

COMPLIANCE SERVICES Guide

Medicat Compliance Services is a solution that allows users to enter their own immunization information into a secure online portal. This information is verified and approved by Medicat Compliance Services who track compliance or lack of compliance and report back to the user through secure messaging.

This sheet is a quick guide to some common issues that arise using Medicat Compliance Services.

Accessing the Canisius Vaccination/Immunization Portal

- Using any browser on a computer or mobile device, log into our campus portal, at my.canisius.edu, and look under Human Resources for the link called “Employee Vaccination Upload”.

Access Problems

- If you encounter login problems email the IT Help Desk: helpdesk@canisius.edu.

Requirements

- Each user is responsible for understanding the requirements of their institution.
- Each user is responsible for meeting the submission deadlines set by their institution and understanding that they may be blocked from registration if they do not satisfy requirements.
- All supporting documentation must include the users full name (first and last), their ID #, and their birthdate for verification purposes.
- NYS Excelsior Pass **Plus** screen shots are allowed, as long as you provide the vaccination details, such as type of dose, lot number, location and dates of administration. QR are not acceptable.

Entering Immunization Records on the Compliance Services Management System

- Each user is responsible for accessing the Compliance Services Management System to accurately enter their immunization history onto their Immunization Record.
- Users must enter individual dates for each vaccination required by their institution.

Uploading Immunization Documents

- Documents that are uploaded directly must be in one of the following formats: .gif, .png, .tiff, .tif, .jpg, .jpeg, .txt, or .pdf.

- Microsoft Word files such as .doc, .docx, or .docm formats are **not accepted**.
- Please make sure that your file name consists of only alpha and numeric characters in the file name. **NO SPECIAL CHARACTERS OR EXTRA SPACES ARE ALLOWED.**
 - Examples of **ACCEPTABLE** file names:
 - JaneSmithRecords.jpg
 - 123456.bmp
 - Examples of **UNACCEPTABLE** file names:
 - Jane Smith Records. Jpg (Unacceptable due to spaces between words)
 - ImRecord#1.bmp (Unacceptable due to special character “#”)

What to Expect After Submission

- Uploaded documents are available immediately for review by MCS Staff.
- It typically takes 5 business days to process immunization records.
- Once records have been successfully reviewed and matched, users will be notified by email.

Checking your Status

- Once logged into the Compliance Services Management System, select “Immunization” from the top navigation menu and you can view your status.
- Watch your email and secure message area of the Patient Portal. We will be contacting you with any questions or status updates.
- If you have questions about your status, you can email complianceservices@medicat.com. Please allow 1 business day for a response.