

Participant Account Solution Guide

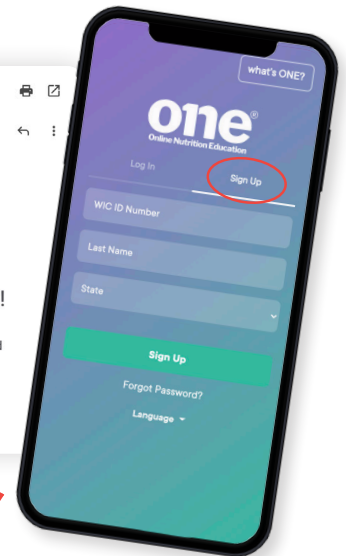
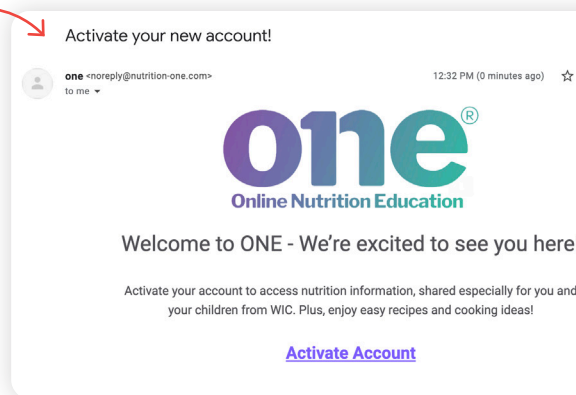
Use this guide for solutions to commonly asked participant account and outreach questions.

After WIC adds 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 WIC started their new account.

OR

2. A participant can visit www.nutrition-one.com, tap on 'Sign Up' and enter the family or household WIC 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 your ONE Participant Outreach Toolkit to encourage and remind participants to open ONE within 3 months of account creation:

- **Participant Brochure** - mail a print copy or post the digital copy on your agency website.
- **Sample Text Messages** - tailor the sample messages and share via email, texting, social media or through your WIC app.
- **Social Media Images** - Use a colorful image on social media or on your website!



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 WIC ID number and email address have not already been assigned to a ONE account within your state.

- **ONE will not allow duplicate WIC 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 WIC ID Number and state."

If the participant has transferred to another clinic within your state agency, the original clinic will need to close the client account in ONE. Then the new clinic can create an account for the participant.

- **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."

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.**

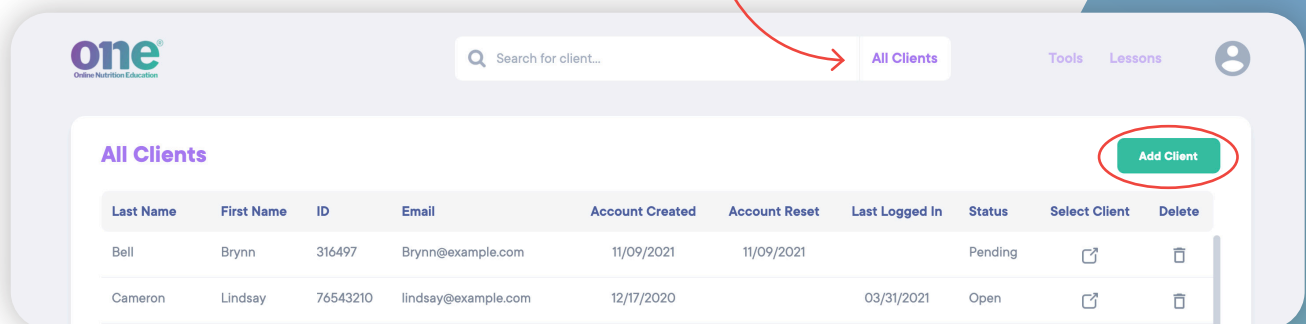
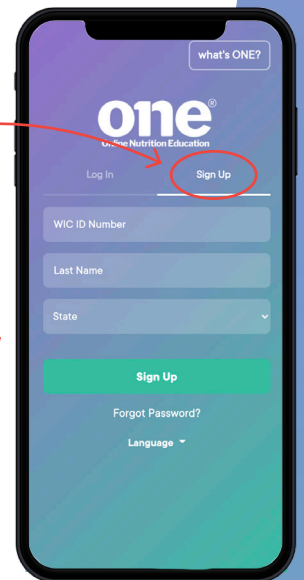
Solution: Ensure the participant is visiting www.nutrition-one.com and selecting the Sign Up option (NOT Log In).

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

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

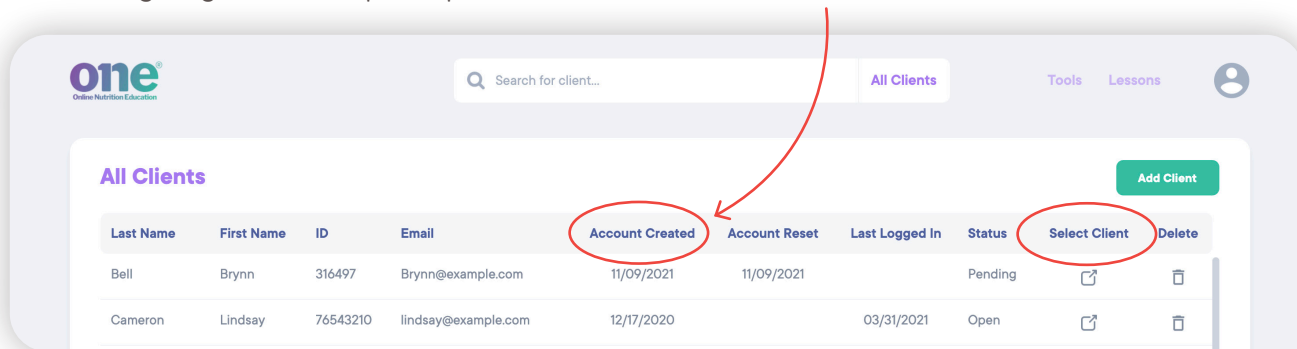
- **Participant's ONE account has not been set up by WIC.**

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



- **Participant's ONE account was set up more than 3 months ago.**

To Determine: Click on **All Clients**, to see a list of participants added to ONE by your local agency. Locate the participant's name and check the 'Account Created' date.

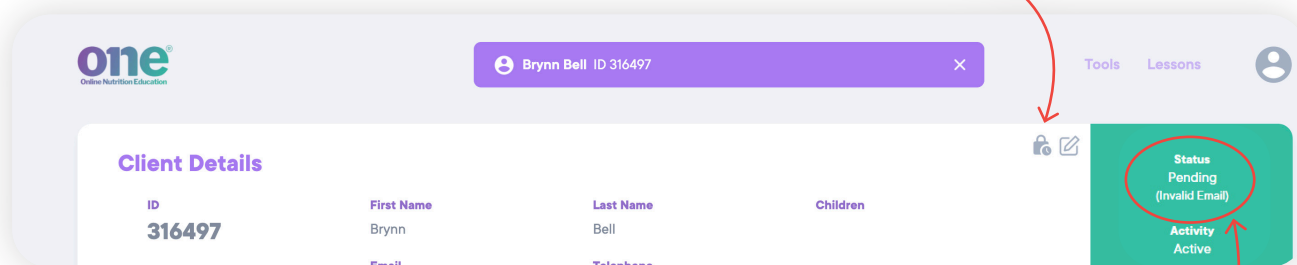


Account activation expires 3 months after the date listed in the 'Account Created' column.

- If a participant clicks on an account activation link that was emailed by ONE more than 3 months ago, they will receive an error message.
- If a participant attempts to sign up for their ONE account more than 3 months after the 'Account Created' date, they will receive an error message.

Solution: Reset the participant's account activation. Use these steps:

1. Click on 'Select Client'.
2. On the Client Details page, reset the activation by clicking this icon.



The participant account activation has been reset and they now have 3 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.

- **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 or Existing 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, WIC ID number, and the invalid email address that was entered by WIC 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. WIC staff may need to follow-up with these participants to update their email address and reset the participant's account activation.

**Do you have additional questions
or need assistance?**

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