



HBSC Scotland Survey 2022

Technical Troubleshooting advice

We hope there will be no difficulties accessing the online survey; most problems can be resolved locally by following the advice below.

We strongly recommend you test the survey in advance of the pupil session to check it works well on the school's system. Please do NOT enter any responses in the survey-you are able to go through without selecting any answers.

Use an up-to-date browser such as Chrome, Safari, Firefox or Edge. Please do not use Internet Explorer as this is an old web browser.

The URL /webpage does not work

- Check there are no issues with the internet connection and the device is connected to the internet.
- Refresh the webpage – particularly if the survey has been opened on the device before.
- Check that you are using a recommended web browser (Chrome, Safari, Firefox or Edge).
- Double check that you have the correct link.
- Some school networks might block the survey website so please contact your system administrator to mark the webpage as safe in advance of the pupil session.

If none of the above work, please contact the HBSC Team.

The internet goes down during a session or a pupil accidentally closes the browser

- After a pupil answers each question, the data is submitted so if the session accidentally ends before survey completion, we will have all the data submitted up until that point.
- Please note that there is no submit button-every time a pupil clicks 'next' the data is submitted.
- If the internet goes down, a pupil on the same machine may be able to pick up where they left off. However, if the browser is closed then the pupil will not be able to access the questionnaire from where they left it. In the case of the latter, depending on the time available and/or how much of the survey has been completed, the pupil may start again.

How reliable is the school's internet connection?

When planning to do the survey, please factor in weak or inconsistent wi-fi if this is a regular issue in school. It may be easier to conduct the survey in smaller groups over a number of different sessions.



