Thank you for choosing the American Diabetes Association-Education Recognition Program (ERP) as the National Accrediting Organization for your diabetes education program recognition. The ADA-ERP has developed a new online portal that all recognized programs will be able to use to manage their program records that ADA stores, and also manage many aspects of their program's recognition status, including submitting applications, program updates (information changes) and annual status reports (ASRs). This document is designed to help Program Coordinators (PC) get their program set up within the new ADA ERP portal.

This document will cover the following:

1. Registering your program with the ERP portal
2. Initially confirming your program information in the ERP portal
3. Setting up your educators and staff
4. Starting, completing, submitting, and reviewing Applications and ASRs

Registering your program with the ERP portal
Before you begin, you will need to know the Program ID number for your program and also the email address that ADA has on file for the PC. The Program ID will be six digits long, starting with "00". You will also need to be able to receive emails at the email address on file with ADA for the program coordinator. If you're not able to receive emails at that address (e.g., if your email address recently changed) then you need to contact ADA at 1-888-232-0822 and have an ADA administrator update your email record. Once you have this information, go to this web page:

https://setup.chroniclediabetes.com/

Enter the Program ID number and the email address and click Find Program. If your information matches what is on file with ADA, then the system will send you an email at that address confirming your identity. It may take a few minutes to receive this email. If you don't receive the email in a few minutes, be sure to check your Spam folder (sometimes called Junk folder) and make sure the email didn't get erroneously caught as spam. If you still don't receive the email, you will need to contact ADA at 1-888-232-0822 to have your account manually verified.

Once you receive the email, click the link in the email. Please note that you need to click this link within 60 minutes. Clicking the link will take you back to the ERP setup site. To complete the setup, enter your Program ID and email address exactly as you did in the previous step and click Verify.

Assuming everything is correct, your program will have been verified. On the next screen you can choose a password, which you will need to enter twice, and then click Set Password. You'll use the username and password listed on this page to access the ADA ERP portal. You will always use your email address as your username. Please make sure you write down or remember both the username and password. After you have set your password, click Go To Login to go to the ERP portal's login page. You will enter the username (your email address) and password that you just created to log in here, after which you can follow the instructions below.

Initially confirming your program information in the ERP portal
The ERP portal is where you will manage your program's information. You can always access it by going to this web page (which you can bookmark):

https://erp.diabetes.org/

Enter the username and password that you set up in the previous step and click Login. You should now be logged into ERP portal. Note that there is a Help link near the upper right corner of the page. There are also help links within most
popup windows throughout the site. Clicking any of these Help links will display helpful information and instructions relevant to the task that you are working on. Be sure to consult these Help links if you're unsure about some feature of the system.

The first page you will see after logging in is your Program Information page, which lists the information that ADA has on file for your program. Please review all of this information and make sure that it is correct. If there is anything that is incorrect or incomplete, you can edit the information on this page by clicking the Edit pencil above the block. When you click an Edit pencil it will open an edit window. You can simply edit the information on the page or click the Help link in the edit window for more detailed instructions. Any updates made to this page, or to any other pages within the ERP portal, are reflected in the information that ADA has on file for your program. Thus the ERP portal provides you a simple way to keep all of the information about your program up to date.

The next thing you will want to do is confirm that all of the site(s) information for your program is correct. Click on the Site(s) Information link in the left navigation bar. The Sites Information page lists all of the sites associated with your program, with multi-sites listed left-justified and expansion sites indented under their parent multi-site. You can view detailed information about each site by clicking the Show Details link to the right of the site's name. Please review all of this information and make sure that it is correct. If there is anything that is incorrect or incomplete, you can edit the information by clicking the Edit pencil above the block.

Setting up your educators and staff

Now that you have confirmed the sites that are a part of your program, you can set up the staff members (educators, office staff, etc.) that will be active at each site. It is not required that you set up the staff members initially, but you will need to have entered the staff members before you can submit a Renewal application.

Click on the Staff Information link in the left navigation bar. The Staff Information page lists all of the staff active at any of the sites within your program. When you first set up your program in the ERP portal this list will only include yourself (the program coordinator). You will need to add each staff member to the ERP portal and then assign the staff member to one or more sites. To begin, click the Add New Staff Member link near the top of this page. Fill out as much information on this page as you would like. Required fields are first and last name and email address, although you will need to have the Certification and/or Credentials information completed before submitting a Renewal application in the future. Also, you should designate what site this staff member is assigned to. Note that you can always change any of this information later. When you’ve entered all of the information for the new staff member, click Save Changes. This will display all of the details for the newly-created staff member on the page. You can repeat this process for every staff member in your program. If you ever need help with any section of the portal, click the Help link in the upper right corner of the page, or the Help link within any popup window.

Starting, completing, submitting, and reviewing Applications and Annual Status reports

When you're ready to start a new Application or complete your Annual Status report, you can do that by clicking on the Applications/ASRs tab. There are three different application types and an annual status report form that you may need to fill out for your program at various times. Each application or form can only be started during certain time periods and based on certain criteria about your program. Follow the information on this page for each application or form and when it would be applicable to your program.

Once you start a new Application or ASR (or if you open an existing one), you will be on the Summary Page for the application. This page will always have instructions at the top of the page about the status of the application and what actions you can perform. Just below the Applications/ASRs tab are links for PREVIOUS and NEXT. You can use the NEXT links to step through each page of the application. Note that as you enter information into the pages, everything is automatically saved. After you have completed the information on all of the pages you will be able to submit the application to ADA. Again, if you ever need help with any section of the portal, click the Help link in the upper right corner of the page, or the Help link within any popup window.

If you will be mailing or faxing any documentation as part of your application or ASR, you can do so to this address or fax number: