

Frequently Asked Questions (FAQs)

1. How do I navigate between items?

If you are filling out the surveys online, you can use the "Save and Continue" or the "Back" buttons to navigate to items immediately following and preceding the current item you are viewing. You can also navigate to other items by selecting the page from the dropdown and clicking the adjacent "Go To" button.

If you are filling out the surveys via spreadsheets, you can click the tabs at the bottom of the worksheet.

2. Are all TOTAL fields automatically calculated?

Most totals are automatically calculated, but you should always check automatically calculated totals to ensure the accuracy of data. Some totals are not automatically calculated, and the totals for those fields should also be completed along with the details.

3. Why did my TOTALS stop automatically calculating?

If total fields on an item previously automatically calculated, and the totals have stopped calculating, the online survey's built-in calculation has stopped working because of navigation between pages. Please continue to report the required data by manually calculating the total fields.

4. How do I submit my survey?

If you are filling out the surveys online, navigate to the Step 3 – Submit in the instrument, select the surveys to submit, click the Submit button.

If you are filling out the surveys via the spreadsheets, you will need to import the completed spreadsheets in the instrument, via Step 1 – Report Dashboard. After importing the spreadsheets, Review your data in the instrument, via Step 2 – Review; then navigate in the instrument to Step 3 – Submit; select the surveys to submit; and click the Submit button.

5. How do I know you received my data?

The Census Bureau updates your filing status two to three business days after you submit your data. To check on your filing status, log in again to the survey, Click the Options link on the survey, Click the Filing Status link.

6. Why don't I see all of my data on the PDF?

If you selected the "View Surveys PDF" icon on the Step 1 – Report Dashboard, to print your survey, but you do not see the data you entered, your Adobe JavaScript may be disabled. Check your Adobe settings to ensure your Adobe JavaScript is enabled: open Adobe, go to "Edit," select "Preferences," choose "JavaScript," and check "Enable Acrobat JavaScript".

If your printed PDF includes the data you entered with some data missing (i.e., certain fields have been truncated), this is a known issue. Note: Once submitted, the Census Bureau will be able to process all the data you reported even if some fields are truncated on the PDF. For your own records, you can print an item that has truncated fields on the PDF printout by navigating to that item on the website, and printing the item through your browser's print options.

[7. Why does the data printed on the second page of my printed item not match what is displayed on the screen?](#) 

There is a known issue when using the print option in Firefox; only the first page of the item prints correctly. To fix the issue, change the browser's print scale to 100% or print using the PDF icon on the Step 1 – Report Dashboard. If necessary, check your browser's Help index to assist you in changing the print scale.

[8. Why are some background colors and images missing from my printed survey?](#) 

This is caused by the default Page Setup options in some browsers. You can fix the issue by making sure that the "Page Setup" option to print background colors and images is selected in your Internet browser.

[9. Why does the website not display correctly?](#) 

Some pages of the survey might not display correctly in some browsers. It is recommended that the online survey be completed in Mozilla Firefox 1.5.0.7 (or above) or Microsoft Internet Explorer 8.0 (or above). Display issues may occur in other browsers.

It is also recommended that Compatibility View is not selected in Microsoft Internet Explorer while completing the online survey. To turn off Compatibility View, select **Tools** from your browser's menu bar and uncheck Compatibility View.