



MyStericycle.com Instruction Guide

for the General User or Trainee

General User or Trainee – Self Registering

To access our compliance portal and training, go the MyStericycle website and complete the following steps (an * notates a required field, all other fields are optional):

1. Go to www.MyStericycle.com
2. Click on **REGISTER NOW**.

Complete STEP 1 – Contact Information

***First name**

***Last Name**

***Work Phone**

***Email** (must be valid email address)

***Verify Email Address**

Click: **Next**

Complete STEP 2 – Job Information

*Select statements below that apply to you:

I am registering for training only (Trainee access to complete training tutorial only)

None of the above apply to me (General User – access to training, waste services and billing)

***Job Title**

Click: **Next**

Complete STEP 3 – Account Information

***7-Digit Customer No.**

***ZIP Code**

Click: **Submit**

*Select your service address (from the dropdown select the address of the facility you want access to on the MyStericycle website)

*Select role(s) that apply to you

Click: **Next**

Complete STEP 4 – Set Password

***Password** (the Password you create must be at least 8 characters long and must contain at least one Upper case letter, one number and one non-alphanumeric character (i.e., ! @ # \$ %))

***Confirm Password**

***Security Question**

***Answer**

***Confirm Answer**

Click: **Finish** - You'll then be automatically logged into the site.



General User or Trainee – Editing Your Profile Information

To edit your personal account information (**phone number, fax number, email, job title, etc.**), after logging into **MyStericycle.com** follow these steps:

1. Click on the **Edit Profile** button at the top right of the page
2. **Edit** necessary fields (Personal Information, Login Information and Location Information)
3. Click on **Save**

General User or Trainee – Changing Your Email or Password

After logging into **MyStericycle.com** follow these steps:

1. Click on the **Edit Profile** button on the top right of the page
2. Click on **Edit** at the line item to be changed in the **Login Information** box
3. Answer the required information indicated by an * asterisk
4. Click on **Save**

General User or Trainee - Forgot Password

If you forget your password, click on the “**Forgot Password**” link on the login page of MyStericycle.com.

1. Enter your email address.
2. Your security question will appear. Enter the answer to your security question.
3. Click on **Submit**

An email will be sent to you with your new temporary password.

General User or Trainee – Changing your Security Question or Answer

To change your security question and answer, after logging into **MyStericycle.com** follow these steps:

1. Click on the **Edit Profile** button on the top right of the page
2. Click **Edit** at the end of the **Security Question** line
3. Enter your **Password**
4. From the dropdown, select a **Security Question**
5. Enter the **Answer**. To confirm, enter the **Answer** again.
6. Click on **Save**

The security Q & A is needed when you forget your password and you click on the “Forgot Password” link on the home page of MyStericycle.com.

If you have any additional questions, please don't hesitate to contact Stericycle Customer Service at (866) 783-7422 or email MyStericycle@stericycle.com.