USER MANUAL:

HEALTH PROFESSIONALS

CONTACT: eatingsurvey@newcastle.edu.au

HOW TO USE THIS MANUAL

Thank you for your purchase of the Australian Eating Survey (AES) for health professionals. This manual provides you, as the account administrator, with instructions on how to set up your account and use the AES system within your private practice or business. The best way to use this manual is to follow the steps outlined in this document and use the supportive videos and screencasts where required.

CONTENTS

ACTIVATING YOUR ACCOUNT

Following the purchase of your surveys, your account will be automatically set-up. You will be sent an email requesting you to set a password and log in to the AES website. This will activate your account. If you do not receive an email, be sure to check your junk, spam or clutter folders. If you still do not have this email, contact the AES team at eatingsurvey@newcastle.edu.au

Click on the link that is sent to your email within 24 hours. If the link has expired, click on the **"reset password"** link to re-start the activation process.

If you forget your password at any time, go to https://australianeatingsurvey.com.au/, select '**Login"** and click on the **'Forgotten your password'** link on the login page. You will be sent an email to the email address registered against your account to reset your password.

Important: only one email can be used for each account/user type.

The email address that you used to purchase your AES survey package is assigned to your administrator account. Use the same email address for all future purchases so these can be added to your account.

You should adhere to the following instructions to ensure that your access to the AES Health professionals dashboard continues to work correctly:

- If you want to test or undertake a survey (as a client or participant) use a different email address.
  Note. Undertaking a trial or allocating yourself a survey to complete will deduct a survey from your total allocated surveys.
- If an email address was used to make a purchase but you no longer wish to use that email address, you can update your new, preferred email in the 'Account Settings' tab within the AES system.

OVERVIEW OF THE AES SYSTEM

Once logged into your AES portal, your screen should look like the image below.

Note. only you as a health professional will see this portal. Your individual clients have access to a separate dashboard, which does not contain the same information as contained in the following sections. For an overview of the client facing dashboard, refer to that section, provided at the end of this document.
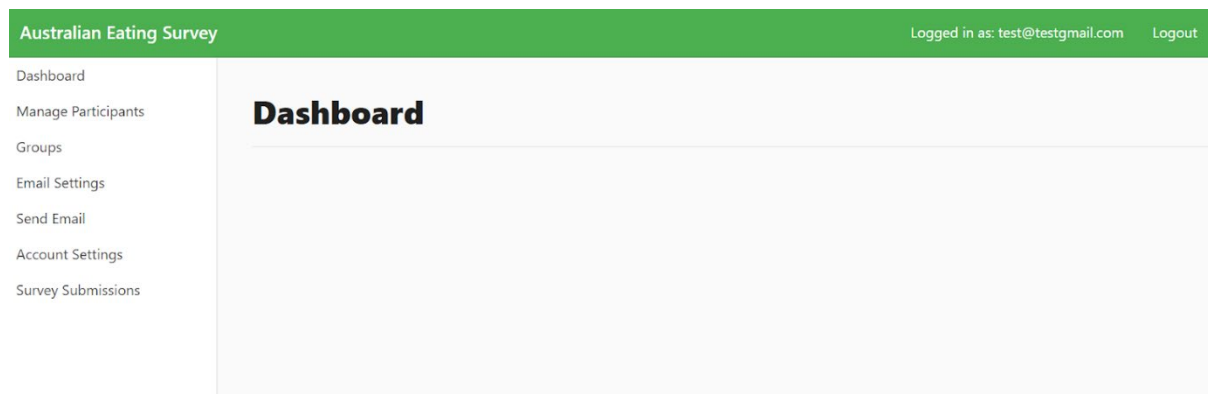
The menu to navigate through the AES system is on the left-hand side. A brief overview of the features in each of these tabs is provided below. Additional detail is provided in the respective sections of this document:

Dashboard

- This is a blank screen that will be updated in future versions of the AES.

Email setting

- Customise the introductory message sent in the emails used to distribute the AES survey link. There are three email types; a welcome email, a reminder email, and a thank you email.

  Note. An email template with pre-filled text is available under each email type. Adding an introductory message is optional.

Account settings

- Update your password and contact details.

Manage clients/ participants

- View the status of how many surveys you have purchased, how many surveys have been allocated to clients, and the number of surveys that are yet to be allocated
- Purchase additional surveys
- Add clients to a group within the AES system and assign them a survey
- View your client's status in completing their survey
- Reallocate surveys by deleting the user, provided that they have not started the survey

Groups

- Group clients by similar characteristics.

Clients must be added to a group before their individual details can be added to the AES system. It may be helpful to think of 'Client/Participant groups' as a filing system for your clients. For example, you may create a group for your clients with similar medical conditions e.g. Jane's Type 2 diabetes clients or set up folders for each practice site.

Note. the food and nutrition database against which your client's survey answers will be evaluated in terms of nutrients is the AUSNUT 2011 – 2013.

Send email

Emails can be sent to everyone within a group, or to individual clients/participants.

- Send a welcome email to your clients with details on how to complete the survey and set up a client account
- Send a reminder email if they have not yet started the survey
- Send a thank you email (please note this is only necessary in some circumstances)

- Review whether your client has completed their survey. Status is colour coded according to whether they have not started (red), started but not completed (orange), or completed their survey (green).

Survey submission

- Another way to track whether your client has not started, started but not completed or completed their survey
- Download client (s) report(s)

Logging out

- To log out of the system, the log out button is in the top right-hand corner

Note. If your browser settings are set to *"Continue running background apps when browser is closed"* and you close your browser and later return you may be presented with this page when you re-visit:
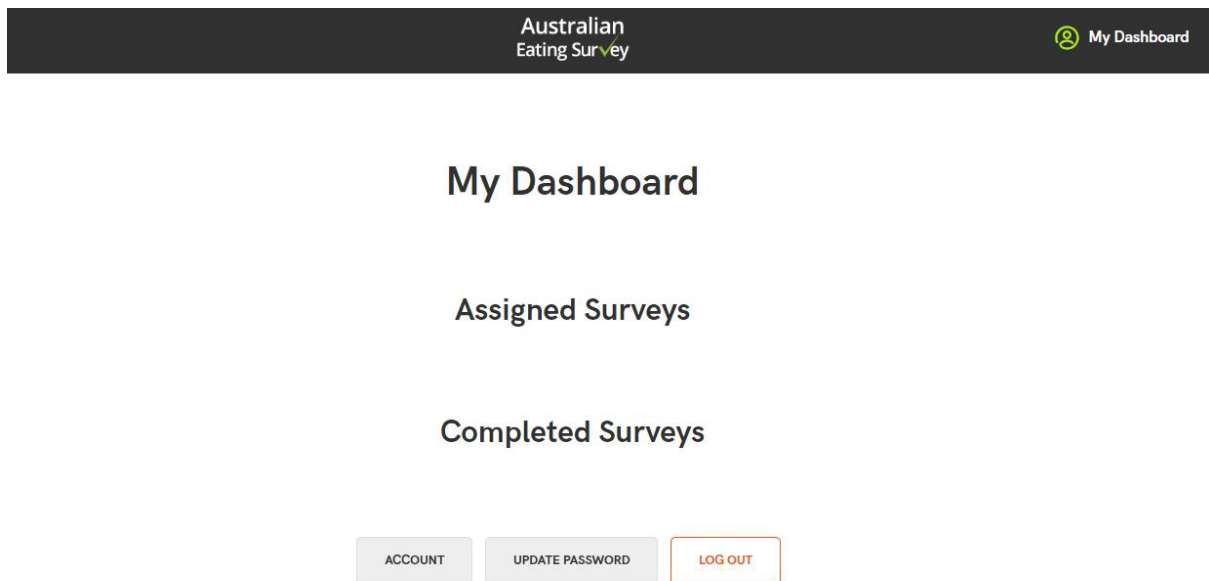
To return to the usual AES portal follow these steps:

1. Log out
2. Close down browser
3. Log back in

Or alternatively if using Google Chrome select: Settings→ On Startup → Advanced → under system, deselect *"Continue running background apps when Google Chrome is closed".* This will then require you to log-in each time you visit the AES site.

GETTING STARTED WITH THE AES DASHBOARD

Once you have successfully created your password and logged into the AES system you can begin to create Groups and assign surveys to your clients based on your practice needs.

ASSIGNING SURVEYS

Note. For your clients to receive their AES survey, you must complete Steps 1 through to Step 3 below before they will receive their individual survey link.

Groups are used to file clients/participants under a particular grouping. Therefore, a group must first be established, and then clients/ participants added to that group.

You can move clients/participants between groups once a client's profile has been set up.

Step 1: Setting up groups

VIDEO: How to complete steps 1 to 7 for setting up a participant group

1. Select *"Groups"* from the menu
2. Click the green button labelled "*Create Participant Group"*
3. Enter name of group e.g., "Jane's Type 2 diabetes clients"
4. Provide a description for the group. [*e.g., This is Jane's type 2 diabetes patients scheduled for appointments in May 2022]*
5. Select 'Yes' or 'No' if you would like clients/participants in this group to receive their personal feedback report immediately
   - "Yes" – once your client submits their completed AES survey, a window will open, and they will be provided with a link to download their survey report. Your client will also be sent an email containing their report.
   - "No" – once your client submits their AES, they will receive a thank you message. They will not be provided with a link to download their AES report. Once your client completes their survey, a copy of your client's report will be accessible via your AES dashboard (details provided below). You will be able to choose what to do with this report and whether you email it to your clients or give it to them within a consultation.

Note. You can send your client their report later, by following the steps listed under ***Turning dietary feedback report on or off*** in this manual.

6. Select "Yes" or "No" if you would like to receive a daily summary email to track the progress of your clients in completing their AES within a particular group (an example of the daily report you will receive is provided below).

   - "Yes" – an email will be sent to the email address registered to the Account administrator i.e., the email address that is assigned to the AES account at the time of purchase.
   - "No" – an automatic daily email will not be sent providing an update on the status of clients completing the AES. You can still check your client's progress by logging into the AES system.

Australian Eating Survey

Your Australian Eating Survey Group Summary

Dear UON,

Below is a summary of AES survey completion status for your participants/clients in mystudy_intervention group.

Total Surveys Purchased: 28
Surveys Sent: 16
Surveys Started: 11
Surveys Completed: 6
Surveys Not Started: 17
Surveys Not Completed: 22

Participant ID	Type	Invite Date	Start Date	Finish Date
test	adult	10/03/2020	10/03/2020	10/03/2020
test	adult	10/03/2020	10/03/2020	10/03/2020
test error	adult	28/04/2020	28/04/2020	28/04/2020
Test error report	adult	28/04/2020	Not started	Not finished
test error	adult	28/04/2020	Not started	Not finished
test IE	adult	28/04/2020	Not started	Not finished

7. Click submit

Step 2: Adding clients

Once you have set up your client/participant group(s) you can now add clients to a group.

There are two ways to add clients to the AES:

(i) **Individual upload:** Used to add clients individually or in small groups. Requires manual input of the client's details directly into the AES system.

(ii) **Bulk import of participants:** Used to add small to large groups of clients to the AES database. This upload uses an Excel csv file and can be useful for uploading clients/participants that are grouped together at a particular time point. For example, you may use the bulk import of participants function to add all members that have registered to a group program that your practice is currently running.

Note. Before adding clients to your group, it is important to understand the use of the Participant ID and Survey ID:

^*Participant ID*

- The Participant ID is the identifier that you assign your client as the account administrator. The participant ID is the only explicit variable in the data export that can be used to identify clients. We suggest that the Participant ID be unique for each assigned survey, including when surveys are administered to the same person over multiple time points.

- A suggestion on how to use the Participant ID in a clinic may be to use a client identifier, such as the client's birthday. An example for John Smith, born 25 May 1975, could be 250575_JohnSmith_Survey1. If you were to request the client to repeat their survey to evaluate their progress, you could label the repeat survey as 250575_JohnSmith_Survey2

Survey ID

- The Survey ID in the first column in the "Manage Participants" tab is an automatically generated number that is created by the AES development team. You are not required to allocate or refer to the Survey ID.

(i) Individual upload

> **VIDEO. Click here for a video of how to complete steps 1 to 5 for individual upload of participants**

1. Select *"Manage Participants"* from the menu
2. Click the green button labelled "Add participants"
3. Add in client's email, first name, last name, Participant ID^, Type [adult or child survey], and Group. Please note: the options for "receives report" were assigned upon group set up and apply to all clients within the same group. If you wish to update these settings, please follow the recommendations in the section **Turning dietary feedback report on or off.**
4. You can add multiple clients in one upload by selecting 'Add 1 row' or 'Add 10 rows' and entering each client's details on a separate row.
5. Click submit.

(ii) Bulk import of participants

> **VIDEO: Click here for a video of how to complete steps 1 to 8 for bulk import of participants**

1. Select *"Manage Participants"* from the menu
2. Click the green button labelled "Import participants (csv)"
3. Click the green button labelled "Download csv template*"
4. The csv template will open in Excel and includes the headings for each of the sections requiring input. Add a new client to each row in this document. You must include values for the Email Address, First Name, Last Name, external_id and Survey Type ("adult" or "child"), in that order.

   Note. In the csv file, include the Participant ID for each client in the column labelled "external_id"
5. Save the csv file to your local computer.

> **Note**. You can download, populate, and save your csv file to your computer and return to the AES later to upload it. To upload a csv file that you have previously saved to your computer, repeat steps 1 & 2, and proceed to step 6.

6. In the AES database, under the heading "participant group" from the dropdown list, select which group you would like imported clients to be assigned to
7. Click Upload file and select from the available files, or alternatively drag and drop the csv file from your local drive
8. Click import

*Tip: When doing a bulk import of clients, it works best if you do this by group. For example, if you have two groups (Jane's Type 2 diabetes clients, and Jane's weight loss clients) then download two separate client/participant upload templates (csv file), save and upload to the AES system separately.

Step 3: Distributing surveys to clients via the email in AES system

The final step is to send your client their individual survey link after they have been allocated to a Participant/client group by sending them a "Welcome email" via the "Send email" tab.

Each of the email types contains pre-filled text, however you can customise an introductory message to include in your email through the "Email settings" tab.

The same steps that are used to customise and send the Welcome email can also be used to customise and send Reminder and Thank you emails to clients if you wish to.

A prefilled email template is provided in the Email settings tab. You are not required to add a personalised/custom message for your clients prior to sending them their survey link. If you do not wish to add a customised introductory message, skip ahead to Step 3.b.

Step 3.a. The Email settings tab

VIDEO – Click here for a video of steps 1 to 4 on how to create a custom introductory message for your client emails

To customise the introduction to your emails you send to your clients, follow these steps:

1. Select "Email settings" from the menu
2. Select which email you would like to review and customise: Welcome | Reminder | Thank you

   Note. The format of the email message is as follows (see image below)
      a. Name: auto filled from data input when client details were created
      b. Custom email message (optional): Your unique message to your clients
      c. Pre-filled message (Non-customisable): Provides clients with their individual survey link, offers a brief overview of the survey and the contact details for issues and troubleshooting.

Dear John

Enter custom message here

[

[

Prefilled text below

Your Australian Eating Survey® can now be completed at the following link: Start Survey

- This survey will ask you questions about the foods you eat and how often you have them. This is not a test. There are no right or wrong answers to the questions. You just need to choose the one answer that best describes how often you usually eat that particular food. This will give you the best approximation of your usual food and nutrient intake.
- Your survey responses and results are confidential. The results will not be shared with anyone else without your consent.
- You can only select one answer per question. Choose the answer that best describes how often you usually have each food or drink.

If you have any questions, please do not hesitate to contact us via eatingsurvey@newcastle.edu.au.

Regards,

The Australian Eating Survey® Team

3. Under the heading "Custom Introduction", in the text box, add your personalised message

4. You can review the formatting of your message under the heading "Preview". Once you are happy with the content of your message, scroll to the bottom of the page and select "Update all".

Note: This message will be the email message that is sent to all your clients. You can edit this message by repeating steps 1 to 4 above. Or you can delete custom text by deleting (backspace) any content written under the heading "Custom introduction" and at the bottom of the page selecting "Update all".

VIDEO: Click here for a video of how to delete the custom introductory message for your client emails

Step 3.b. Send email

You must complete the steps listed under "Welcome email" for your clients to receive their individual survey link.

(Initial) Welcome Email

Once your client has been added to a group, you can now send them an email with a link to complete the survey.

VIDEO: Click here for a video of how to distribute surveys to participants via email in the AES system

1. Select "Send email" from the menu
2. Select email type – Welcome
3. Select recipients of the email
   - You can select individual clients to send a welcome email to by selecting "Clients/Participants" under "Step 2. Select Recipients", locating their name in the list of clients and selecting the checkbox next to their name.
   - Alternatively, if you have added all the new clients to an existing group and would like to send a welcome email to all these new clients at the same time, under "Step 2: Select Recipients" select the 'Exclude participants who have already been sent this notification' and under "Groups" choose the group which these new clients have been allocated to.

4. You can review the client names, and the number of participants that will receive this email under "Recipient list".

5. If you have successfully selected participants to send an email to, a "Send Email" button will appear under "Step 3. Send email". Select this button to distribute the Welcome email.

Sending Reminder mails

If your client has not started, or has started but not completed their survey, you can send a reminder email via the "Send email tab":

1. Select "Send email" tab from the menu
2. Select email type – Reminder
3. Select recipient (s) that are marked as **Orange** (started but not completed) or **Red** (not started survey) Select "Send email"
   Note. If your client has started, but not completed their survey, the link in the reminder email will allow them to continue from the last question they completed.

Sending thank you emails

If when setting up your client/participant groups you answered 'No" to "Would you like participants in this group to receive the report", you can send a separate "Thank you" email to send an individual client their report. You can also use this tab to re-send your client their report if required.

Note. You do not need to send a thank you email to clients that belong to a group that you assigned with "Report switched on". These clients will be provided with a link to download their dietary feedback report and sent an email containing their report automatically once they submit their completed survey.

You can send a "thank you" email via the "Send email" tab, using the following steps:

1. Select "Send email" from the menu
2. Select email type "Thank you"
3. Select the individual recipients of groups that you would like to receive their report
4. Select "Send email"

Reassigning your client to a different group

VIDEO: Click here for a video of how to reassign your client to a different group

You can reassign your client to a different group by undertaking the following steps:

1. Select "Manage clients/participants" from the menu
2. Select the box next to the client that you would like to move groups
3. At the top of the list of clients, from the drop-down box "Select new group", choose the group that you wish your client(s) to move to.
4. Click the green button "move to group"
5. A pop-up box will appear, select "OK" to confirm the movement of the participants selected.

Deleting a Client/Participant group

VIDEO: Click here for a video of how to delete a client/participant group

You can delete a Participant/client group that you have set up or assigned in error, or that you no longer require. To delete a group, you must first reassign any participants who are listed in the group you wish to delete to another group (Refer to section *"Reassigning your client to a different group"* above). If you no longer want to access these surveys regularly, it is recommended that you create an archive folder and move client files whose reports or data you no longer need to access into this folder.

You can delete a client/ participant group by following these steps:

1. Select "Groups" from the menu
2. From the list of groups, locate the group that you wish to delete
3. Select that group by pressing on the Hyperlinked group name
4. Select the grey "edit" button in the top right-hand corner
5. Select the red "delete' button in the top right-hand corner to delete the group
6. Confirm the deletion by selecting the "destroy [group name]" button

MANAGING CLIENT SURVEYS

Viewing Survey Progress

You can view the status of your client's progress in two ways.

Option 1: Using the "Manage participants" tab

VIDEO: Click here for a video of how to view survey progress via the "Manage participants" tab here

1. Select "Manage participants" from the menu
2. Filter by status

[All | Not Started | In Progress | Not completed]

Note: The participant's table is updated in real-time with the progress of the clients.

Option 2: Using the "Send email" tab you can also view survey progress

VIDEO: Click here for a video of how to view survey progress via the "Send email" tab here

1. Select "Send email" from the menu
2. Scroll down to "Step 2. Select recipients"
3. Select "Individual participants"
4. Scroll through clients and determine their status based on the colour coded circle next to their name:

   Red = not started survey
   Orange = started but not completed
   Green = completed survey

You can use this information to send a reminder email if they have not actioned the initial welcome email [*Select email type – Reminder*] or a "Thank you" email which provides a link to the report (if the group has been set-up to not receive the report).

Incomplete Surveys

For the AES system to analyse food and nutrient intakes and produce the feedback report, your client must complete and submit their survey, with all questions answered. If a client abandons the survey after completing the first page, they can come back at any time and continue where they left off by accessing their survey via their client dashboard.

Clients with incomplete surveys can be contacted via email to remind them to complete the survey using the system by following the steps listed in section "***Step 3: Distributing surveys to clients via the email*** in AES system" in this user manual.

Re-assigning Surveys

VIDEO: Click here for a video of Steps 1 to 8 for re-assigning surveys

Unattempted surveys can be reassigned to other clients. If a survey is reassigned, the data input for the original client will be erased. The reassigned survey will be returned to your total available surveys and can be allocated to another client as needed.

Note. If a client has set up their AES account and entered their demographic details, you will be unable to re-assign their survey. This survey will be marked as allocated and cannot be returned to your pool of available surveys. You are unable to reallocate surveys that have been completed by clients if you no longer require their AES report.

To reassign a survey, follow these steps:
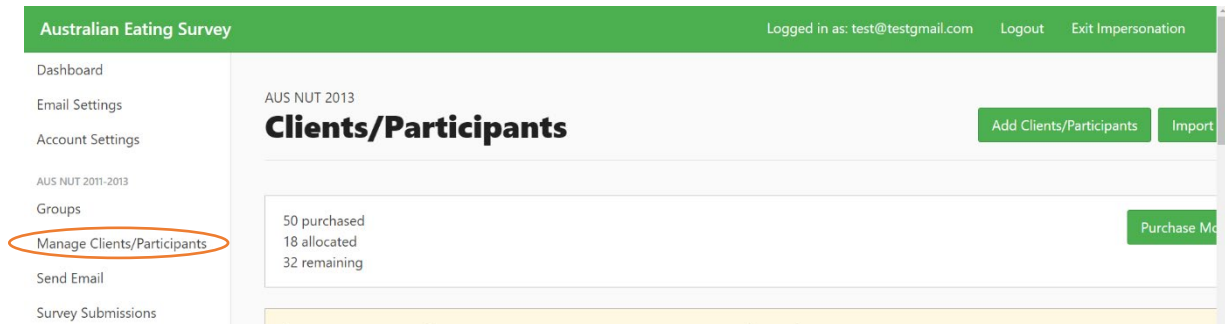
1. Select "Manage participants" from the menu
2. Click on status and filter by "Not started"
3. Select the client who you would like to remove
4. Select the grey "edit" button in right hand corner
5. Click the red "Delete" button in right hand corner
6. Select red Destroy [Participant ID^ (listed as External ID in this screen)] button

7. The survey is now re-assigned to your account (see increased number in those 'remaining')

8. You can reallocate this survey to a new participant/client [See steps for **Step 2**: Adding clients above]

Purchasing more surveys

VIDEO: Click here for a video of Steps 1 to 4 for purchasing more surveys

In the "Manage Clients/Participants" tab you can view how many surveys you have remaining.

If you would like to purchase more surveys, you can add more to your account by following these steps:

1. Select "Manage Participants" from the menu
2. Click on the green "Purchase More" button. You will be redirected to the University of Newcastle payment gateway
3. Click on the "Health professionals" hyperlink, and select from option 1 or 2, based on how many surveys you would like to purchase and progress with payment*

***IMPORTANT: When purchasing more surveys, please <u>use the same email address</u> as the one assigned to your AES administrator account. Once payment is made the number of purchased surveys will automatically be added to your account.**

ACCESSING CLIENT AES FEEDBACK REPORT

The AES feedback report

A feedback report summarising and comparing food and nutrient intake to national food and nutrient recommendations is generated automatically for each client/participant after completion of the AES.

To download an example pdf of the feedback report, visit our homepage: https://australianeatingsurvey.com.au and click on the button "DOWNLOAD SAMPLE REPORT"

VIDEO: Click here for brief video of what is included in the dietary feedback report

Note. When you purchase the AES for your clients as a Health Professional, you will receive a presentation on how to interpret the AES report during your consultations.

Turning dietary feedback report on or off

VIDEO: Click here for video of Steps 1 to 9 to enable participants to see the report at a later date

You may wish to restrict whether your client receives their dietary feedback report immediately after completing the AES.

Whether you wish for your client to receive their report immediately, or not, is determined when you set up your participant/client group at the beginning.

If reports are **turned on,** clients can view the report online as soon as they complete their survey, a pdf version is also emailed to them upon completion with a link to access their personal report which is saved in their personal dashboard.

If the report is **turned off,** no email is sent following completion of the survey, and the survey ends with a Thank you message (as outlined in the image below). Clients are also unable to access their report in their dashboard.

Survey Submitted

Thank you for completing the Australian Eating Survey®.

If you are completing the Australian Eating Survey® as part of a research study or under the direction of your health professional (e.g. dietitian, doctor) and you do not receive an email with a link to your report, it will be because the availability of your report is determined by the requirements of the research study or your health professional. Please contact the research manager of the study of which you are a participant or your health professional regarding access to your report.

If you would like your client to see the report later, you can allow this using the following steps (please note that you must change the details in the "Group" tab, and "Send email" tab for the report to be sent):

1. Select "Groups" from the menu
2. Select the group where reports are **Switched off,** but you would now like to be turned on
3. Click the grey "edit" button in the top right-hand corner
4. Select 'Yes' to the question "Would you like participants in this group to receive the report?"
5. Click "submit"
6. Click 'Send Email' in left hand tab
7. Select Email type as 'Thank you'
8. Select recipients of the email. This can be filtered by Groups or individual clients
9. Click "Send email"

Following this, the report will be added to the client's personal dashboard and your client(s) will receive an email with a link to view their report.

Note. You can customise the start of the email by clicking on the Email settings tab. This may be useful if it has been a while since your last correspondence.

Downloading your clients feedback report

Your client's survey report will be available to you, via your AES administrator dashboard, regardless of whether you have chosen for them to receive their report directly or not. You can access your client's report by following these steps:

1. Select 'Survey Submissions' from the menu
2. Scroll through the list of participants to find the client whose report you would like to download. Under the column labelled 'Link', click on the Hyperlink labelled 'Report'.
3. Reports can be downloaded as a pdf by clicking on the Download button at the top of the report page.

Note. When you download your client's pdf, there are two icons at the top right-hand corner – "download" ⤓ and "email" ✉ . Selecting the "email" button will automatically send the client a copy of their report, whether you have selected 'turn dietary report on' or 'turn dietary report off'.

CLIENTS ACCESSING THEIR SURVEY

Account set-up and starting the survey

Once a survey has been assigned to a client in the system, an email is sent to them containing the survey link and login details. The email is sent from info@australianeatingsurvey.com.au.

Please note: only your client will receive this email, you will not be sent this.
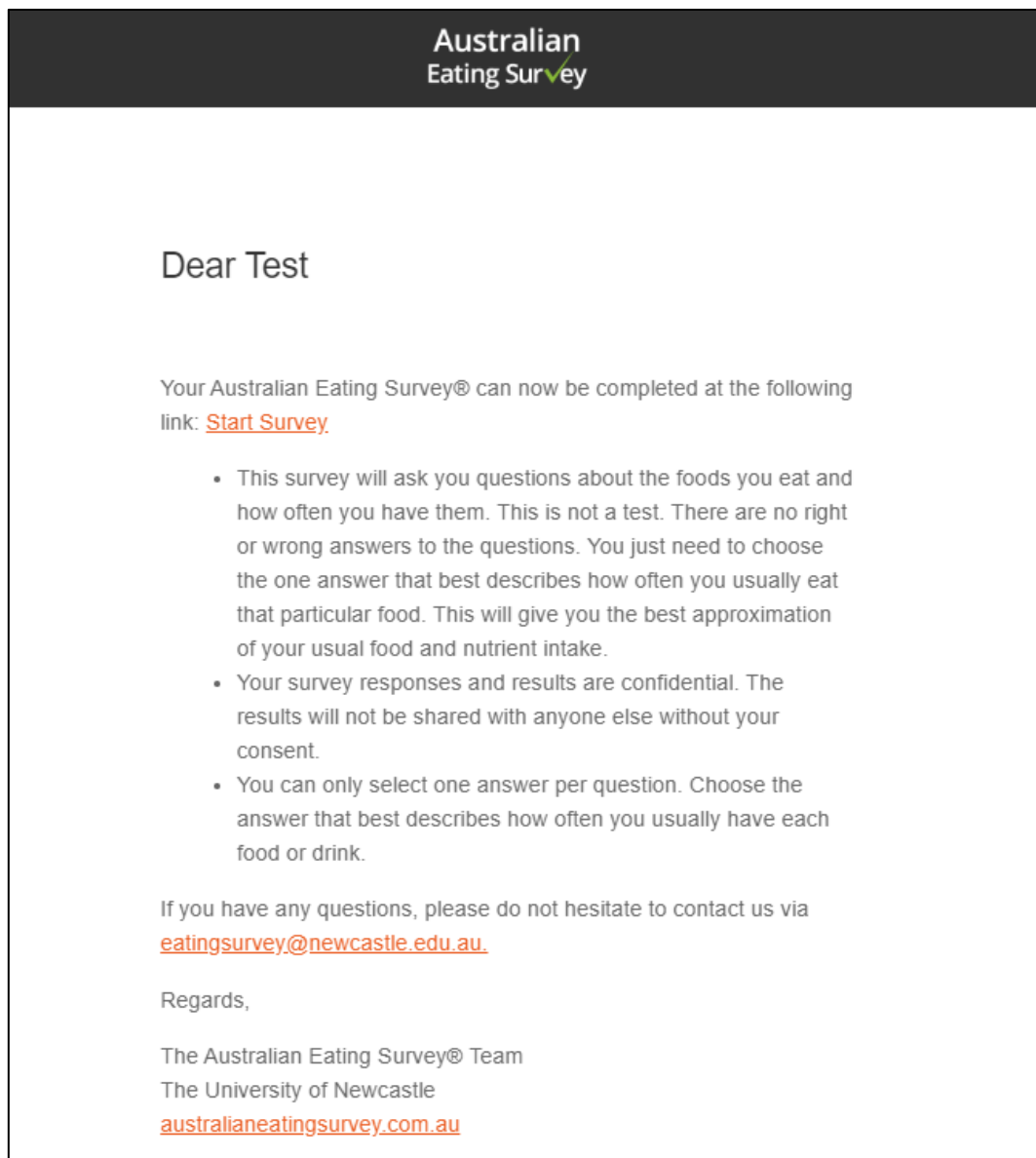
Upon clicking on the **"Start Survey**" link. The client will be directed to the registration page. The registration page will ask the client to input their email address, first and last name. This must match the details registered by you in the initial set up of your client's details. They will also be prompted to create their own Password, to manage their access to the client-facing AES dashboard.

If your client has previously registered their details with the Australian Eating Survey system, they can login using the green button underneath 'Already registered', see screenshot below.

Once registered the client is then redirected to the first page of the survey:

Answering the survey questions

Clients must agree to the Terms and Conditions and Privacy Policy (PP) of the AES and website before the survey can be started. Clients can view both the **terms of use** and **Privacy Policy** by clicking on a link provided on the first page of the survey, which will open up in another tab. Once they agree, the questions can then be filled out.

The survey contains questions on age, gender, height, weight, vitamin use, pregnancy status and eating & behaviours. There are questions on the frequency of consumption of 120 food items. It takes approximately 20 mins to complete.

To progress through the survey pages, clients are required to click "next" on the right of each page. All questions on each page must be answered to move forward. Clients can move backwards in the survey by clicking the "previous" button.

When setting up your client in the AES dashboard, if you selected that your client is to receive their survey report, a "Thank you" email, with a link to their report will be provided directly to your client.

If you selected that they do not receive their report directly, they will be provided with a final message thanking them for completing their survey.

Final page if report is switched on

Test Test

Your Dietary Analysis Report

| Date completed | 10th March 2020 | DOWNLOAD ⬇ | EMAIL ✉ |

On this page:

Your intake of Healthy Nutrient-rich foods vs Unhealthy Nutrient-poor foods

Your Australian Recommended Food Score

Your intake of Carbohydrate, Protein, Fat and alcohol

Your intake of fibre, vitamins and minerals

About this report

Understanding how your food intake measures up to current Australian recommendations is an important step towards improving your eating habits. The report compares your usual dietary intake to Australian dietary recommendations, which are based on the best available scientific evidence for nutrition and health.

What's in this report?   ⌄

> ❶ The information contained in this report is designed for general purposes only. It will not take into account any pre-existing medical conditions or other individual circumstances (such as use of vitamin and/or mineral supplements or any food sensitivities or allergies). As a result, it may not be a complete representation of your individual circumstances and should not replace the advice of your medical practitioner or an Accredited Practising Dietitian.

Final page if report is switched off

Survey Submitted

Thank you for completing the Australian Eating Survey®.

If you are completing the Australian Eating Survey® as part of a research study or under the direction of your health professional (e.g. dietitian, doctor) and you do not receive an email with a link to your report, it will be because the availability of your report is determined by the requirements of the research study or your health professional. Please contact the research manager of the study of which you are a participant or your health professional regarding access to your report.

The client dashboard

Your client's dashboard has the following features:

1. View assigned/completed surveys
2. Update account details and password
3. Log out

Only a client will see this dashboard, you will not be able to see this.

Once your client starts completing their survey, but does not complete it, they can re-visit their dashboard and select "Continue" in the orange button to carry on where they last left off.

If the dietary feedback report is **switched on** for clients, they can view their report anytime by clicking the green button "View Report"

If the dietary feedback report is **switched off** for your client, they will not be able to view their report in their dashboard - notice the 'View Report' button has been removed in image below.

Error messages:

If the AES system has been inactive for a period of time, the following error message is displayed:

Error: Request failed with status code 401

To rectify this issue, refresh the page. This should reload the page and return to normal. If the issue doesn't resolve, log out of the AES and log back into the system.

CONTACT US

For enquiries and technical support please contact us at eatingsurvey@newcastle.edu.au