

Participant Account Solution Guide

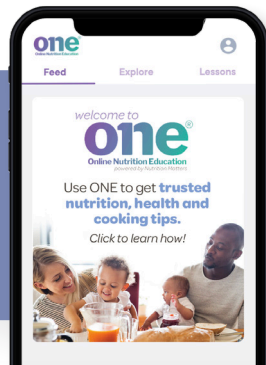
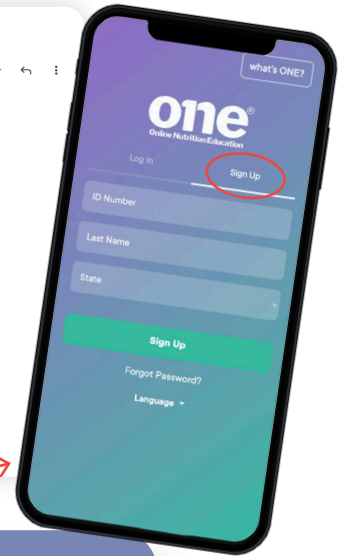
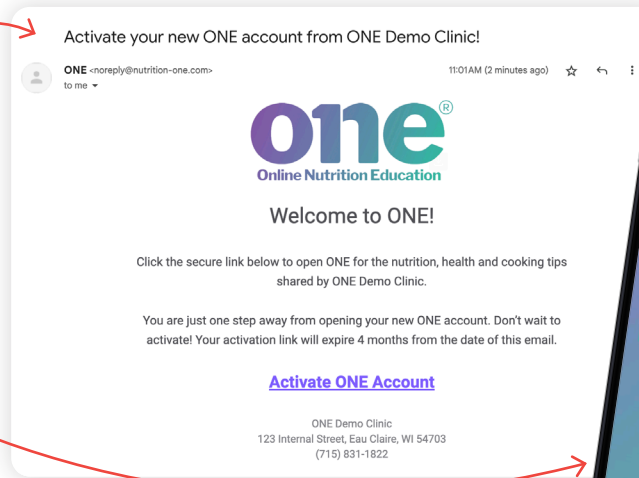
Use this guide for solutions to commonly asked participant account and outreach questions.

After adding a new participant to ONE, the participant can activate their ONE account in two ways:

1. A participant can click on a link emailed by ONE, if they provided a valid email address when their new account was added.

OR

2. A participant can visit www.nutrition-one.com, tap on 'Sign Up' and enter the family or household ID number, last name and state.



Once activated, ONE will open to the Feed. Participants will see a 'Welcome to ONE' post at the top of the Feed. The post links to an article that explains how to use ONE, similar to the Participant Brochure.



Tip for Success

Use ONE Promotional Resources to encourage and remind participants to open ONE within 4 months of account creation:

- **Participant Brochure** - mail a print copy or post the digital copy on your agency website.
- **Sample Text Messages** - tailor and share via email, texting, social media or through your program app.
- **Videos** - share the 'What is ONE?' or 'Welcome to ONE!' video via text message, email or on your agency website.
- **Social Media Images** - Use a colorful image on social media or on your website!



www.start.nutrition-one.com/promotional-resources

New Client Account Creation Troubleshooting:

Below are potential reasons a clinician may receive an error message.

- **Clinician received an error message when adding a new client account.**

Solution: Verify that the ID number and email address have not already been assigned to a ONE account within your state.

- **ONE will not allow duplicate ID numbers within a state.**

Verify that the family or household ID number is correct. If a client's ID number is already assigned to a ONE account within your state, you may receive an error message when trying to create the new account - "A user already exists with this ID Number and state."

- **ONE will not allow duplicate client email addresses.**

Verify that the email address is correct. If a client's email address is already assigned to a ONE account, you may receive an error message when trying to create the new account - "An account with this email address already exists."

When a participant moves to a new clinic within your state,

a clinician in the new clinic can search for the participant's ONE account and move it into their clinic's All Client list. The participant's history will move with their account. This will only work as a pull system. If you need to get a participant back into your clinic, just pull them back.

Click 'All Clients' and then 'Transfer Client.'

one Demo Region Clinic #2 Search for client... All Clients Tools Lessons

All Clients Transfer Client Add Client

Select Client	Last Name	First Name	ID	Email	Account Created	Account Reset	Last Logged In	Status	Reset	Delete
	Douglas	Charlotte	8746326	cpettis9400@gmail.com	02/14/2022		01/25/2024	Open		

You will need the participant's first name, last name and ID number. Then click 'Search.'

Verify that you have the correct participant and then click 'Transfer.' This participant will now show up in your 'All Clients' list.

Search for Client

First Name

Last Name

ID Number

Cancel Search

Transfer Client

First Name

Last Name

ID Number

Email

Current Clinic

The above client was found in a clinic within your state. Please confirm the details above match the client you wish to transfer.
Click 'Transfer' to complete this operation.

Cancel Transfer

New Client Account Activation Troubleshooting:

*Below are potential reasons
a participant cannot activate their new ONE account.*

- Participant is attempting to activate their account at the wrong website.

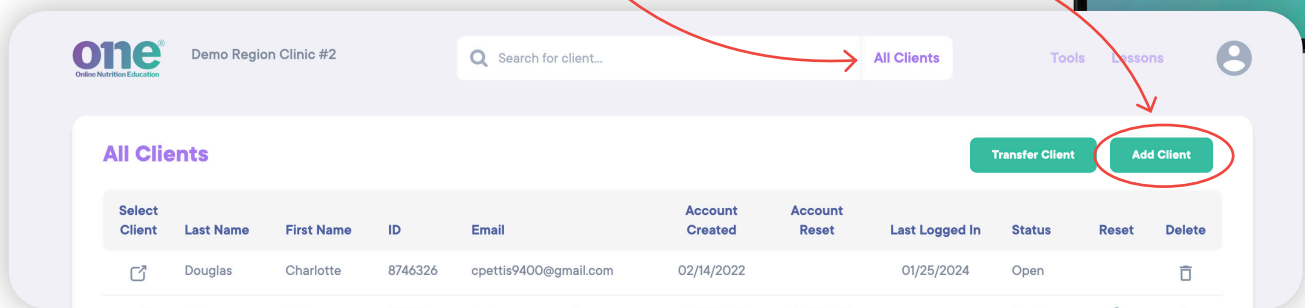
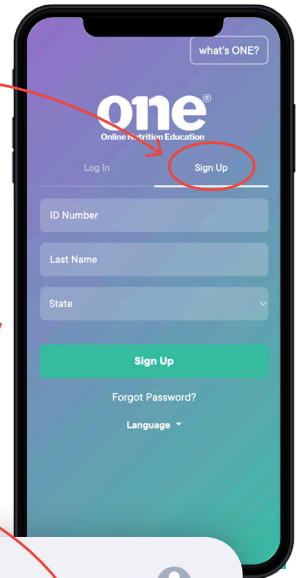
Solution: Ensure the participant is visiting www.nutrition-one.com and selecting the Sign Up option (*NOT Log In*).

- Participant has entered the wrong account information.

Solution: Verify that the ID number, last name and state the participant is using matches the information that was entered on the Add Client screen. Edit as needed.

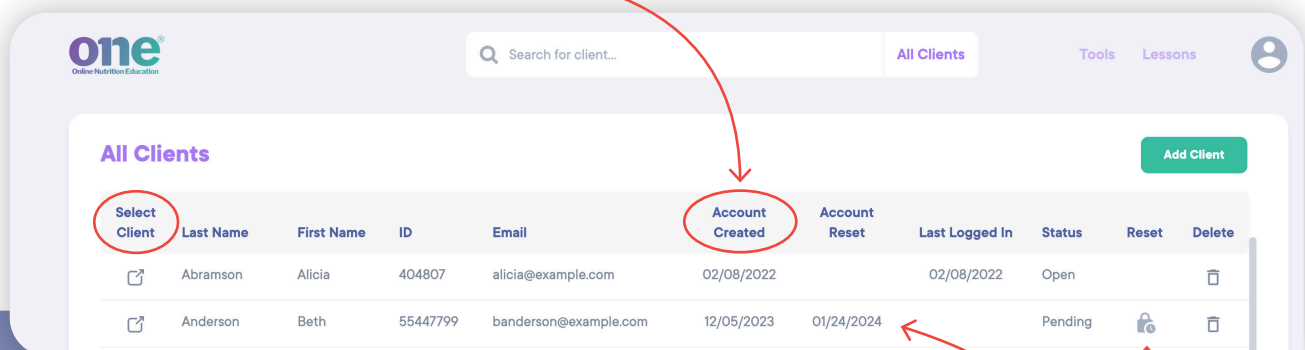
- Participant's ONE account has not been set up in your clinic.

Solution: Verify that the participant's ONE account has been created. If it has not, click on 'All Clients', then 'Add Client' and create the participant's account.



- Participant's ONE account was created more than 4 months ago.

To Determine: Click on **All Clients**. Locate the participant's account and check the 'Account Created' date.



Account activation expires 4 months after the date listed in the 'Account Created' column.

- If a participant clicks on an account activation link that was emailed by ONE more than 4 months ago, they will receive an error message.
- If a participant attempts to sign up for their ONE account more than 4 months after the 'Account Created' date, they will receive an error message.

Solution: Reset the account activation by clicking this icon.

The participant account activation has been reset and they now have 4 months from the 'Account Reset' date to open their account. If an email address is added to the Client Details, they will receive a new account activation email.

one
Online Nutrition Education

Brynn Bell ID 316497

Tools Lessons

Client Details

ID	First Name	Last Name	Children
316497	Brynn	Bell	

Status Pending (Invalid Email)

Activity

- **Participant did not receive an account activation email from ONE.**

Solution: Verify that the email address is valid. On the Client Details page, you will see a notification if the email address is not valid. Click the **Edit** button and enter a valid email address.

Activated Client Account Troubleshooting:

Below are potential reasons a participant cannot log into their ONE account after it has been activated.

- **Participant is attempting to log into their account at the wrong website.**

Solution: Ensure the participant is visiting www.nutrition-one.com and selecting the Log In option.

- **Participant is not receiving password reset emails from ONE.**

Solution: Verify that the email address is valid. On the Client Details page, you will see a notification if the email address is not valid. Click the **Edit** button and enter a valid email address.



Tip for Success

If you are using email addresses to send links for participant account activation, periodically check the Invalid User Emails report to identify participant accounts that may need to be updated.

On the Reports page, you will find the **Invalid User Emails** report at the bottom of the Clinic Reports list. The report will provide a list with the participant name, ID number, and the invalid email address that was entered at account creation or by the participant at account activation.

Clinic Reports

Report	View
Articles Viewed By Participants	
Articles Favorited By Participants	
Recipes Viewed By Participants	
Recipes Favorited By Participants	
Lesson Usage Report	
Lesson Completion Report	
Participant Activity	
Tools Viewed	
Tools Shared	
Invalid User Emails	

Participants on this list could not receive a ‘Welcome to ONE’ account activation email, or a password reset email, because the email address is not valid or was not entered correctly. Follow-up with these participants to update their email address.

Once the correct email address is entered, click the account reset button to send a new ‘Welcome to ONE’ email.

Do you have additional questions or need assistance?

Contact ONE support at info@nutrition-one.com.