

I am stuck and cannot move on with the survey!

There are three main reasons you might not be able to move on.

1. The questionnaire opens but when I submit my answers, it keeps looping back to the same page (please read point 1).
2. When I enter my code, the system lets me know it is not valid (please read point 2).
3. I have lost my code or cannot find the appropriate link to re-enter it (please read point 3).

1. Going round in circles

Are you unable to move on to the next part of the questionnaire because the system keeps reopening the previous one with your answers already filled in? If this is the problem you are facing, you have entered the correct link and code, but the system seems to be indicating one of your answers might have been left empty. Normally, a popup message should let you know what question it is. Unfortunately, Safari often seems to block this message making it difficult for you to know what is happening.

➔ **Solution:** Open the survey using either Firefox or Chrome, or search for the missing answer manually.

2. Invalid code

For the code to work, it is important to follow the unique link that was sent when the code was generated. Each part of the questionnaire will generate a new link and a new code. As an option, the system has asked you to provide an email address for the link to be sent to. It is the latest received link you are to use. The research staff members do not have access to these links or code. This is important to maintain confidentiality about who the data is coming from.

➔ **Solution:** Verify your emails to make sure you are using the latest link. Make sure you are using the proper code that was generated with this link. If you have lost the proper code or cannot find the link to where you were, please read point 3.

3. Lost code or link

If you have lost your code or link, it is impossible for us to recover it for you. All the data you have entered is however registered and is not lost. If you remember at what part you were when you last finished completing the survey, send us an email letting us know where you were (i.e. finished reporting my own activity, reported data for my first patient, reported data for my second patient, reported data for my third patient). We will get back to you as soon as possible with a link that will let you move on.

➔ **Solution:** Follow the link and the instructions we will have sent you by email. Once you have completed the data for your fourth patient, it may be that you will not be automatically referred to the page for your continuous professional development certificate. Please let us know when you have entered the data for your fourth patient and we will send you the missing link.

We hope this has solved your problem. Please let us know if you are meeting any further difficulties.

Further request can be sent to Roy Macdonald: roy.macdonald@hefr.ch