



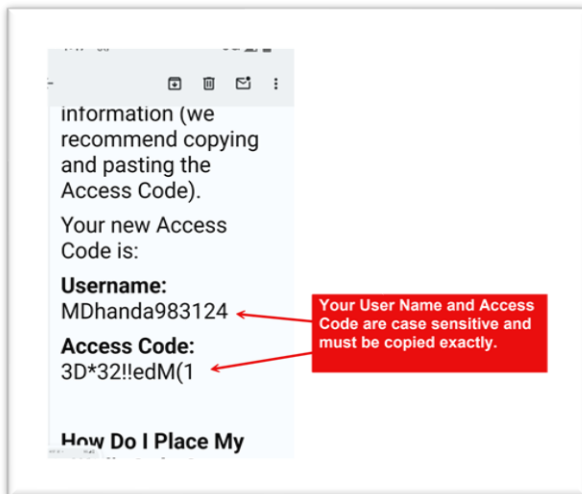
Home Nutrition Support Program Online Ordering - Frequently Asked Questions

1. Where can I find my User Name and Access Code?

Your User Name and Access Code were sent to you by the program in an email. Please go to your email and open the email titled: **Your HNSP Online Ordering Login and Username**

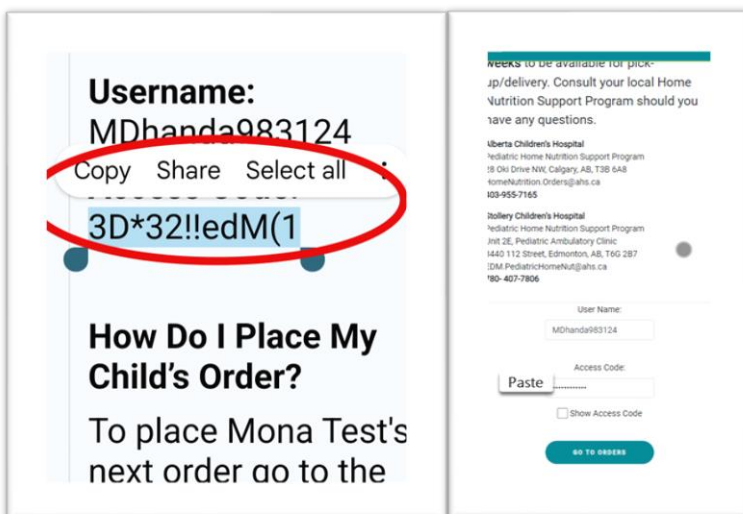
2. When I try to login I get the following message 'An account was not found for username/access code that was entered. Please verify and try again.'

The User Name and Access Code are case sensitive. They must be entered exactly as they are provided. The easiest way is to copy and paste the Access Code from email to the login page. Make sure there are **no spaces before or after** the Access Code.



3. I am using my phone to login, how do I copy and paste the Access Code?

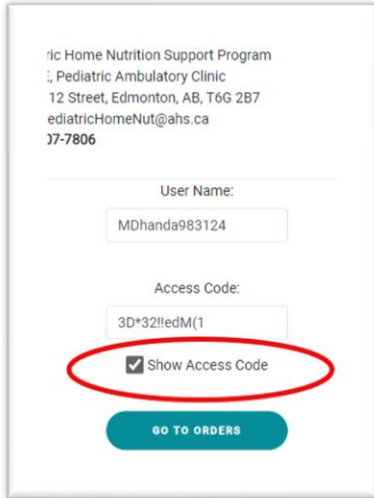
Tap and hold the Access Code until the copy prompt is displayed. Click 'Copy' to save your password. Open the [PEAS Login Page](#) and tap on the Access Code field. Click 'Paste'.



4. How can I see the Access Code?

Click 'Show Access Code' on the login page. Make sure that there are no leading or trailing spaces and that both the User Name and Access Code match the login information from your email exactly.

The User Name is easier to remember so consider writing the User Name down and copying and pasting the Access Code.



ric Home Nutrition Support Program
Pediatric Ambulatory Clinic
12 Street, Edmonton, AB, T6G 2B7
pediatricHomeNut@ahs.ca
77-7806

User Name:
MDhanda983124

Access Code:
3D*32!edM(1

Show Access Code

GO TO ORDERS

5. Can I save my User Name and Access Code?

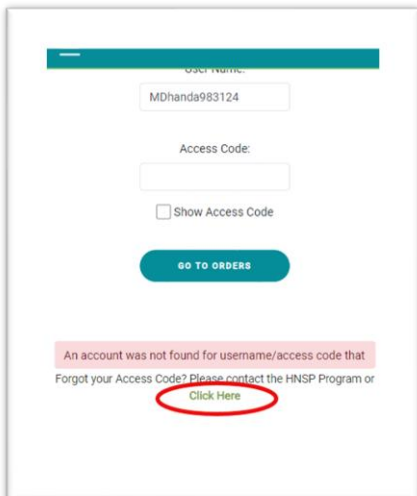
Yes, most devices will prompt you to Save your login details. Saving your login details to your device will save you time in the future and recommended by the program.

6. Can I change my User Name and Access Code to something easier to remember?

- No, User Names and Access Codes are managed by Alberta Health Services and unfortunately cannot be customized.

7. What do I do if I forget my Access Code?

- If you forget your Access Code, you can request a new one. Use the '**Click Here**' at the bottom of the login page and enter your HNSP User Name and Email. A New Access Code will be sent to you in an email.



User Name:
MDhanda983124

Access Code:

Show Access Code

GO TO ORDERS

An account was not found for username/access code that
Forgot your Access Code? Please contact the HNSP Program or
[Click Here](#)