

SilkRoad RedCarpet
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What is SilkRoad RedCarpet?

SilkRoad RedCarpet is Cleveland Clinic's enterprise-wide Protective Services program for onboarding Non-Employees (which includes nursing students and faculty).

RedCarpet is a web-based tool that allows Cleveland Clinic to standardize the nonemployee onboarding process while ensuring compliance requirements are met.

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How long does the onboarding process take?

With 4-6 days of a student or faculty meeting all ACEMAPP compliance requirements, they will receive a welcome email from Cleveland Clinic Non-Employee onboarding which allows them to start the SilkRoad onboarding process.

Students and faculty are given one week to complete all onboarding tasks including badge pick-up otherwise computer and epic access will be delayed.

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How do I reset my password in the RedCarpet Onboarding System?

Contact Nonemployeeonboarding@ccf.org to reset your SilkRoad RedCarpet password. [Return to index.](#)

Is SilkRoad RedCarpet mobile friendly?

Not at this time.

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What is the recommended browser for completing SilkRoad RedCarpet onboarding tasks?

Internet Explorer, Google Chrome, and Mozilla Firefox.

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How will I receive my onboarding login and task instructions?

Onboarding login and task instructions will be received via email from Cleveland Clinic Nonemployee Onboarding RedCarpetMailer@silkroad.com.

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I am being asked to enter my Social Security Number but I have a Visa. What should I do?

Please create a PIN in SilkRoad and ensure your academic program coordinator has you noted as an international student in ACEMAPP to prevent onboarding delays.

If your academic director and/or preceptor has entered this information incorrectly into ACEMAPP, please contact undergraduenursing@ccf.org for further assistance.

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Is it possible for Cleveland Clinic to invoice me directly for the Student Onboarding Fee?

No. The academic institution is obligated to pay the invoice per the signed affiliation agreement.

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Am I required to complete SilkRoad RedCarpet onboarding if I am a Cleveland Clinic employee?

Yes.

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Am I required to pick up and wear my student ID badge if I am a Cleveland Clinic employee?

Yes. You are required to obtain a Non-Employee ID badge when you are on site as a student or faculty for any type of clinical experience clinical or patient/caregiver-facing experience.

Employee ID badges should never be worn while at your clinical training site as a student.

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Am I required to complete MyLearning online coursework modules as a student if I am a Cleveland Clinic employee?

Yes. You are required to log into MyLearning using your student ID number to initiate the transfer of completed/unexpired modules from your employee account to your student account. Any items that remain on your "to do" list within MyLearning require completion. If your completed modules have not transferred to your student account, please email eleARNING@ccf.org with both your employee and nonemployee ID numbers.

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When should I pick up my student ID badge?

After completing all required onboarding tasks, the last task is badge retrieval. When your badge is retrieved, Protective Services will complete your SilkRoad onboarding process.

Your Epic username and password request can only be requested after your badge is picked up so, please ensure this is complete at least 10 days prior to being on site. Students or faculty arriving on site without an active badge may be asked to leave and return only once badge is obtained.

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Do I need to bring anything with me to the ID badge office when I am picking up my ID badge?

You are required to bring a photo ID (Driver's License, Passport, State ID) and vehicle registration. If you have received an ID badge in the past for any reason you must bring the old badge with you to exchange it for a new one. You will be charged \$30.00 for a replacement if you do not bring the previous badge with you. Only credit Cards are excepted. For returning students and faculty, you are required to complete onboarding tasks, but you are not required to pick up a new ID badge. Once you complete your current Silkroad RedCarpet onboarding modules, your badge expiration date will automatically renew.

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Where is the ID badge office located?

If you will be completing your student or faculty experience in person or remotely, at Cleveland Clinic Main Campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina or South Pointe Hospitals, you are required to pick up your badge from the Main Campus badging location or Cleveland Clinic Administrative Campus.

Akron General Medical Center or Union Hospital you will receive a specialized task during onboarding instructing you to pick up your ID badge from the appropriate office at Akron General Medical Center or Union Hospital.

Cleveland Clinic – Main Campus Hospital

1956 East 93rd Street

Cleveland, OH 44195

Badging office is located in the basement of JJ North
(JJ Building is attached to the Parking Garage [P1])

Hours of Operation: M-F (7:30 a.m. – 4:15 p.m.)

Phone: 216.444.1208

Cleveland Clinic Administrative Campus

25900 Science Park Drive, Building #2

Beachwood, Ohio 44122

Hours of Operation: M-F (8:00 a.m. – 3:45 p.m.)

Phone: 216.448.0088

Visitors will need to check-in with Security at the entrance of Bldg. 2 and will be directed downstairs to the ID Badge Office.

If you will be completing your student experience at Aron, Lodi, Mercy or Union Hospitals please see badge pick-up locations below:

Cleveland Clinic – Akron General Main Campus (Akron and Lodi students/faculty only)

Akron General Ave

Akron, OH 44307

Badging Office is located in Human Resources

Enter the hospital through the main entrance

Stop at the information desk for directions to Human Resources

Hours of Operation: M-F (7:45 a.m. – 2:45 p.m.)

Phone: 330.344.2199

Union Hospital (Union student/faculty badge pick-up only)

659 Boulevard

Dover, OH 44622

Students will be able to obtain their ID badges in the Educational Services Department, located on the 3rd floor of the hospital.

Hours of Operation: M-F (8:00 a.m. – 4:00 p.m.)

Phone: 330.602.0799 extension 2464



Nursing Students & Faculty: Undergraduate Onboarding

Cleveland Clinic Mercy Hospital (Mercy student/faculty badge pick-up only)

Security Department

1320 Mercy Drive NW

Canton, Ohio 44705

Hours of Operation: M-F (8:00 a.m. - 3: 00 p.m.)

Phone: 330.489.1250

You will enter the building at the Main Entrance located next to the Subway.

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Note: You will need to obtain a parking permit. Parking Services is located in the same area as the badge office. Please refer to the attached document for more information.

[CC Nursing Student-Faculty Parking Info.pdf](#)

Am I required to pick up and wear my student ID badge if I am a Cleveland Clinic employee?

Yes. You are required to obtain a Non-Employee ID badge when completing a student/faculty experience remotely or in person. Your employee badge Employee ID badge should never be worn/used while at your clinical training site as a student or faculty.

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Is my student ID badge, issued by my academic institution, an acceptable form of identification while at my clinical training site?

No. All students are required to wear their Cleveland Clinic issued Non-Employee ID badge while at their clinical training site.

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Can I pick up my ID badge prior to completing my SilkRoad RedCarpet onboarding tasks?

No. Check that you have completed and closed out all onboarding tasks before picking up your ID badge. Your onboarding tasks are released in two sets. The first set of tasks are released when you are entered into the onboarding system. The second set of tasks are released after you complete the first set AND after your academic program director completes their required tasks and after Cleveland Clinic security creates a MyLearning profile for you. The second set of tasks includes completing MyLearning online coursework modules. You will not be issued an ID badge until all tasks have been cleared from your task list.

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How do I log into MyLearning?

Web address: <https://www.cchs.net/onlinelearning/default.htm>

Employee ID: 6-digit employee ID (student ID number)

New User Password: Temporary password to login: TempPass#2 (prompted to create own password once logged in)

Returning User: Use previous password

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I have questions regarding MyLearning, who should I contact for help?

For technical issues once you have logged into the MyLearning website concerning; specific course access or course completion status, contact the cTEKI Help Desk at elearning@ccf.org or call 216-445-4566.

Help Desk hours of operation are: Monday-Friday 9:30am-4:00pm (closed on CCF holidays).

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Why am I required to complete MyLearning online coursework modules?

To meet Corporate Compliance standards mandated by The Joint Commission, the Occupational Safety and Health Administration (OSHA), the US Environmental Protection Agency (USEPA), the Centers for Disease Control & Prevention (CDC), federal law, and the Cleveland Clinic Health System.

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How many core MyLearning online coursework modules are required?

There are [4 MyLearning Modules](#) required for each student to meet Corporate Compliance. But depending on your role and specialty area, more may be assigned.

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Am I required to complete MyLearning online coursework modules as a student if I am a Cleveland Clinic employee?

Yes. You are required to log into MyLearning using your student ID number to initiate the transfer of completed/unexpired modules from your employee account to your student account. Any items that remain on your "to do" list within MyLearning require completion. If your completed modules have not transferred to your student account, please email elearning@ccf.org with both your employee and nonemployee ID numbers.

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Am I required to complete MyLearning online coursework modules if I am a returning student?

Yes. You are required to log into MyLearning to ensure all modules in your "to do" list are completed and have not expired. Any modules that were completed prior to the annual reset date will need to be completed again if you are returning for an additional clinical rotation. Therefore, it may be required to recomplete MyLearning online coursework modules in a short time frame depending on the timing of the reset date and your additional clinical rotation.

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When is the annual MyLearning online coursework modules reset date?

The reset date changes year to year.

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Academic Attestation: Health Requirements

What are the student/faculty requirements that must be uploaded into ACEMAPP to be compliant?

Please refer to our ACEMAPP landing page for requirements.

<https://collaboration.acemapp.org/e-content/cleveland-clinic-health-system/requirements>

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Contact Information:

Cleveland Clinic – Main
Campus Hospital
Phone: 216.444.1208

Mercy Hospital
330.489.1250

**General Onboarding
Questions:**

Email:
Undergraduenursing@ccf.org

Cleveland Clinic
Administrative Campus
Phone: 216.448.0088

Parking Services
Email: parking@ccf.org
Phone: 216.444.2255

MyLearning:

Email: elearning@ccf.org
Phone: 216.445.4566

Cleveland Clinic Akron
General Hospital
Phone: 330.344.2199

**Cleveland Clinic Police
Department:**
Non-Emergency:
216.444.2250
Emergency: 216.444.2222

ID Badge Offices:

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Union Hospital
Phone: 330.602.0799 x
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