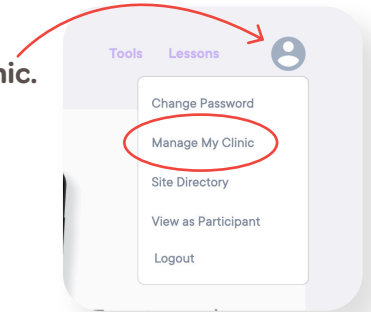


# ONE Clinic Administrator Guide

A **Clinic Administrator** has permissions to add and remove new staff users (clinicians), reset staff user passwords, and assign new Clinic Administrators.

## Set up ONE accounts for new staff users:

1. Click on the **Profile** icon in the top right corner, then select **Manage My Clinic**.
2. Click on **Add Clinician**.
3. Complete the required fields.  
*See 'Set or Change Clinic Administrator Permissions' for more information about the Clinic Admin check box.*
4. Click **Add**.
5. An account activation email will be sent to the email address entered.



### Troubleshooting Tips:

- **Error message received when creating an account?**

First, check the email address entered for the new user. Email addresses cannot be duplicated for clinicians or clients. If the clinician happens to have a client account, they will need to use a different email address as a clinician, or change their email address as a client.

- **Staff does not receive an account activation email?**

First, use the **Invalid User Emails** report to check whether the email address was entered incorrectly. On the Reports page, you will find the **Invalid User Emails** report at the bottom of the Clinic Reports list. The report will list the user's name and invalid email address that was entered at account creation. If the user's name does not appear on this list, ask the user to check their spam folder.

**If you are still having trouble** creating a new clinician account, contact ONE support at [info@nutrition-one.com](mailto:info@nutrition-one.com).

## Staff ONE account activation:

Once a staff user account is created, the new staff user will automatically receive an email from ONE with an account activation link. Clicking the link will prompt the user to activate their account and create a password.



### Troubleshooting Tips:

- **Staff user receives an error message when clicking on the link?**

Account activation links expire 2 weeks after account creation. If a clinician does not activate their ONE account within 2 weeks of account creation, you can reset the activation. See '[Reset Staff Account Activation Link](#)' section for more information.

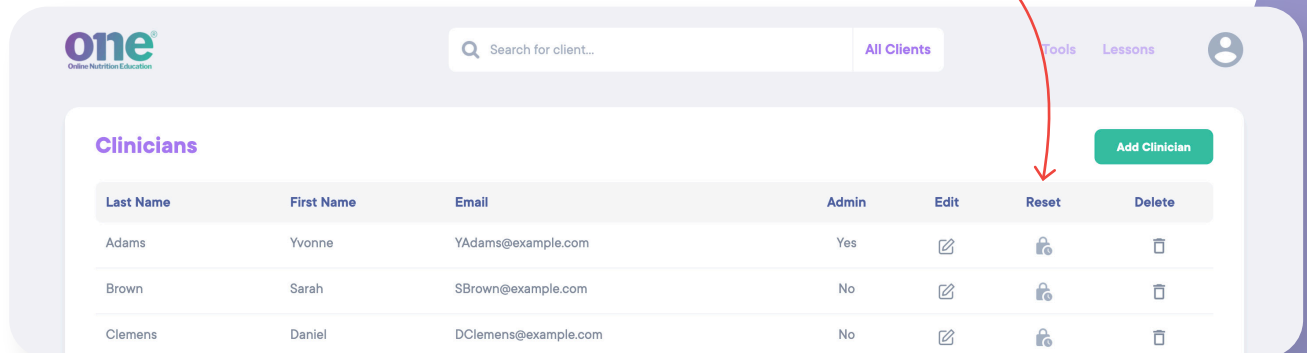
- **Staff user receives an 'Invalid Login Attempt' message when logging in after the account has been activated.**

An incorrect password was likely entered. Suggest that the user check the email address and password, and try the [Forgot Password](#) link to reset it, if needed.

## Reset staff account activation link:

1. Click on the Profile icon in the top right corner, then select **Manage My Clinic**.
2. Locate the staff user on the Clinicians list.
3. Click the **'Reset'** button.

*This will refresh the expiration period during account activation and send a new activation email if a valid email address exists.*



## Reset staff account email address and password:

Staff users can use the 'Forgot Password?' link on the ONE log in page to reset a forgotten password when needed. However, a Clinic Administrator can also reset a password by clicking the **'Edit'** button.

## Staff account deactivation:

To remove a staff user, click the **'Delete'** button.

## Set or Change Clinic Administrator Permissions:

The current Clinic Administrator can assign additional Clinic Administrator permissions and remove Clinic Administrator permissions from staff accounts. *A clinic may have more than one Clinic Administrator.*

### To assign Clinic Administrator permissions:

1. Click on the **Profile** icon on the top right corner, then select **Manage My Clinic**.
2. If the new Clinic Administrator does not yet have a staff user account, use the steps under **'Set up ONE accounts for new staff users'**. Select the setting for 'Make this clinician an administrator?'. If the new Clinic Administrator has a ONE clinician account, click the **Edit** button to open the Edit Clinician screen. Change the setting for 'Make this clinician an administrator?'.

### To remove Clinic Administrator permissions:

1. Click the **Edit** button to open the Edit Clinician screen. Change the setting for 'Make this clinician an administrator?'.  
*As a current admin you cannot change your own admin status.*

## If you experience problems with ONE working correctly, consider internet browser compatibility.

ONE will work best on a new internet browser like Chrome, Safari, Edge, or Firefox. Some features may not work properly on an older browser, such as Internet Explorer. If you currently use Internet Explorer, please take time to download another browser.

## Do you have additional questions or need assistance?

Contact ONE support at [info@nutrition-one.com](mailto:info@nutrition-one.com).