

Provider Toolbox Q & A

General Account Information:

How do I make an account as a CPE Provider?

- To register for a new Continuing Professional Education (CPE) Provider account, [please click here](#).
- Please allow 2-3 business days for account approval.

I am trying to register my organization as a CPE provider, but it says the account already exists.

- If you receive a message that indicates an account already exists for your organization, please contact priorapproval@eatright.org. Please include your first/last name, email address, and name of the organization you are attempting to register.

How/where do I login to my CPE provider account?

- To log into your CPE provider account, [please click here](#).

What is my provider username?

- Your provider username is the same as your provider code.
- If you are still having issues logging into your account, please email priorapproval@eatright.org.

Can I change my username?

- No, provider usernames cannot be edited.

I forgot my password. What do I do?

- To reset your password, [please click here](#).
- If you are still having issues logging into your account, please email priorapproval@eatright.org.

What is my provider code?

- Your provider code is the same as your provider username.
- If you are still experiencing issues logging into your account, please email priorapproval@eatright.org.

I have not received emails regarding my CPE submissions. What do I do?

- Please login to your provider account and confirm the main contact on file is accurate. If it is and you're still experiencing technical issues, please contact priorapproval@eatright.org.

How do I update the contact on my account?

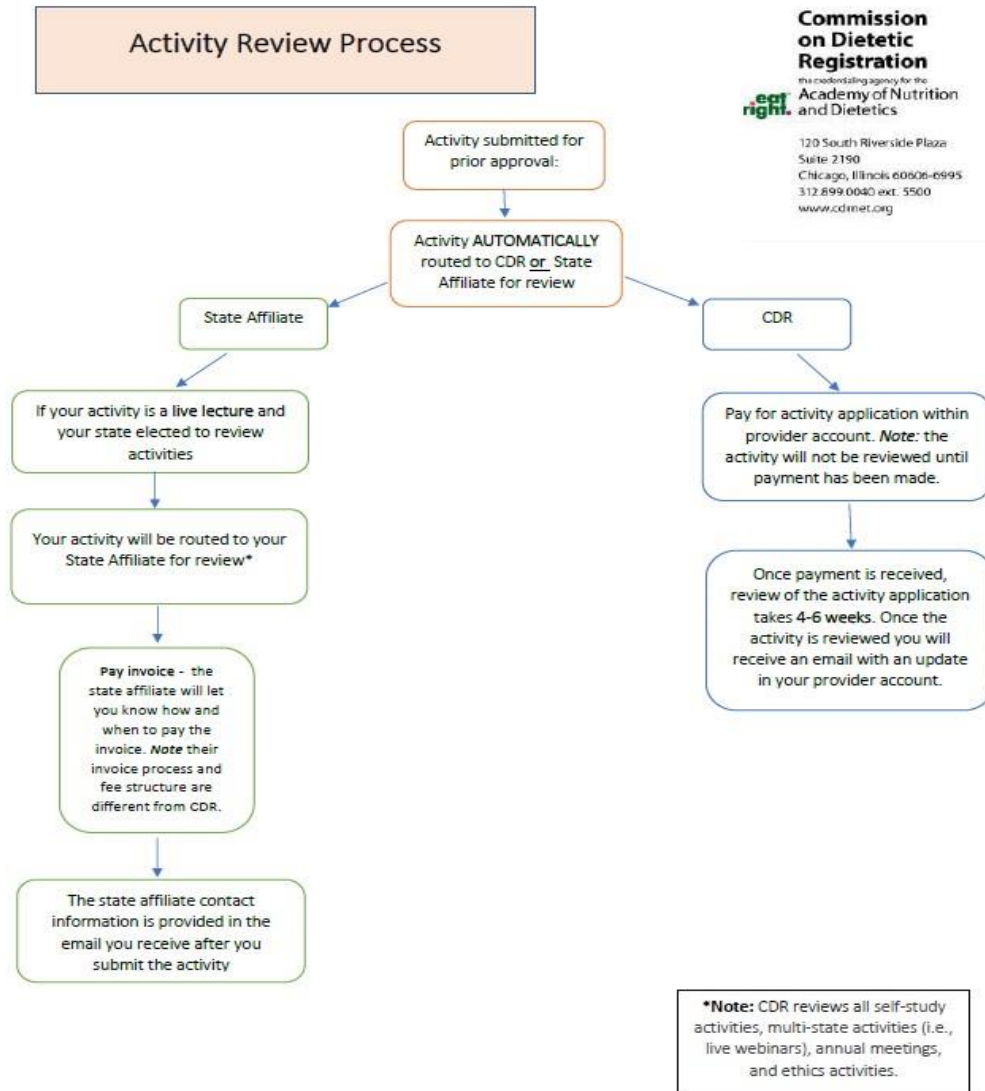
- Please login to your provider account and select "provider profile" from the tool bar at the top of the page. Within the profile tab, you can update the main contact information (i.e., email, phone number, etc.) on file.
- Questions, email priorapproval@eatright.org.

I am receiving emails indicating I have unread messages. What do I do?

- Please login to your provider account and select "message center" from the toolbox at the top of the page. Within the message center tab, select which message you would like to review. Once you view an unread message, you will no longer receive email notifications.
- Questions? Please email priorapproval@eatright.org.

Activity Submission Q&A:

What does CDRs prior approval process look like?



[Click here for a printable pdf](#)

Why should an organization/provider submit for prior approval?

- CDR Credentialed Practitioners are drawn to activities that have received prior approval by CDR because this indicates that the activity meets CDR CPE standards and will result in accepted CPEUs. Additionally, activities that have received prior approval can be searched for in the [CPE Database](#).

Who can submit an activity for prior approval?

- Any organization and/or individual can apply for prior approval
- To apply to be a prior approval approved activity provider, [please click here](#) (**Note** – CDR reviews and approved all applications within 2-3 business days)
- It is up to the individual organization to determine who submits the activities for prior approval. The individual responsible for activity submission should be listed as the main provider contact.

Does the speaker have to be an RD or DTR?

No, the speaker does not have to be an RD or DTR. However, the speaker and/or instructor must demonstrate relevant expertise by:

- Academic degree in US for a regionally accredited college or university, or
- Foreign academic degree verified by an independent foreign degree evaluation agency, or
- Publications in peer review journals, or
- Presentations at scientific meetings, or
- Accredited certifications

Note: if the activity is diet or nutrition related, a CDR credentialed practitioner must be involved in the *program planning*.

How do I know how many CEUs to request?

- 1 CEU is equivalent to 1 hour of educational time
- You can calculate total hours your activity is and request that amount of CEUs. Please note that the hours on the timing outline will be reviewed once the activity is submitted. CEUs will be adjusted if needed.
- **CEU Equivalents:**

Examples of When to Round Down	
1 hour – 1 hour 7 minutes	1 CEU
1 hour 16 minutes – 1 hour 22 minutes	1.25 CEUs
1 hour 31 minutes – 1 hour 37 minutes	1.5 CEUs
1 hour 46 minutes – 1 hour 52 minutes	1.75 CEUs
Examples of When to Round Up	
1 hour 8 minutes – 1 hour 15 minutes	1.25 CEUs
1 hour 23 minutes – 1 hour 30 minutes	1.5 CEUs
1 hour 38 minutes – 1 hour 45 minutes	1.75 CEUs
1 hour 53 minutes – 2 hours	2 CEUs

Can my conference/series be submitted as one activity?

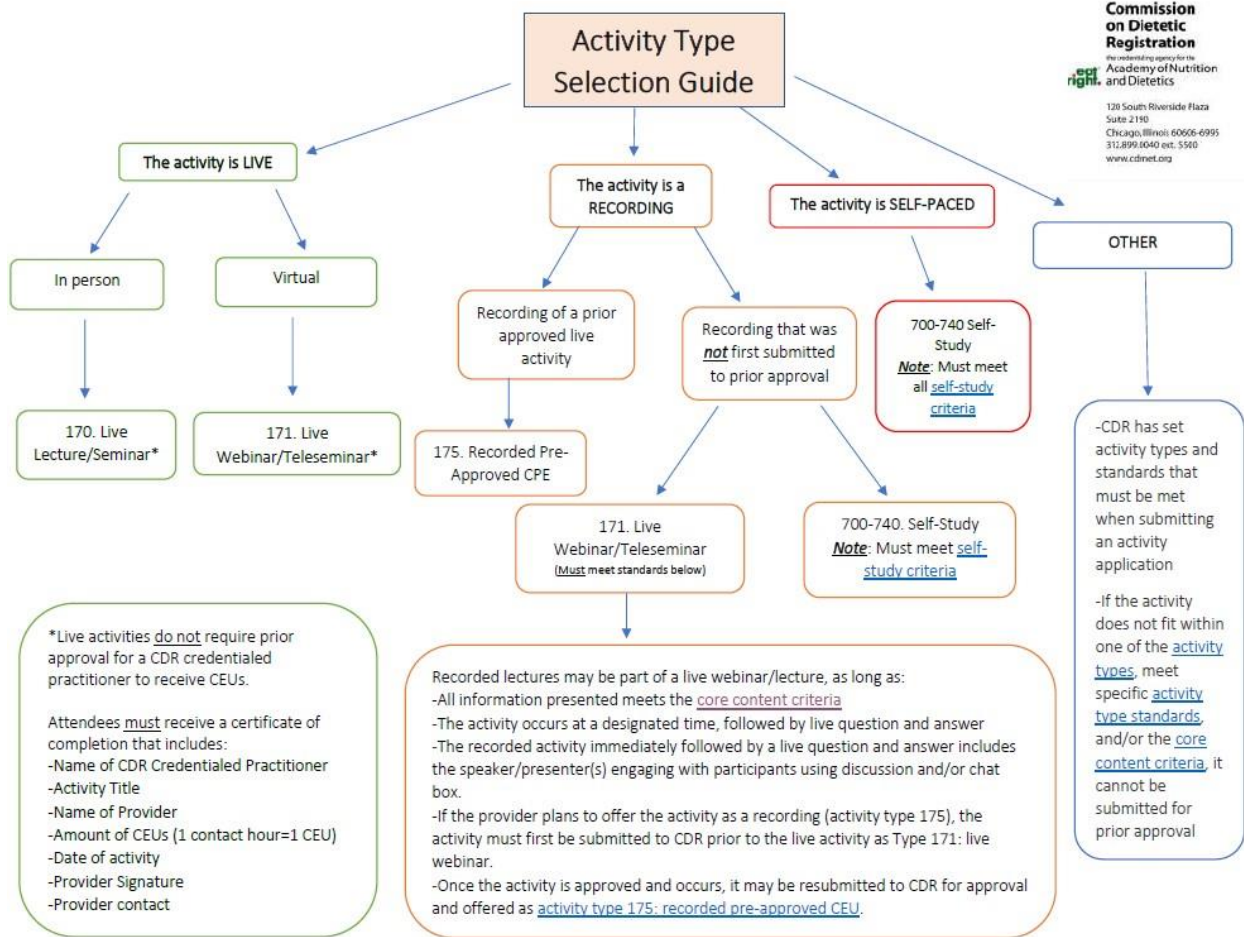
- If the intention is for the participants to attend **all** the sessions prior to receiving the certificate of completion, then the sessions can be entered as one activity.
- If the participants can **pick and choose** which sessions, they attend then each session should be entered individually
-

Update: 5/2022

I can't upload my document within the activity application. What do I do?

- If you are unable to upload a document, please email the activity number and the document to priorapproval@eatright.org.
- **Please note** - activities can only be modified when the status of the activity is listed as "returned for update"

What activity type is my activity?



[Click here for printable pdf](#)

Why am I being charged a fee?

- CDR always reviews self-study activities, multi-state activities (i.e., live webinars), annual meetings, and ethics activities. These activities will always be subject to the application fee.
- **Fee Structure:**
 - Activity worth 1 – 10 CEUs = \$30/Activity Submission
 - Activity worth 11 or more CEUs = \$60/Activity Submission
- [Click here](#) for a printable pdf related to the CEU application payment process

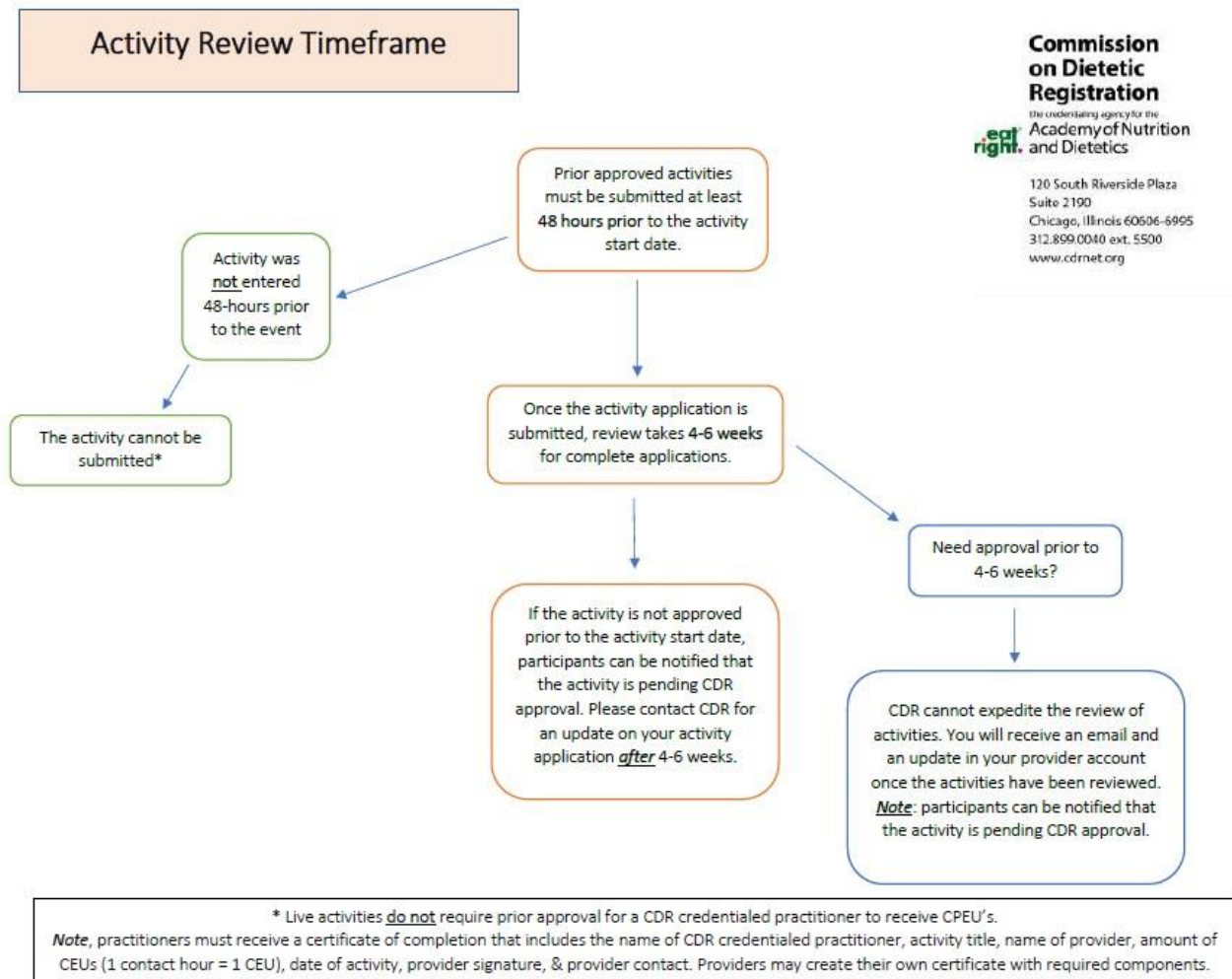
Update: 5/2022

- Payments must be made through the online system by credit card. CDR does not accept purchase orders (POs) as form payment for CPEU activity applications. Please note this fee covers the review of all activities. Should your event be canceled, the review fee will not be refunded.

Where can I find my invoice/receipt?

- Your invoice or receipt can be found in your CPE Provider account under the “Invoices” tab.
- You can click view/print receipt

How long does it take for my activity to be reviewed?



[Click here for a printable pdf](#)

My activity is not approved yet, what do I tell my participants?

- If your activity is not approved by the date of the live activity, you can let participants know that the activity is, "Pending CDR approval for "X" CEUs."

Activity Returned for Update Q&A:

My activity was returned for update. What do I do?

**Commission
on Dietetic
Registration**
the credentialing agency for the
Academy of Nutrition
and Dietetics
**eat
right.**
120 South Riverside Plaza
Suite 2190
Chicago, Illinois 60606-6995
312.899.0040 ext. 5500
www.cdmet.org

Activity Return for Update

If an activity is *returned for an update*, you will receive email notification and a message will be posted on the bottom of the activity indicating what additional information is needed in order to receive prior approval.

Log into your provider account, and select the returned activity. Then, select "modify". Upload requested documents and/or post a message in the "*Additional information for CDR*" section within the activity application.

Note: unable to upload a document? Email the document to priorapproval@eatright.org with the *activity number and title*

Once requested documentation or information is uploaded, select "**SUBMIT.**"

Complete activity applications take **4-6 weeks** for review once submitted.

****[Click here for printable pdf](#)****

My document(s) won't upload within my activity application. What do I do?

- If your document will not upload within your returned activity application, please email priorapproval@eatright.org. Within the email indicate the activity title and activity number. Please attach all documents that need to be uploaded within the application.

Update: 5/2022

After the Activity Q & A:

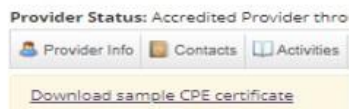
Certificate of Completion:

Certificate of Completion:

*Hold onto a record of attendance/completion for **7 years** following the activity

*Download the sample CPE certificate, fill it out, and distribute to participants.

*To find the certificate of completion, log into your CPE Provider account, click on the top left corner where it reads, "Download sample CPE certificate"



*How to complete the certificate of completion:

The **Activity Number** is the six-digit activity number that is assigned upon activity submission. This can be found in your Provider account under the "activities" tab.

The **Date Completed** should reflect the date that the activity was completed.

The **Performance Indicators** that should be listed are the ones selected in the activity application.

The participant can fill in their **name** and **registration number**.

The **Provider Name** is the name of the organization that entered/offered the activity.

The **Provider Code** is the same as your CPE Provider username.

The **Activity Title** is the name of the activity that was entered on the activity application.

The **number of CPEUs Awarded** are the amount that your activity was approved for.

The **CPE level** is the level selected in the activity application.

CPE Accredited Provider
Commission on Dietetic Registration
the credentialing agency for the Academy of Nutrition and Dietetics

Continuing Professional Education Certificate of Attendance
- Attendee Copy

Participant Name: _____
Registration Number: _____ Provider Code: _____
Provider Name: _____
Activity Title: _____
Activity Number: _____
Date Completed: _____ Number of CPEUs Awarded: _____
*Performance Indicator(s): _____ CPE Level: _____
Provider Signature: _____

RETAIN ORIGINAL COPY FOR YOUR RECORDS
*Refer to your Professional Development Portfolio Guide For Pts

The **Provider Signature** can be signed, written, or printed. The person who signs the certificate should be the contact person for the organization or individual that organized the event.

[Click here for printable pdf](#)

What do I need to provide to CDR following the activity?

- You do not need to provide anything to CDR following the activity
- Please note records of attendance should be kept for 7-years following the activity

Do I have to resubmit the activity to offer it again?

- Live activities are valid for one year from the date of approval and self-study activities are valid for three years from the date of approval so you can offer the activity at any point within that time frame.
- Once the activity has expired, it must be resubmitted to CDR through prior approval with updated supporting documentation if you would like to offer it for CEUs again.

Can the speaker earn CEUs?

- Speakers cannot claim CEUs for presenting.
- Please note that if the presenter:
 - Read peer-reviewed journal articles published within the past 5-years, that can be logged under activity type 200: professional reading; or
 - Conducted research as the co or principal investigator, that can be logged under activity type 205: research.
 - Refer to the [PDP Guide](#) for additional information.

Changes to my activity Q & A:

I need to make a correction to my activity, what do I do?

- Please email priorapproval@eatright.org. Within the email, include:
 - Activity number
 - Name of activity
 - Correction/Edit
- **Please note** — it takes 5 – 7 business days for activity to reflect updates. Email confirmation will be sent once the activity is updated.

Can I change the date?

- Live activities are valid for one year from the date of approval and self-study activities are valid for three years from the date of approval so you can offer the activity at any point within that time frame.
- If your start date has changed, you can email the date change with the activity number to priorapproval@eatright.org.
- The end date will be adjusted by the reviewer to reflect one or three years from the date of approval.

Can I change the title after offering it?

- If the activity has already been offered, the title cannot be changed.
- If the activity has not yet been offered, please email priorapproval@eatright.org and include the activity number, old activity title, and new activity title.

I need to delete an activity, what do I do?

- Please email priorapproval@eatright.org with the activity number and activity title and indicate the activity that needs to be deleted.

Can I make a change to my activity after it has been approved?

- Please email priorapproval@eatright.org with the activity number, activity title, and activity update(s). CDR will review and modify the activity if standards permit.

Helpful Resources and Forms:

- **Manual:**
 - [Prior Approval Instruction Manual](#)
- **Content Criteria:**
 - [Live activity core content criteria](#)
 - [Self-study core content criteria](#)
- **Activity Check Lists:**
 - [Live activities](#)
 - [Self-study activities](#)
- **Helpful Forms:**
 - [Self-study expert review form](#)
 - [Critical Thinking Tool](#)
 - [Biosketch Form](#)
 - [Sample Disclosure Statement](#)
 - [Sample Timing Outline](#)
- **Helpful Resources:**
 - [Professional Development Portfolio Guide](#)
 - [Step-by-Step instructions on how to submit an activity as 175: Recorded Pre-Approved CPE](#)
 - [List of Performance Indicators](#)
 - [CPE Activity Review Process](#)
 - [CPE Activity Payment Information](#)
 - [PDF Document of Toolbox Infographics](#)