#### COMMON OYRBS PROBLEMS AND SOLUTIONS Updated August 2016

# <u>"I can't log in."</u>

If you forgot your password, hit "forgot password" on the login page. Your account will lock after five or more consecutive unsuccessful login attempts. If this does occur, contact your survey administrator or wionlineyrbs@dpi.wi.gov..

	WI OYRBS Administrative Login
Welcome to the Wisconsin Online Youth Risk Behavior (OYR and Password in the spaces provided below. If you are a new	BS) Survey administrative site. If you are a registered user, enter your Username / user, please register.
Returning User	
Enter your Username and Password below. Username: Password: C Remember menext time. Forgot My Password Leg In	

Sometimes the system will not let users on when they copy and paste their passwords. Try **typing your password** instead. That often works.

## "I can't see the reports for my survey."

There are a few things you can try.

1) Check your survey status: Make sure that your survey is closed (i.e., that the end date has passed) and that it had at least five participants (see "Participant Total", "View Reports"). Surveys that are open or that have 5 or fewer participants will not show up in the reports.

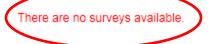
First check under "Edit Surveys" to make sure that the end date has elapsed. Results are available by 5pm on the day of the "End Date".

Survey ID: PDF format:		ew Spanish Survey	
*Survey Title:			
Survey Description / Notes:			
*Survey Level:	High School	~	
*Start Date:	3/21/2016		
*End Date:	3/22/2016	The end date applies to	all schools in this survey

If you get the message below (under "View Reports"), there are probably no participants.

### Survey Results

This report list the survey results by question. Note: Results are only available for surveys that are closed and have more than 5 participants that completed the survey.



Here's where you check the participant totals (under "View Reports")

#### **Participants Totals**

This report list the number of participants for a survey. You can view the results by demographic area.

Survey ID	Survey Title	School/Group Name		
4064	McCoy Test	Kids in Need, Inc.	View Report	)

If you are administering a survey at the CESA or County level, you will only be able to see reports if two or more schools complete the survey. This is to protect school-level information when only a single school has responded.

- 2) Make sure that you have proper **Report Viewer** access.
  - a) Check that you have an active Report Viewer account, and that your permissions in that account are for the school(s) or district(s) you need. A common error is that someone has school-specific rights, but wants access to data from all schools in the district.

If you need access to all schools in the district, make sure your role looks like this: School: Not Applicable (I'm a District User)

Administrative Tasks

User Role: 
Report Viewer

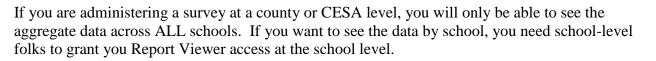
b) Go into the Edit Survey screen and make sure that you are added as a "Report Viewer" on that survey (this is **Step 4** on the Edit Survey screen).



To allow someone to view the results of the survey, they must be added to the Survey Report Viewers section of the survey. Expand the section by clicking the plus (+) sign to the left of the Survey Report Viewers header and click the **Add Report Viewers** button. The survey report viewers will be listed below.

Add Report Viewers

No Report Viewers have been added. Click the Add Report Viewers button to add Report Viewers to this survey.



**3)** Make sure that the report you want is available for your type of school: Certain reports are only available at the high school level. Since the State does not collect official statistics at the middle school level, Comparison Reports are not available for middle school surveys.

### "My survey doesn't skip irrelevant questions."

Skip patterns are built into the main clusters ("Question Clusters") that appear on the "Edit Survey" page (see below). This means that if a student says that they do not use tobacco, they will not be asked the rest of the tobacco questions.

There are other, "supplemental" questions that are available a la carte. Since these questions are selected individually, there is no skip logic involved. So when you use supplemental questions, the students have to answer all of them, regardless of how they answer.



No supplemental questions have been added. Click the Add Supplemental Questions button to add supplemental questions to this survey. To find the new disaggregation questions select Miscellaneous cluster and select New Disaggregation category.

Add Supplemental Questions