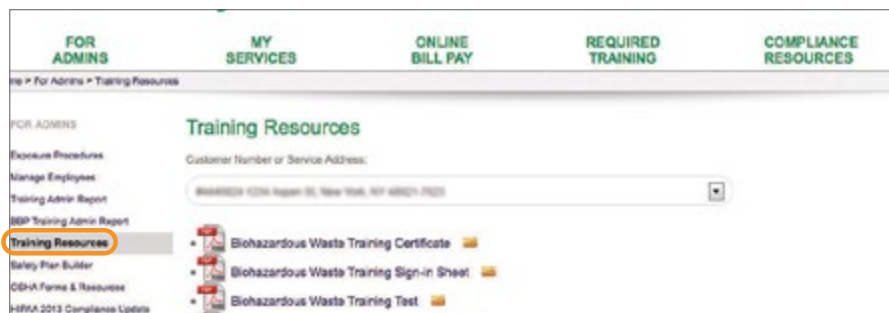
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For Admins

A number of helpful compliance tools and resources are available for Admin-level users, in the **"For Admins"** drop-down menu.
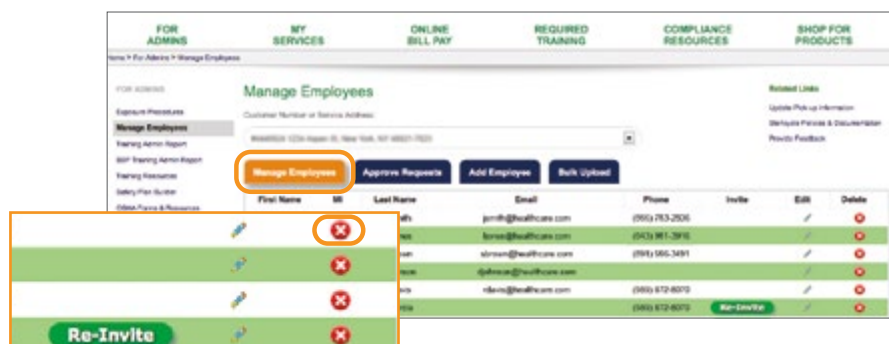

Training Resources
All PDF-formatted training resources can be found by clicking the **"Training Resources"** tab from the menu on the left.
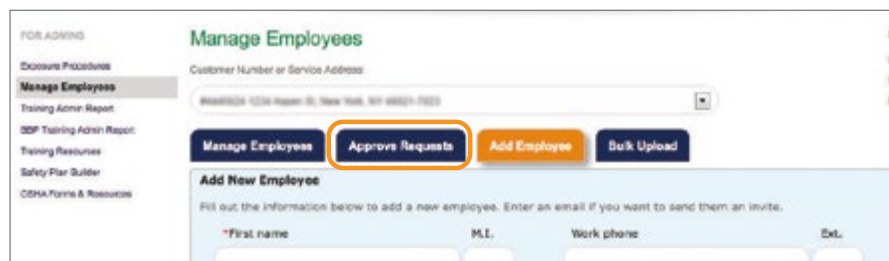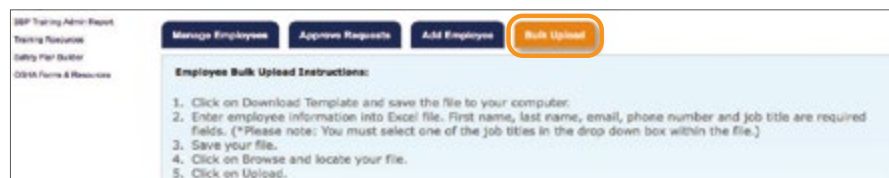

Manage Employees
Administrators can also quickly access information about their users. Simply click **"Manage Employees"** from the **"For Admins"** drop-down menu. From that screen you can see who is registered and has access to MyStericycle.com. Names with an email address are registered. Names with no email address have not completed the registration process. The user's access can be removed by deleting them from the account using the red **"X"** button.

View, approve or deny employee requests for Admin access by clicking the **"Approve Requests"** tab from the manage employees page.

It is simple to upload several employees at once by using the Microsoft Excel template provided by Stericycle, which you can find by clicking the **"Bulk Upload"** tab in the right corner of the chart on the manage employees page.
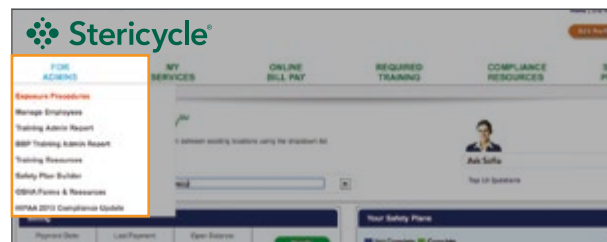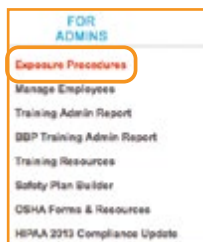
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Exposure Procedures

Administrators with Steri·Safe OSHA Compliance Solutions can view procedures for emergency situations, such as needle sticks, by clicking **"Exposure Procedures"** under the **"For Admins"** tab.

Training progress for your staff can be viewed using the **Training Summary** report found in the Online Training Center.
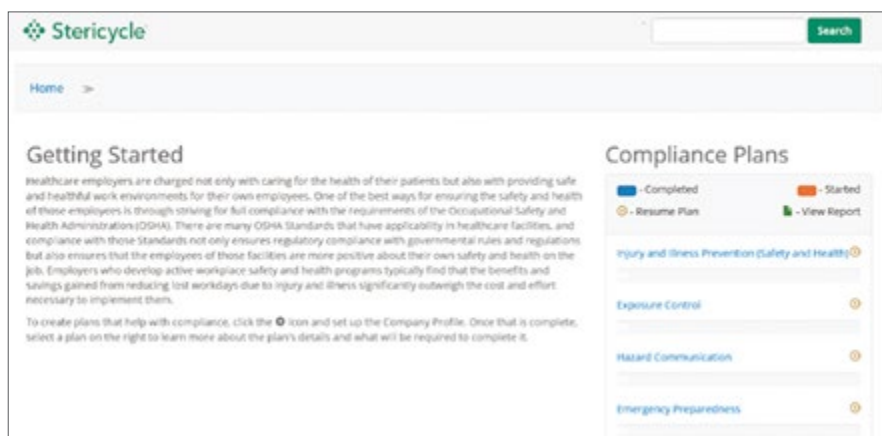
Note: Progress can be viewed for Biohazard, DOT, HazCom, HIPAA Privacy and Security trainings, as applicable.

Building Safety Plans

This tool enables Admin-level users with Steri·Safe OSHA Compliance Solutions to quickly build safety plans. To access it, just click **"Safety Plan Builder"** from the **"For Admins"** tab. A new window will open with the Safety Plan Builder.

Use the links on the right hand side of the screen to quickly see your progress on completed Safety Plans. Click on a link to view the details of a plan or to alter its content. You can complete plans for Injury and Illness Prevention, Exposure Control, Hazard Communication, Emergency Preparedness and California Aerosol Transmissible Diseases.

HIPAA Policy Navigator

Admin-level users who participate in the Steri-Safe HIPAA Compliance Solution can create their own set of customized HIPAA policies through the HIPAA Policy Navigator. To access it, click **"HIPAA Policy Navigator"** from the **"For Admins"** tab.

Here you can manage a complete set of both Security and Privacy Policies to help you remain in compliance with the HIPAA security and HIPAA privacy rules.
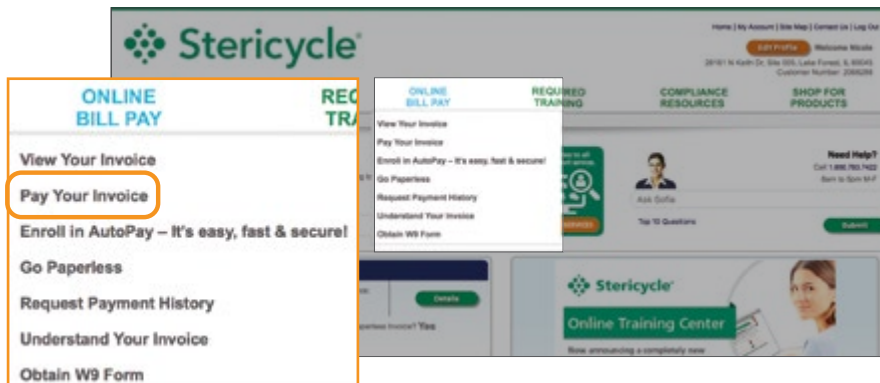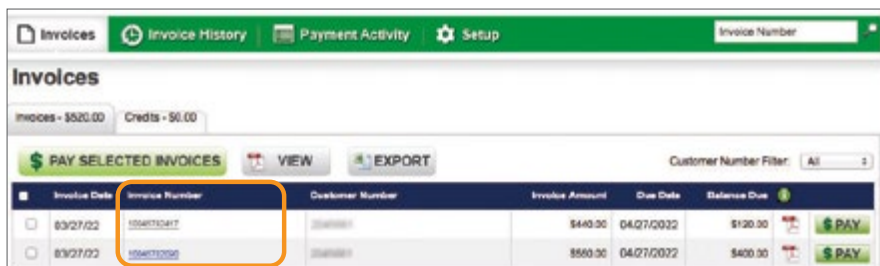
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Manage My Billing and Payments

View invoices, access payment activity and set up payment preferences from the Online Bill Pay page. Don't forget to enroll in AutoPay or paperless billing — It's easy, fast and secure!

To pay invoices and access payment activity, hover over **"Online Bill Pay"** and click on **"Pay Your Invoice"** from the drop-down menu.
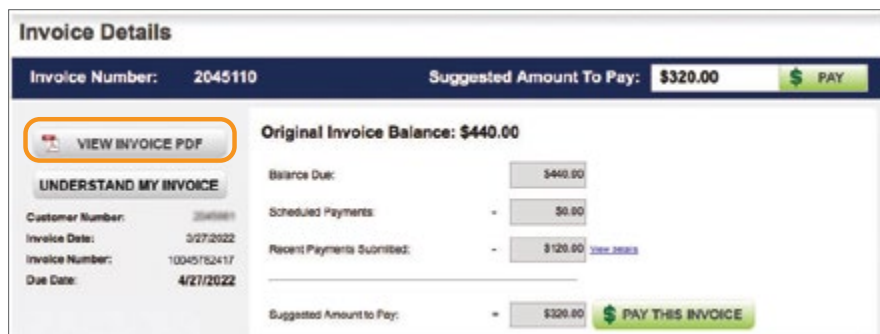

This will open a new window where you can see invoices, invoice history, online payment activity, and payment preferences. Invoices are arranged by payment due date. To view invoice details, click the underlined **Invoice Number.**
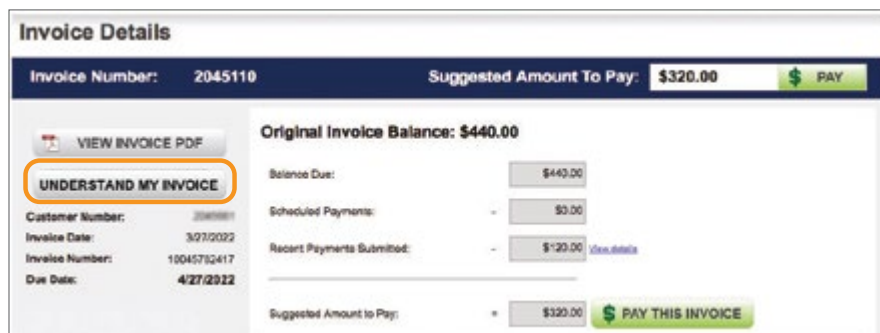

The **Invoice Details** screen shows the balance due, scheduled payments (if applicable), the suggested amount to pay and recent payments.

To view a copy of the invoice, click the **"View Invoice PDF"** button on the top left of the screen. A new window will open with the invoice image, which you can view, save or print.

If you have questions about your invoice, click the gray **"Understand My Invoice"** button on the left side of the screen. You will see a color-coded sample invoice that details the important information.

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How to Pay Your Bill

To pay your bill, click the **"Invoices"** tab on the top left of the screen, check the box next to the invoice you are paying and click the green **"Pay Selected Invoices"** button. To pay one invoice, select the green pay button located to the right of the screen, or to pay multiple invoices, check multiple boxes.

Enter your payment information and click the **"Next"** button. Once you complete this process, your invoice is paid.

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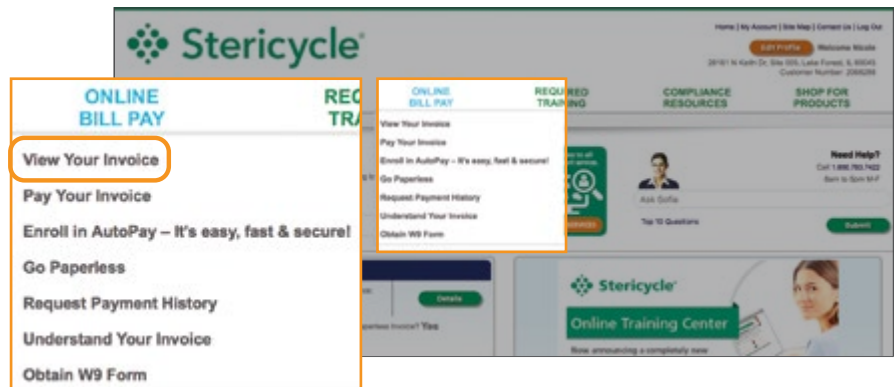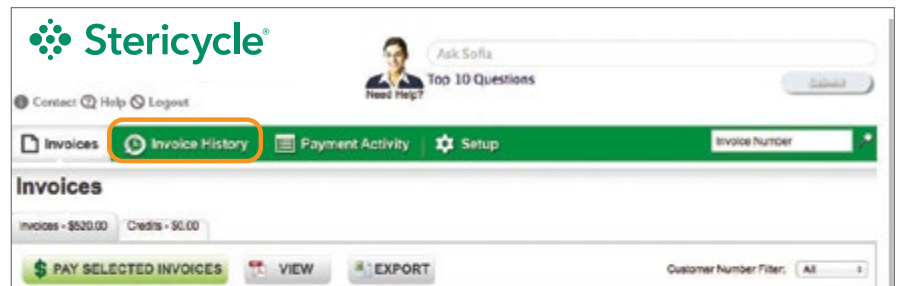
How to View Your Invoices

To view your invoice history and current invoices, hover over **"Online Bill Pay"** and click on **"View Your Invoice"** from the drop-down menu.
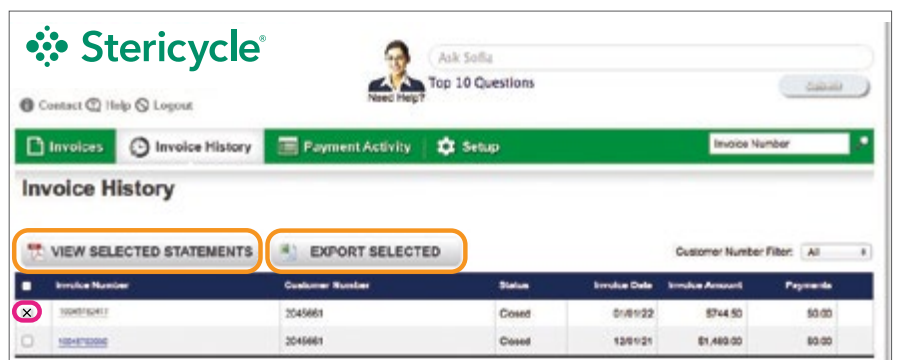

Open invoices will appear in the Invoices tab. To view closed invoices, click the **"Invoice History"** button along the top menu navigation and past invoices will appear.

Check the box next to the invoice you wish to view, then click the **"View Selected Statements"** button.

To export invoice information into a Microsoft Excel® spreadsheet, click the **"Export Selected"** button.

View recent online payments by clicking the **"Payment Activity"** button. Change your billing preferences by clicking the **"Setup"** button within the top menu.

In the Setup screen you can make changes to your profile, set up automatic payments, select paperless billing, and add payment methods to your account.

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Set Up AutoPay

Take advantage of these benefits when signing up:

1 IT'S EASY
Streamline and simplify your bill-paying process. Just click and go!
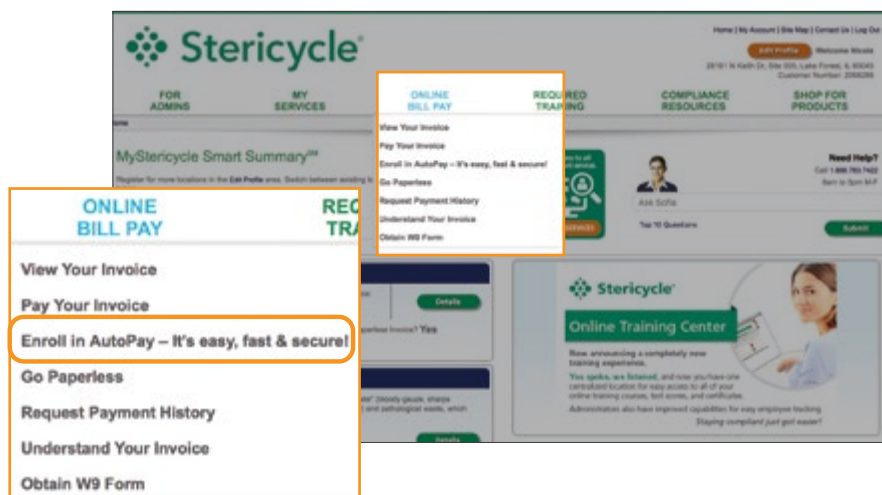
2 IT'S FAST
Enroll in less than two minutes and never miss a payment!

3 IT'S SECURE
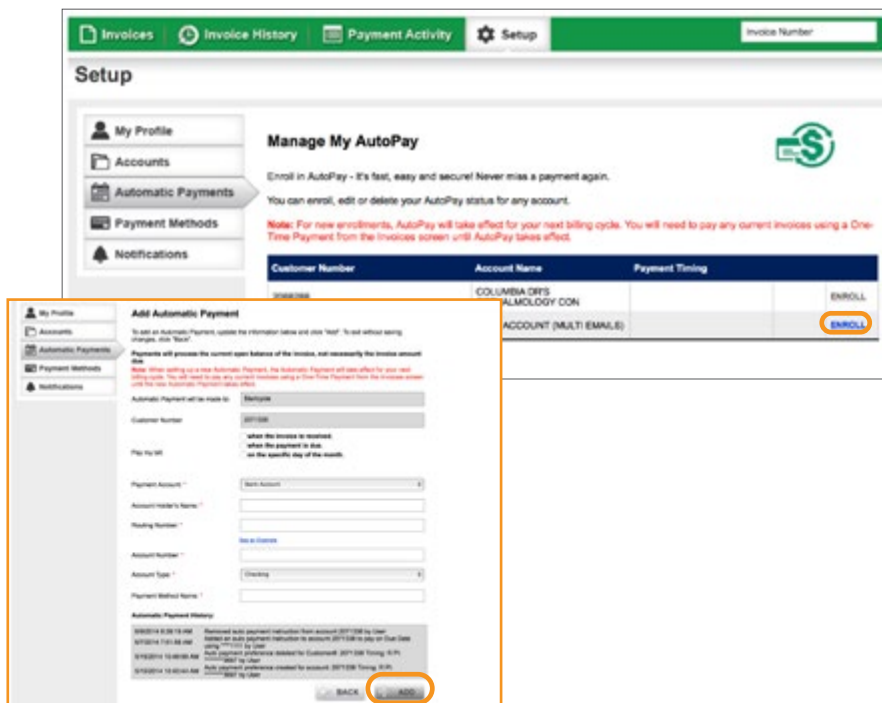Advanced encryption technology keeps your account information safe.

Set up hassle-free payments by enrolling in AutoPay on Mystericycle.com. Hover over **"Online Bill Pay"** and click on "**Enroll in Autopay — It's easy, fast & secure!**" from the drop-down menu.

Here you will see all your Stericycle accounts. To choose accounts you wish to enroll in AutoPay, click the blue **"ENROLL"** link to the right of each account.

Enter your automatic payment preferences and payment methods. When finished, click the gray **"ADD"** button at the bottom right of the screen.
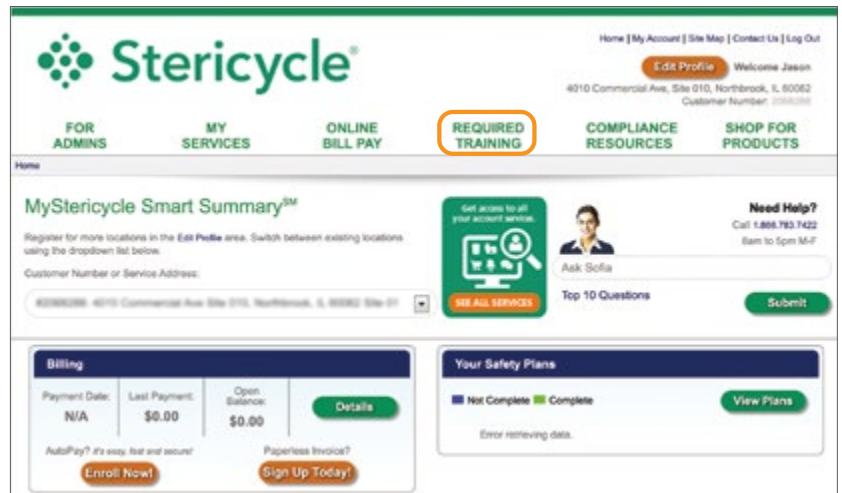
Note: With AutoPay, you can still receive a paper invoice or go paperless. The choice is yours!
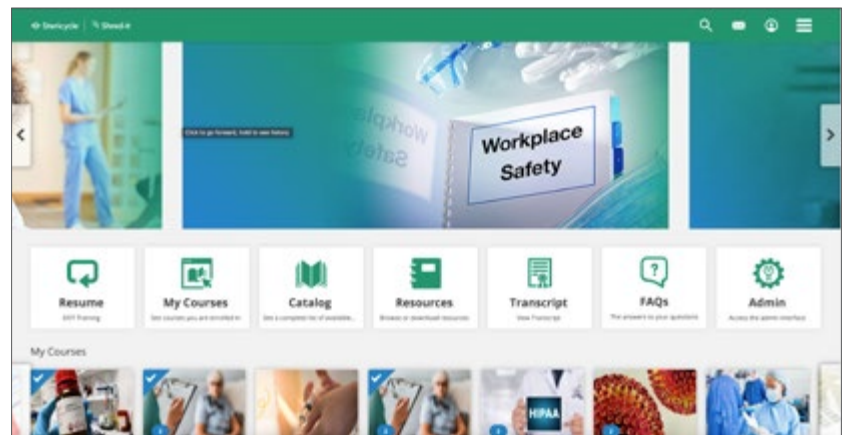
Stericycle®
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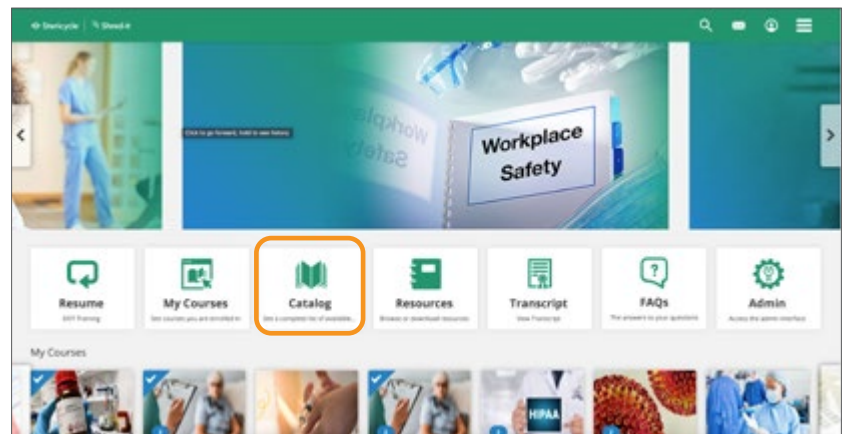
Access the Online Training Center

From your Smart Summary Screen, click the **"Required Training"** tab in the top navigation bar to access the Online Training Center.

The Online Training Center will open in a new page and you will be on the **Dashboard** page where you can find a list of available courses.
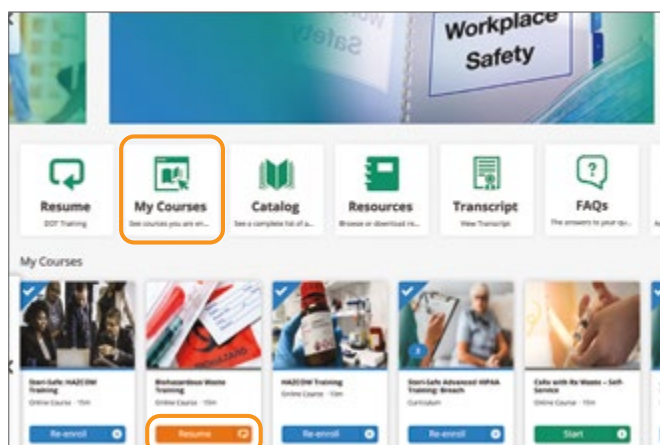

You can browse or click on **Catalog** to see a complete list. Click on the course name for additional details, simply click on the **Enroll** link to get started.

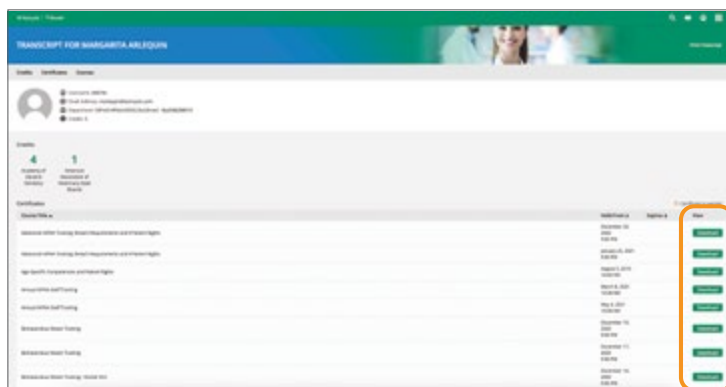Stericycle®

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Once registered, if you stop a course before it is completed, you can go to the **My Courses** page to relaunch the course where you left off or click **Resume** on the course from the Dashboard

Once a course has been successfully completed it will be listed as Completed on the **My Courses** page. Results are available on the **Transcripts** page accessible from the Dashboard, there you can print out your certificate of completion.
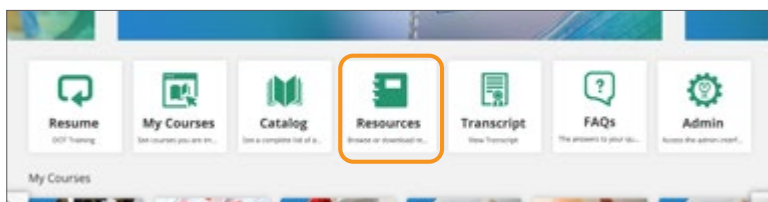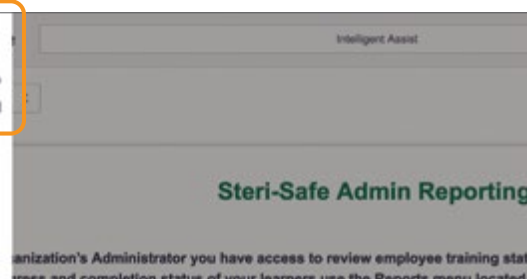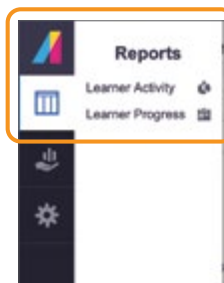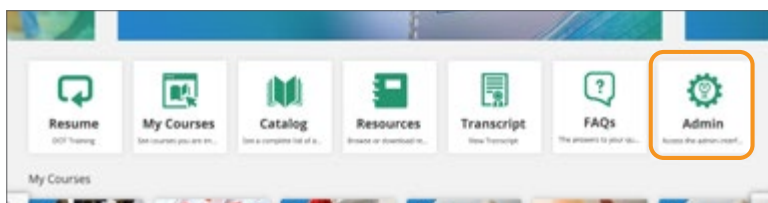
If you are a site administrator, you can pull training reports for your staff by clicking on the **Admin** link on the Dashboard. Reports and Saved Reports are accessible from the tiles on the left navigation bar.

NOTE: If you do not see the **Admin** link, please change your role to OSHA Admin or HIPAA Admin on the Edit Profile page of MyStericycle. com. An administrator may need to approve this access before you gain reporting capabilities.

Admins can run separate reports from the Report List including:
• Safety Meeting Library Report
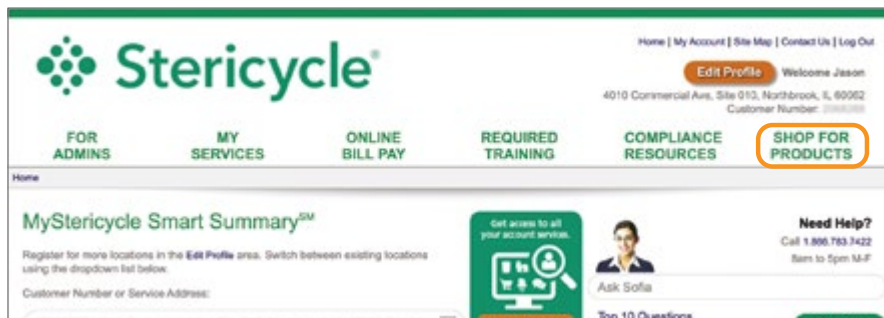• Training Summary
• Online Training Center Activity Report

If you need any assistance with the Online Training Center, click on the **Resources** link located on the Dashboard.

Stericycle®

We protect what matters.
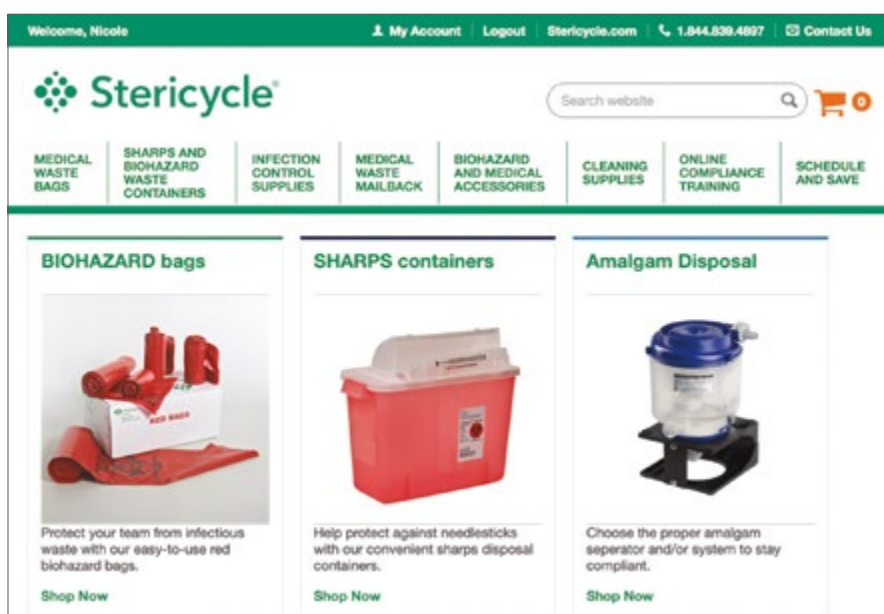
Purchase Compliance Products and Supplies

All users other than Trainee Users can purchase products by clicking on **"Shop for Products"** tab in the top navigation bar.

A new window will open where you can purchase everything you need from Stericycle.

You will enjoy personalized savings, great offers and an easy checkout experience.

Steri-Safe Compliance Solutions customers also enjoy 10% off everyday savings when shopping the Online Store.
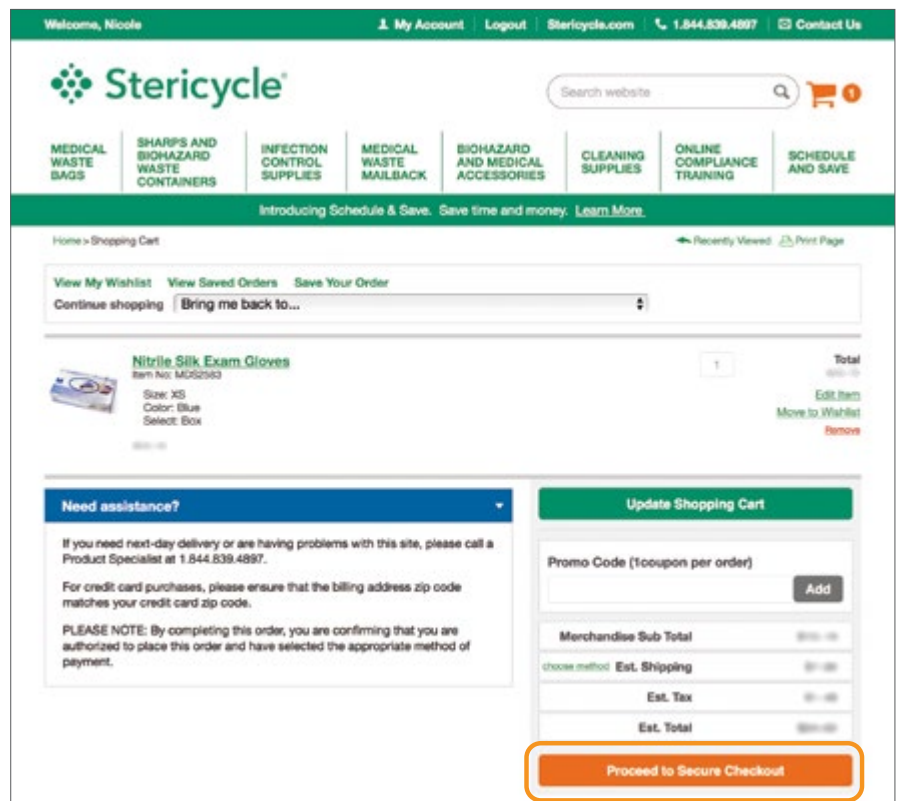

To buy a product, confirm the item quantity you need, and click the **"Add to Cart"** button.

When you're finished shopping and are ready to check out, click the **shopping cart** icon on the top right corner of your screen.

This will open a new window with your shopping cart listing all your items ready for purchase. Review your purchase, update your cart, if needed, and proceed to secure checkout by clicking the **"Proceed to Secure Checkout"** button where you can then enter your shipping and payment information.

Should you need help at any time with your order, view the **"Need assistance?"** box. Simply call the number in the box and we will help you to complete your purchase.

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