

ACEND Portal Instructions and Troubleshooting for Program Directors

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 or 800-877-1600, ext. 5400, unless otherwise noted below.

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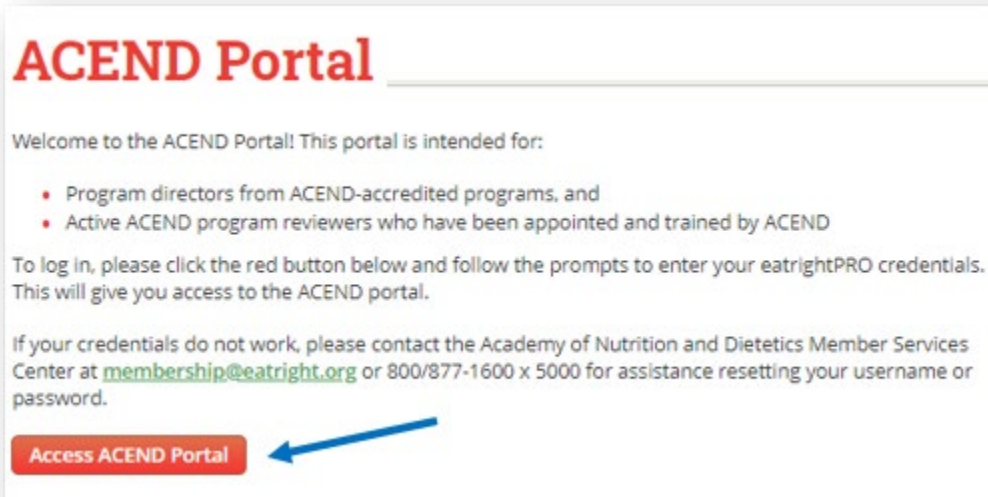
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ACEND Portal Instructions

Signing in to the ACEND Portal

Instructions:

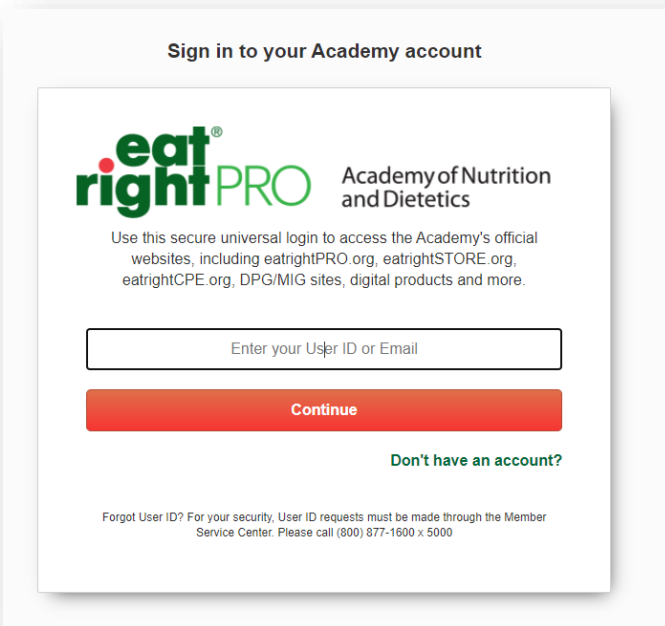
- 1) Navigate to <https://www.eatrightpro.org/acend/program-directors/acend-portal> and click on the red button that says "Access ACEND Portal".



- 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) or CDR (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 login issues): 800-877-1600 ext. 5000
- b. CDR (cdrnet.org login issues): 800-877-1600, ext. 5500

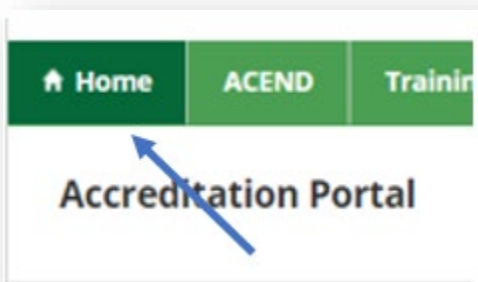


Navigating the Homepage

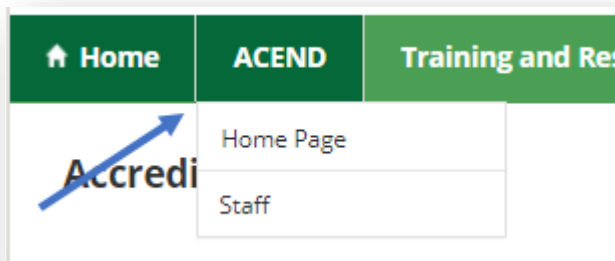
The green navigation bar will always appear at the top of the page if the user navigates within the ACEND portal. Here are the features of the navigation bar:



- 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's best to start at the Home page.

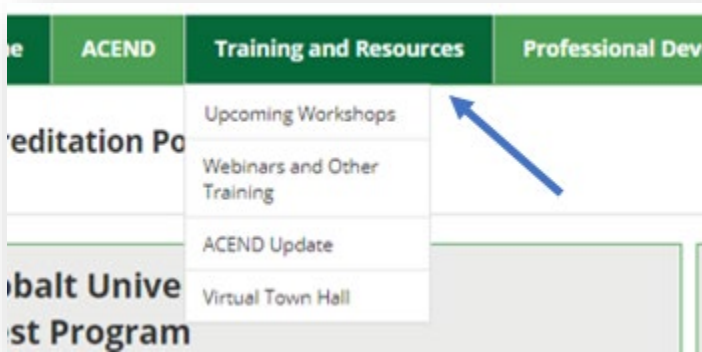


- 2) **ACEND button:** Hover the cursor over this section and the following menu appears:



- Clicking on "Home Page" will open a separate web browser tab that loads the ACEND home page (www.eatrightpro.org/acend).
- 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/public-notices-and-announcements/virtual-town-hall-meetings>).
- 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-notices-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-notices-and-announcements/virtual-town-hall-meetings>).

4) **Professional Development:** Clicking this button will open a separate web browser tab that loads the ACEND professional development opportunities for program directors, program reviewers and preceptors. (<https://www.eatrightpro.org/acend/training-and-volunteer-opportunities/training-and-resources/professional-development>).



Program Director: Main Program Tile

Upon signing into the ACEND portal, a program director user will see the main program tile:

Accreditation Information

Program Status: N/A
Next Site Visit Year: 2022
Current Term Ends On: 1/1/2021

Program Details

Program ID: 16
Program Director: Sean Murphy
Credentials: PhD, RDN
Email: acend@eatright.org
Phone: 123-456-7890

Address

120 S. Riverside Plaza
Suite 2190
Chicago, Illinois 60613

Actions

[Upload Reports to DocuWare](#)
[Manage Administrator Contacts](#)
[Pay Open Invoices](#)
[Download an Annual Report Submission Summary](#)
[View Enrollment Data](#)
[View Graduate Data](#)

Download Templates

[Download Substantive Program Change Cover Page](#)
[Download Interim and Progress Report Cover Page](#)

This tile contains basic program accreditation information and common action items that the program will need to maintain their accreditation:

- 1) **Accreditation Information:** This section lists the program's accreditation status (Accredited, Candidate for Accreditation, Probation, etc.), the year of the program's next site visit and the current accreditation term end date. If a report is due to ACEND, that due date will also appear on this tile under "Accreditation Information".

Accreditation Information

Program Status: Accredited
Next Site Visit Year: 2026
Current Term Ends On: 12/31/2027

- 2) **Program Details:** This section lists the program ID number and information about the program director, including phone and email contact information. If this information is incorrect, please contact ACEND at acend@eatright.org.

Program Details

Program ID: 16
Program Director: Sean Murphy
Credentials: PhD, RDN
Email: acend@eatright.org
Phone: 123-456-7890

- 3) **Address:** This section lists the physical address that ACEND has on record for the program. If this information is incorrect, please contact ACEND at acend@eatright.org.

Address

120 S. Riverside Plaza
Suite 2190
Chicago, Illinois 60613

- 4) **Actions Section:** This section contains links that assist with common accreditation tasks:

Actions

[Upload Reports to DocuWare](#)
[Manage Administrator Contacts](#)
[Pay Open Invoices](#)
[Download an Annual Report Submission Summary](#)
[View Enrollment Data](#)
[View Graduate Data](#)

- [Upload Reports to DocuWare](#): This link will open a new web browser tab with the DocuWare report download form to upload self-study reports, interim reports and major program changes, among other reports due to ACEND.
- [Manage Administrator Contacts](#): This link will open a page within the portal that allows programs to update the name and contact information for the administrators of their programs without contacting ACEND:

Accreditation Council
for Education in
Nutrition and Dietetics

the accrediting agency for the
Academy of Nutrition
and Dietetics

Sean Murphy | Logout

Home ACEND Training and Resources Professional Development

Administrator Contact 1

Prefix: Ms.
Full Name: Annie Hall
Credentials:
Title: Consultant
Email Address: annie.hall@test.com
Phone Number: 222-333-4443

Edit

Administrator Contact 2

Prefix: Mr
Full Name: Jeff Hall
Credentials:
Title: Support
Email Address: test@example.com
Phone Number: 333-333-2222

Edit

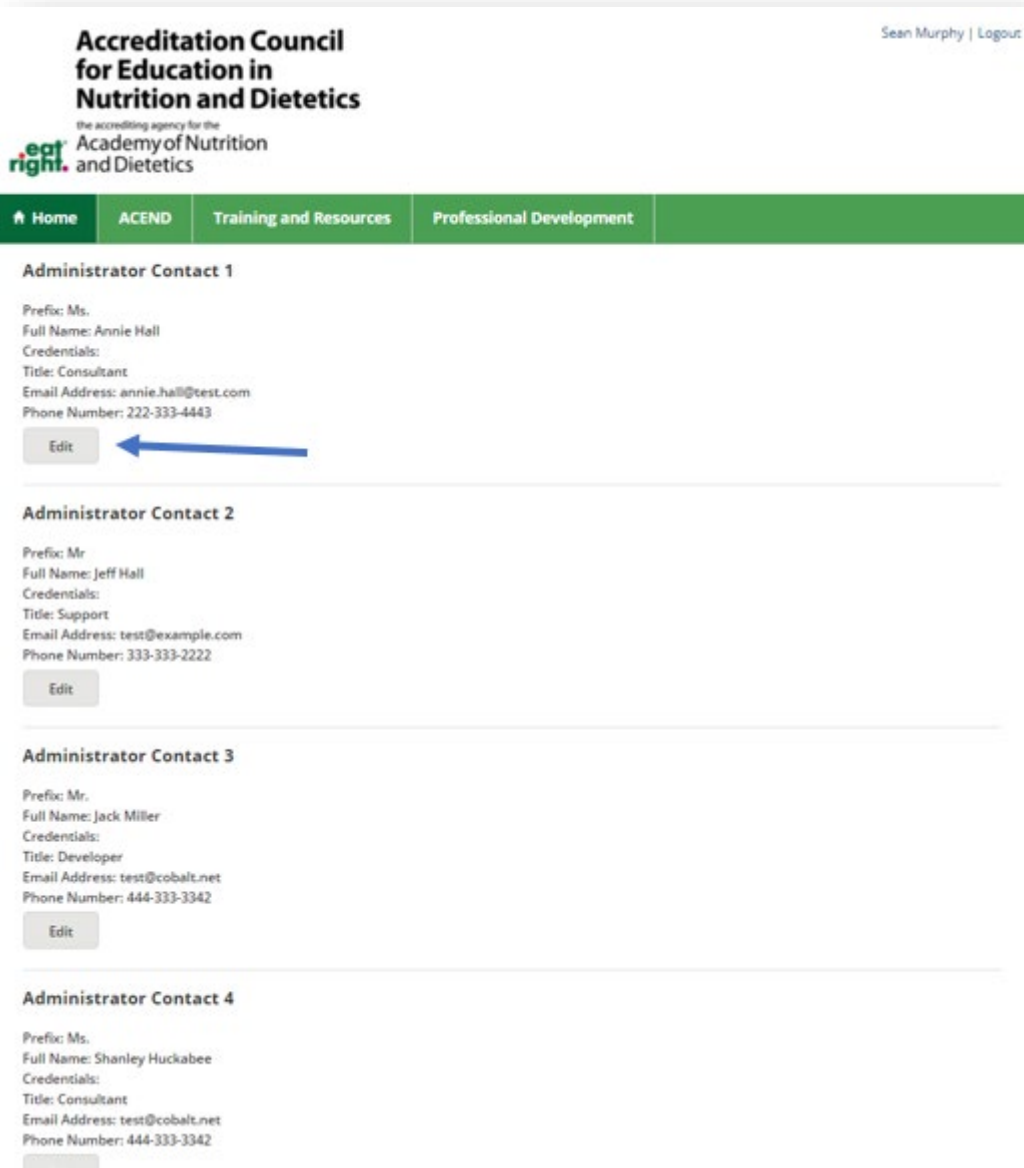
Administrator Contact 3

Prefix: Mr.
Full Name: Jack Miller
Credentials:
Title: Developer
Email Address: test@cobalt.net
Phone Number: 444-333-3342

Edit

Administrator Contact 4

Prefix: Ms.
Full Name: Shanley Huckabee
Credentials:
Title: Consultant
Email Address: test@cobalt.net
Phone Number: 444-333-3342



If an administrator changes, the user can click the “Edit” button under the administrator in need of updating to access the fields to update the administrator:

Accreditation Council
for Education in
Nutrition and Dietetics

the accrediting agency for the
Academy of Nutrition
and Dietetics

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Home ACEND Training and Resources Professional Development

Prefix: Ms. [X]

Title: Consultant

First Name: Annie

Email: annie.hall@test.com

Last Name: Hall

Phone: United States 222-333-4443

Credentials [optional]

Cancel Remove Save

Copyright & Footer Consent

Once changes are made, click “Save” and the administrator contact will automatically update in ACEND’s database. If there is no one in that position any longer, click “Remove” to remove all information from these fields.

- Pay Open Invoices: This link opens a new web browser tab with ACEND’s invoicing page specific to the program. If the program has open invoices, those will show up here. If there are no open invoices, the page will state as such.
- Download an Annual Report Submission Summary: This link will navigate to a page within the ACEND portal that allows the program to download a printable summary of their current annual report information. The use of this feature is described later in this document.
- View Enrollment Data: This link will open to the summary section of your student enrollment data from your previous year’s annual report. Please note that this section will not update for the current year’s annual report until that report is finalized by ACEND.

Summary

	Female (F)	Male (M)	Other / Nonbinary (O)	Total
American Indian and Alaska Native	1	0	0	1
Black or African American	1	0	0	1
Hispanic / Latino of any race	1	2	0	3
Asian	0	0	0	0
White	2	7	0	9
Two or more races	0	0	0	0
Native Hawaiian and Other Pacific Islander	0	0	0	0
Not able to report ethnic origin	0	0	0	0
Total	5	9	0	14

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- **View Graduate Data:** This link will open to the summary section of your graduate enrollment data from your previous year’s annual report. Please note that this section will not update for the current year’s annual report until that report is finalized by ACEND.

Graduate Statistics From Annual Report 2020

	American Indian and Alaska Native	Black or African American	Hispanic / Latino of any race	Asian	White	Two or more races	Native Hawaiian and Other Pacific Islander	Not able to report ethnic origin	Total
Female (F)	0	0	0	0	3	0	0	0	3
Male (M)	0	0	0	0	0	0	0	0	0
Other / Nonbinary (O)	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	3	0	0	0	3

[Back](#)

5) **Download Templates Section**

Download Templates

[Download Substantive Program Change Cover Page](#)

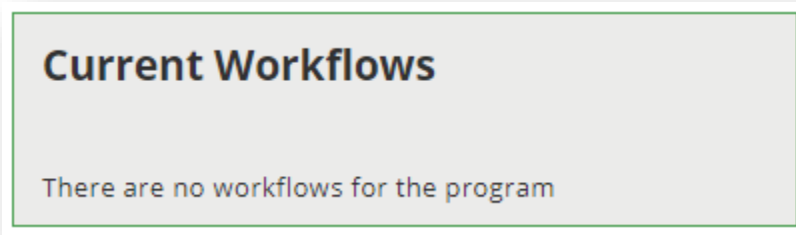
[Download Interim and Progress Report Cover Page](#)

- **Download Substantive Program Change Cover Page:** Allows the program to download an MS Word template cover page for Substantive Program Changes that pre-populates the program’s contact information, name and program ID. Use this page when submitting a substantive program change.

- Download Interim and Progress Report Cover Page: Allows the program to download an MS Word template cover page for an interim/progress report cover page that pre-populates the program's contact information, name and program ID. Use this to include as a cover page to an interim or progress report.

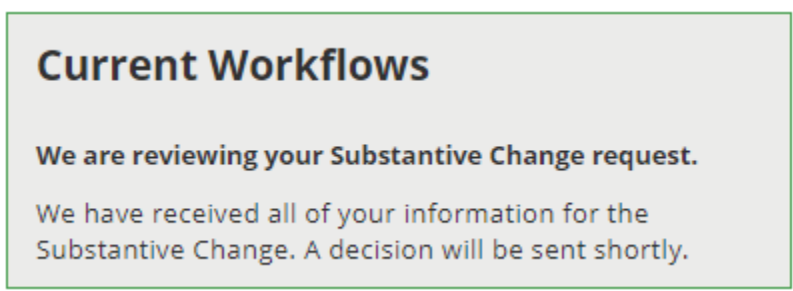
Program Director: Current Workflows Tile

To the right of the main program tile is the current workflows tile:



Most of the time the current workflows tile will display the message above. The following accreditation activities will trigger messages and action items for the program to appear in the current workflows tile:

- 1) **Accreditation site visit:** The program will use the instructions and links in the current workflows tile to submit site visit date options and approve the site visit team and dates assigned to the program. See the next section for more details about this process.
- 2) **Substantive Program Changes:** When the program submits a substantive program change, a status message may appear in the current workflows tile. If the change is being reviewed by a review team or an ACEND board member, with final approval by the ACEND board, a message will appear in the current workflows tile acknowledging that the change is being reviewed:



Substantive program changes reviewed by ACEND senior staff or managers do not appear in the current workflows tile. To learn more about what changes are reviewed by which members of ACEND, please review the Substantive Change Guidelines, found [here](#).

- 3) **Other reports due to ACEND:** When the program submits an interim or progress report, a status message will appear in the current workflow tile acknowledging that the report is being reviewed.

Current Workflows

We are reviewing your Interim or Progress Report.

We have received your interim or progress report and will be in touch once further information is available.

Program Director: Site Visit Scheduling-This will only appear if your program is scheduled to have a site visit.

- 1) When a program is scheduled to have either a candidacy, full accreditation, or reaccreditation site visit, ACEND will release a site visit dates form on the portal for the program to submit with dates for its site visit, as well as disclose conflicts of interest for the program. The program will receive an email that their site visit dates are ready to be entered. The user will login to the ACEND portal and see the following link in the Current Workflows tile:

Current Workflows

Reaccreditation

[Click Here to Fill Potential Site Visit Dates](#)

Due Date: 10/14/2020

- 2) When the user clicks the link, they will be taken to the "Potential Site Visit Dates" page:

Potential Site Visit Dates

Please provide three potential site visits dates for your program between Sunday-Tuesday*

If you are aware of conflicts your program has with an ACEND Program Reviewer, please provide those at this time in the text box at the bottom of this form.

*US-based Candidacy programs: use Monday-Tuesday time frame
*International programs: please contact ACEND for time frame days

Potential Site Visit Dates

Please submit dates during the months and year described in your program's accreditation renewal letter.

Option 1 **Option 3**

Option 2

Program Reviewer Conflicts

Please list the names of program reviewer that your program has a conflict with: [optional]

Back Cancel Continue

Please enter the three date options in the Potential Site Visit Dates section using the timeframe assigned to the program in the renewal letter for the site visit. Also include the names of program reviewers that are a conflict of interest for the program in the bottom text box. You can find the official list of ACEND program reviewers with locations and professional positions listed here: <https://www.eatrightpro.org/acend/about-acend/acend-reviewers>

3) Once you click "Continue", you will see this message in the Current Workflows tile:

Current Workflows

Reaccreditation

Thank you for submitting your potential site visit dates. ACEND will review your request and assemble a team 6-8 months prior to your site visit. Once posted please approve or deny the scheduled site visit and team.

4) ACEND staff will work with program reviewers to find a team for the program's site visit. You will receive an email once this team is ready to be reviewed for approval by the program director. When you log into the portal, this link will appear in the Current Workflows tile:

Current Workflows

Reaccreditation

[Review and Approve Site Visit Team](#)

Due Date: 9/8/2020



- 5) Click on the link to access the dates and the team members that have been assigned for the program's site visit. Here's an example:

Generic Test Program - CP - 1/8/2023 - 1/10/2023

Self-Study Report due on
10/9/2022

Site Visit Team Members

Lead - Christina Sample

RD
csample1234@eatright.org
Attending Onsite: Yes

Accompanying - Gina Sample

RD
ginasample1234@eatright.org
Attending Onsite: Yes

Staff - Bob Sample

RD
bsample1234@eatright.org
Attending Onsite: Yes

Response

- Approve
 Deny

Comments

Submit

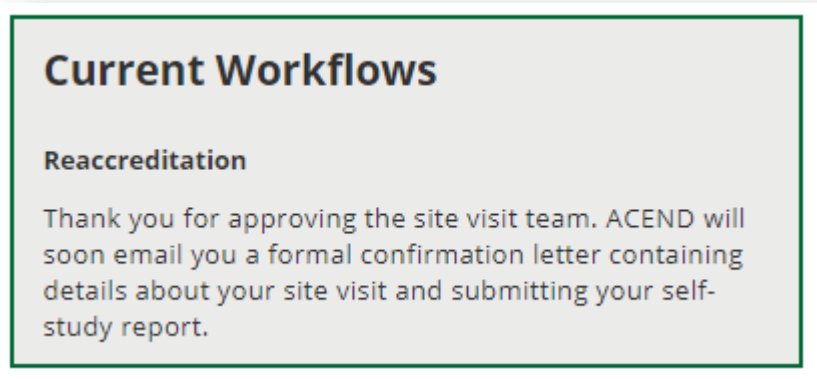
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Note that there is a link under each reviewer that allows the user to download the reviewer’s resume to learn more about their professional experience. The team includes a lead, 1-2 accompanying reviewers, and the ACEND staff member. Typically, only the lead and accompanying reviewers will attend the onsite visit, which is indicated in the entries above. For candidacy site visits, the ACEND staff member may attend.

- 6) If you have any issues with a team member or dates of the visit, please select “Deny” under the Response section and write a comment about what changes are needed (if the user chooses “Deny”, a Comment is required). If everything meets the program’s needs and there are no conflicts of interest with the assigned team members, choose “Approve”, and click “Submit”.



- 7) After submitting the site visit dates and team approval, the following message will appear in the portal:




ACEND will be in touch with more information about the program’s site visit via email. The program director will no longer be able to access the team list via the portal, but a formal letter will be sent with team member contact information and more details about the site visit, self-study due date, and site visit fee.

[Program Director: Annual Report](#)

Once per year, ACEND-accredited programs are required to fill out an annual report confirming information about the program and providing data on program outcomes. The annual report will be filled out through the ACEND portal. **Note that the portal will time out after an hour of inactivity, so please save and close the annual report before moving on to a different task.**

When the annual report is available, a new tile will appear next to the main program tile with a link to access the annual report and the due date for the report:

<h2>Generic Test Program Coordinated Program in Dietetics</h2> <p>Accreditation Information Program Status: N/A Next Site Visit Year: 2022 Current Term Ends On: 1/1/2021</p> <p>Program Details Program ID: 16 Program Director: Sean Murphy Credentials: PhD, RDN Email: acend@eatright.org Phone: 123-456-7890</p> <p>Address 120 S. Riverside Plaza Suite 2190 Chicago, Illinois 60613</p> <p>Actions Upload Reports to DocuWare Manage Administrator Contacts Pay Open Invoices Download an Annual Report Submission Summary View Enrollment Data View Graduate Data</p> <p>Download Templates Download Substantive Program Change Cover Page Download Interim and Progress Report Cover Page</p>	<h2>Report(s) Due</h2> <p>Interim/Closure Report 1 On: 3/15/2023 Improvement Plan/Pass Rate On: 6/15/2022</p> <hr/> <h2>Annual Report</h2> <p>Start your Annual Report  Due Date: 12/16/2022</p> <hr/> <h2>Current Workflows</h2> <p>Reaccreditation Review and Approve Site Visit Team Due Date: 8/29/2022</p>
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1) **Annual Report home page:** When you click “Start your Annual Report”, you will be taken to the main annual report page. The top half of the page contains the rationale and directions for completing the report. Please read thoroughly.



**Accreditation Council
for Education in
Nutrition and Dietetics**
the accrediting agency for the
**Academy of Nutrition
and Dietetics**

Sean Murphy | Logout

Home
ACEND
Training and Resources
Professional Development

ACEND Annual Report

Welcome to the Accreditation Council for Education in Nutrition and Dietetics (ACEND) Annual Report. Every ACEND-accredited nutrition and dietetics education program and non-accredited Advanced degree program must complete this report. The deadline for completing this report is **December 16, 2022**.

The following points provide information to assist you as you complete the report:

- There are some sections that are read only so that you can verify the program information is correct. If there are errors in the information in a read only section, follow the instructions on the top of the corresponding page and send an e-mail to annualreport@eatright.org or submit a substantive program change if changes are needed. If you send an email, be sure to include the institution and program type.
- You may enter and exit the report as many times as needed. Each section will give you the option of saving the data you enter prior to proceeding to the next section.
- Pages that still need to be completed will be marked as **Not complete**. Once the editable fields on each page are filled and attested as being correct the page is considered complete.
- A **printable summary of the Annual Report, with all program responses**, is available on the annual report home page at the end of these directions, on the annual report submission page, and on the ACEND portal home page through the “Download an Annual Report Submission Summary” link. This report will pull up as a separate browser window that can be saved and printed, depending on your browser capabilities. You may access this report at any time during the annual report process; it will progressively populate data from your annual report as you enter it.
- The report will be accessible to you until you select the **Submit Annual Report** button and confirm your report submission. The Submit button will only become active once all pages are complete.
- After submission of the annual report, you will no longer be able to edit the online report. A printable summary can be accessed on the ACEND portal home page through the “Download an Annual Report Submission Summary” link.
- Please direct inquiries regarding report responses to annualreport@eatright.org or call us at 800/877-1600 ext. 5400.

The bottom half of the annual report page will look like this. Click on each section name to access the section and complete it. As a user completes a section, the red “Not Complete” lettering will disappear. You can still go in and check or update the information even if “Not complete” is no longer indicated until you submit the report. Please note that each program type has a different number of sections to fill out, so the example below may not reflect your completed annual report.

! Pages for the Annual Report are incomplete. Please review and complete the identified pages in order to submit the Annual Report.

Submit Annual Report

<p>1. Institution Not complete</p> <p>2. Program Director Not complete</p> <p>3. Administrator Contacts Not complete</p> <p>4. Sponsoring Institution Not complete</p> <p>5. Maximum Enrollment Not complete</p> <p>6. Degree(s) Granted Not complete</p> <p>7. Tuition Not complete</p> <p>8. Admissions Not complete</p> <p>9. Enrollment Dates</p>	<p>10. Enrollment Statistics Not complete</p> <p>11. Graduate Statistics Not complete</p> <p>12. Graduate Outcomes Not complete</p> <p>13. Attrition Statistics Not complete</p> <p>14. Program Budget Not complete</p> <p>15. International Linkages Not complete</p> <p>16. Articulation Not complete</p> <p>17. Program Director, Faculty and Preceptors Not complete</p> <p>18. ISPP Not complete</p>
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2) **Annual Report read-only sections:** Some annual report sections contain greyed out “Read-Only” fields that have text in them already:

Institution Information

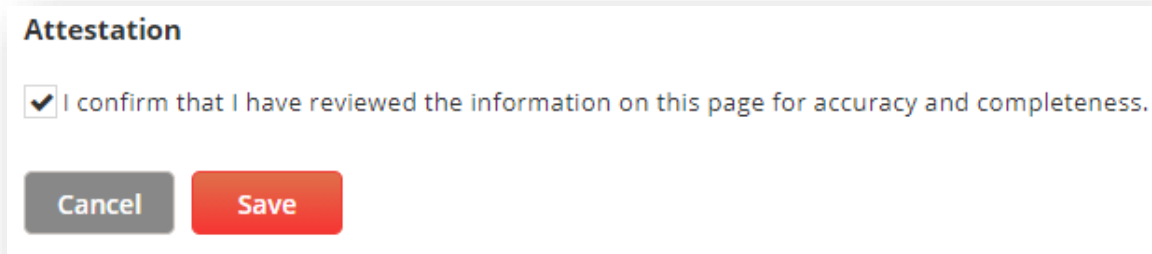
Please confirm that the institution information listed below is correct.

Note

To make changes to this information you must send an email with the change(s) required to annualreport@eatright.org. Please be sure to identify the institution and program type in your email message.

Name	Program ID
<input type="text" value="Generic Test Program"/>	<input type="text" value="15"/>
Contact Information	
Address 1	Address 2
<input type="text" value="2550 S Clark St"/>	<input type="text" value="Suite 850"/>
Address 3	City
<input type="text"/>	<input type="text" value="Arlington"/>
State	ZIP/Postal Code
<input type="text" value="VA"/>	<input type="text" value="22202-3962"/>
Attestation	
<input checked="" type="checkbox"/> I confirm that I have reviewed the information on this page for accuracy and completeness.	
<input type="button" value="Cancel"/> <input style="background-color: #800000; color: white;" type="button" value="Save"/>	

The user must review the information and check the attestation box at the bottom to confirm whether the information is correct.

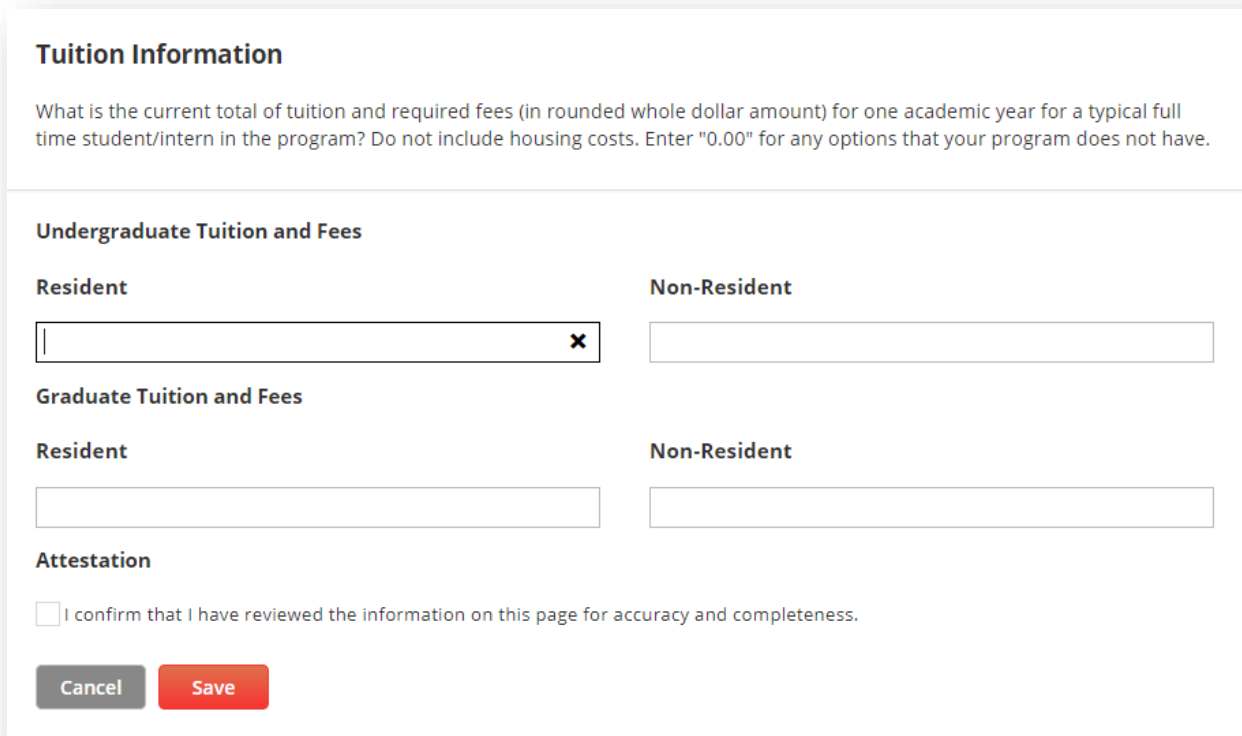


Attestation

I confirm that I have reviewed the information on this page for accuracy and completeness.

Instructions on the page will direct users on what to do if the information is incorrect.

- 3) **Annual report editable sections:** Some sections of the annual report have white blank fields where the program is expected to fill in data:



Tuition Information

What is the current total of tuition and required fees (in rounded whole dollar amount) for one academic year for a typical full time student/intern in the program? Do not include housing costs. Enter "0.00" for any options that your program does not have.

Undergraduate Tuition and Fees

Resident	Non-Resident
<input type="text"/>	<input type="text"/>

Graduate Tuition and Fees

Resident	Non-Resident
<input type="text"/>	<input type="text"/>

Attestation

I confirm that I have reviewed the information on this page for accuracy and completeness.

The user must fill in data for all of the fields on the page unless they are marked “optional”. Some of these sections have attestation boxes and some do not. If there is an attestation checkbox, this must be checked before the section is considered complete. If there is no attestation checkbox, the section is considered complete once all fields are filled in.

- 4) **Downloading a summary of the annual report:** Users can access and download a printable summary view with the information entered into the annual report for review by the program director, administrators or other staff at the program prior to submission. To access this view at any point in the process of filling out the annual report, first go to the home page and click “Download an Annual Report Submission Summary” under the Actions section of the main program tile:

Accreditation Information

Program Status: N/A
Next Site Visit Year: 2022
Current Term Ends On: 1/1/2021

Program Details

Program ID: 16
Program Director: Sean Murphy
Credentials: PhD, RDN
Email: acend@eatright.org
Phone: 123-456-7890

Address

120 S. Riverside Plaza
Suite 2190
Chicago, Illinois 60613

Actions

[Upload Reports to DocuWare](#)
[Manage Administrator Contacts](#)
[Pay Open Invoices](#)
[Download an Annual Report Submission Summary](#) ←
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[View Graduate Data](#)

Download Templates

[Download Substantive Program Change Cover Page](#)
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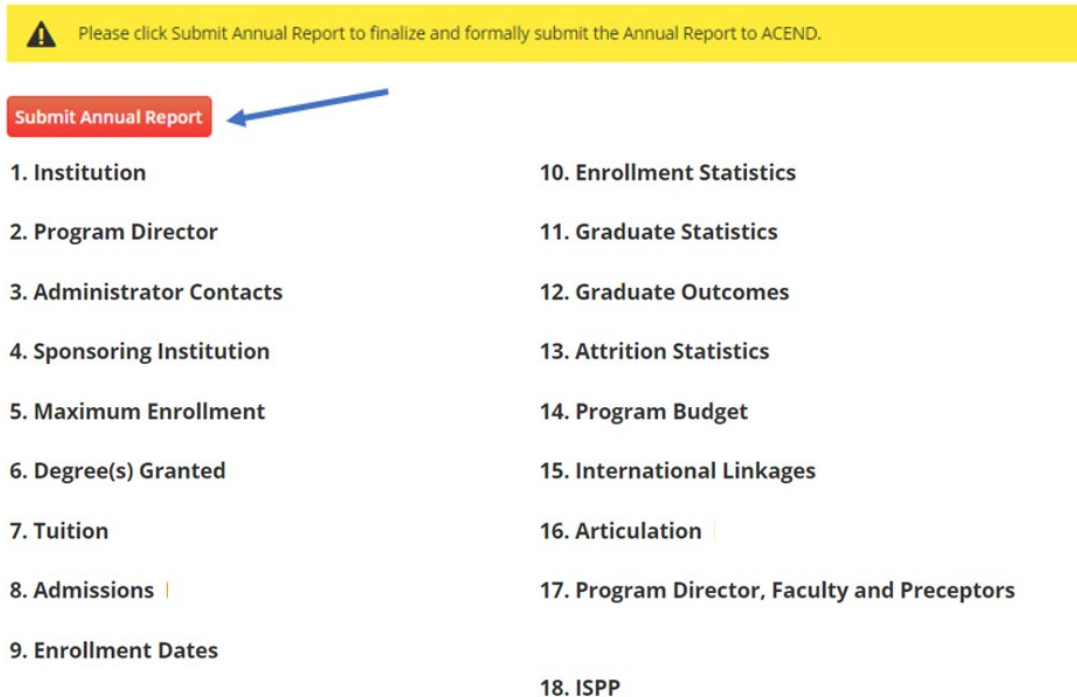
Click this link to navigate to a page in the portal that houses the annual report summary. Click on the download link next to the year of the annual report you'd like to download:

Home	ACEND	Training and Resources	Professional Development	
Year				Download
2020				Download Annual Reports

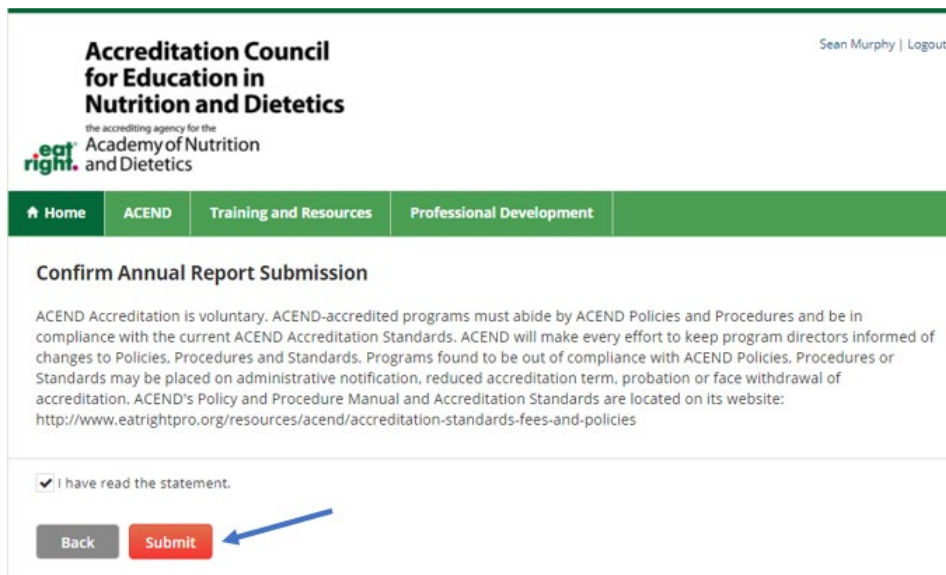
Please note:

- If you access this summary view before you complete your annual report, only the fields you have already completed in the Annual Report form will be downloaded in this document. As you fill out the annual report, more data will appear if you access the summary view again.

5) **Submitting the annual report:** Once all of the sections have been completed, the bottom half of the annual report home page will look like this:



Notice that the alert at the top of the image has turned yellow and the “Submit Annual Report” button has turned red. That means the program may click the “Submit Annual Report” button to move on to the final screen of the annual report:



Once the user is ready to submit the program’s annual report, read through the statement below “Confirm Annual Report Submission”, check the box next to “I have read the statement”, and click the red “Submit” button. The screen confirming submission looks like this:

Accreditation Council for Education in Nutrition and Dietetics

Sean Murphy | [Logout](#)

the accrediting agency for the
 Academy of Nutrition
and Dietetics

[Home](#)

[ACEND](#)

[Training and Resources](#)

[Professional Development](#)

Thank you for submitting your annual report.

Please navigate to the home page.

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>Try: logging in to the Academy (www.eatrightpro.org) or CDR (www.cdrnet.org) 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>If the problem persists: Please contact ACEND at 800-877-1600, ext. 5400</p>
I am a program director and there is information on my Main Program Tile that is incorrect	<p>Email ACEND at acend@eatright.org. Include the name and program type of your program, what information is incorrect, and what the correction needs to be.</p>
A link/tile/feature that was previously on my ACEND portal webpage has now disappeared	<p>Try: If you feel something is missing that should be there, log out and back into the portal and see if the issue is resolved. Note: Information such as access to an annual report or site visit scheduling features will disappear once the required documentation is submitted.</p> <p>Otherwise: 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>If the problem persists: please contact ACEND at acend@eatright.org.</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>Try: Logging out and logging back into the portal and see if the issue is resolved.</p> <p>Note: The portal will time out after an hour of inactivity, so make sure you log off when you move on to a different task.</p> <p>If the problem persists: Please contact ACEND at acend@eatright.org.</p>