MyShredit.com

USER GUIDE

We protect what matters.

Stericycle | Shred-it

Stericycle & Shred-it

Together to serve you better

Stericycle provides an array of highly specialized solutions serving commercial businesses and health care organizations of every size. Shred-it, a Stericycle solution, is the world leader in information security and secure information destruction. Through MyShredit.com you will have access to your programs and services with Stericycle. We want to protect your business like it's our own by improving processes, increasing efficiencies, and optimizing your customer experience. To enhance your overall experience MyShredit.com received a new look and functionality, honoring our commitment to make it easier to do business with Stericycle.

We protect what matters.

Table of Contents

* Administrators only

This guide is based on desktop navigation. Mobile devices may differ.

If you have questions or need assistance, please call 800-697-4733 or email Customer-Relations@Stericycle.com

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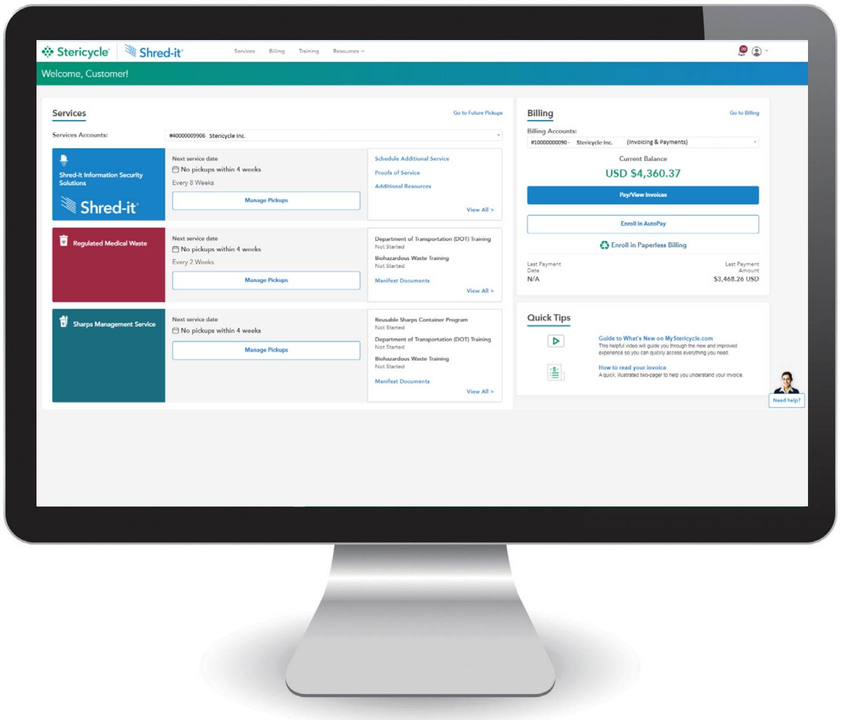
MyShredit.com at a Glance

Welcome to MyShredit.com. These key features are covered in more detail later, but here's a look at how you can use the system.



Dashboard

This high-level view lets you see which programs and services you have signed up for, balance and payment information, and your next scheduled services. Multiple accounts can be accessed from the drop-down list.

Scheduling

View all upcoming services for the next 28 days. Schedule, reschedule or cancel individual pickups for all contracted services as needed.

Payments

See invoices, make payments, and enroll in paperless billing and AutoPay any time.

Resources

Important documents and media pertaining to your services are located here.

Compliance Tools

Healthcare services customers can access enhanced tools to help protect your business and manage it safely.

Additional Services

Your dashboard provides information about a wide array of Stericycle products, programs and services available to you.

User Roles

Set up users with one of three access levels:

1. **Administrator** – Provide control over other users' account access—administrators can change user roles, or add or remove access as necessary. An administrator is often the first person to register on an account. Additional administrators can be authorized by an existing administrator.

2. **Standard User** – Allow access to services, billing, training and/or resources. Most users will have this role.

3. **Trainee** – Offer limited access to resources and compliance training modules. This role cannot access services or billing.

Language

Choose an English or French interface.

Auto Logout

To protect your security, MyStericycle.com logs users out automatically after 30 minutes of inactivity.

Help: Ask Sofia

Automated help makes it easy to find what you need. Not sure where to find a document, how to set up AutoPay or anything else? Ask Sofia. Enter a simple, concise question and get the answer in a snap.

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How to Get Started

Where to find account numbers.

Your customer ID is on your invoice, proof of service or manifest.

Invoice

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TAX ID: 36-3640402 Page 1 of 1

Customer ID	01001010
Invoice No.	01000010
Invoice Date	05-02-2020
Due Date	06-02-2020

Balance FWD	$0.00
Payments	$0.00
Credits	$0.00
Current Invoice Charges	$0.00
Total Account Balance	$0.00
Payment Terms	Net due in 30 days

Stericycle, Inc.
2355 WAUKEGAN ROAD
BANNOCKBURN, IL 60015
USA

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	TOTAL ACCOUNT BALANCE
$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

For Billing, Scheduling or Customer service: (800)697-4733 Hour: (Mon-Fri) 8 AM to 8 PM

Service Date	Customer PO	Manifest/ Delivery#	Service Description	Qty	Unit of Measure	Unit Price	Surcharges/ Discounts	Subtotal Price
Current Invoice Charges:								
Site# 1000101000		**1001100**	2355 WAUKEGAN ROAD BANNOCKBURN, IL 60015 USA					
05-02-2020		000000	Regular Service | ON-site Console-Doublestack (Standard)	0.00	EA	$0.00		$0.00

Sub Total	**$0.00**
Tax Total	**$0.00**
Site Total	**$0.00**
Total New Charges	**$0.00**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

CUSTOMER ID	INVOICE DATE	INVOICE NO.	CURRENT INVOICE CHARGE
01001010	05-02-2020	01000010	$0.00
CHECK NO.		AMOUNT ENCLOSED	
-		$	

Be sure to write your customer number on your check

To pay your invoice with an electronic payment method please visit www.MyStericycle.com

============ADDRESSEE============

Stericycle, Inc.
2355 WAUKEGAN ROAD
BANNOCKBURN, IL 60015
USA

=============REMIT TO=============

Stericycle, Inc.
2355 WAUKEGAN ROAD
BANNOCKBURN, IL 60015
USA

028883 100059326 4 0000009000000122 0000003360 4

Proof of Service

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Proof of Service Document

Date: 05-02-2020
Customer PO: 01001010
Reference Document #: 01000010

Customer Profile

Ship-To:
Stericycle, Inc.
2355 WAUKEGAN ROAD
BANNOCKBURN, IL 60015
USA

Customer ID: 01001010
Contact:
Customer Site #: 01000010
Phone #:

Number of trees saved by your firm this year:

Secure Document Destruction

Order Summary

Containers Serviced:
Additional Items Serviced:
Containers Not Serviced:

Estimated Weight:
Truck Number:

Service Frequency: Every 8 Weeks
Next Service Date:

Service Type: SERVICE

Item Description	Quantity
Regular Service | ON-site (Paper)	

Customer:

Service Professional:

This document serves as your Certificate of Destruction. Shred-it is committed to the secure destruction of its cus-tomer's confidential information. This certification will affirm that Shred-it destroys the customer confidential material, pursuant to our customer's request and instructions. The following services are NAID certified: Hard Drive Destruction, Mobile Destruction, Offsite Destruction. The following services are not NAID certified: Non-Paper Destruction.

For help, call (844) 839 - 4897. Please have your customer ID available so we can get the right representative to your account.
Shred-it® is a Stericycle Solution.

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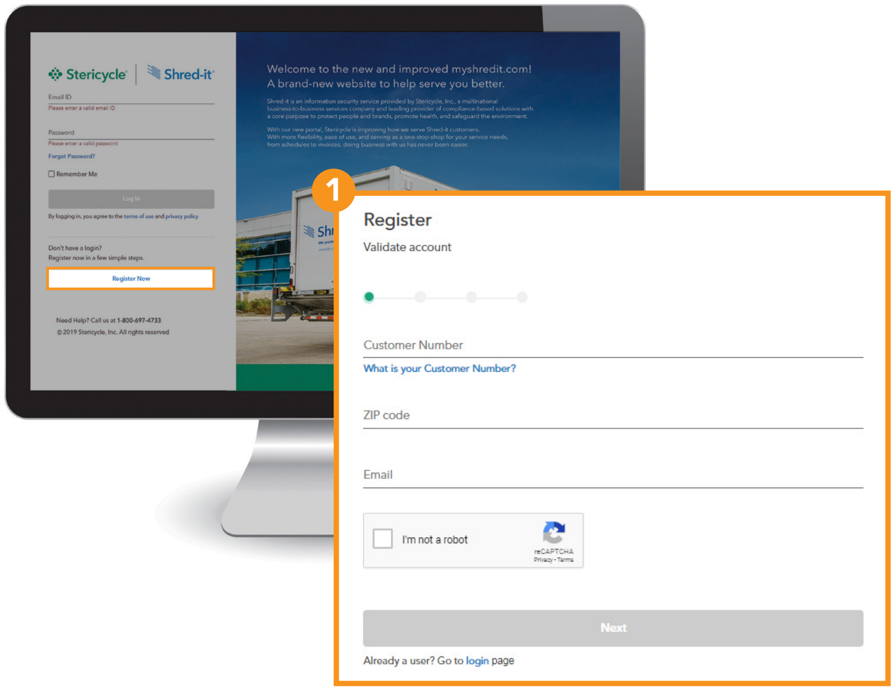
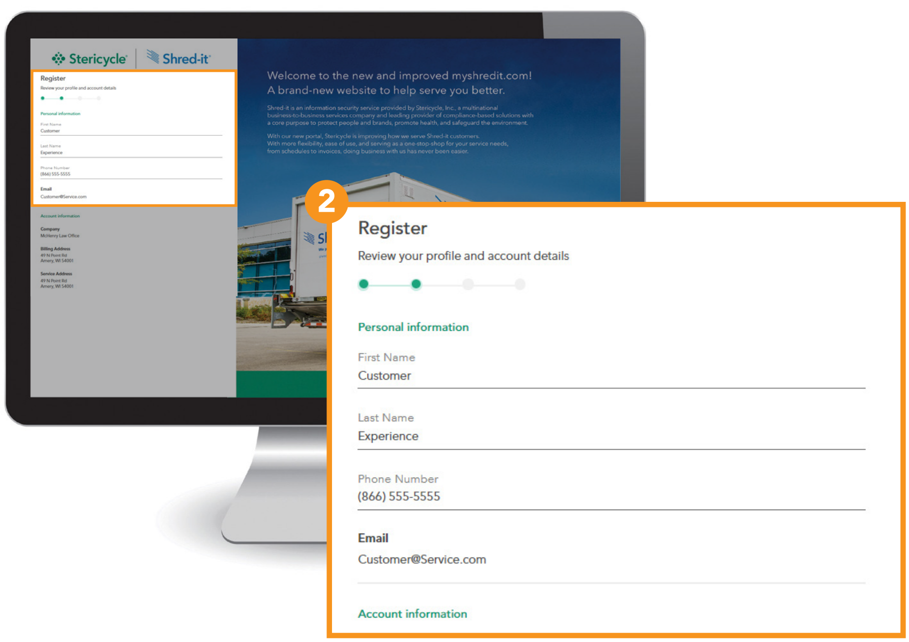
How to Register

1. Click **Register Now** on the login page, then enter your Customer Number/ID, the associated Zip/Postal Code and your email. This email address will become your user name. Complete the verification and click **Next**.



2. Enter your first name, last name and phone number, or confirm that the information displayed is correct. Click **Next**.



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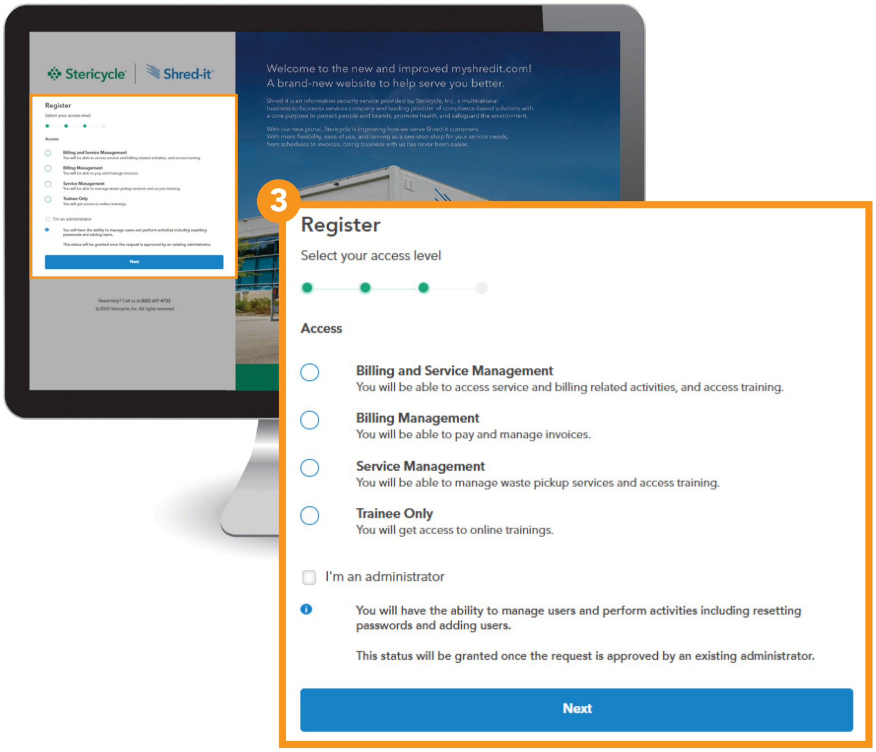
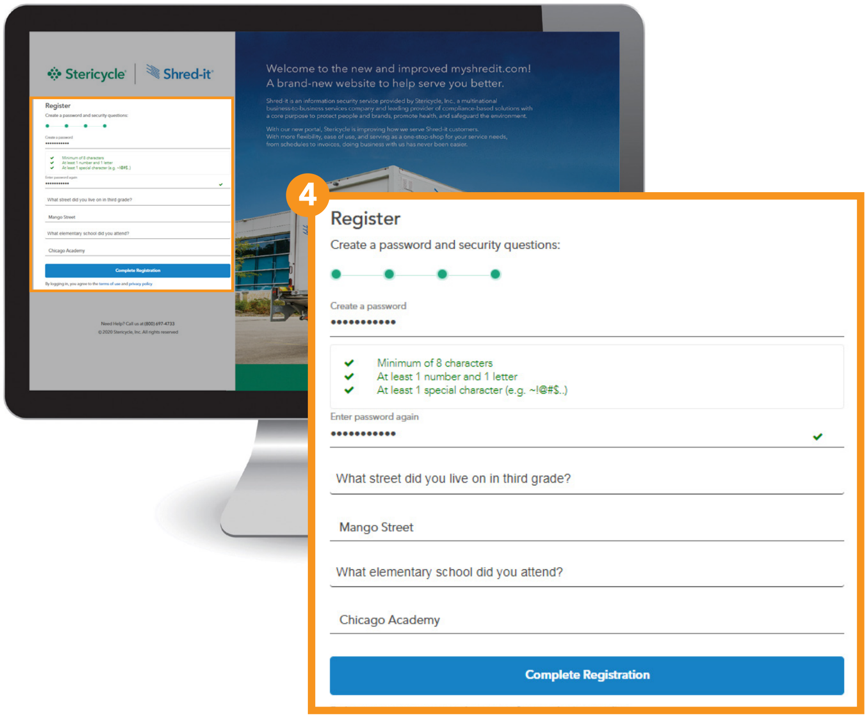
3. Choose the appropriate access or role from the options shown, then click **Next**. Roles and access are discussed under User Roles and in the *How to Manage Your Accounts as an Administrator*.



4. Create and confirm your password. Choose two security questions and enter your answers, should you need to reset your password later. Now click **Complete Registration**.

You're all set!



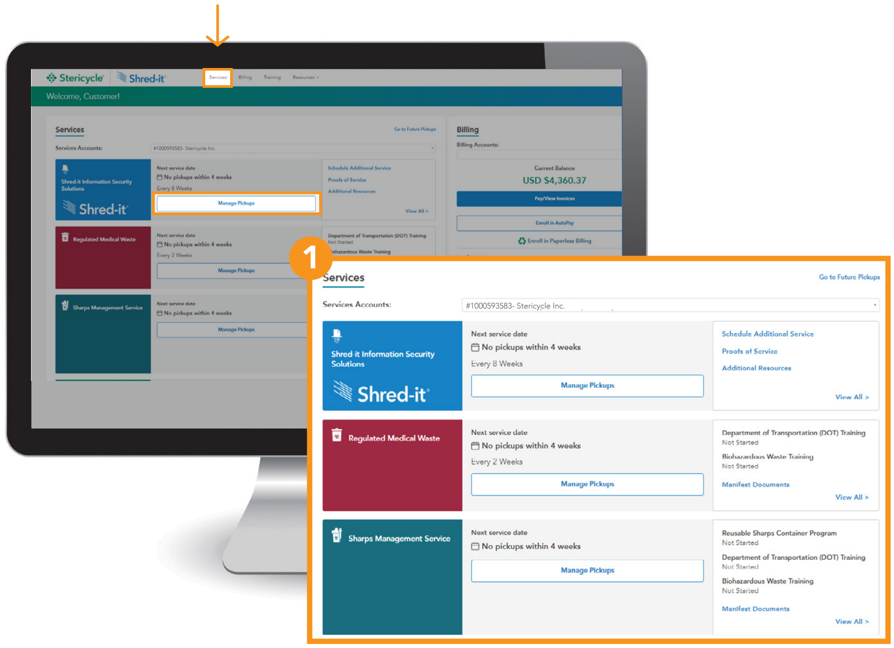
Scheduling a Pickup

Manage all of your waste streams, including regulated medical waste, secure information destruction and sharps management, from MyShredit.com.

The service calendar displays the next 28 days, to ensure that your next pickup is confirmed and help you avoid conflicts with holidays or other events. Your designated contact will receive email updates about scheduled pickups, as well as a confirmation two days prior to our arrival. All pickups must be scheduled at least 48 hours ahead of time.

It's easy to schedule a pickup.

1. Either click on **Manage Pickups** for your desired waste stream on the dashboard or choose the **Services menu** option.



2. Click the **Schedule a New Pickup** button in the upper right. A pop-up will appear.

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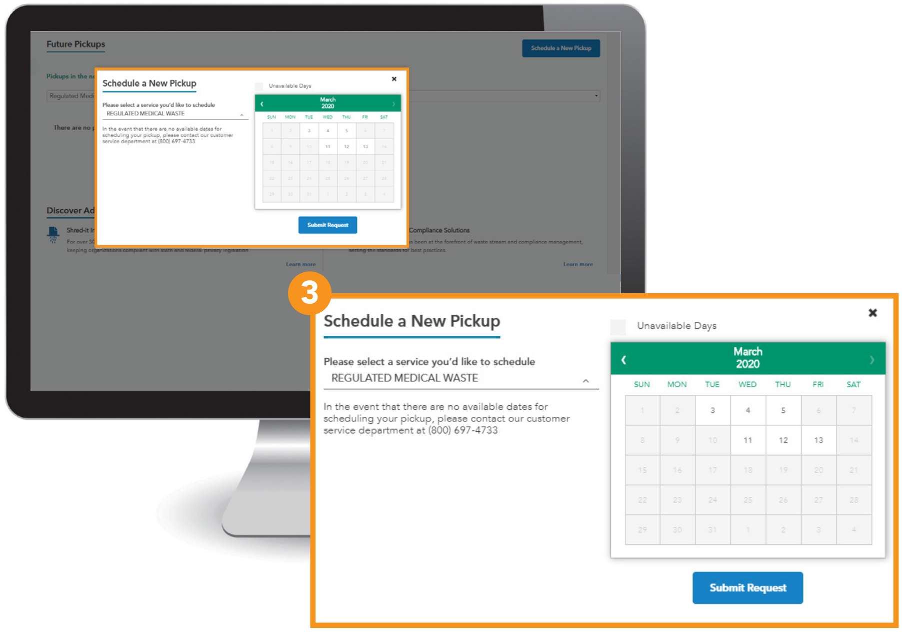
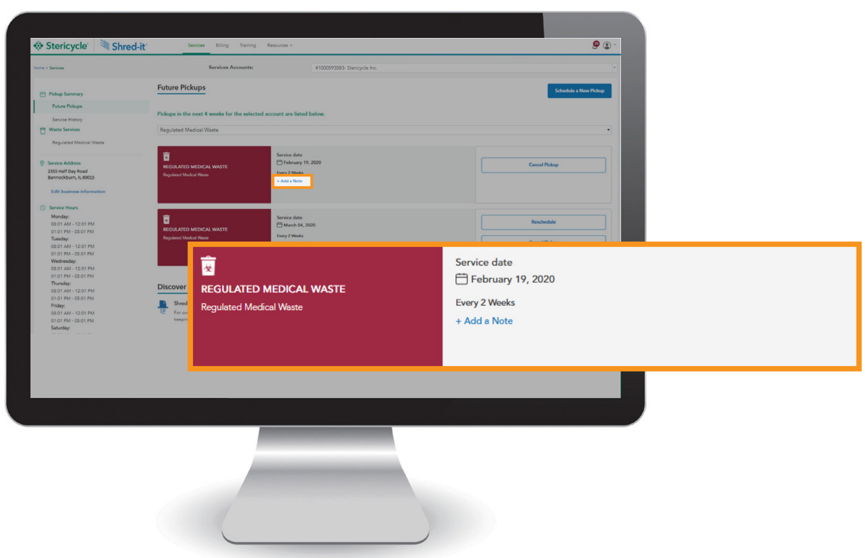
3. Choose a waste stream from the drop-down menu. Then select an available date. Click **Submit Request** to lock in your date.



Special Instructions

To relay pickup details to the driver, request additional supplies or share any other information about your pickup, click the **Add a Note** link associated with that pickup date.

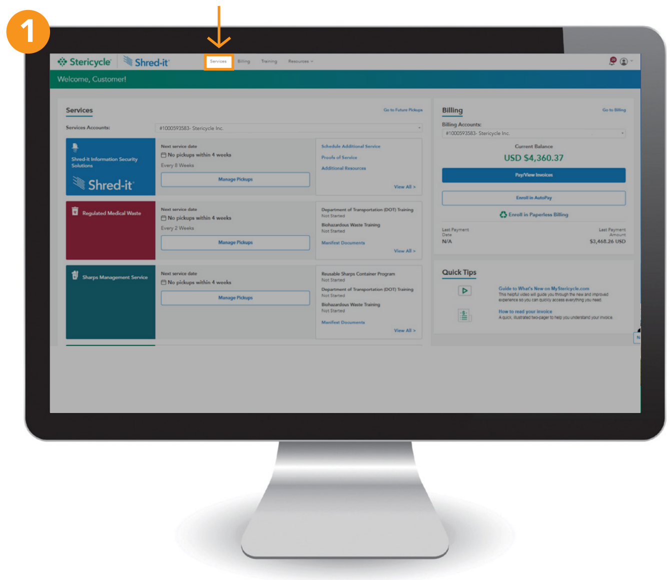


Proof of Service and Manifests

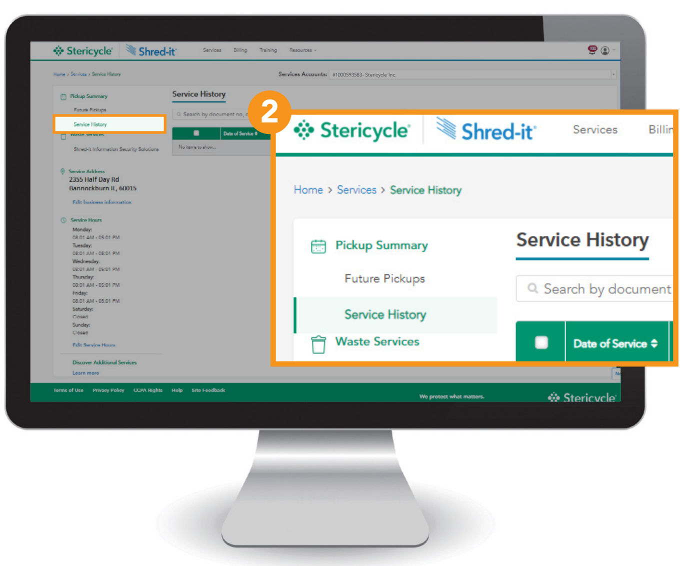
Any time we provide a service, we will provide a proof of service detailing the items picked up. For healthcare services customers, proof of destruction manifests are also stamped to show what was destroyed, as well as the facility in which it was processed.

These documents will automatically be added to your account and can be viewed any time on MyShredit.com.

1. Select the **Services menu** option from the dashboard.



2. Click **Service History** and select the appropriate account from the drop-down menu.



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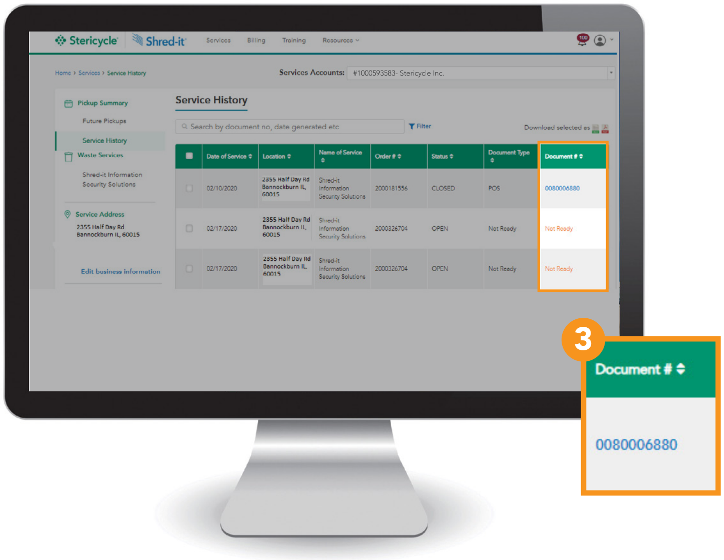
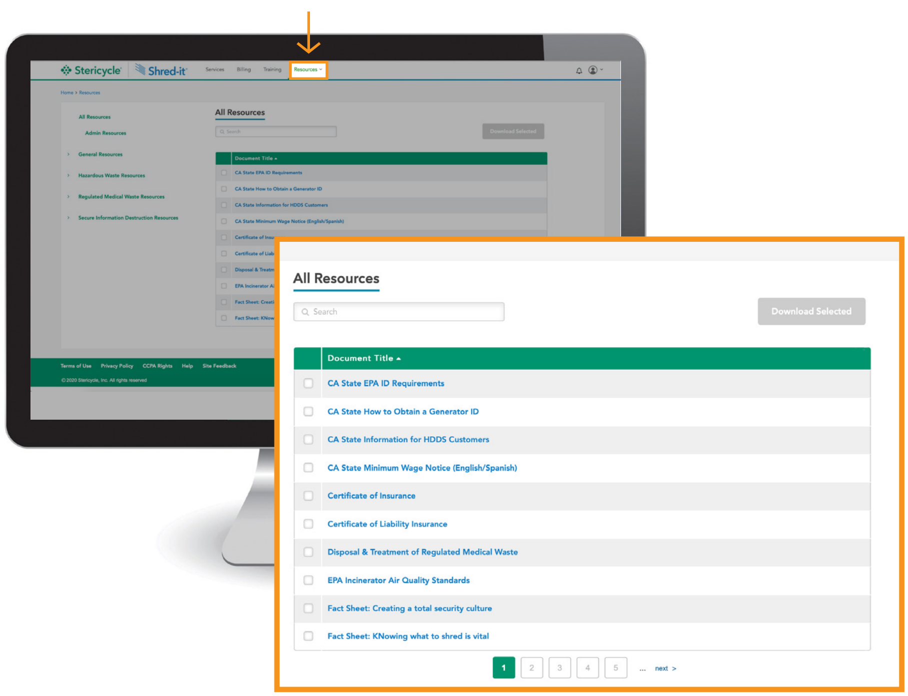
3. Simply click the **document number** to view a PDF, or use the search and filter functions to find what you're looking for.



Resources

Access the Resources section from the main navigation. Helpful information is organized based on the services we provide, including regulated medical waste disposal and secure information destruction.

Look for content such as white papers, articles, HIPAA and OSHA compliance documents, and printable materials for your business. If you have Administrative access, you'll also see resources just for you, including staff training materials, reporting forms and more. The General Resources section holds information to help you take full advantage of MyShredit.com features as well as up-to-date knowledge content such as webinars on the latest compliance issues.



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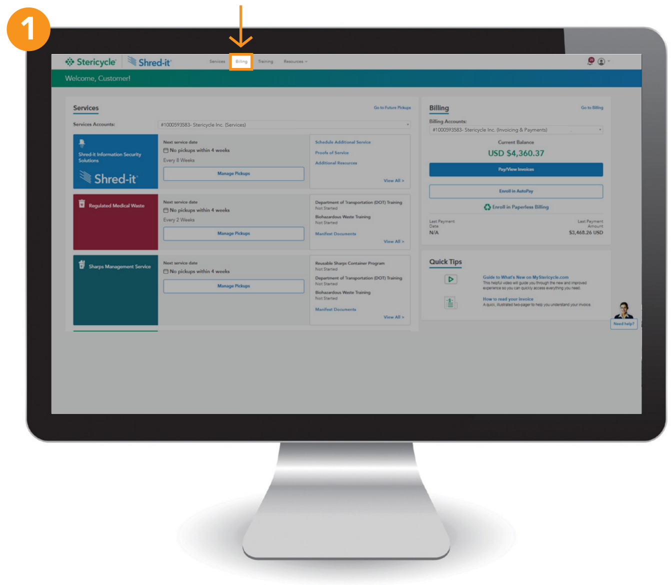
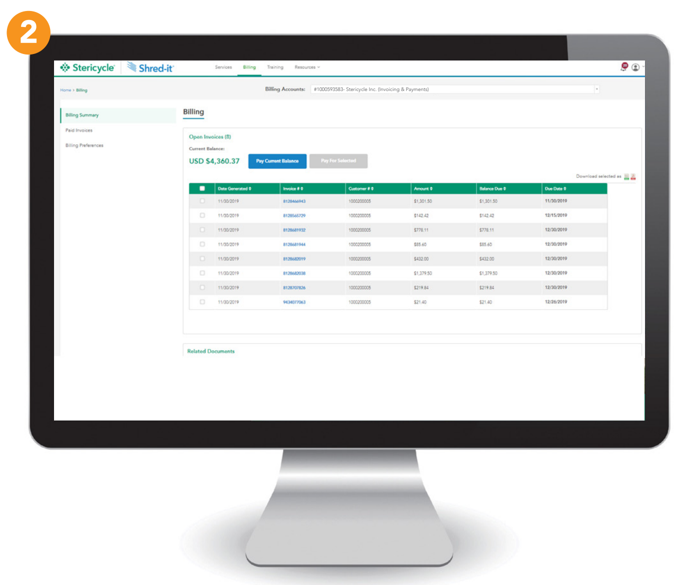
Managing Payments

Make payments, save payment methods, register for AutoPay or set up paperless billing. To get started, select Pay/View Invoices from the dashboard or click the Billing menu option.

Making Payments

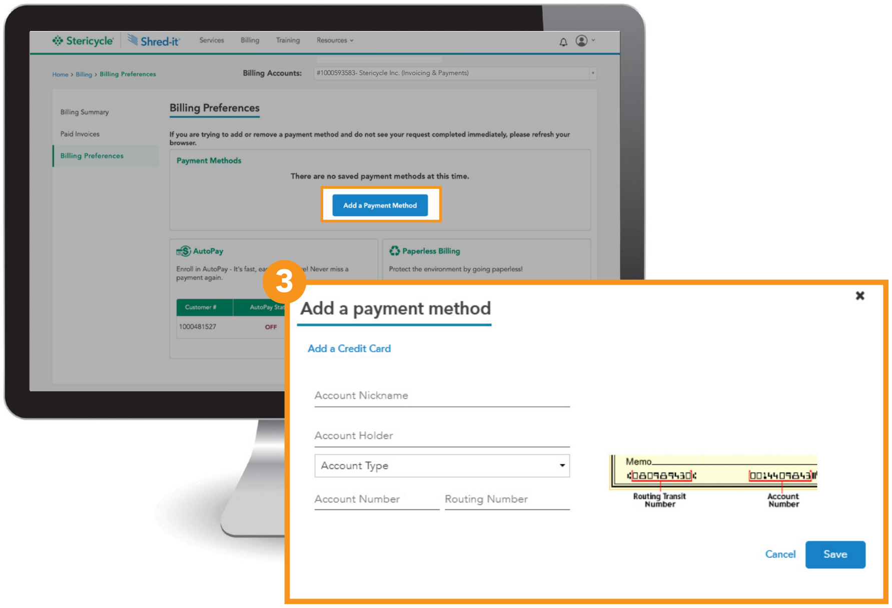


1. Select **Billing** from the menu.

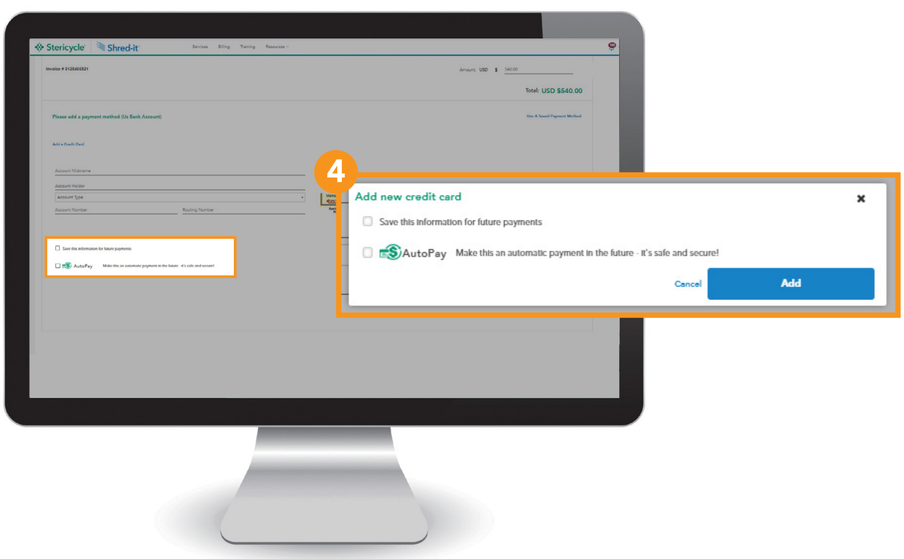


2. Choose the appropriate account from the drop-down. Then select one or more invoices and click **Pay for Selected** or choose **Pay Current Balance** to pay all outstanding invoices.

3. Select **Add a Payment Method**. U.S. customers can enter ACH information and click **Pay** or click **Add a Credit Card**.



4. Select **Save this information for future payments.** You can also select **AutoPay** here, and we will debit your saved payment information when invoices are due.



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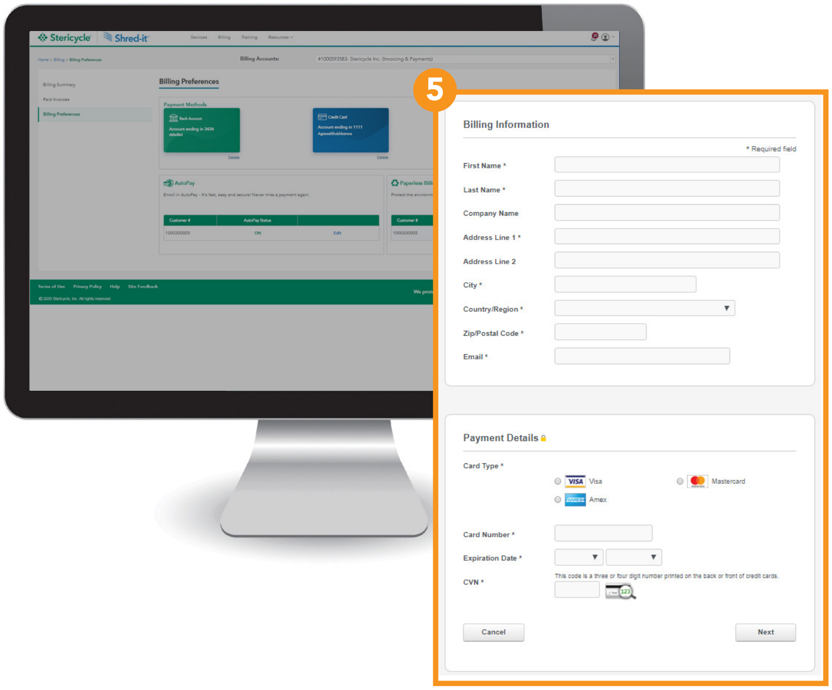


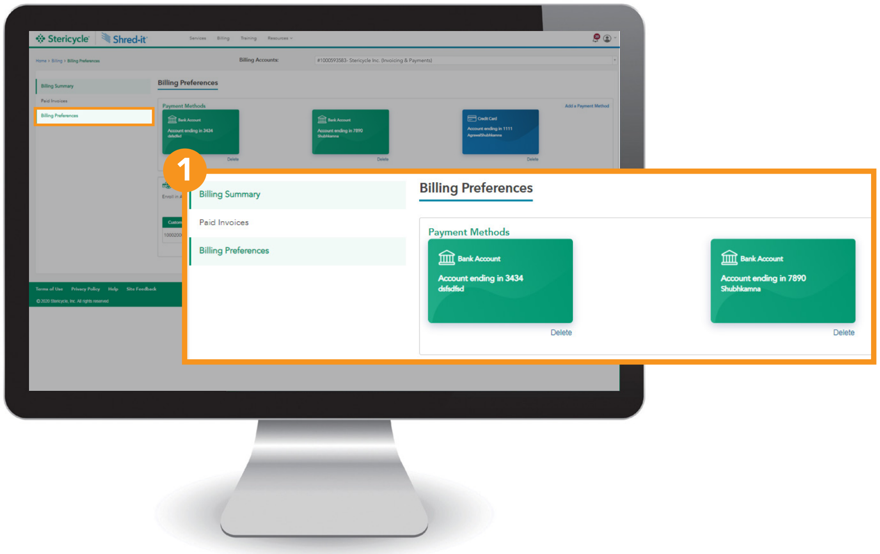
5. If paying by credit card, complete the billing information and submit your payment.

You can view previously paid invoices by selecting the Paid Invoices option on the main billing page.

Go Paperless

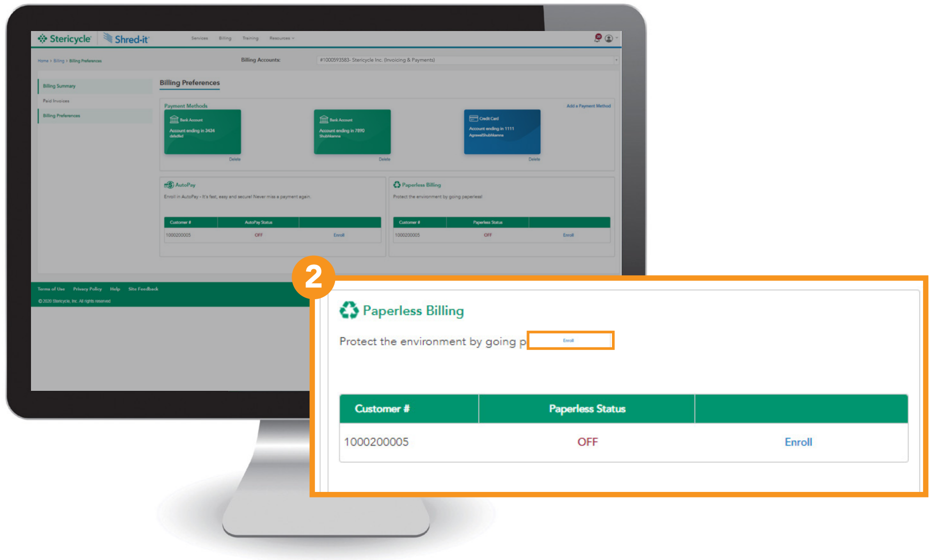
Paperless Billing

If you receive a paper bill you may switch to more environmentally friendly paperless billing.



1. Choose the **Billing Preferences** option from the main billing page.

2. Click **Enroll** in the Paperless Billing section, in the lower right, then click **Confirm** in the pop-up window. You will have to enroll in Paperless Billing for each of your billing accounts individually.



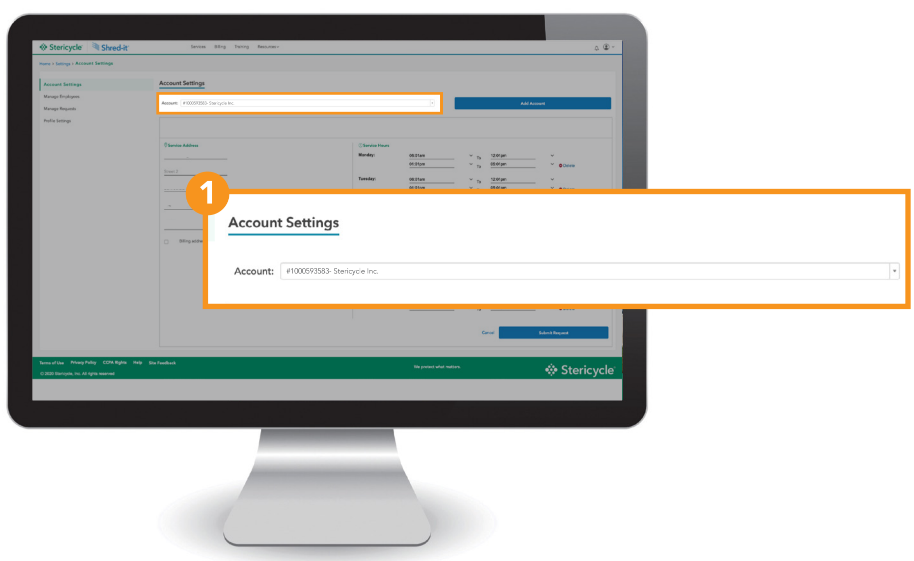
Account Settings

To update account details and add more accounts to your profile, click on the silhouette icon in the upper right, on the navigation menu.

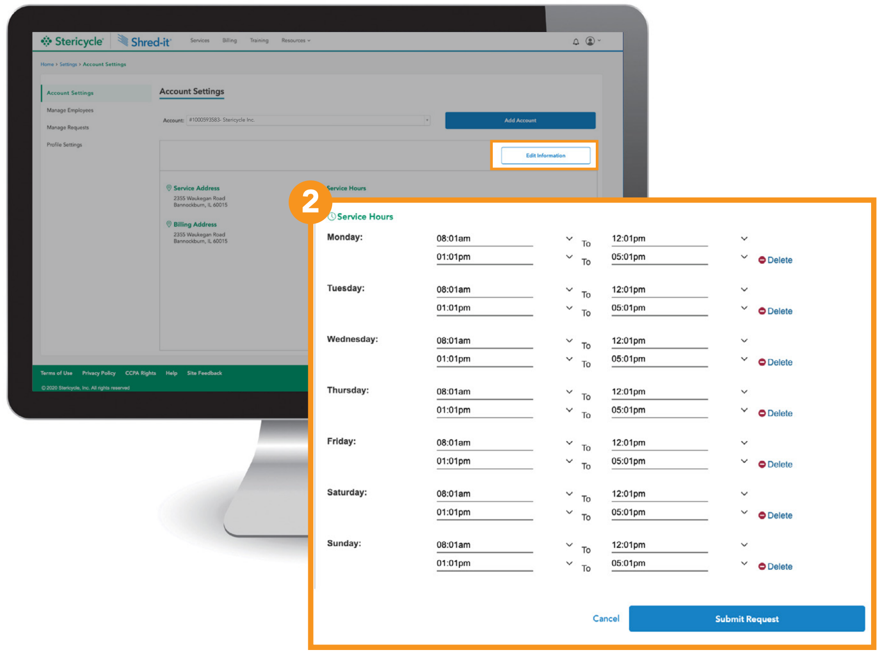
Using the Account drop-down menu, you'll see a list of all accounts linked to you, including their respective account IDs, service and/or billing addresses, and specified service hours.

Changing Account Details

1. Select the account to be updated from the Account drop-down menu. Details for the selected account will be displayed.



2. Click **Edit Information** to make changes to the service or billing address, or to adjust the service hours during which pickups can be scheduled. When you're finished, click **Submit Request**.



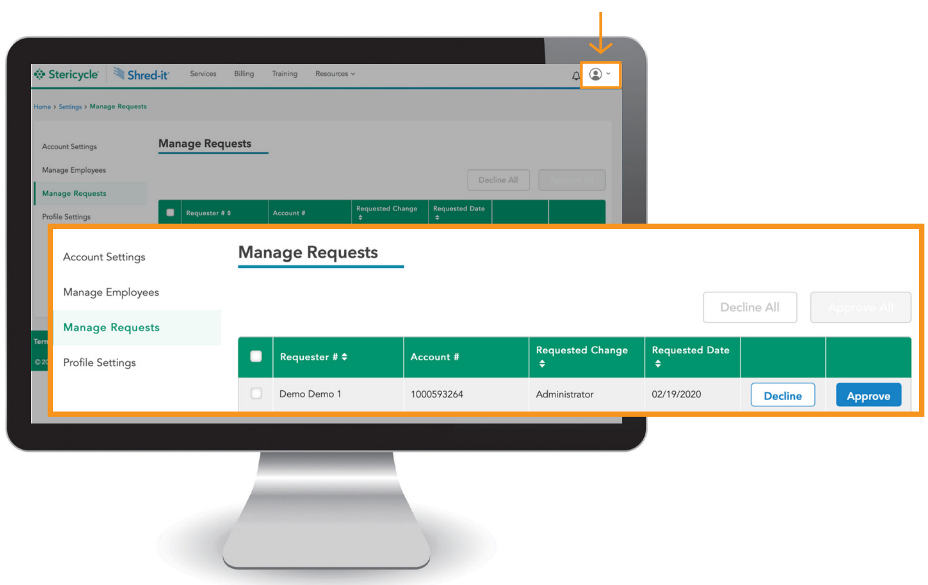
How to Manage Your Accounts as an Administrator

Responding to User Requests

Any account administrator can manage and approve requests from other users. You'll see new requests flagged on the notification bell icon at the top right of any page.

To review the full list of requests, click the silhouette icon in the upper right, on the navigation menu. Select **Manage Requests** from the options at left.

You can approve or decline requests for administrative access for each person individually, or check multiple requests in the left column, then click **Approve All** or **Decline All**. The action will only be applied to those records you have selected.



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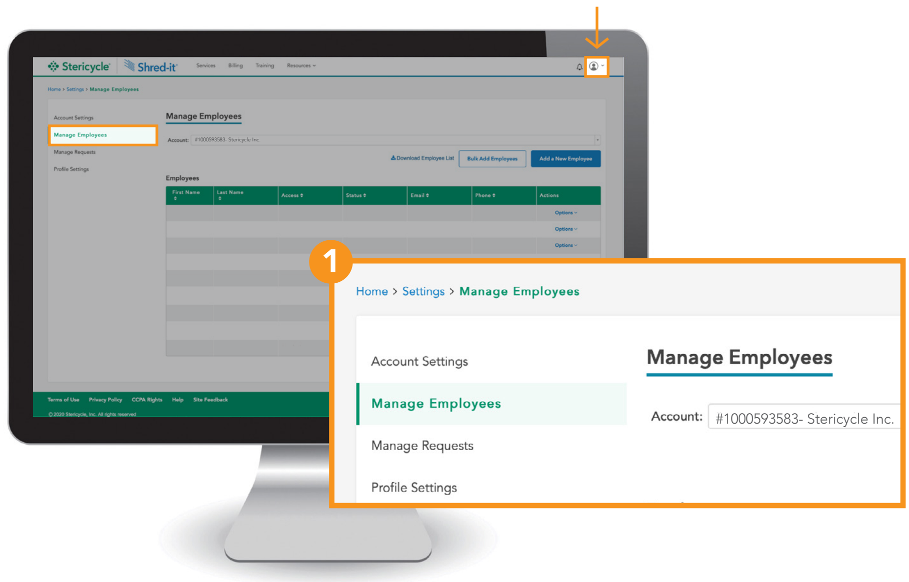
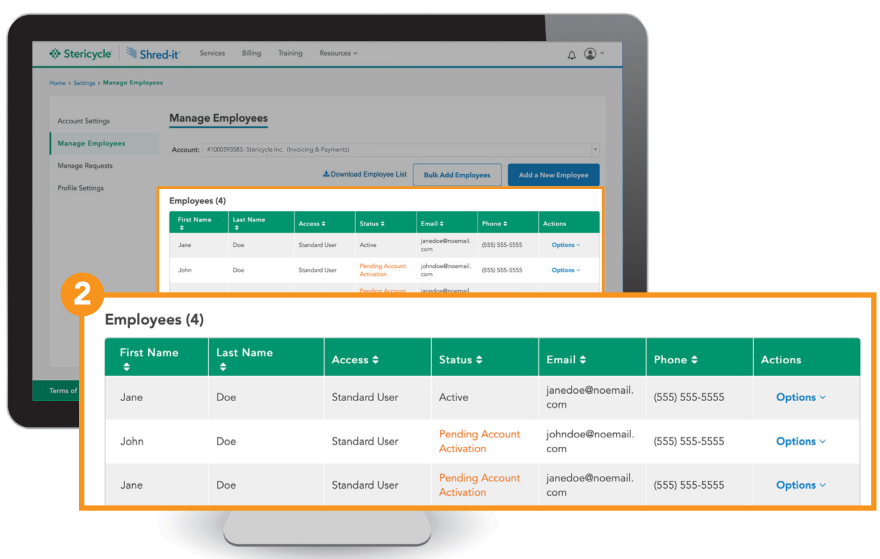
Managing Employee Roles and Access

Account administrators can add or remove employees from accounts, as well as manage permissions for other users.

1. Click the silhouette icon in the upper right on the navigation menu. Select **Manage Employees** from the options at left.



2. Select the account for which you would like to manage employees. All employees registered to that account will be displayed.



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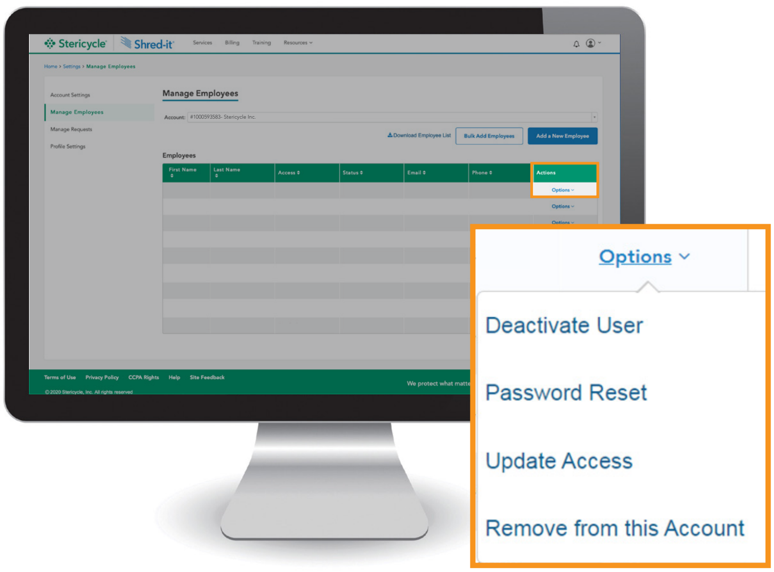
Individual Employee Updates

To the right of any employee's name, choose the Options drop-down from the Actions column.

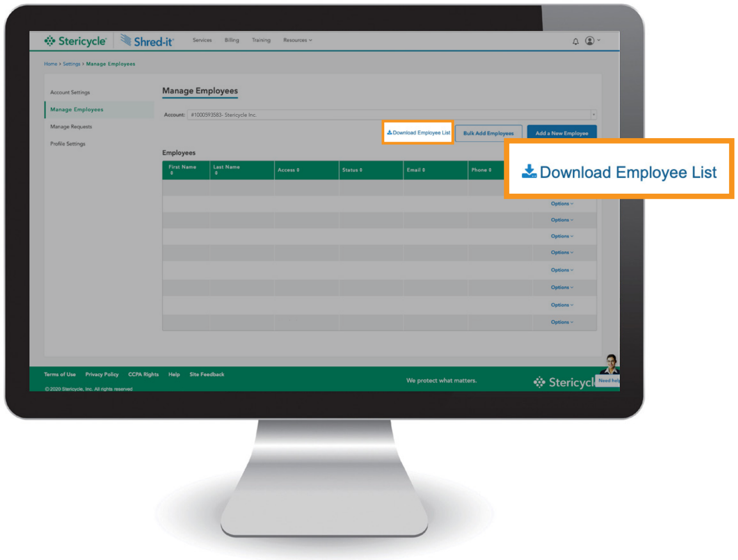
An administrator will be able to:

- **Deactivate/Reactivate User**
  Disable or enable employees' access to MyShredit.com. If a user has been deactivated, the Reactivate option will appear.
- **Password Reset**
  A link will be emailed to the employee with instructions to reset their password.
- **Update Access**
  Reassign an employee's role and access level as needed. See the *User Roles section* of this guide.
- **Remove from this Account**
  Removes all access from the selected account. The employee will still have access to any other associated accounts.



Downloading Employee Details

To view an Excel file of all employees and their account details, click **Download Employee List.**



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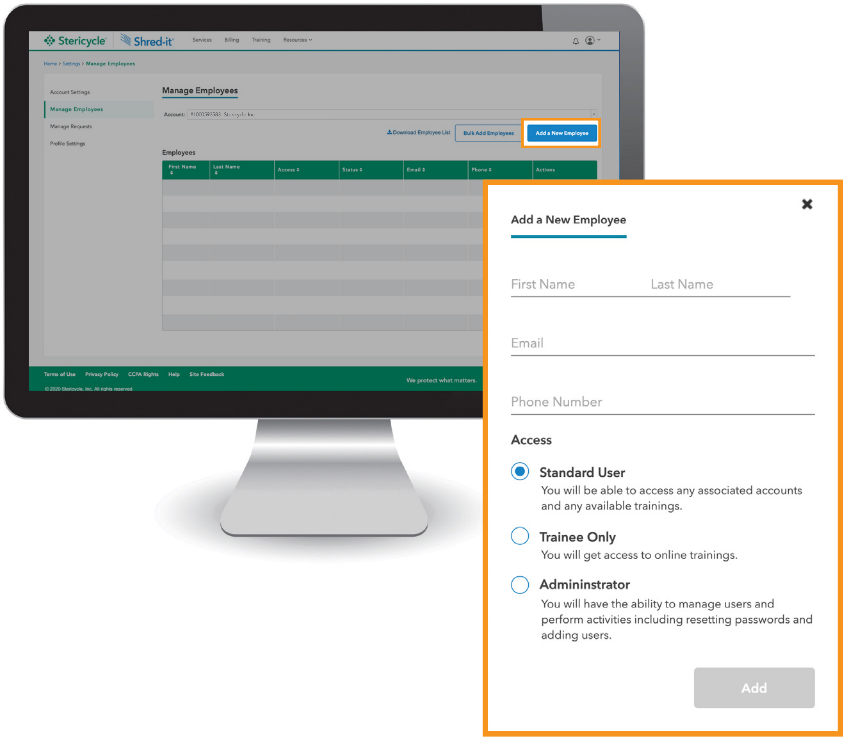
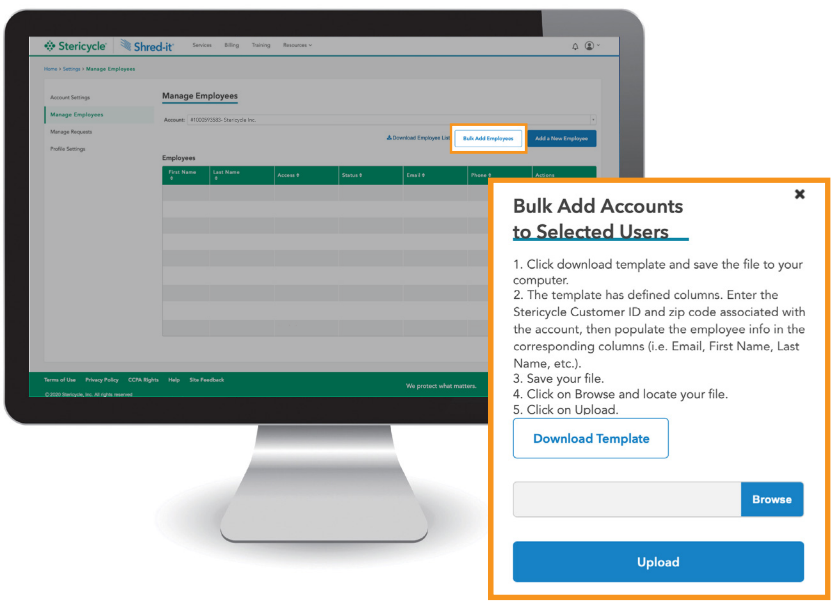
Adding Users

To add a user to the account, click **Add a New Employee**. You will be asked to provide basic details and assign their access level. When complete, click **Add**.



To add a large number of employees to your account, you can use the **Bulk Add Employees** button, then:

1. Click **Download Template** and save the file to your computer. The template is in Microsoft Excel format.
2. The template has defined columns. Enter the Stericycle Customer ID and zip code associated with the account, then populate the employee info in the corresponding columns (i.e. Email, First Name, Last Name, etc.).
3. Save your file. Click **Browse**, locate the file, then click **Upload**. MyShredit.com does the rest.



Template Preview:

Customer Number	Zip Code	Email	First Name	Last Name	Account Access	Role Access	Phone

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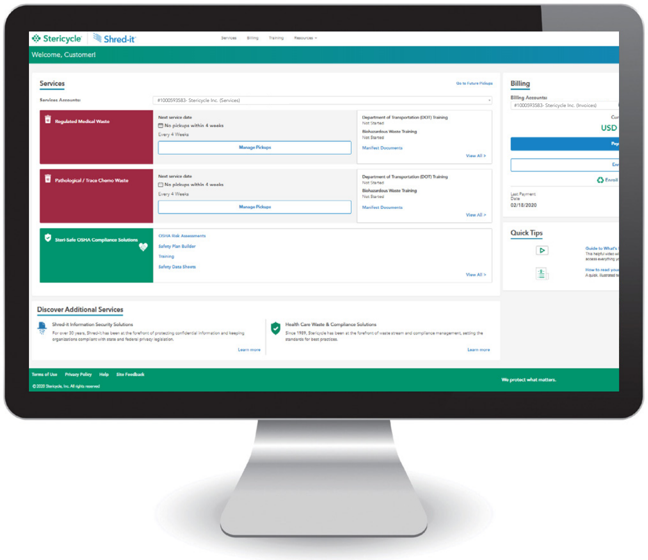
Steri-Safe Compliance Solutions and Online Training Center

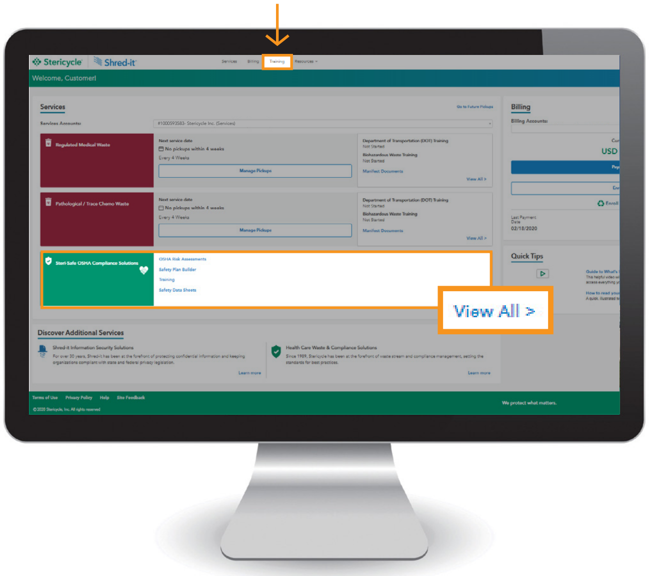
With a subscription to our Steri-Safe HIPAA or OSHA services, or a recurring regulated medical waste pickup plan, you can take advantage of specialized resources on MyShredit.com.

Choose from a variety of solutions available 24/7 online—including OSHA-required safety plans, HIPAA privacy and bloodborne pathogens training, and digital Safety Data Sheets (SDS). Some subscriptions also provide access to on-site risk assessments and individualized advisory services for issues unique to your business. Stericycle makes these solutions available to healthcare customers so you can access our deep regulatory expertise and keep your focus on patient care.

To find out how Stericycle compliance services can save time and reduce risk, contact us for a package designed around your specific needs.



The most frequently used compliance tools can be accessed via the dashboard. The green Steri-Safe OSHA and HIPAA Compliance Solutions areas provide access to services including the OSHA Safety Plan Builder, risk assessment reports and the Safety Data Sheet eBinder as well as HIPAA Policy Navigator and Online Training Center. Note that the Online Training Center can also be reached by clicking **Training** on the top navigation menu. To see all components of your Steri-Safe OSHA or HIPAA Service click on the **View All** link in the respective area.



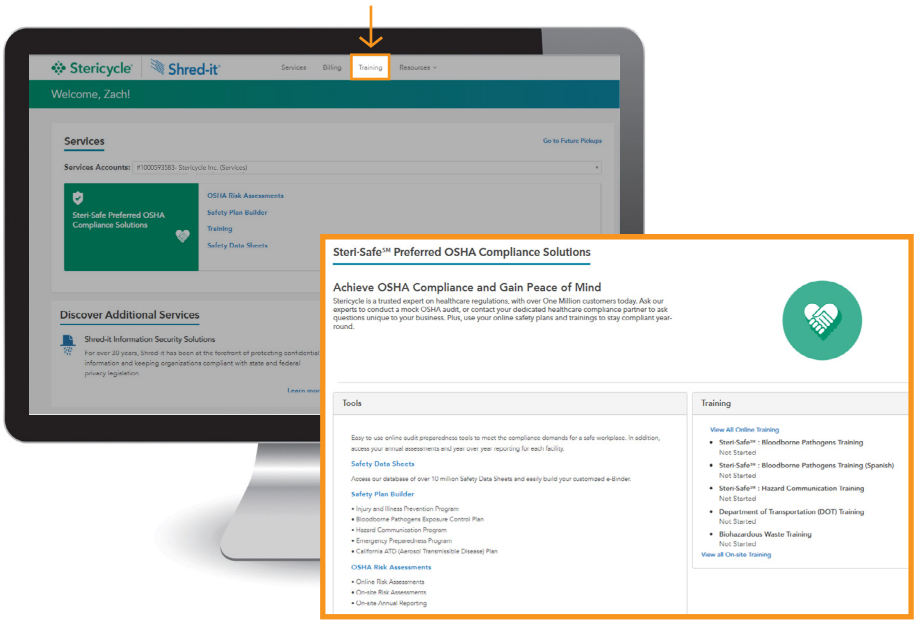
Online Training Center

The Online Training Center is available by clicking **Training** on the navigation menu at the top of your screen. All courses included with your Stericycle services are located here. They are organized by category and cross-referenced so you can easily browse them.

Employees who only need access to training can be given trainee-only accounts *(See Managing Roles and Access section)* by any user who has administrator status.

Once a course is chosen, simply click on the **Register** link below the course then click Launch to begin the course. All registered courses will be available on the **Registered Courses** page until they have been successfully completed.

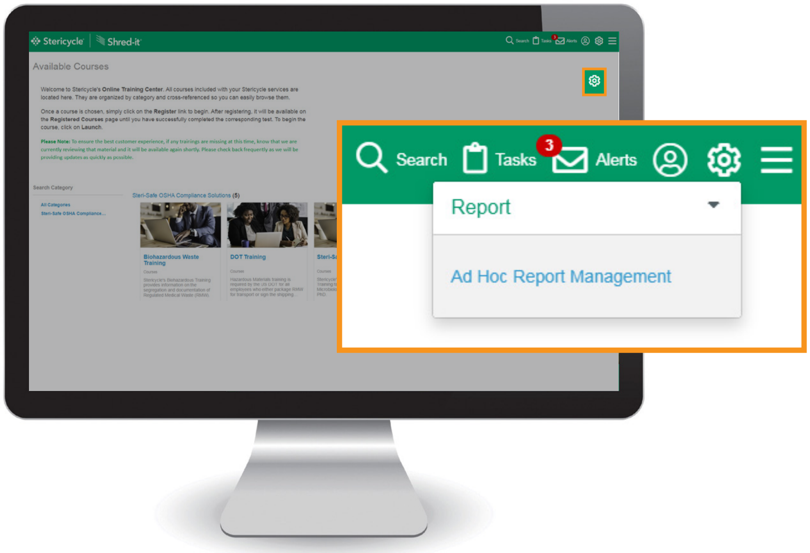
After successful completion of courses, a Certificate of Completion will be available. To print a certificate, simply click the three-line, top-right menu icon and select Scores & Certificates, then choose your course from the list shown.



Online Training Center Reports (Administrators Only)

Users with administrator access can view completion reports for their entire teams. This feature is especially useful for verifying your organization's compliance with annual OSHA training requirements.

1. Click **Training** on the top Navigation menu.
2. Click the **gear icon** in the upper right.
3. Choose the **Ad Hoc Report Management** option to manage your reports.



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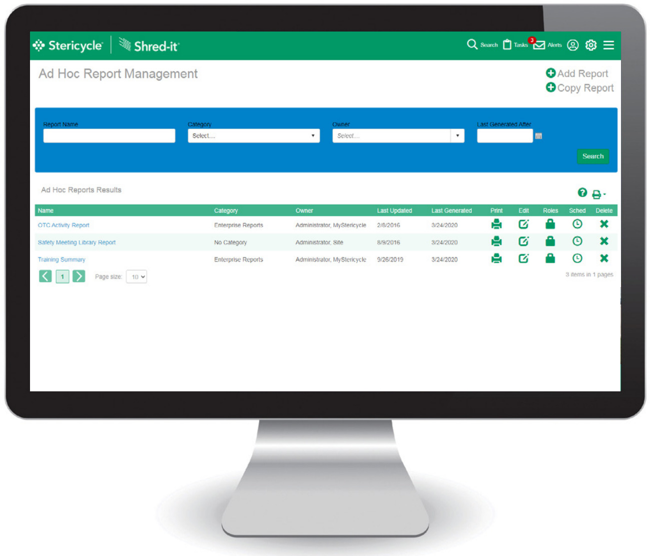
Within the Report Management dashboard, you'll have the ability to view, print and export existing reports.



Safety Plan Builder (Steri-Safe OSHA Customers—Administrator Users)

Leverage our easy-to-use online Safety Plan Builder tool to simplify the development of complex, OSHA-required safety plans and regulatory documents. Use this guided, step-by-step tool for creating and updating exposure control, hazard communication, injury and illness prevention, emergency preparedness and other plans.

The Safety Plan Builder includes a completion tracker to show you, at a glance, which plans are in progress, which plans are finished and which plans are not yet started.

This tool is available to Steri-Safe OSHA subscribers with administrator access.

To begin or update a plan:

1. From the dashboard, scroll down to Steri-Safe OSHA Compliance Solutions.

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2. Click **Safety Plan Builder**.

3. To create compliance-related plans, click the **gear icon** and select your **Company Profile** to complete the required information.

4. Once your company profile is complete, click **Home** and select a plan on the right to learn more about the plan and what will be required to complete it.

Safety Data Sheet (SDS) Library (Steri-Safe OSHA Customers)

The Safety Data Sheet eBinder contains a library of more than 10 million Safety Data Sheets (SDS). This can help you easily meet the OSHA requirement to keep a binder containing the SDS for each chemical present at your workplace. eBinders can be created for one or multiple sites and can be completely managed inside the tool with the ability to export summaries and SDSs by location.

1. From the Dashboard scroll down to Steri-Safe OSHA Compliance Solutions.

2. Click **Safety Data Sheets**.
3. Once in SDS, click **Help Center** in the upper right for documentation on how to create your eBinder and navigate the tool.

Note: For more information about Safety Data Sheets and OSHA requirements, please refer to the Steri-Safe OSHA Hazard Communication training course available within the Online Training Center.

Compliance Documents (Steri-Safe OSHA and HIPAA Customers)

The MyShredit.com compliance document library contains a variety of valuable forms and guides. Depending on whether you are a Steri-Safe OSHA or HIPAA Customer, or both, you will have access to accident reporting logs, OSHA 300 forms, exposure checklists, safety plan templates, and other forms and posters required by OSHA or HIPAA in many states.

1. From the dashboard, scroll down to Steri-Safe OSHA or Steri-Safe HIPAA Compliance Solutions.

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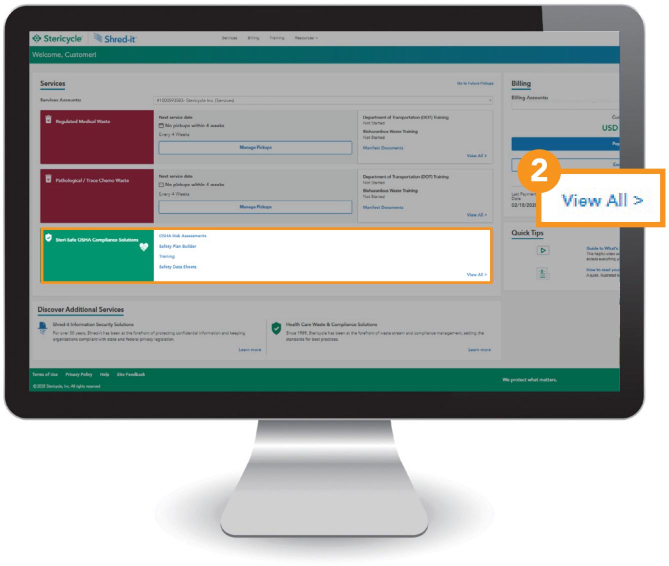
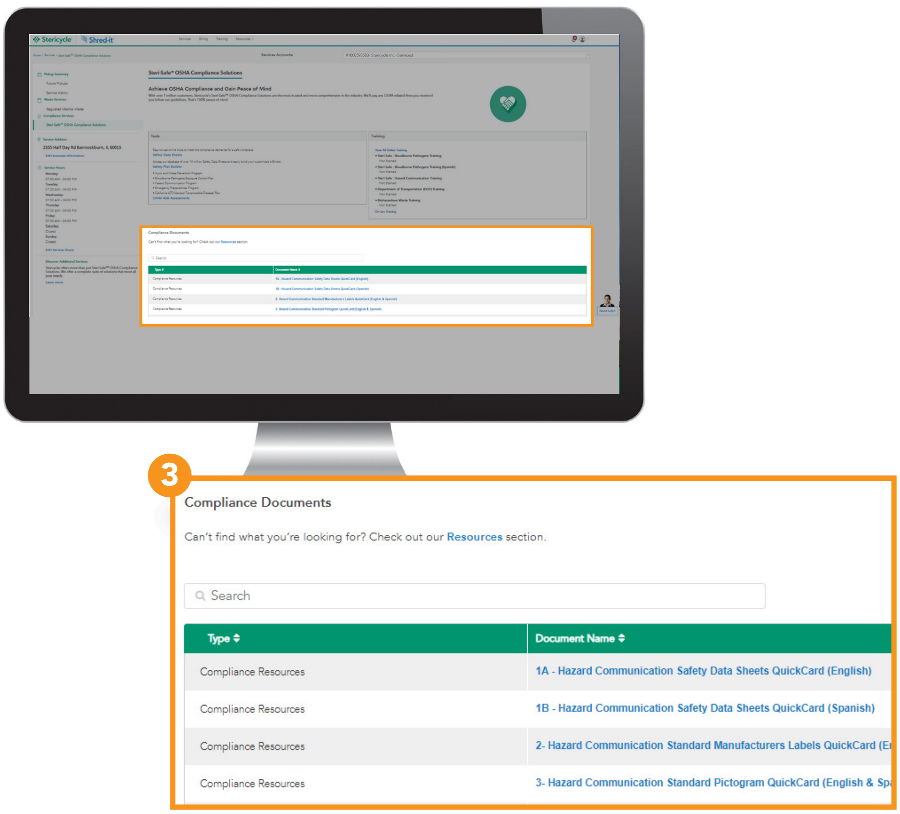
2. Click on **View All.**



3. Scroll down and you will see all available Compliance Documents available. Using the search tool above the documents list will allow you to filter your results.



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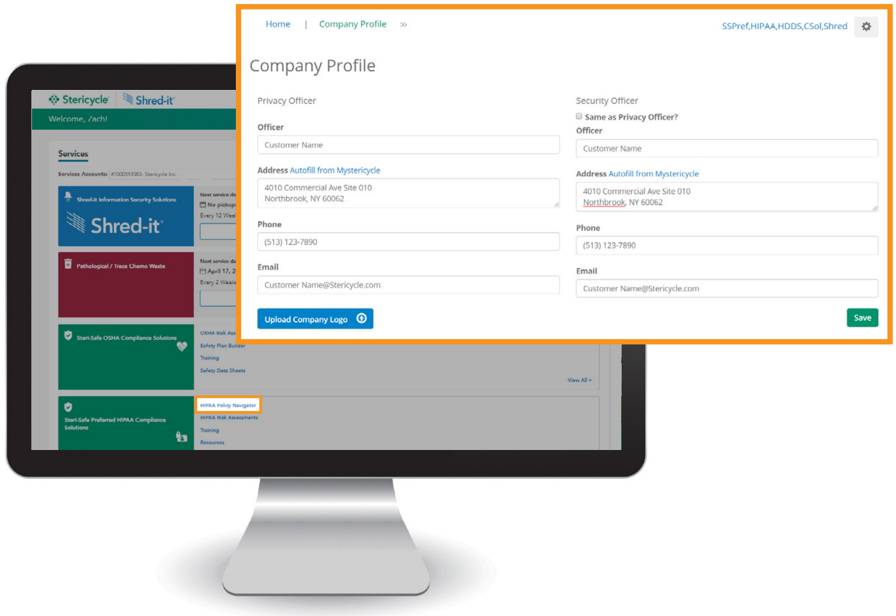
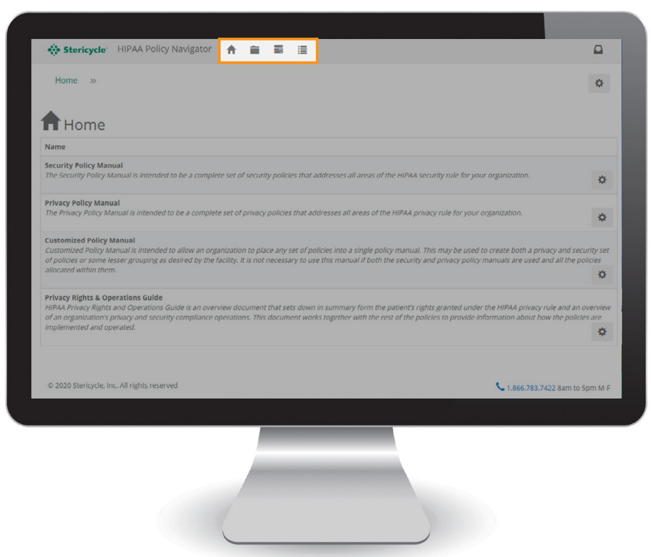
HIPAA Policy Navigator (Steri-Safe HIPAA Customers–Administrator Users)

Prepare, update and compile the many components of your overall HIPAA policies into a single document using this intuitive, step-by-step tool. The HIPAA Policy Navigator streamlines the complex task of preparing lengthy privacy and security policies to help you meet regulatory requirements.

1. From the Dashboard, scroll down to Steri-Safe HIPAA Compliance Solutions. **Click HIPAA Policy Navigator.**
2. Once in the Policy Navigator, use the gear icon in the upper right to create your company profile.
3. Once you have created your company profile, click **Save**.

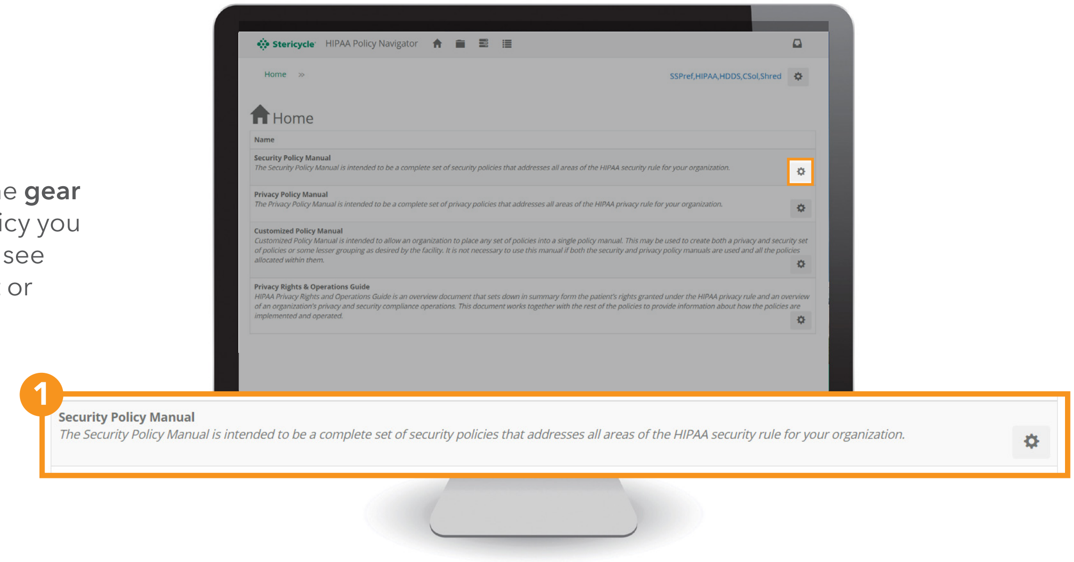


The top navigation menu allows you to perform global actions including accessing, editing and publishing policies as well as creating custom policies.

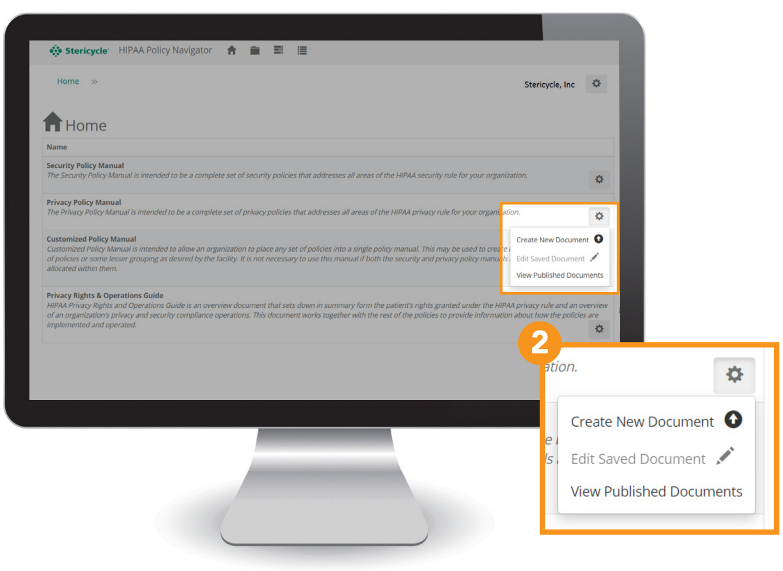


To create a policy:

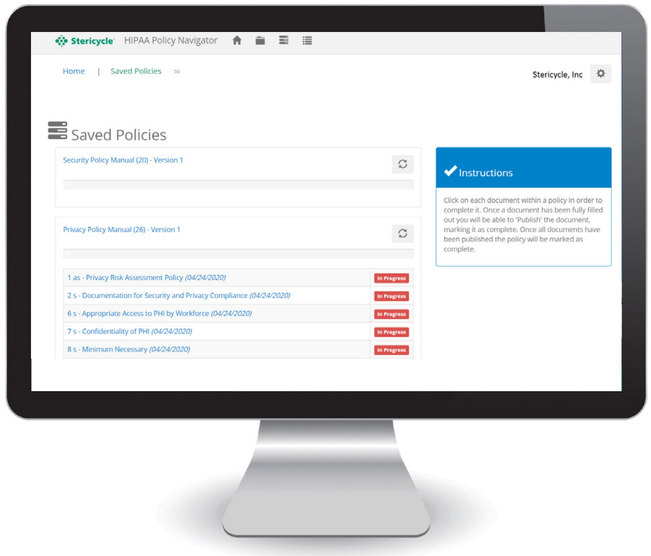
1. On the dashboard, click the **gear icon** to the right of the policy you would like to create. You'll see the options to create, edit or view documents.



2. Select **Create New Document**.



3. When you have completed the policy, click **Save**. You will see a message confirming that it has been saved.
4. Click the link in the confirmation message to return to the Saved Policies page where you can create or manage another policy.



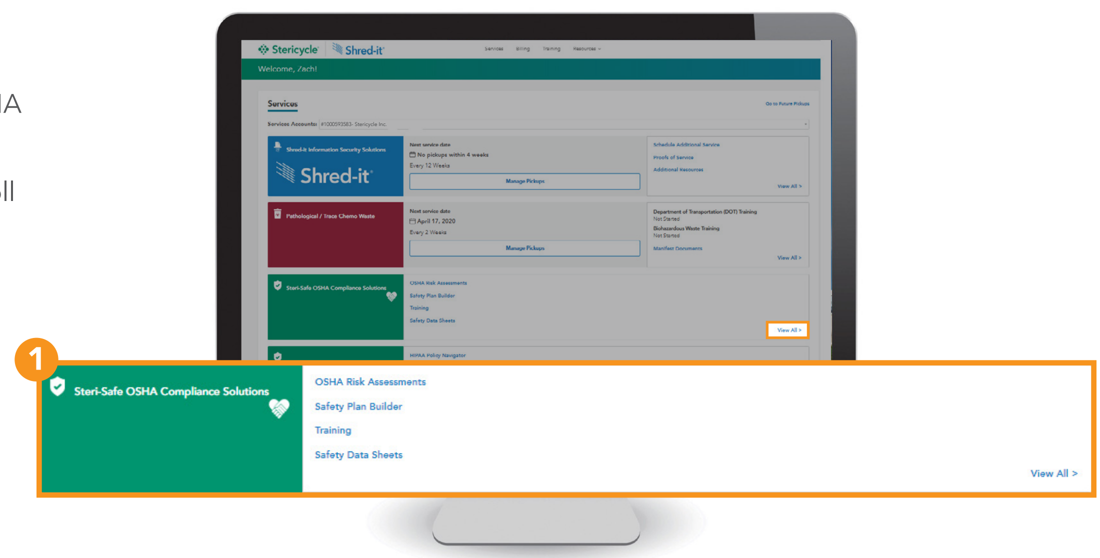
Steri-Safe OSHA Preferred Solutions (Administrators only)

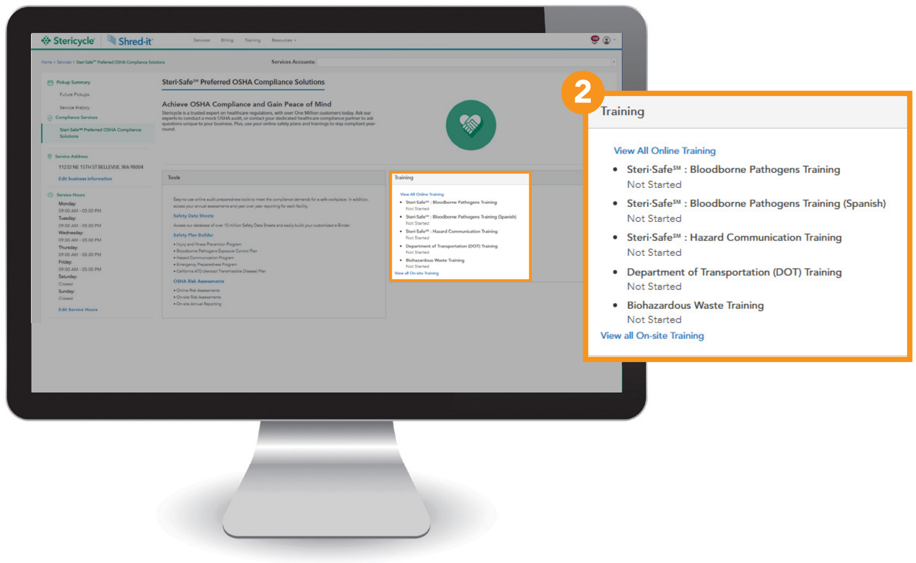
Steri-Safe OSHA Preferred customers have access to a dedicated healthcare compliance partner who can answer your unique regulatory questions, conduct on-site training, and perform risk assessments and audits to identify compliance risks at your site.

As part of these services, you will have the ability to review your onsite risk assessment report as well as access materials to conduct a self-audit.

To access your Steri-Safe OSHA Preferred resources:

1. From the dashboard, scroll down to Steri-Safe OSHA Compliance Solutions. Click **View All.**





2. Click **View All On-Site Training** to see materials available to you.

3. Your On-site Training page provides reporting data and completion statistics for the training provided at your facility by your assigned field educator. For additional information about your training results, please contact your educator directly.

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System Requirements

The platform has been designed to operate efficiently in a variety of current technology environments. However, for an optimal experience, we recommend the following.

	Windows®/PC	Apple Mac®	Apple® Devices	Android™ Devices
Operating System	Windows 10 or later	MacOS® 10.15 or later	iOS/iPadOS 10.13 or later	Android 10.0 or later
Browser	Google Chrome™	Google Chrome	Google Chrome	Google Chrome
Screen Resolution	1920 x 1080 or larger	1920 x 1080 or larger	All other trademarks are property of their respective owners.	

- An internet connection is required.
- Google Chrome – Enable redirects and disable pop-up blockers.
- Browser plugins – Most of these are standard and come preinstalled on computers. Ensure they are enabled.
  - Adobe Flash® player
  - Adobe Acrobat® reader
  - Windows Media player
  - JavaScript
- Microsoft Office® is recommended to view and modify Word® and Excel® files.

Quick Fixes
Many issues may be resolved by clearing your browser's cache and cookies. Refer to your browser's help section for instructions.

If you encounter an issue with any of the browsers listed above, please let the Stericycle development team know.

Thank you for choosing Stericycle. We value your loyalty and work hard to earn it every day. If you ever have questions about MyShredit.com, try the virtual assistant, Ask Sofia. You can find her in the lower right any time you're signed in.