

Client Account Solution Guide

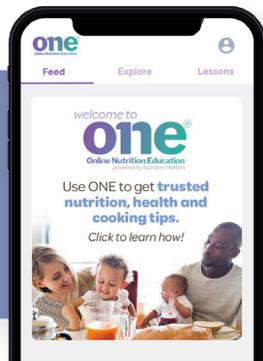
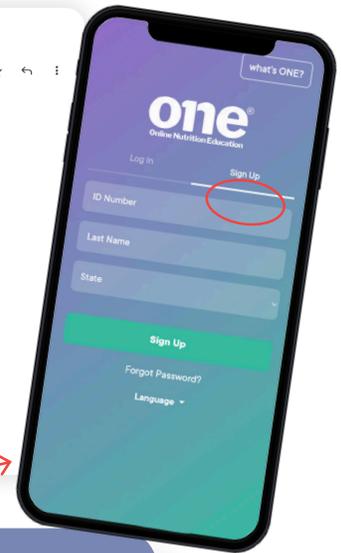
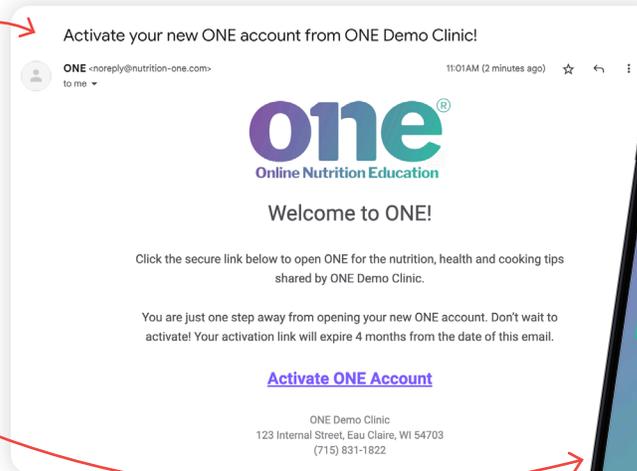
Use this guide for solutions to commonly asked client account and outreach questions.

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

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

OR

2. A client 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. Clients 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 clients to open ONE within 4 months of account creation:

- **Client 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 client moves to a new clinic within your state,

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

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

The screenshot shows the ONE Demo Clinic interface. At the top left is the ONE logo and "ONE Demo Clinic". On the right are "Tools" and "Lessons" links and a user profile icon. Below is a search bar with the text "Search for client...". To the right of the search bar are two buttons: "Transfer Client" (circled in red) and "Add Client". Below the search bar is a table with columns: Select Client, Last Name, First Name, ID, Email, Account Created, Account Access, Last Logged In, Reset, Account Reset, and Delete. The first row of data shows: Abramson, Alicia, 404807, Abramson@example.com, 02/08/2022, Open, 02/08/2022, a lock icon, 07/07/2025, and a trash icon.

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

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

The "Search for Client" form has three input fields: "First Name" with "Jane", "Last Name" with "Smith", and "ID Number" with "141516". At the bottom are "Cancel" and "Search" buttons, with the "Search" button circled in red.

The "Transfer Client" form has five input fields: "First Name" (Jane), "Last Name" (Smith), "ID Number" (141516), "Email" (JSmith@example.com), and "Current Clinic" (Demo Region Clinic #1). Below these is a yellow warning box: "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." At the bottom are "Cancel" and "Transfer" buttons, with the "Transfer" button circled in red.

New Client Account Activation Troubleshooting:

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

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

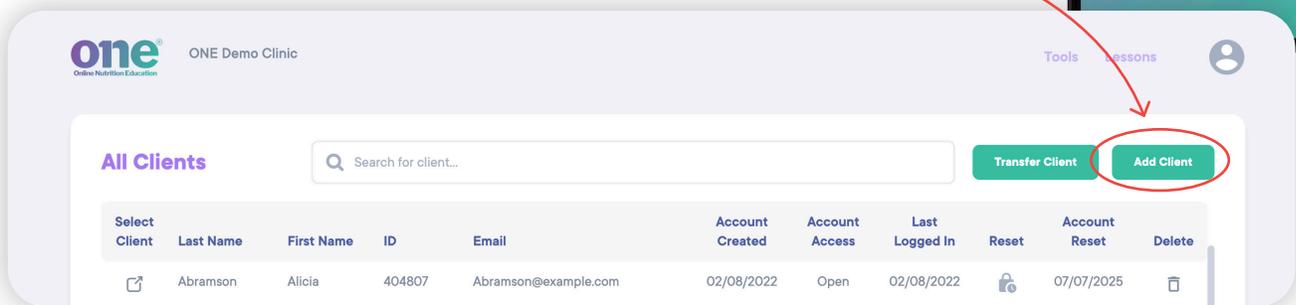
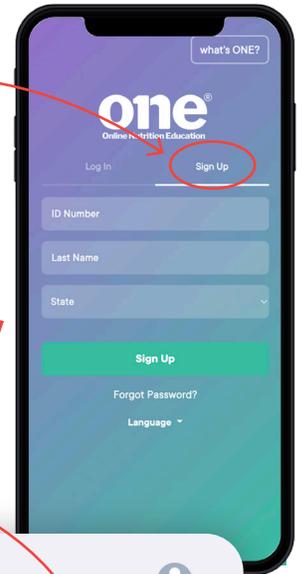
Solution: Ensure the client is visiting www.nutrition-one.com and selecting the Sign Up option (*NOT Log In*).

- **Client has entered the wrong account information.**

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

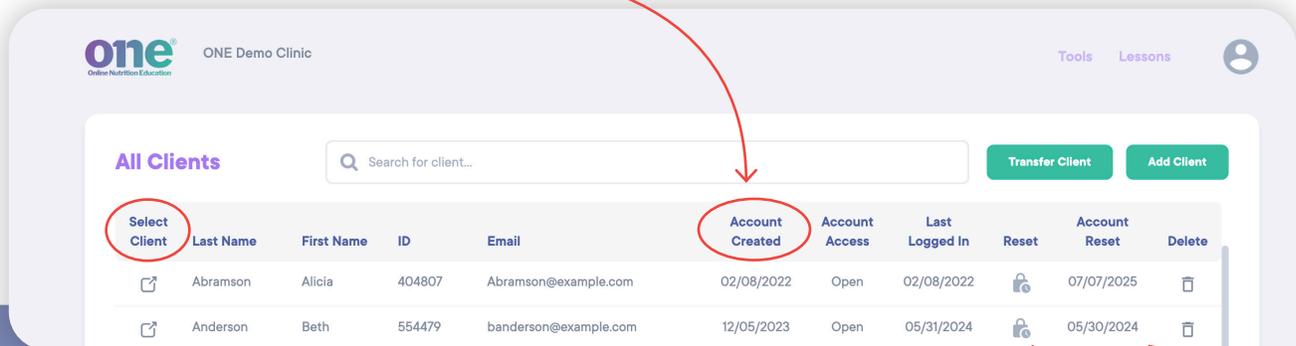
- **Client's ONE account has not been set up in your clinic.**

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



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

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



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

- If a client clicks on an account activation link that was emailed by ONE more than 4 months ago, they will receive an error message.
- If a client 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 client account activation has been reset, an email with an activation link has been sent to them and they now have 4 months from the 'Account Reset' date to open their account.

one ONE Demo Clinic

Alicia Abramson ID 404807

Tools Lessons

Client Details

ID	First Name	Last Name	Children
404807	Alicia	Abramson	
Email	Language		

Client ONE Account Access
Open (Invalid Email)

- **Client 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 client cannot log into their ONE account after it has been activated.

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

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

- **Client 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 client account activation, periodically check the Invalid User Emails report to identify client 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 client name, ID number, and the invalid email address that was entered at account creation or by the client at account activation.

Clinic Reports

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	

Clients 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 clients 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.