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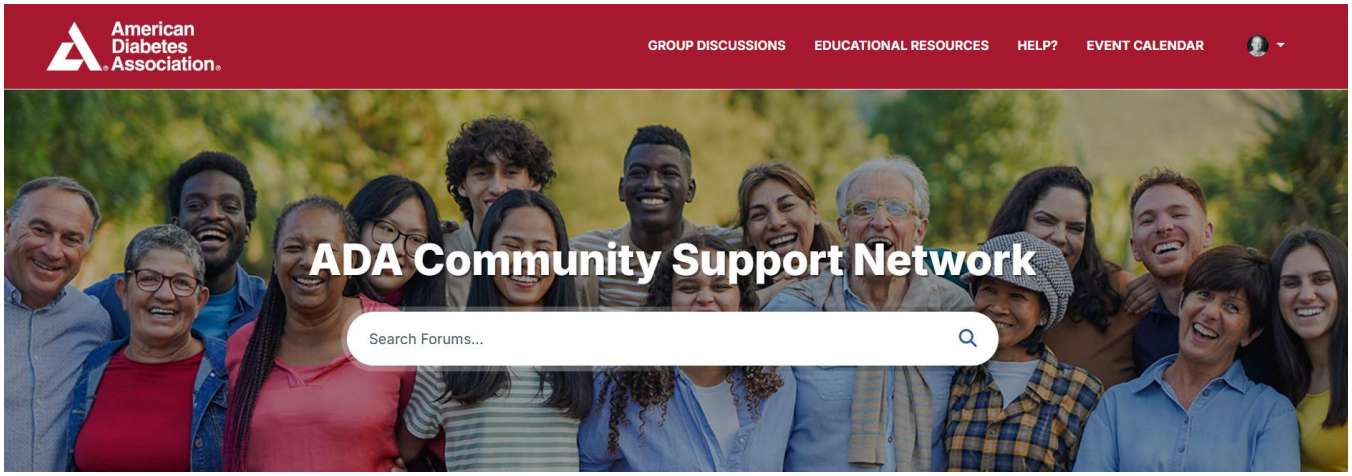
COMMUNITY SUPPORT NETWORK
ONLINE FORUMS USER GUIDE

peer-support.chroniclediabetes.com
American Diabetes Association



Patient peer support connects people living with chronic conditions to each other so they can share experiences, exchange practical tips, and offer encouragement. Peer support is frequently sought after online, and research shows that it can improve health outcomes that matter to people living with diabetes, obesity, or both.

Participants in American Diabetes Association® (ADA) programs can connect with others through the Community Support Network online forums. These forums provide a safe space moderated by ADA staff where people living with diabetes, obesity, or both can ask questions of and engage with each other. For ADA-recognized diabetes self-management education and support (DSMES) programs, this is a great opportunity to offer **ongoing support** to participants.

A program-specific flyer with a QR code is available at erp.diabetes.org and can be used to invite participants to join the forums. For recognized DSMES programs, the local **Education Recognition Program (ERP) quality coordinator** can also add interested participants at erp.diabetes.org. The quality coordinator is the local team member who oversees the implementation, evaluation, tracking, and reporting of DSMES service outcomes to the ADA.

This guide provides step-by-step instructions for inviting participants to join the forums.

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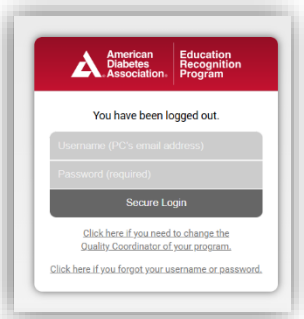
Need more help? Email **communitysupporthub@diabetes.org**.

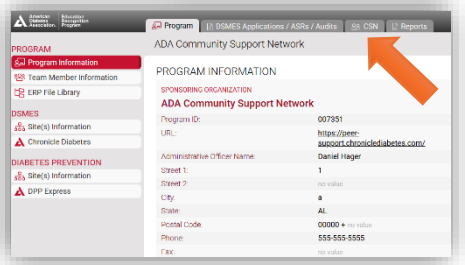
Inviting Participants to the Forums

Log in to **erp.diabetes.org**.

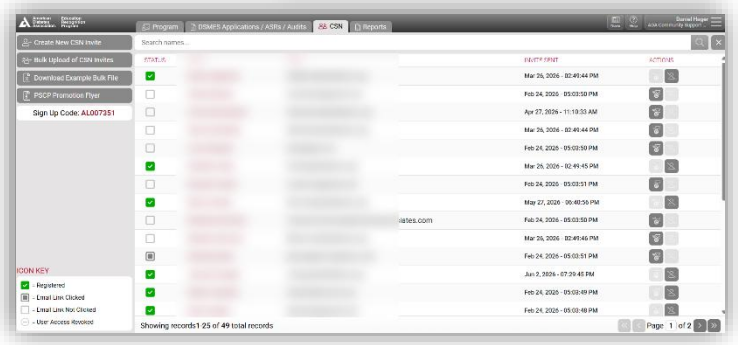
Tip: Want additional staff to help manage participant invitations? Make them an assistant coordinator through the ERP portal.



Once logged in, select the "**CSN**" tab.

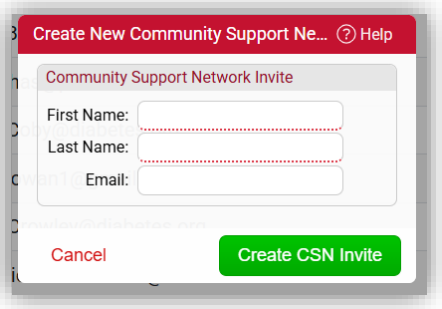


On this tab, the participants in your program who have been invited to join the online forums are listed. There is also a menu of actions on the left.



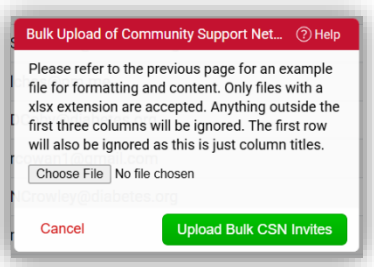
To enter a **single participant**, select "**Create New CSN Invite**" from the menu. Enter their first name, last name, and email address, then select "**Create CSN Invite**."

Only submit individuals who have agreed to participate. Let the participant know that they will receive an email with instructions to complete the registration. (If they do not see it, they may need to check their spam/junk folder.)

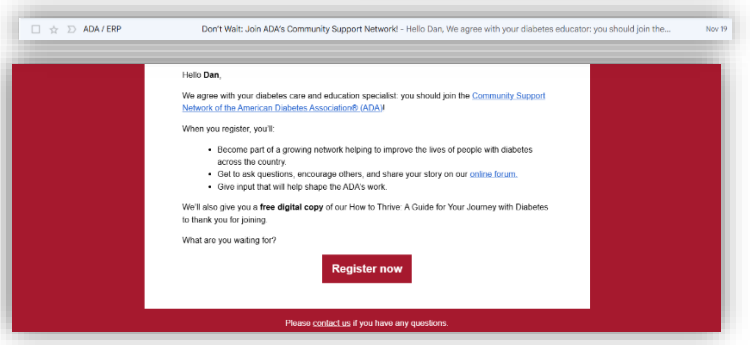


To enter **multiple participants**, select "**Download Example Bulk File**" from the menu. Find and open this Excel file in your computer's downloads. Enter the first name, last name, and email address of each participant in the first three columns. **Save the file** in a secure location for future access.

Next, select "**Bulk Upload of PSC Invite**" from the menu. Select "**Choose File**," and then select the Excel file you just saved. Finally, select "**Upload Bulk CSN Invites**."

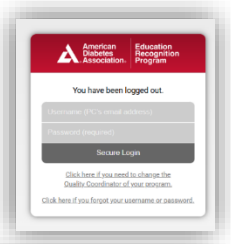


Once entered, participants will receive an email with the subject line, "**Don't wait: Join the ADA Community Support Network!**" from erp_support@chroniclediabetes.com. Within the email, they will follow the instructions to activate their account.



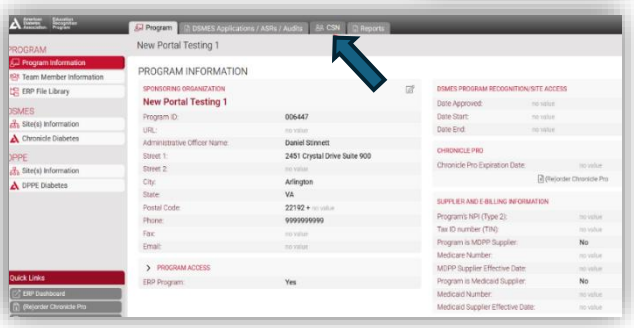
Participant Self-Registration

First, the ERP quality coordinator logs in to **erp.diabetes.org**.



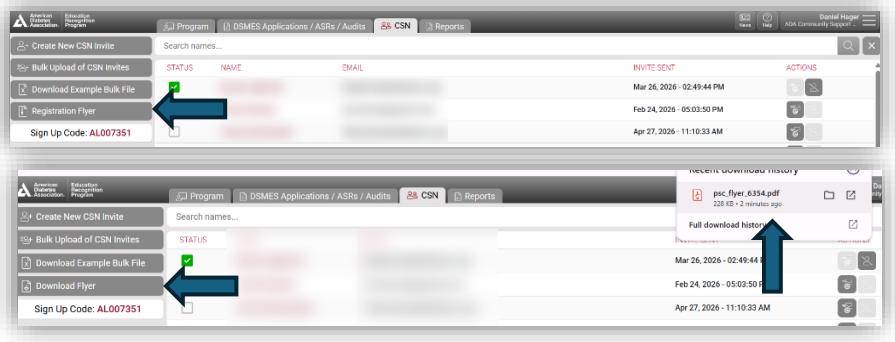
Tip: Want to involve other staff in the online forum sign-up process? Make them an assistant coordinator through the ERP portal.

Once logged in, select the "**CSN**" tab.



Select "**Registration Flyer**."

Once processing completes, select "**Download Flyer**." Go to your computer's downloads to access the flyer for printing.



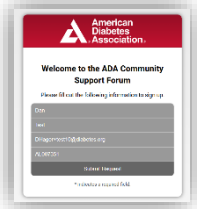
Participants can scan the QR code on the flyer to access self-registration. Participants who prefer not to use a QR code can visit peer-support.chroniclediabetes.com/signup and enter the program's unique sign-up code. This code is printed on the flyer and indicated on the portal underneath the "**Registration Flyer**" selection.

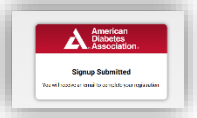


Tip: When printing, select "**Fit**" under "**Page Size and Handling**."

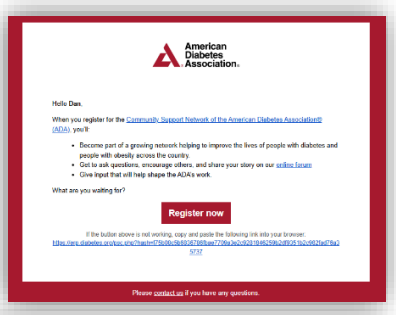
Participants will be asked to enter their first name, last name, email address, and sign-up code. (For participants scanning the QR code, the sign-up code will be pre-populated.) They will then select "**Submit Request**."

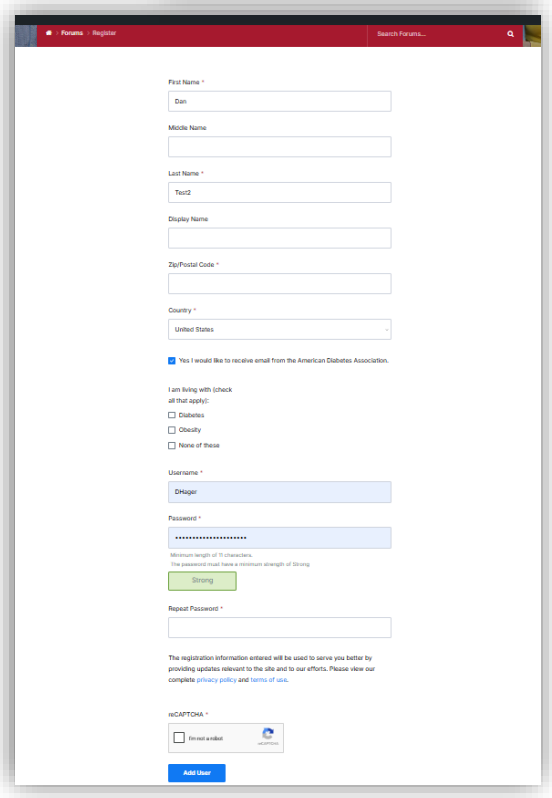
A "**Signup Submitted**" confirmation message will appear. The participant will receive an email to complete the registration process.





Completing Registration





Participants whose name and email address were entered will receive an email from erp_support@chroniclediabetes.com with the subject line, "**Don't wait: Join the ADA Community Support Network!**" Within the email, they will select, "**Register now**."

Participants will be directed to a registration page where they will enter the form's requested information.

First Name (required)

Middle Name

Last Name (required)

Display Name

Zip/Postal Code (required)

Country (required)

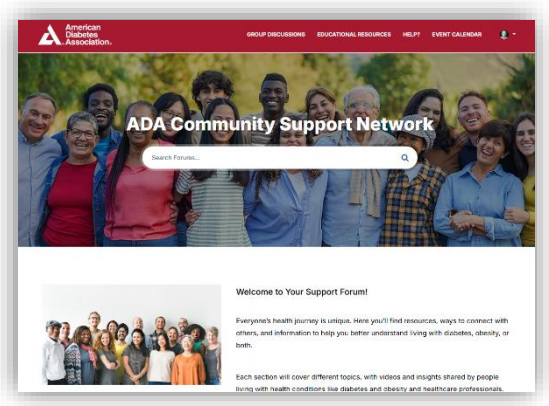
Yes, I would like to receive email from the American Diabetes Association

I am living with (check all that apply):
__ Diabetes
__ Obesity
__ None of these

Username (required)

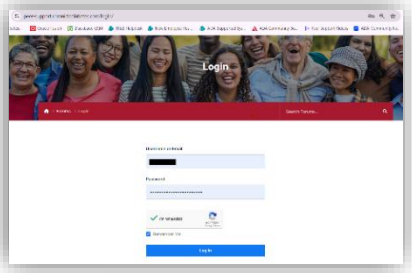
Password (required – must be at least 11 characters and rate as "Strong")

Select “**I’m not a robot**,” then “**Add User**.” This will log them in to the ADA Community Support Network where they can participate in **discussions**, access **educational resources**, and more.

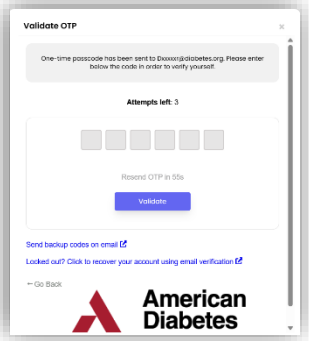


Logging In

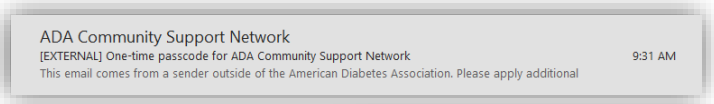
From the login page, the participant will enter their **username** and **password**, select "**I'm not a robot**," "**Remember Me**" (if on a **private** device), and finally, "**Log In**."

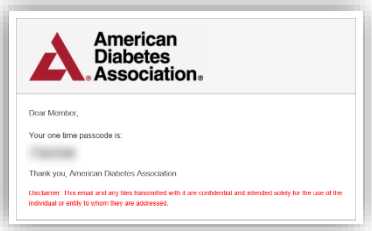


To help protect participant accounts, the forums use **multi-factor authentication**. Before completing their sign-in, participants receive a one-time passcode by email.



To continue, check the inbox associated with the registered email address and locate the message with the subject line "**One-time passcode for the ADA Community Support Network**."





(If it does not appear, the participant should check their spam/junk folder.) The participant will enter the one-time passcode to complete the log-in process.

Once logged in to the online forums, participants can join in **discussions**, access **educational resources**, and more.

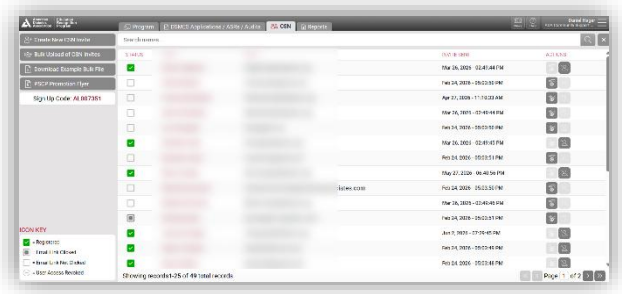


Registration Reports

To view invitation and registration status, go to erp.diabetes.org/psc/search or select the “CSN” tab in the ERP portal.

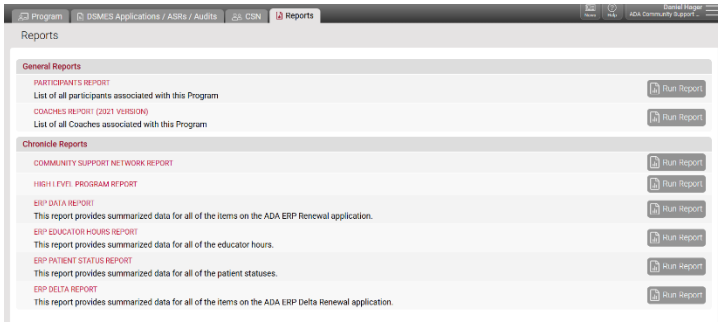
Each participant who has been sent a registration link for the online forums by the program is listed with a status icon.

- Registered
- Email Link Clicked
- Email Link Not Clicked
- User Access Revoked

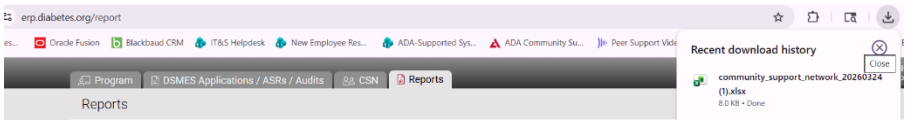


For participants who have not yet completed registration, the quality coordinator may select “**Resend Invite**.” (An email address cannot be entered more than once.)

You can also generate a report showing the total number of invitations sent and registrations completed. Go to erp.diabetes.org/report or the “**Reports**” tab in the ERP portal.
Under “**Chronicle Reports**,” select “**Community Support Network Report**,” then “**Click here to run this report**.”



An Excel spreadsheet of the report will download to your computer. Open this file.



The spreadsheet will include the participant’s name, email address, when the invitation was sent, when the registration link was used, and when registration was completed.

