

## **IT Troubleshooting During the Survey**

*(Note: these tips can be used for any YRBS survey in Wisconsin. Certain high schools may have a version of this tip sheet with additional steps, if they are part of the CDC/DPI State of Wisconsin sample.)*

If you encounter issues during the survey administration, please consider the following troubleshooting steps:

- 1) If students encounter slow page loads:
  - a) First try a different browser
  - b) If that doesn't work, check other websites.
    - i) If those websites are also slow, there may be a strain on the school's network. It may be best to reduce the number of students concurrently taking the survey or to reschedule the administration to a staggered approach.
- 2) If the survey URL is unavailable:
  - a) Try again to make sure it was typed in correctly
  - b) Try a different browser
  - c) Check other websites. If other websites are inaccessible, the Internet service provider may be unavailable. If this happens you may want to contact your ISP status updates.
- 3) If students can't log on, make sure they are correctly entering the URL and password. You may need to enter the full URL (combination of numbers and letters) if the neater tiny URL does not work.
- 4) If a student gets bumped off, encourage them to try logging in again.
- 5) If a student needs to change the survey language after beginning, please clear the browser cache and cookies and log off then log back in. The student may need to use another password if this does not resolve the issue.
- 6) If all student surveys shut down suddenly on the same question, your building's Internet content controls have likely prevented further use of the survey. Such settings will need to be adjusted or students will need to be able to log in using staff credentials to access blocked content.
- 7) If a technical error is encountered but students are able to continue:
  - a) record as many details about the error as possible, including the school, date and time it happened, a screenshot of the error message, and the circumstances (e.g., how many students were taking the survey), and report those details to [owen.tortora@dpi.wi.gov](mailto:owen.tortora@dpi.wi.gov) as soon as possible.