

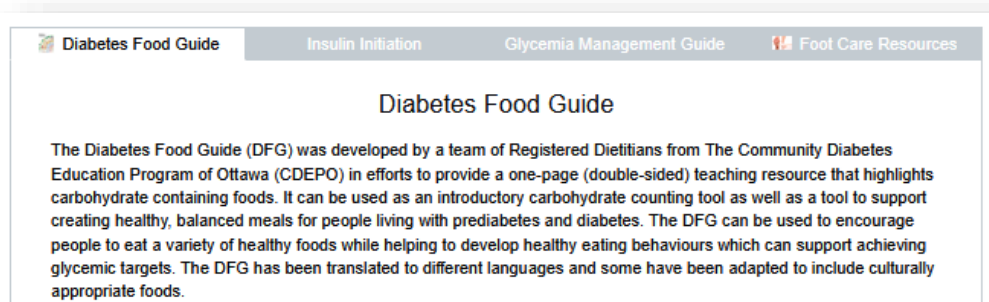
## Manual: How to Order Diabetes Food Guides

This manual is meant to support you to navigate our new Diabetes Food Guide (DFG) ordering process.

We have simplified the ordering process for our Diabetes Food Guides. We have also changed our payment methods to include credit card payments. With this new process, you will be able to also view past orders, keep track of your order by viewing any comments in the 'Notes' section, download previous invoices, etc.

### CREATING AN ACCOUNT

**Step 1:** Navigate to the following link: <https://diabeteseducation.ca/en/For%20HC> go to the first tab: "Diabetes Food Guide".



The screenshot shows a web page with a navigation bar at the top containing four tabs: "Diabetes Food Guide", "Insulin Initiation", "Glycemia Management Guide", and "Foot Care Resources". The "Diabetes Food Guide" tab is selected. Below the navigation bar, the page title "Diabetes Food Guide" is centered. The main content area contains a paragraph of text describing the purpose and use of the Diabetes Food Guide (DFG).

- Here you will find a brief description of the Diabetes Food Guide (DFG) and you can explore the Frequently Asked Questions (FAQs) as well as the Terms of Use for our DFGs.
- This page will also contain new updates about our DFGs.

The DFG is intended to be used alongside education provided by a health care provider; unlike Canada's Food Guide, it is *not* intended to be used as a standalone resource to be distributed to individuals without health care provider intervention. We are proud to be able to share this resource with health care providers across Canada!

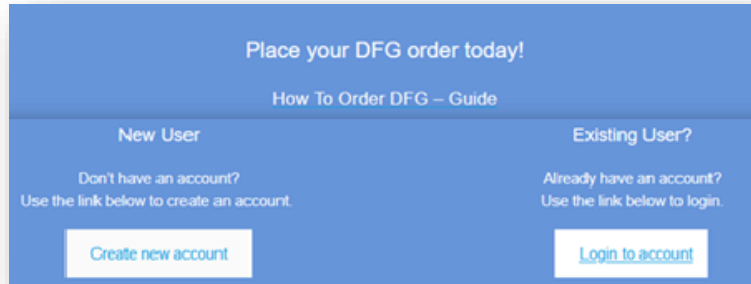
**FAQ (Frequently Asked Questions) about our [DFGs!](#)**

To read our Terms of Use, please [click here](#).

**What's new!**

**Step 2:** Once you are ready to place an order of our DFGs, please scroll to the bottom of the page.

**NOTE:** Updated manual is housed on our website.



Place your DFG order today!

How To Order DFG – Guide

New User

Don't have an account?  
Use the link below to create an account.

Create new account

Existing User?

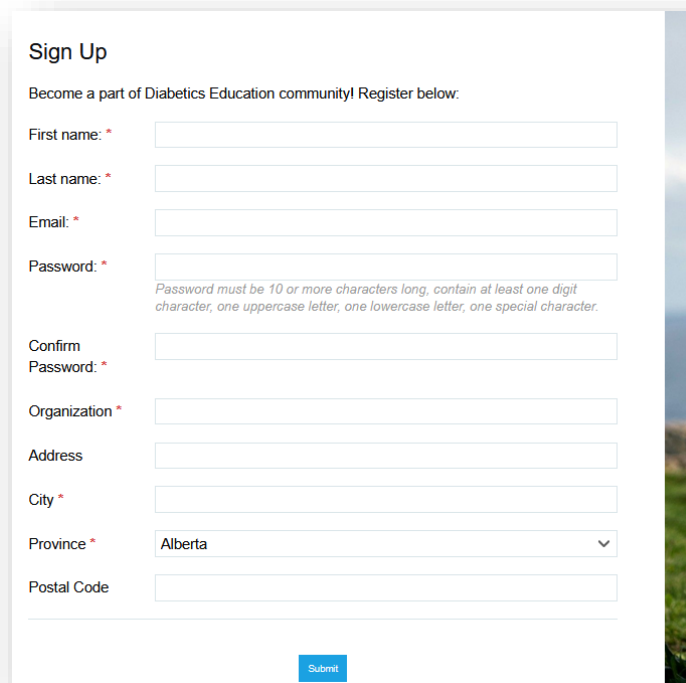
Already have an account?  
Use the link below to login.

Login to account

If you have used this online portal before, you will already have created an account – in this case please proceed to “Login to account” and skip Step 3.

**Step 3:** If this is your first time ordering DFGs, using our new online portal, click “Create new account”. It will take you to a ‘Sign Up’ form, where you will be required to set up your account credentials. Complete the form and click submit.

**NOTE:** You will receive a welcome email from **Community Diabetes Education Program of Ottawa** [noreply@quicksilkdns.com](mailto:noreply@quicksilkdns.com). Check your spam or junk folder if the email does not reach your inbox.



Sign Up

Become a part of Diabetics Education community! Register below:

First name: \*

Last name: \*

Email: \*

Password: \*

Password must be 10 or more characters long, contain at least one digit character, one uppercase letter, one lowercase letter, one special character.

Confirm Password: \*

Organization \*

Address

City \*

Province \* Alberta

Postal Code

Submit

## PLACING A DFG ORDER

**Step 4:** Once you are logged in to the online portal, you will see a page with three tabs: “DFGs Available for Purchase”, “Customer Profile”, “Orders”. (Go to Step 15 to learn more about the “Customer Profile” and “Orders” tabs.)

At the top, you will once again have access to the **FAQs**, **Terms of Use** and **Provide Feedback**. Here, you are also able to provide feedback on anything related to DFG and the ordering process so that we can continue to improve!

The screenshot shows the top of the Diabetes Food Guides (DFG) page. At the top right, there is a shopping cart icon and the text "Cart is empty". Below this, there are three navigation links: "FAQ", "Terms of Use", and "Provide feedback". A tabbed interface is visible with three tabs: "DFGs Available for Purchase" (which is active), "Customer Profile", and "Orders". Below the tabs, there is a text box containing the following information:

Below is the current list of available Diabetes Food Guide (DFG).  
You can purchase a Diabetes Food Guide (DFG) at any time, by clicking on "Add to cart".  
Please note that you only have to click on the "Add to cart" once.  
You will then be able to indicate the quantity you want once you open your "Cart".

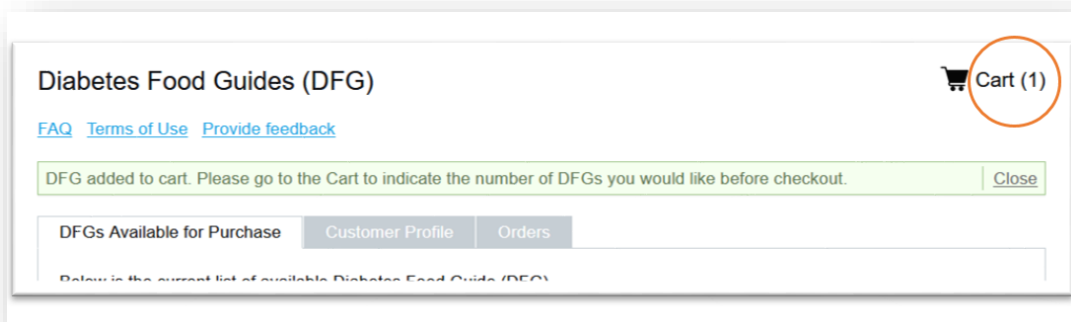
Below this text, there is a heading "List of all available DFGs" followed by a table with four columns: Title, Description, Price, and Actions.

In the "DFGs Available for Purchase" tab, you will be able to place your order of the DFGs. Click on "Add to cart" for the respective DFGs you wish to order. Click on as many different DFGs as you wish (you will be asked to identify the number of DFGs you would like when you open the cart (Step 5).

The screenshot shows a table titled "List of all available DFGs". The table has four columns: Title, Description, Price, and Actions. There are four rows of data, each representing a different DFG. The "Add to cart" link in the Actions column is highlighted in blue for each row.

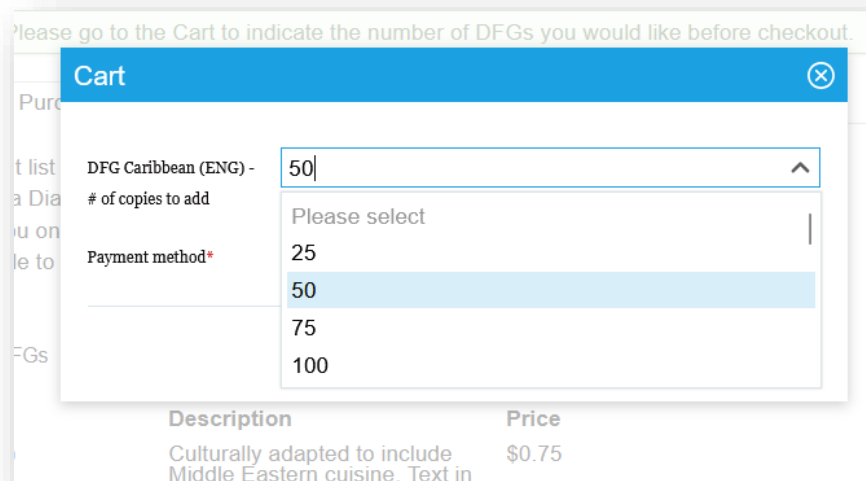
Title	Description	Price	Actions
DFG Arabic (ARA)	Culturally adapted to include Middle Eastern cuisine. Text in Arabic.	\$0.75	<a href="#">Add to cart</a>
DFG Arabic (ENG)	Culturally adapted to include Middle Eastern cuisine. Text in English.	\$0.75	<a href="#">Add to cart</a>
DFG Caribbean (ENG)	Culturally adapted to include Caribbean cuisine. Text in English.	\$0.75	<a href="#">Add to cart</a>
DFG Caribbean (FRE)	Culturally adapted to include Caribbean cuisine. Text in	\$0.75	<a href="#">Add to cart</a>

**Step 5:** Once you have clicked on all the different DFGs you want, open your cart by clicking on "Cart", where all the DFGs you selected have been saved.



**Step 6:** Once in the cart, indicate the quantity of DFGs you would like to order, by selecting from the drop down menu beside each of the DFGs. (Minimum order is for 25 guides per DFG).

**NOTE:** to indicate the number of guides you would like, either scroll down to select the correct amount, or type in the amount you would like.



If you want to add additional DFGs (other than what's in your cart already, then simply close the Cart (by clicking on the "x" at the top). And go back to Step 4.

## MAKING PAYMENT FOR DFG ORDER

**Step 7:** Once you are happy with the selection of DFGs you have in your Cart, you will proceed to make payment. You have two payment options: Credit/Debit (through PayPal) and EFT payment. Select the preferred method of payment and click "Buy".

Please go to the Cart to indicate the number of DFGs you would like before checkout.

### Cart

DFG Caribbean (ENG) - 75  
# of copies to add

Payment method\*  
Credit/Debit  
Credit/Debit  
EFT payment

Description	Price
Culturally adapted to include	\$0.75

**Step 8:** The cart will close and you will be taken to a page titled "Payment Confirmation" where you will be able to review your purchase and be asked to provide shipping details. Provide your shipping information by completing all the mandatory fields. You may provide a Purchase Order (if you require this for your records). Ensure you have read and agreed to the DFG Terms of Use. Then click "Complete Order".

I have read and agree to the [DFG Terms of Use](#)

You are being taken to PayPal, where you will be able to pay with a credit card. Please note, you do need to have a PayPal account to make the purchase. You can proceed to making the payment as a guest user.

Back [Complete Order](#)

**Step 9:** If you selected EFT payment, please go to Step 12.



**This step is very important, please follow exact steps to ensure smooth process.**

If you selected Debit/Credit, you will be taken to the PayPal site to proceed with entering your credit card information. When you first see the PayPal sign in page, **click on “pay with credit or Visa Debit card”**. DO NOT proceed with entering your email (this is only for those who have a PayPal account).

**NOTE:** You do not need a PayPal account to proceed with payment.

The screenshot shows the PayPal sign-in page. At the top is the PayPal logo. Below it, the heading reads "Pay with PayPal". Underneath is the instruction "Enter your email address to get started." There is a text input field labeled "Email or mobile number" with a cursor inside. Below the field is a link that says "Forgot email?". A large blue button labeled "Next" is positioned below the field. Below the "Next" button is the word "or" centered between two horizontal lines. Underneath is a rounded rectangular button labeled "Pay with a credit or Visa Debit card". At the bottom of the page, there is a link that says "Cancel and return to Test Store" and a language selector "English | Français".

You **may** see an additional sign-in page with the title: “Check out as a guest”, and that’s when you can enter your email address and click on “Continue to Payment”. Otherwise, you will be directly taken to Step 10.

The screenshot shows the "Check out as a guest" sign-in page. At the top is the PayPal logo. Below it, the heading reads "Check out as a guest". Underneath is the instruction "Enjoy the ease and security of PayPal even if you don't have an account. Enter your email to get started." There is a text input field labeled "Enter email" with a cursor inside. Below the field is a large blue button labeled "Continue to Payment". At the bottom of the page, there is a link that says "Already have an account? Log in".

**Step 10:** You will now be asked to enter payment details on PayPal.



**This step is very important, please follow exact steps to ensure smooth process.**

Complete the information requested including the credit card details.

**Ensure that the "Save Info & create your PayPal account" is unselected.** This ensures that you check out as a guest. (If the "Save info & create your PayPal account" is selected, then it will take you through to create a PayPal account.

**NOTE:** You do **NOT** need a PayPal account to make DFG purchase. Click "Continue as Guest".

City

Province

Postal code

Shipping same as billing address

Save info & create your PayPal account

You agree to PayPal's [Privacy Statement](#) and confirm you're of legal age.

**Continue as Guest**

Have a PayPal account? [Log In](#)

[Cancel and return to merchant](#)

**Step 11:** Once payment is complete, you have several options:

- You can download the invoice from the 'Thank you for your order' pop up box.
- You are able to click "Back to the Diabetes Food Guides" where you will be taken back to your account. There you will have access to your invoice from the "Orders" tab (Step 16).
- You will also be emailed a copy of your purchase order with the invoice. Check your spam or junk folder if the email does not reach your inbox.

Thank you for your order.

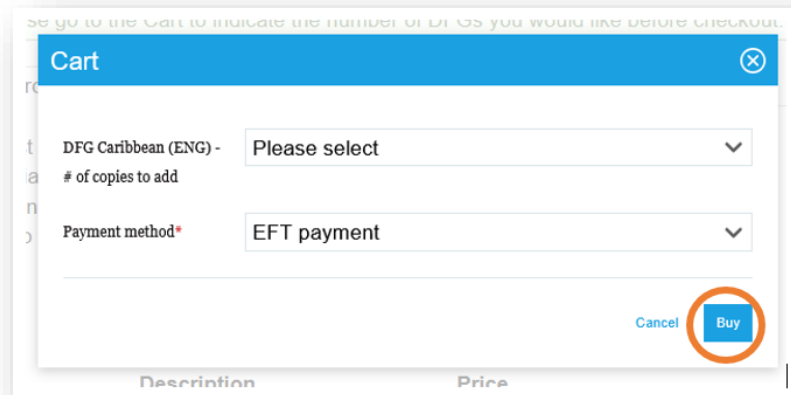
Please download the invoice for your order below or in the email.

Any questions can be directed to [DiabetesInfo@centretownchc.org](mailto:DiabetesInfo@centretownchc.org).

[Download the invoice](#)

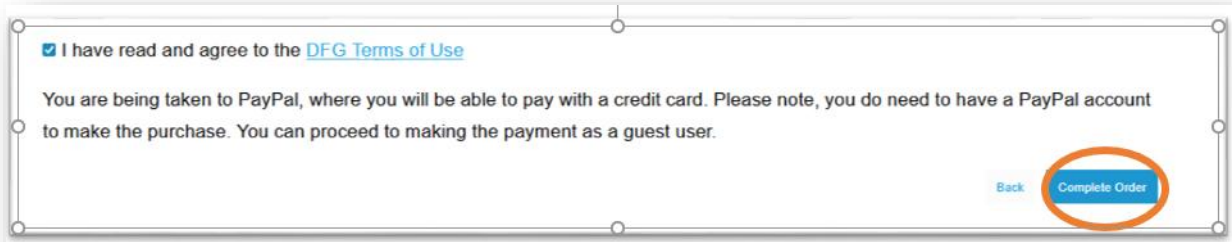
[Back to the Diabetes Food Guides](#)

**Step 12:** If your preferred method of payment is EFT, please select EFT payment from the dropdown menu and then click "Buy".



The screenshot shows a 'Cart' window with a blue header and a close button. Below the header, there are two dropdown menus. The first is labeled 'DFG Caribbean (ENG) - # of copies to add' and has 'Please select' as its value. The second is labeled 'Payment method\*' and has 'EFT payment' as its value. At the bottom right of the form, there are two buttons: 'Cancel' and 'Buy'. The 'Buy' button is circled in orange. Below the form, there are columns for 'Description' and 'Price'.

**Step 13:** Provide your shipping information by completing all the mandatory fields. You may provide a Purchase Order (if you require this for your records). Ensure you have read and agreed to the DFG Terms of Use. Then click "Complete Order".



The screenshot shows a form with a checkbox that is checked, labeled 'I have read and agree to the [DFG Terms of Use](#)'. Below this, there is a paragraph of text: 'You are being taken to PayPal, where you will be able to pay with a credit card. Please note, you do need to have a PayPal account to make the purchase. You can proceed to making the payment as a guest user.' At the bottom right of the form, there are two buttons: 'Back' and 'Complete Order'. The 'Complete Order' button is circled in orange.

**Step 14:** You will then have two options:

- If your organization is already set up for EFT payment with Centretown CHC, please download the invoice and proceed with payment following your internal finance process.
- If you have not been set up to make EFT payments, then complete the form by clicking on 'click here to set it up'.

The completed form will be sent to us and we will be in contact with you to inform you when you are able to proceed with EFT payment.

Thank you for your order.

Please note that shipment of the order will be processed once we receive full payment for the order.

If you have an existing EFT payment method set up with Centretown CHC, please download the invoice for your order below or in the email, to proceed with EFT payment.

If you have NOT set up EFT payment with Centretown CHC yet, please [click here to set it up.](#)

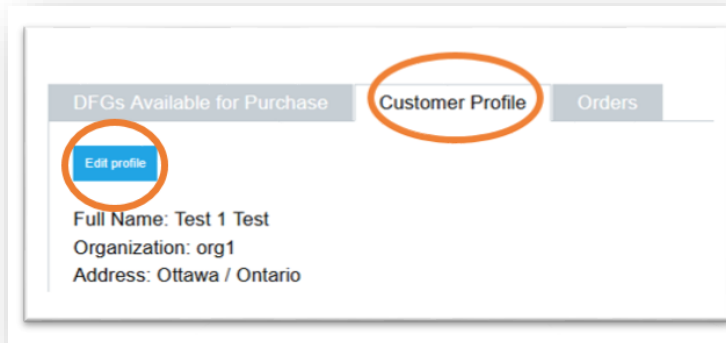
Any questions can be directed to [DiabetesInfo@centretownchc.org](mailto:DiabetesInfo@centretownchc.org).

[Download the invoice](#)

[Back to the Diabetes Food Guides](#)

## NAVIGATING YOUR ACCOUNT

**Step 15:** The "Customer Profile" tab is where you can edit your account details (Name, Address, etc).



**Step 15.a:** When you click on "Edit profile", you will be taken to a form with the current profile information. You are able to update your contact information as well as your account password here. Here you will be able to:

- "Download Profile Data" – clicking this will provide you with an excel document of all your account information that you are then able to save for your reference

Once you have updated your profile, make sure to click on "Update Profile" at the bottom to save any changes you have made.

If you would like to close your account, please email our Customer Support with your request.

**Step 16:** The "Orders" tab offers you a summary of all orders. Here, you can view and download invoices by clicking on "Actions", and selecting 'PDF'- beside any orders. You also have a summary of the total number of DFGs you have purchased over time. Selecting 'View' offers you a quick glance of the transaction details.

Status definitions:

- ON HOLD: when you select EFT payment and we have not yet receive payment.
- PENDING: when you complete order and initiate payment through PayPal but do not complete order for any reason – i.e. payment is not complete.
- CANCELLED: when we cancel the order from our end, at your request (in case of any error was made when putting in an order and you decided to not complete the order).
- PAID: when you complete your order and successfully make payment through PayPal.

**NOTE:** If you made an error and would like to cancel any PENDING orders, please email our Customer Support with your request and we can CANCEL the order for you.

Invoice Number	Total	Status	Created	Updated	Actions
98	\$ 37.50	Processing	2026-02-04 18:41:50	2026-02-04 18:41:50	Actions ▾ View
97	\$ 56.25	Paid	2026-02-04 18:27:23	2026-02-04 18:34:33	PDF
96	\$ 56.25	Pending	2026-02-04 18:25:41	2026-02-04 18:25:41	Actions ▾
95	\$ 12.50	Processing	2026-01-23 15:05:46	2026-01-23 15:05:47	Actions ▾
94	\$ 125.00	Paid	2026-01-23 10:20:15	2026-01-23 10:25:57	Actions ▾

DFG	DFG purchased
DFG Indigenous (ENG)	25
DFG Caribbean (ENG)	125
DFG Arabic (ARA)	50
DFG English	100
<b>Total purchased</b>	<b>300</b>

**Step 17:** Once you are finished using the online portal, please log out by selecting "Logout" from the dropdown on the right hand corner of the page.

## **CUSTOMER SUPPORT:**

For any questions or for support with how to place an order for DFGs, please send us an email: [DiabetesInfo@centretownchc.org](mailto:DiabetesInfo@centretownchc.org).

## **TERMS OF USE:**

The Diabetes Food Guide (DFG) is a resource intended to be used alongside education provided by a health care provider; unlike Canada's Food Guide, it is not intended to be used as a standalone resource to be distributed to individuals (or the general public) without health care provider intervention. The proper use of the DFG requires explanation and in some instances, individualization by a health care provider who is knowledgeable in diabetes management.

The DFG is accompanied by a "Health Care Provider Tool" that provides additional information and guidance on how to use the DFG. The DFG should always be used in colour.

The DFG is protected by copyright and all text, graphics, images is the property of CDEPO. Any modifications to the DFG is prohibited. It is not permitted to re-sell, or sub-licence any of our Diabetes Food Guides.

We do not offer refunds for DFGs that have already been purchased and delivered. If you made an error in your order, reach out to our Customer Support as soon as possible to rectify the error. Include in the email to us: order details (such as DIA # and any additional/relevant documentation, such as pictures).

If your physical DFGs arrive damaged, we will replace the damaged DFG(s) at no cost to you, upon receiving proof of the damage.

We reserve the right to modify the terms of use at any time.