Cleveland Clinic
Center for Health Professions Education

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. RedCarpet is a web-based tool that allows Cleveland Clinic to streamline and standardize the nonemployee onboarding process while ensuring compliance requirements are met.
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How long does the onboarding process take?
After the SilkRoad RedCarpet Onboarding Request Form is received, Health Professions Education will input the individual into RedCarpet within 3 business days. Once the individual's onboarding event is launched, the event can be completed within 5 business days. This timeframe may be longer if an individual does not log in and complete their assigned tasks in a timely manner, if immunizations or background checks are missing, or other similar reasons.
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How do I reset my password in the RedCarpet Onboarding System?
Contact CHPEonboarding@ccf.org to reset your SilkRoad RedCarpet password.
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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@silkroadtech.com.
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I am being asked to enter my Social Security Number but I have a Visa. What should I do?
If you have a Visa, please contact your academic director and/or preceptor immediately. You will need to be onboarded using a different format in order to allow you to enter your Visa number in lieu of a Social Security Number.
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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 student ID badge when you are on site for a clinical rotation. 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. Your Cleveland Clinic ID badge must be picked up prior to your first day at your clinical training site. Students who have not picked up their ID badge prior to their first clinical day will be sent home until they have obtained their ID badge.

*Students who are not from Northeast Ohio can make special arrangements to obtain their ID badge on their first day at the discretion of their preceptor/clinical instructor. Please contact them for further instructions.
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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 a non-health professions experience (volunteer, contractor, non-clinical, etc.) 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. Cash is not accepted – Credit Cards only. If you are completing a second clinical rotation and your current Cleveland Clinic student ID badge has expired you are required to complete onboarding tasks but you are not required to pick up a new ID badge. The Center for Health Professions Education will request a badge expiration extension.
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Where is the ID badge office located?
If you will be completing your clinical rotation at Cleveland Clinic Main Campus or Fairview Hospital, you are required to pick up your badge from the Main Campus badging location. You will need to obtain a parking permit. Parking Services is located in the same area as the badge office. If you will be completing a clinical rotation at 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.

Cleveland Clinic – Akron General Main Campus
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
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

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Cleveland Clinic Mercy Hospital
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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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 student ID badge when you are on site for a clinical rotation. Employee ID badges should never be worn while at your clinical training site as a student.
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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.

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Why have I been assigned more than 4 MyLearning online coursework modules?

Your discipline requires the completion of additional MyLearning modules

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What are the 4 required core MyLearning online coursework modules?

The current list of required core MyLearning online coursework modules can be found here.

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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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What requirements must I meet prior to my academic program director or preceptor submitting my SilkRoad RedCarpet Onboarding Request form?
Requirements as identified in your academic institution's Affiliation Agreement with Cleveland Clinic:
1. A negative two-step Mantoux test (TB test), QuantiFERON®-TB Gold test, or T-Spot test within 1 year before the start date of the clinical rotation with annual updates and appropriate follow-up for positive tests while in the clinical portion of their training.
2. Appropriate immunizations for measles (Rubeola), mumps, German measles (Rubella), chicken pox (Varicella), Tdap (tetanus, diphtheria, pertussis) booster within the last 10 years, positive Hepatitis B IgG Antibody Titer or a signed waiver assuming the risk of exposure; and compliance with any future tests required by Cleveland Clinic; and compliance with any future tests required by Cleveland Clinic.
3. Proof of annual influenza vaccination if the student is completing any portion of their clinical rotation during the flu season (November 1 – March 31).
4. Current American Heart Association Healthcare Provider Basic Life Support CPR course certification (if required by their academic program).
5. A negative fingerprint background check as outlined in the affiliation agreement between CCF and the academic institution (An Ohio BCI&I fingerprint background check is acceptable for students who have been an Ohio resident in the last five (5) years. If a student has not been a resident of Ohio during the past five (5) years, the student must have a negative FBI fingerprint background check.).
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I have received the first TB test injection, is the second injection required?
The two-step test is required and the second step injection must be completed within 1-3 weeks of the first step. The QuantiFERON®-TB Gold test or the T-Spot are acceptable alternatives to the two-step test.
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I have had a positive TB skin test. Will a negative chest x-ray be accepted as demonstrating immunity to TB?
Yes. After a baseline chest x-ray is documented, repeated radiographs are not needed unless there are symptoms or signs of TB.
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What documentation is required if I have never received the chicken pox (varicella) vaccine because I had chicken pox as a child?
If you are unable to provide documentation immunity can be demonstrated by a blood test, measuring antibody titers. If the titer is low, you will need a booster shot.
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What is required if I am unable to provide documentation of receiving the MMR vaccination?

If you are unable to provide documentation, immunity can be demonstrated by a blood test, measuring antibody titers. If the titers are low, you will need a booster shot.
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What is required if I am unable to provide documentation of receiving the Tdap booster?

If you are unable to provide documentation, a booster shot is required.
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Is a booster shot required if I received the 3 shot Hepatitis B vaccination series as a child?

Cleveland Clinic requires documentation of a positive titer for proof of Hepatitis B immunization for health professions students. Proof of immunization without a titer does not satisfy this requirement. A signed waiver assuming risk of exposure to Hepatitis B will also be accepted in lieu of proof of immunity.
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What if I am unable to get the flu vaccine for medical or religious reasons?

Exemption requests will be communicated by academic institutions to Cleveland Clinic's education representation of the specific education program in which the student plans to participate. Flu season is from November 1 – March 31. Review the Student Immunization Policy.
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Will Cleveland Clinic provide required testing/vaccinations through their Occupational Health department?

No. You are responsible for scheduling tests/vaccinations through your primary care physician or an outside clinic. Costs incurred for all required tests/vaccinations are the student's responsibility.
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Contact Information:

General Onboarding Questions:
Email:
CHPEOnboarding@ccf.org
Phone: 216.444.5678 x 4

MyLearning:
Email: elearning@ccf.org
Phone: 216.445.4566

ID Badge Offices:
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Cleveland Clinic – Main Campus Hospital
Phone: 216.444.1208

Cleveland Clinic Administrative Campus
Phone: 216.448.0088

Cleveland Clinic Akron General Hospital
Phone: 330.344.2199

Union Hospital
Phone: 330.602.0799 x 2464

Mercy Hospital
330.489.1250

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

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