FAQs

Change Sponsor/Program Leadership and create ADS user account

How many accounts can be created under the Program and under the Sponsoring Institution?

Up to three user accounts are available under both the Program and Sponsoring Institution:
- One DIO account and up to two institutional coordinators.
- One PD account and up to two program coordinators.

Additional designations are not available. See related question in this section on how to create an account.

How do I change or replace the Designated Institutional Official (DIO)?

The Institutional Review Coordinator can update the DIO contact. Replacing the DIO will disable the former DIO’s ADS login. An auto-generated email notification containing the new DIO’s username and password will be sent to the new DIO’s registered email after saving the record. The new DIO contact information is immediately reflected in ADS and on the public ACGME website.

To change the DIO:
1. Log into the sponsoring institution’s ADS account with the Institutional Coordinator login. (If an account does not exist for the Institutional Coordinator, send an email to ads@acgme.org to obtain further assistance).
2. Click the Institution tab.
3. On the Institution page, scroll down to Institution Leadership.
4. On the former DIO record, click Replace.
5. Follow prompts to add/update DIO information.

How do I change or replace the Institutional Review Coordinator?

The DIO and other IRCs at the institution can update the Institutional Review Coordinator (IRC) contact. Replacing the IRC will disable the former IRC’s ADS login. An auto-generated email notification containing the new IRC’s username and password will be sent to the new IRC’s registered email after saving the record. The new IRC contact information is immediately reflected in ADS and on the public ACGME website.

To update the Institutional Review Coordinator:
1. Log into the sponsoring institution’s ADS account with the DIO or IRC login.
2. Click the Institution tab.
3. On the Institution page, scroll down to Institution Leadership.
4. On the former coordinator record, click Replace or if adding an additional coordinator, click Add Personnel.
5. Follow prompts to add/update IRC information.

How do I change or replace the Program Director?

The DIO must initiate a New Program Director Change Request. Replacing the Program Director (PD) will disable the former PD’s ADS login. An auto-generated email notification containing the new PD’s username and password will be sent to the new PD’s registered email after saving the record. The PD must sign-in and complete their profile and CV information. The new PD contact information is immediately reflected in ADS and on the public ACGME website.

To initiate a New Program Director Change Request:
1. Log into the sponsoring institution’s ADS account with the DIO login.
2. Click the Sponsored Programs tab.
3. Find the program record and click View Program.
4. From the Program tab, click New Program Director.
5. Complete the change request form and click Save Request.

How do I change or replace Program Coordinator?
The Program Director or Program Coordinator can update or replace a Program Coordinator (PC). The PD may add up to two PCs. Replacing a PC will disable the former PC’s ADS login. An auto-generated email notification containing the new PC’s username and password will be sent to the new PC’s registered email after saving the record. The new PC contact information is immediately reflected in ADS and on the public ACGME website.

To add or replace a Program Coordinator:
1. Log into ADS with the Program Director or second Program Coordinator login.
2. From the Program tab, click View Program.
3. On the Program page, scroll down to Program Leadership.
4. On the former coordinator record, click Replace or, if adding an additional coordinator, click Add Personnel.
5. In the Select the New Program Coordinator window, enter the name and email to find an existing contact record then follow the prompts to add/update the coordinator contact information.
6. When saving the record, if the PD would like to assign a coordinator username and password to access ADS, select “Yes” to the grant user access prompt.

To create a coordinator login for an existing coordinator.
If the PD was not prompted to grant access to user after saving the profile, a Grant User button will display on the coordinator record. Click Grant User and confirm. A notification will be sent to the coordinator’s registered email with their new username and password.

How do I add an Associate/Assistant PD?

In ADS, the Associate/Assistant PD (ADP) role is not designated in the Program Leadership section. In order to grant the ADP access to the system, you will need to assign them as a program coordinator. However, this role is completely internal and will not reflect their title on the faculty roster. Refer to How do I change or replace Program Coordinator? Anyone assigned a coordinator account has access to edit program and resident data and will be copied or contacted for all program notification emails and reminder calls. Program coordinators cannot submit new applications.

How do I change the Department Chair?

If the Department Chair is also a faculty member:
Add the physician to the Faculty Roster if they are currently not listed. Under their profile, find the question “Is also Chair of Department?” By selecting YES their name will appear as the Department Chair under Program Leadership and as faculty under the Faculty Roster.

If the Department Chair is not a faculty member:
1. Log into ADS with the DO, PD or Coordinator login.
2. From the Program tab, click View Program.
3. On the Program page, scroll down to Program Leadership.
4. On the former Department Chair record, click Replace.
5. In the Select the New Department Chair window, enter the name and email information to find an existing contact record then follow the prompts to add/update the chair contact information.
6. Save the record.

Username and Password Issues

How do I retrieve my username or reset my password?

1. Click Forgot your username/password? on the ACGME Sign-In page.
2. The Forgot username or password page appears. Enter the email address or username associated with your ACGME account, and click Submit. If your email address is associated with multiple usernames, all of them will be sent in an email. Choose the appropriate username to login and/or retrieve your password.
3. If “Password Reset Token created” confirmation appears, an email with your username and instructions to reset your password is sent to the registered email in the user's profile. Passwords must be reset within 24 hours of making the request.
4. If “More than one account exists for the email address you have provided” appears, contact your ADS representative to verify your username.

I did not receive the Password Reset email.

Please try the following:
- Check your spam/junk folder. Update your spam/junk filter to allow emails from ads@acgme.org.
- If you entered a username, resubmit your reset password request by entering your email instead. If the system does not recognize your email, then the username belongs to another user (possibly the Program Director) or an incorrect or outdated email address is associated to the username.
Sign-in was unsuccessful.

The error stated “More than one account exists for the email address you have provided.” There are multiple usernames associated to the email address in your profile. Please enter the username associated with the program/organization you are trying to access. If you do not know your username, follow How do I retrieve my username or reset my password?

Multiple Accounts – DIO/PD/IR/PC users

How do I toggle between all of my accounts?

For users with multiple accounts registered under one username, you can quickly switch between accounts without logging out. To switch between accounts:
1. Go to the right top corner, click on “Welcome [your name]”
2. Select the account you’d like to switch to from the drop-down menu.

To switch between accounts from the Account Profile (Profile Settings) page:
1. Under Organizations, select the Organization Code you want to access
2. Under Applications, select Accreditation Data System (ADS)

Change Requests

Leadership Changes (refer to Change Sponsor/Program Leadership and create ADS user account section)

How do I initiate a Complement Change?

For your specialty’s requirement regarding complement changes, please review Requests of Changes in Resident Complement located under Documents and Resources from your Review Committees webpage.

The Program Director must initiate a complement change request electronically in ADS. Your submission requires DIO approval before final decision is made by the Review Committee. The Committee’s approval will be reflected in ADS under the Program tab.

To initiate a Permanent or Temporary Complement Change Request:
1. Log into the program’s ADS account with the PD or PC login.
2. From the Program tab, click Complement Change.
3. Review the instructions then select the type of request.
4. Complete the change request form.
5. Click Save for later to save your work or Submit Request to DIO for Review.
6. To return to the request form or check the status of your request, click View under the Change Requests section from the Overview tab.

How do I initiate a Voluntary Withdrawal?

The Program Director must initiate the voluntary withdrawal request electronically in ADS. An auto-generated email notification is sent to the DIO requesting approval and final decision. The final decision is forwarded to the Review Committee staff for processing. The PD and DIO will receive official notification and the program’s accreditation status will be changed to voluntary withdrawal.

To initiate a Voluntary Withdrawal Request:
1. Log into the program’s ADS account with the PD login.
2. From the Program tab, click View Program.
3. From the right panel, select Voluntary Withdrawal under Change Requests.
4. Please click the Instructions header to expand and review instructions.
5. Complete the request form.
6. Click Submit for DIO/GMEC Approval.

Participating Sites

How do I add a Participating Site?

Program Directors/Coordinators
In ADS, select the Sites tab then select + Add Site. Complete the form information then click Save Site. If the site is not displayed under the Site Name drop-down list for selection, contact your DIO to have the site added to the list.

**DIO/Institutional Coordinators**

Through the Sponsor’s ADS account, the DIO maintains the list of participating sites available to its sponsored programs. The DIO may add a new site or delete a site only if no program relationship exists.

In ADS, select the Participating Sites tab then select + Add Site. Complete the form information then click Save Site. Use the filter feature to search for the site. If the site name is displayed, click Add to List.

If the site is not found, click Request Missing Site then complete the form and submit the request.

**Program Directors/Coordinators**

In ADS, select the Sites tab. Find the site record then click Edit to modify the site’s corresponding information (rotation months, educational experience narrative, amenities, etc.). Click Save Site to save your changes.

To edit the address or leadership information, email ADS@acgme.org. To remove a site, click the red button on the site record. Provide a reason for deleting the site then click Confirm.

**DIO/Institutional Coordinators**

In ADS, select the Participating Sites tab. Find the site record then click Edit Healthcare Entity to modify the site’s related entity.

To edit the address or leadership information, email ADS@acgme.org. To remove a site, click the red button on the site record. Review the pop-up instructions then click Close or Confirm.

On my printed summary, how do I change the response under Does this institution also sponsor its own program in this specialty? and Does it participate in any other ACGME accredited programs in this specialty?

The responses to these questions are automatically assigned by our system depending if the site has an association or relationship with other institutions or programs in our database. The program will not be able to modify the response. Email ads@acgme.org for further clarification.

Does this institution also sponsor its own program in this specialty? A ‘Yes’ response indicates that the site is a sponsoring institution and sponsors a program of the same specialty as your own program.

Does it participate in any other ACGME accredited programs in this specialty? A ‘Yes’ response indicates that another program (besides your program) of the same specialty also has selected it as a place of rotation.

How do I reorder participating sites?

From the Sites page, you may determine the order in which your participating sites display on your program application and summary documents. Required and elective sites appear on program application and summary documents. Only required sites may be reordered. Elective sites will appear on the reorder screen, but will automatically sort after required sites in alphabetical order.

1. On the Sites page, click Reorder.
2. Click on any of the following sort order options:
   a. Click and hold on the dotted icon within the site record, then move each record to its desired location.
   b. Click Revert Ordering to return to original order.
   c. If the order already appears correct, proceed to next step.
3. Click Save Order for your changes to take effect. Please note that unless you reorder sites they will, by default, appear alphabetically by type of institution.

**Case Log System**

Which specialties use the Case Log System?  
Specialty Case Log Information, click here.

How do I create a resident login?

Why can’t my resident access their Case Log account?

How will residents retain access to their account after they leave the program?

**Case Log Reporting (July – September)**

The specialties and subspecialties that are required by the ACGME Review Committee to use the ACGME Case Log System must electronically submit final summary reports for graduating residents and fellows through an archiving process in the Accreditation Data System (ADS).
How do we archive our resident’s Case Logs after they leave the program?

What reports do I need to print before archiving?

When will the archive occur?

How do I transfer Case Logs from my new transfer resident over to our program?

**ADS Annual Update (July – September)**

At the beginning of each academic year ACGME notifies programs and sponsoring institutions to review/update program/sponsor, resident and faculty information in ADS as part of the Annual Update. Specific data elements are needed for the next scheduled events that may be applicable to your program (resident survey, faculty survey, milestone evaluations). Modifications are permitted throughout the year after the Annual Update has been initially verified and submitted. Resubmission of your update is not necessary. Information collected as part of the ADS Annual update will be used as part of the Annual Review by the Review Committee.

Why do residents appear with an unconfirmed status?

Why don’t I see my residents after confirming their status?

When adding a new resident, how do I include their Medical School if it is not listed?

**Faculty Roster**

How do I reactivate a faculty member?

1. On the Faculty page, select *Past/ Inactive Faculty* from the drop-down filter under the Faculty Members header.
2. Find the faculty record and click *Edit*.
3. Scroll down to *Date Left Program or Made Inactive* and click the delete box with the *X* and save the record.

How do I delete a faculty member from my roster?

Click the *deactivate* button on the faculty record and enter the date they left or enter yesterday’s date to remove the profile from the active faculty roster.

How do I make a Faculty member a Physician Faculty member?

1. On the Faculty page, select *Non-Physician Faculty* from the drop-down filter under the Faculty Members header.
2. Find the faculty record and click *Edit*.
3. Below the first name field, click *Convert to Physician*. Follow the prompts with the correct information for this Faculty.

Can I transfer one faculty member’s profile into another program?

Programs need to add their faculty individually. When adding a new faculty member, ADS initiates a search feature that requires first entering the name and email to find an existing contact record within your organization. If a record exists, select the record and some parts of the profile will copy over (name, title, degree, email, NPI, medical school). The rest of the faculty profile (faculty hours, board certifications, date appointed) will need to be completed by the program. If a record does not exist, click ‘Add Missing Person’ and complete a new faculty profile form. The search function only conducts the search within the same sponsoring institution; it will not search across different sponsors. Each program will need to individually input scholarly activity and/or CV.

How do I make a Faculty Member a Core Faculty Member?

This designation only applies to residencies, not subspecialties or fellowship programs.

For residency programs, a portion of the faculty must be indicated as core physician faculty. All physicians who devote at least 15 hours per week to resident education and administration are designated as core faculty.

In addition, all core physician faculty should:
- evaluate the competency domains;
• work closely with and support the program director;
• assist in developing and implementing evaluation systems; and
• teach and advise residents.

Faculty who devote 15 hours or more and meet the above criteria are designated as core faculty and identified by the following icon:

To edit the faculty hours, click Edit on the faculty record and find the Faculty Hours section at the bottom of page. A number response is required under all 4 areas. If no hours, enter a zero.

Should I add my Attendings to the Faculty Roster? (For Case Log specialties with Attendings roster)

If the physician meets the criteria indicated in the Physician Faculty Instructions under Faculty > View Roster, then add the physician to your faculty roster. The faculty will also be automatically included in the Attendings roster for Case Logs.

If the physician is not considered faculty but needs to be included for selection under the Attendings list in Case Logs, add them to the Case Log Attendings roster.

To add an Attending, click on the Case Logs tab then on the right panel click Case Log Attendings.

Does ACGME prefer the reporting of ~Meeting MOC requirements or ~Re-certified? When do I use ~Original Certification?

Because certification status may vary for each specialty board, you may need to contact the Review Committee on their preference.

You should first go to the specialty’s Board website to verify the physician’s certification. If the physician’s specialty is indicated as certified and the MOC status is indicated as meeting requirements, then use ~Meets MOC requirements. You may include a recertification date if one is provided but the recertification date or comment response is not required.

Faculty/Resident Scholarly Activity

Which faculty/resident should I report scholarly activity for?

Faculty Scholarly Activity – Enter scholarly activity that occurred in the previous academic year for current faculty.
• Enter scholarly activity for all active physician and non-physician faculty.
• Newly added faculty: enter scholarly activity regardless of which program it took place in.

Resident Scholarly Activity
• Enter previous year’s scholarly activity.
• First year and preliminary residents (if applicable) will not appear.

Internal Medicine Resident Scholarly Activity
• Enter scholarly activity that occurred for the entirety of the program.
• Graduating residents only.

Why are faculty/residents missing from the Scholarly Activity list?

Ensure that your program’s Faculty and Resident roster is up-to-date and that there are no residents listed with an ‘Unconfirmed’ status.

How can I involve the faculty and residents in reporting Scholarly Activity?

Scholarly Activity Template and FAQs are located on the main Scholarly Activity page from the Faculty tab, click View Scholarly Activity or from the Residents tab, click View Scholarly Activity. You may use the Scholarly Activity Template to distribute for data collection.

Can I copy Faculty Scholarly Activity between programs?

How can I view Scholarly Activity reported in a previous year(s)?

Why are newly added faculty appearing in scholarly activity?

Milestone Evaluations Nov – Dec (Mid-Year) & May – June (Year-End)

What are the Milestones?
A milestone is a significant point in development. For accreditation purposes, the Milestones are competency-based developmental outcomes (e.g., knowledge, skills, attitudes, and performance) that can be demonstrated progressively by residents and fellows from the beginning of their education through graduation to the unsupervised practice of their specialties.

Please review the Milestones homepage on the ACGME’s website for more detailed information on the Milestones Overview.
Also reference the Milestone Guidebook and Milestone FAQs.

What is the time frame the resident should be evaluated on?

Milestone evaluations do not correspond to a resident’s year in the program and responses should be selected based on that resident’s training to date within that specialty.

How do I make changes to a resident’s evaluation?

Changes can be made to Milestones only during the scheduled reporting window by revisiting the evaluation and updating it, as needed. Please note, after the deadline, no changes can be made.

How do I interpret a milestone narrative?

The Milestone Guidebook is a good point of reference and is available to view from the Milestones homepage on the ACGME’s website.
Specific questions regarding Milestone narrative content should be directed to the appropriate Review Committee staff.

Can I upload Milestones into ADS from an external system?

The program must report milestone data for each resident directly into ACGME data systems in accordance with ACGME data collection policies and procedures. The ACGME does not accept data uploaded from external sources; however, after a reporting window has ended Milestone data can be downloaded from ADS in an Excel file format to be used elsewhere at the program’s discretion.

Can I add a comment to my resident’s evaluation?

Comments are not currently collected within the data-entry Milestone evaluation form. Milestone reports, however, do contain a section for comments that can be used by the program or resident at their discretion.

Am I required to complete an evaluation for a resident who has completed or left the program off-cycle?

Residents who complete or leave a program off-cycle (during the course of an academic year) will need to be evaluated for that half of the academic year to collect an evaluation of any training during that period. For example, a resident who has completed or left a program on October 10th will still require an evaluation during the mid-year reporting window, but not during the year-end reporting window.

How do I remove a resident from Milestones?

Residents are automatically scheduled for milestones based on their status within ADS for the current academic year. If you believe a resident has been scheduled in error, ensure their status and status dates are accurately reflected on your resident roster in ADS. If you still have questions, contact ads@acgme.org.

When will reports be made available and how do I access the reports?

Milestone reports will be posted into ADS 10-14 days following the end of each reporting window. Users will receive an email notification from the ACGME when these reports have been posted. The Narrative Report, Summary Report and Evaluation in PDF format are posted under the Reports tab in ADS. Choose Milestone Evaluations, search by Academic Year and Scheduled Window then click on the ‘Search’ button.

Can I download my Milestones data after I’ve entered it into ADS?
After a reporting window has ended the Milestone information that you report to the ACGME can be downloaded from ADS in an Excel file format and be used at the program’s discretion. This file is available under the Reports tab in ADS. Choose Milestone Evaluations, search by Academic Year and Scheduled Window then click the ‘Download Milestone Evaluation Data’ button.

How can I access Residency Milestone Reports for the new fellows enrolled in my program?

Subspecialty program directors can access residency Milestone reports for an active fellow’s most recently completed resident program through their program’s ADS account.

The Residency Milestone Retrieval tool is available under the Reports tab.

Please note: A report may not be available if the resident completed core residency training in a program not accredited by the ACGME, if the resident completed core residency training prior to the Milestones implementation, or if the resident’s previous training could not be matched to his/her record (based on Name, DOB, SSN, and Medical School or some combination of those elements) when he/she was entered into your program. For those fellows that do not have a residency milestone report on record, contact the residency program director to obtain the summative report.

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