

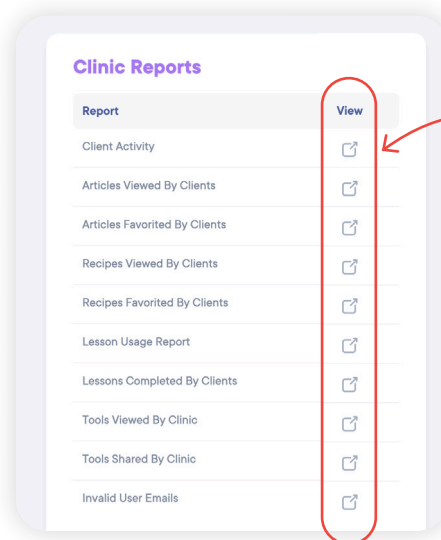
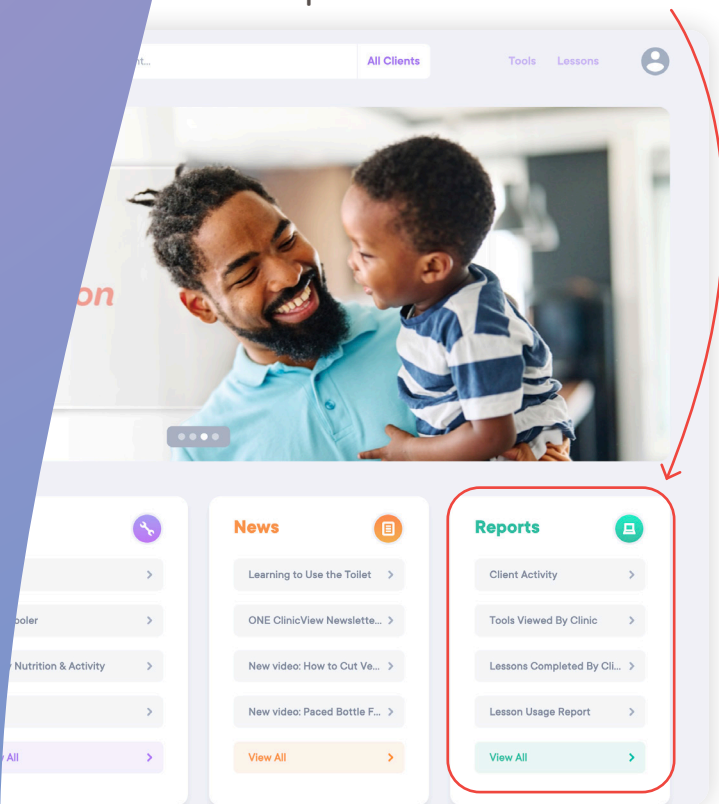
# Reports Guide

Use reports to help you evaluate staff and client use of ONE, and support routine clinic procedures.

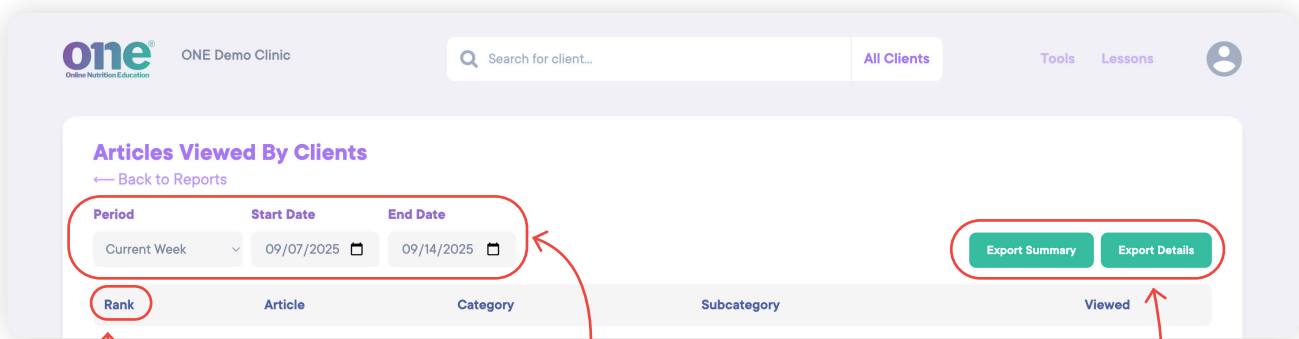
## How to use reports:

Reports are found on the ONE clinic homepage, at the lower right corner.

- When you are logged in as a **local clinic staff user**, reports will show data for the local clinic or agency that your account is associated with.
- When you are logged in as a **state or regional user**, reports will show data for all clinics associated with your state or region.



To open the report, click on the icon in the 'View' column.

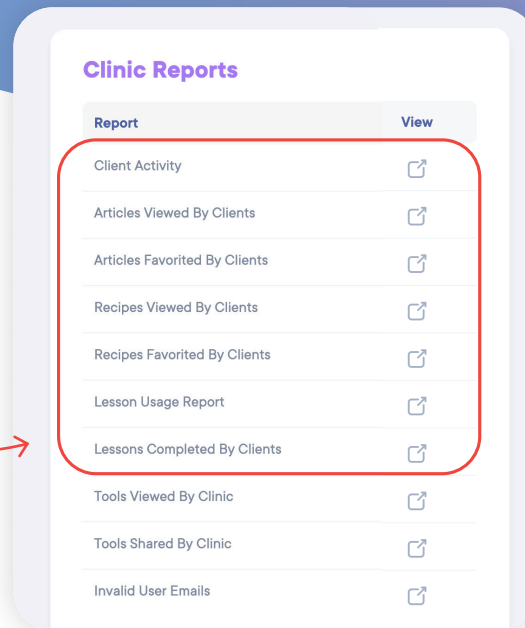


- Reports can be viewed by customizable date ranges or time periods.
- Reports that include frequency and are sorted in descending order.
- Export features:

**Export Summary** - the same data displayed on the screen is exported to a spreadsheet file.

**Export Details** - A more detailed view of this data will be exported, turning frequency reports into a list that is extracted at the ID level, linking client user information with activity on ONE.

## Reports that help evaluate client use:



Report	View
Client Activity	
Articles Viewed By Clients	
Articles Favorited By Clients	
Recipes Viewed By Clients	
Recipes Favorited By Clients	
Lesson Usage Report	
Lessons Completed By Clients	
Tools Viewed By Clinic	
Tools Shared By Clinic	
Invalid User Emails	

### **Client Activity:**

lists the total number of users, sorted by the status of their ONE account at this point in time.

**Accounts Created** - total number of client accounts created by the clinic

**Accounts Active** - clients who have logged into their ONE account within the past 6 months

**Accounts Inactive** - clients who have not logged into their ONE account for more than 6 months

**Accounts Closed** - client accounts that have been manually closed by the clinic

**Education can be shared with clients regardless of their ONE account status.**

### **Articles Viewed by Clients, Articles Favorited by Clients, Recipes Viewed by Clients, Recipes Favorited by Clients:**

These reports generate data about the most frequently viewed articles and recipes by your clients while using ONE in a defined date range or time period. **ONE's reports can support your planning efforts and inform your decisions for future nutrition service goals and objectives.**

### **Lesson Usage Report:**

List of lessons completed in a defined date range or time period.  
For each item, it shows the lesson title and number of completions.

### **Lesson Completion Report:**

Lists all lesson completions in a defined date range or time period. For each item, the report shows user name, ID number, lesson title, date completed, the 'Next Steps' chosen while completing the lesson and the content that was automatically shared by ONE based on the 'Next Steps' chosen.

## Reports that help evaluate clinic use:

Report	View
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Articles Favorited By Clients	
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### **Tools Viewed By Clinic:**

*Lists the Nutrition Tools viewed in the defined date range or time period. For each item, it shows the tool title, topic and category it is located in and number of views.*

### **Tools Shared By Clinic:**

*Lists the Nutrition Tools shared in the defined time period or date range. For each item, it shows the title, topic and category it is located in and number of times it has been shared by clinic users. When you use the 'Export Details' function for this report, it will include a column with the clinic user's name.*

*It may be helpful to compare the data generated by the Tools Viewed and Tools Shared reports. Staff could view multiple tools during a counseling or education session, but only share 1 or 2 topics with the client. Having both of these reports available allows you to compare the data and draw conclusions about what is popular to talk about during 1:1 conversations versus what staff users end up sharing for follow-up education.*

### **Invalid User Emails:**

*Provides a list with the client name, ID number and the invalid email address that was entered for the account.*

*Clients on this list **could not receive** a 'Welcome to ONE' account activation email, a password reset email or education shared by email because the email address entered for their account is not valid. Follow-up with these users to update their email address. Then reset their account activation.*