

## ACEND Portal Instructions and Troubleshooting for Program Reviewers

The Accreditation Council for Education in Nutrition and Dietetics (ACEND®) provides a private portal for the following groups of its stakeholders:

- Program directors of ACEND-accredited programs
- Active ACEND Program reviewers
- Active ACEND Board Members, and
- Program contacts of advanced degree programs who advertise on the Academy of Nutrition and Dietetics education website.

The following information provides instructions on how to access and use the portal, as well as various ways to troubleshoot the system if issues occur. If problems persist after troubleshooting, stakeholders are encouraged to contact ACEND at [acend@eatright.org](mailto:acend@eatright.org) or 800-877-1600, ext. 5400, unless otherwise noted below.

## Table of Contents

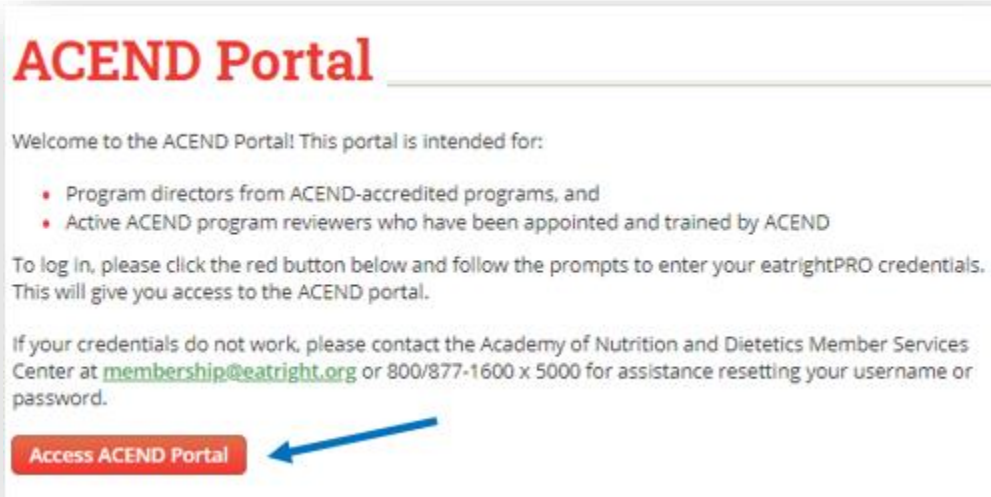
<b>ACEND Portal Instructions and Troubleshooting for Program Reviewers</b> .....	1
<b>ACEND Portal Instructions</b> .....	3
Signing in to the ACEND Portal .....	3
Navigating the Homepage .....	4
Program Reviewer: Program Reviewer Details Tile .....	5
Program Reviewer: Edit My Program Reviewer Profile Tile .....	6
<b>ACEND Portal Troubleshooting</b> .....	11

# ACEND Portal Instructions

## Signing in to the ACEND Portal

### Instructions:

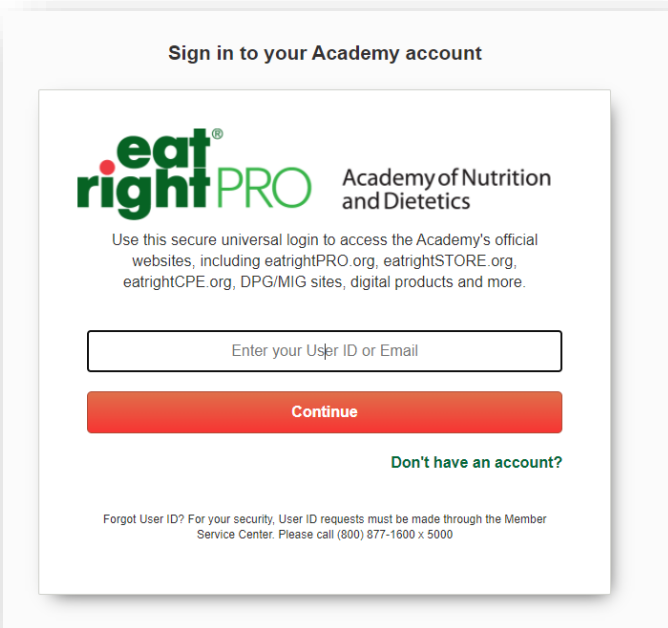
- 1) Navigate to <https://www.eatrightpro.org/acend/program-directors/acend-portal> and click on the red button that says "Access ACEND Portal".



- 2) Login using your Academy membership username and password. If you are not an Academy member, you may login using your CDR username and password. If you are having issues logging in to the ACEND portal, try logging in to the Academy ([www.eatrightpro.org](http://www.eatrightpro.org)) or CDR ([www.cdrnet.org](http://www.cdrnet.org)) pages to ensure that your credentials work.

### If they do not work, please contact the following groups to assist you:

- a. Academy Membership ([eatrightpro.org](http://eatrightpro.org) login issues): 800-877-1600 ext. 5000
- b. CDR ([cdrnet.org](http://cdrnet.org) login issues): 800-877-1600, ext. 5500

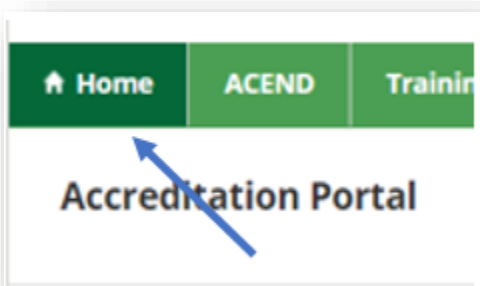


## Navigating the Homepage

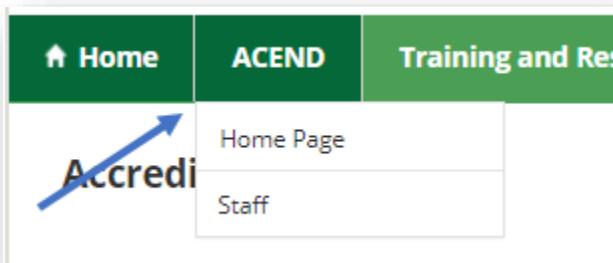
The green navigation bar will always appear at the top of the page if the user navigates within the ACEND portal. Here are the features of the navigation bar:



- 1) **Home button:** Clicking this button will bring you back to the page that the user starts at when logging in to the portal. If you are trying to find a feature in the portal, it is best to start at the Home page.

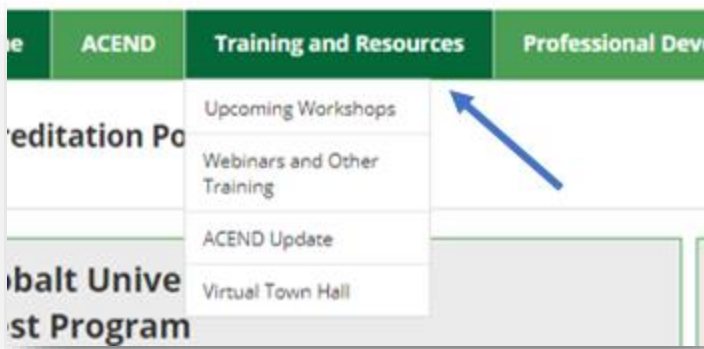


- 2) **ACEND button:** Hover the cursor over this section and the following menu appears:



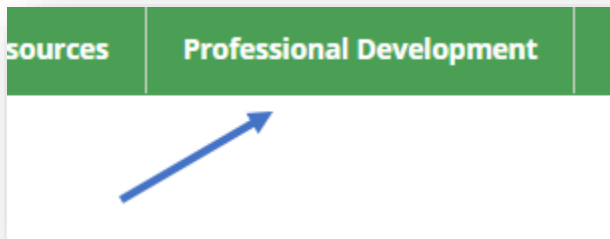
- Clicking on "Home Page" will open a separate web browser tab that loads the ACEND home page ([www.eatrightpro.org/acend](http://www.eatrightpro.org/acend)).
- Clicking on "Staff" will open a separate web browser tab that loads the ACEND webpage containing ACEND staff contact information (<https://www.eatrightpro.org/acend/about-acend/acend-staff>)

- 3) **Training and Resources:** Hover the cursor over this section and the following menu appears:



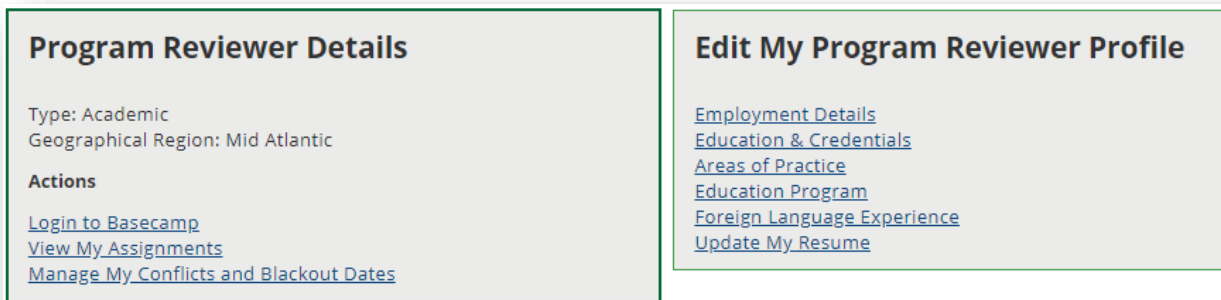
- Clicking on “Upcoming Workshops” will open a separate web browser tab that loads the ACEND webpage advertising upcoming Program Director Workshops (<https://www.eatrightpro.org/acend/training-and-volunteer-opportunities/training-and-resources/program-directors-workshops>).
- Clicking on “Webinars and Other Trainings” will open a separate web browser tab that loads ACEND’s Training and Resources webpage (<https://www.eatrightpro.org/acend/training-and-volunteer-opportunities/training-and-resources>).
- Clicking on “ACEND Update” will open a separate web browser tab that loads the most recent ACEND Update webpage (<https://www.eatrightpro.org/acend/public-notice-and-announcements/acend-update>).
- Clicking on “Virtual Town Hall” will open a separate web browser tab that loads the ACEND Virtual Town Hall webpage to access minutes from past meetings and information about future meetings. (<https://www.eatrightpro.org/acend/public-notice-and-announcements/virtual-town-hall-meetings>).

4) **Professional Development:** Clicking this button will open a separate web browser tab that loads the ACEND Certificate Program and Accreditation Webinars webpage (<https://www.eatrightpro.org/acend/training-and-volunteer-opportunities/training-and-resources/professional-development>).

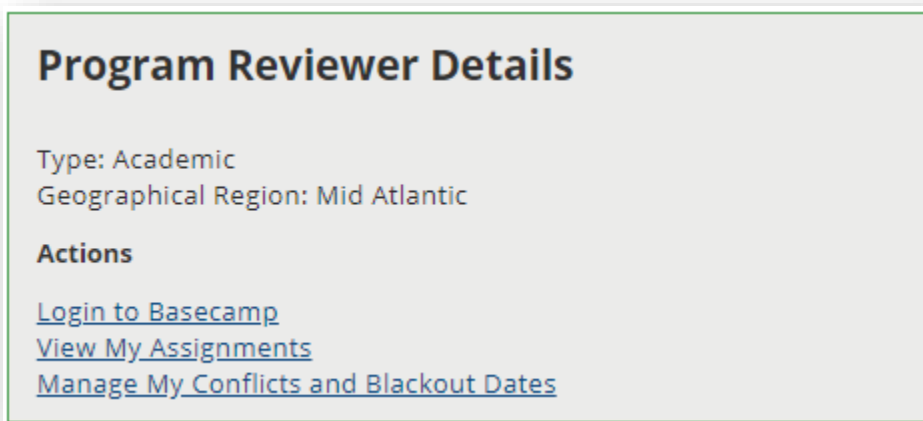


### Program Reviewer: Program Reviewer Details Tile

Program directors and ACEND program reviewers share the same portal. For users that are both a program director and a program reviewer, the main program tile and all accreditation-related tiles will appear at the top of the page and program reviewer tiles will appear underneath. For users that are program reviewers only, both program reviewer tiles will be viewed at the top of the home page:



The tile on the left is titled “Program Reviewer Details”:



It lists two pieces of information that are assigned by ACEND staff:

- **Type:** A reviewer type as required by the United States Department of Education (USDE), and
- **Geographic region:** Area of the country where the program reviewer resides, which is determined by ACEND staff using the address listed in the program reviewer’s Academy or CDR profile

These two pieces of information are edited by ACEND staff only.

Under the “Actions” section, program reviewers can select from the following options:

- **Login to Basecamp:** Clicking on this link opens a separate web browser tab that will load the login page for Basecamp
- **View My Assignments:** Clicking on this link will open a page in the portal that lists all of the user’s active site visit assignments.
- **Manage My Conflicts and Blackout Dates:** Clicking on this link will open a page in the portal where the user can enter programs and states where they have a conflict, as well as dates they are unavailable to participate in a site visit. Program reviewers should update this section on a regular basis, especially blackout dates.

### Program Reviewer: Edit My Program Reviewer Profile Tile

The tile on the right side of the Program Reviewer section of the home page is titled “Edit My Program Reviewer Profile”. Please note that contact information such as physical address, email address and phone number must be updated on the user’s Academy or CDR profile.

# Edit My Program Reviewer Profile

[Employment Details](#)

[Education & Credentials](#)

[Areas of Practice](#)

[Education Program](#)

[Foreign Language Experience](#)

[Update My Resume](#)

**When first logging into the system, the user must fill in all sections in this tile.** The sections in this tile allow the user to update pieces of information specific to their role as a program reviewer as well as upload a new resume, so that ACEND staff can appropriately assign them to site visits and other program reviews:

- **Employment Details:** This section allows the user to provide the name of their primary employer, the name of their position at that organization, acknowledgement that the user has spoken to their supervisor about being a program reviewer, and providing a generic description of the user's employment setting. Here's what the section looks like:

**Employment Information**

**Current Employer**

**Current Position**

**Have you spoken to your supervisor about participating as an ACEND reviewer?**

Yes

No

**Employment Setting (check all that apply)**

<input type="checkbox"/> 2 Year Private Non Profit	<input type="checkbox"/> Nursing Home
<input type="checkbox"/> 2 Year Private Technical & Career	<input type="checkbox"/> Pediatric Hospital
<input type="checkbox"/> 2 Year Public College	<input type="checkbox"/> Private College or University
<input type="checkbox"/> 2 Year Public Technical & Career	<input type="checkbox"/> Proprietary (For Profit) College or Univ
<input type="checkbox"/> Academic Health Center	<input checked="" type="checkbox"/> Public College or University
<input type="checkbox"/> Corporate Food Service Company	<input type="checkbox"/> Public Health Agency
<input type="checkbox"/> Department of Corrections	<input type="checkbox"/> Public School District
<input type="checkbox"/> Department of Defense	<input type="checkbox"/> Public/Private Hospital/Medical System
<input type="checkbox"/> Managed Care Organization	<input type="checkbox"/> Retired
<input type="checkbox"/> Mental Health Facility	<input type="checkbox"/> Veterans Administration

**Other Employment Setting**

- **Education & Credentials:** This section allows the user to indicate what degrees and credentials they hold.

**Education & Credentials**

**Highest Degree Held (check all that apply)**

DCN    MPA  
 DrPH    MPH  
 Dsci    MPHN  
 EdD    MS  
 EdS    MSEd  
 MA    MSPH  
 MBA    PhD  
 MEd    ScD  
 MMSC

**Other Highest Degree Held**

**Credentials (check all that apply)**

CDE    FADA  
 CNSC    FAND  
 CNSD    LD  
 CSG    LDN  
 CSO    NDTR  
 CSP    RD  
 CSR    RD-AP  
 CSSD    RDN  
 DTR    RDN-AP

**Other Credentials**

- **Areas of Practice:** This section allows the user to indicate areas of practice with which they have experience. It is important to indicate current as well as past experience, as ACEND staff may assign program reviewers based on their past experiences.

**Past or Current Areas of Practice**

**Areas of Practice (check all that apply)**

<input type="checkbox"/> Consultant/Business/Entrepreneur	<input type="checkbox"/> Food & Nutrition Services Management
<input type="checkbox"/> Medical Nutrition Therapy/Clinical Nutrition (General)	<input type="checkbox"/> Generalist
<input type="checkbox"/> Community Nutrition	<input type="checkbox"/> Gerontology
<input type="checkbox"/> CP Director	<input type="checkbox"/> Long-term Care
<input type="checkbox"/> CP Faculty/Preceptor	<input type="checkbox"/> Nutrition Support
<input type="checkbox"/> DI Director	<input type="checkbox"/> Oncology
<input type="checkbox"/> DI Faculty/Preceptor	<input type="checkbox"/> Pediatric
<input type="checkbox"/> Diabetes Care	<input type="checkbox"/> Renal Nutrition
<input type="checkbox"/> Distance Education	<input type="checkbox"/> Research
<input type="checkbox"/> DPD Director	<input type="checkbox"/> School Nutrition
<input type="checkbox"/> DPD Faculty/Preceptor	<input type="checkbox"/> Sports Nutrition
<input type="checkbox"/> DT Director	<input type="checkbox"/> VA Dietitian
<input type="checkbox"/> DT Faculty/Preceptor	<input type="checkbox"/> Weight Management
<input type="checkbox"/> Education	<input type="checkbox"/> WIC
<input type="checkbox"/> Faculty, non accredited program	

**Other Areas of Practice**

- **Education Program:** This optional section allows the user to indicate whether they have been a program director, coordinator, primary preceptor or faculty member for an ACEND-accredited program. This helps ACEND staff find appropriate program reviewers for specific site visits and other program reviews.



**ACEND-Accredited Education Programs in Which You Have Been Involved**

**Educational Programs (check all that apply)** [optional]

CP

DI

DPD

DT

FA

FB

FG

- Foreign Language Experience: This optional section allows the user to share which languages they speak fluently. This allows ACEND staff to appropriately assign program reviewers to site visits where it is beneficial to have team members who are bilingual.

**Foreign Language Experience**

**Fluent Languages (check all that apply)** [optional]

Arabic     Korean

Chinese     Portuguese

Dutch     Russian

English     Spanish

French     Swahili

German     Tagalog

Hindi     Turkish

Hungarian     Twi

Igbo     Urdu

Japanese

**Other Fluent Languages**

**Describe any significant experiences outside of the U.S. (e.g. lived, worked, Peace Corps volunteer) (limit: 250 characters)**

- Update My Resume: This section allows the user to upload their most current resume or CV. It is preferable that this is in a PDF format, but DOC and TXT files will also be accepted. Program reviewers must have a resume or CV uploaded at all times and should check at least annually that the document is current with their employment and other professional experiences.

### Please Attach Your Curriculum Vitae

The file must have a valid extension. PDF documents are preferred; however, DOC and TXT files will be accepted.

+ Add Files...

Cancel

Continue

## ACEND Portal Troubleshooting

Please note: the ACEND Portal performs best in the Firefox web browser but can be accessed using any web browser.

Issue	Troubleshooting suggestion
I can't log in to the ACEND Portal	<p><b>Try:</b>            logging in to the Academy (<a href="http://www.eatrightpro.org">www.eatrightpro.org</a>) or CDR (<a href="http://www.cdrnet.org">www.cdrnet.org</a>) pages to ensure that your credentials work. If they do not work, please contact the following groups to assist you:            Academy Membership (eatrightpro.org login issues): 800-877-1600 ext. 5000            CDR (cdrnet.org login issues): 800-877-1600, ext. 5500</p> <p><b>If the problem persists:</b>            Please contact ACEND at 800-877-1600, ext. 5400</p>
A link/tile/feature that was previously on my ACEND portal webpage has now disappeared	<p><b>Try:</b>            If you feel something is missing that should be there, log out and back into the portal and see if the issue is resolved.</p> <p><b>Otherwise:</b>            Try signing out, clearing the cache in your browser, and signing back in (clearing your cache is different on every browser, so we recommend using your favorite search engine to find directions).</p> <p><b>If the problem persists:</b>            please contact ACEND at <a href="mailto:acend@eatright.org">acend@eatright.org</a>.</p>
I was working on the portal, started on another task, and when I came back I got an error message when I tried to access sections of the portal.	<p><b>Try:</b>            Logging out and logging back into the portal and see if the issue is resolved.</p> <p><b>Note:</b> The portal will time out <b>after an hour of inactivity</b>, so make sure you log off when you move on to a different task.</p> <p><b>If the problem persists:</b>            Please contact ACEND at <a href="mailto:acend@eatright.org">acend@eatright.org</a>.</p>