Technical Notes for CensusAtSchool Phase 6

- ## Problems logging in

When I try to log in, my school name is not found

Check you have the correct LEA and School codes. If you need to clarify these, please contact censusatschool@ntu.ac.uk.

I cannot access the questionnaire because I am repeatedly asked to log in

Check that you have Cookies enabled. CensusAtSchool uses temporary cookies to store information while you are using the site, such as your login. This cookie is removed when you close the browser. If you cannot access the questionnaire because you are repeatedly asked to log in, it is likely your computer is not allowing cookies.

To enable cookies: in Internet Explorer, go to Tools menu and select Internet Options, click on the Privacy tab. There should be an option for "sites" or "to override cookie handling for individual websites" (depending on your version of Internet Explorer. Select this and a pop up box will appear. Type censusatschool.ntu.ac.uk into the address box and select "Allow". This will allow the CensusAtSchool website to store cookies on your computer but cause other websites to accept your default privacy settings.

If you have any problems with these instructions consult your browser's Help system under "cookies" in the index or contact your ICT technician.

- ## Problems running the questionnaire

What do I need to run CensusAtSchool Phase 6?

You need the following to run CensusAtSchool Phase 6:

- Cookie enabled for CensusAtSchool: see above, under "I cannot access the questionnaire because I am repeatedly asked to log in"

- Flash: Macromedia Flash is used for the interactive experiment. In March 2005, a Macromedia commissioned survey concluded that Flash Player is already installed for 98.3% of Web users. If you do not have Flash Player installed you will need to download it (for free) from the Macromedia website, by visiting: http://www.macromedia.com/go/getflash

Do I need JavaScript enabled to use CensusAtSchool Phase 6?

CensusAtSchool Phase 6 does use JavaScript to enhance functionality, but does not depend on it. If you do not have JavaScript enabled you will be able to complete the questionnaire regardless.

- **Warning messages popping up when moving to the next page of the questionnaire (These are Normal!)**

This is a part of the normal checking progress during data input.

A warning message might be displayed in a 'popup box' or it might be displayed in red underneath the question statement. The warning might relate to a number of causes:

- Has data been entered into the question which is highlighted?
  If not, please enter some data.

- Does the question ask for a number?

  o Has a number been entered or a non-numeric entry (a word, for example)?
    If the question requires a numeric entry, please enter a number.

  o If a number has been entered, it is possible that this number is outside of 'usual limits' used in some questions. For example, the height question requires an entry between 90 and 211cm. If this is the case, please enter a number within the stated limits. If the recorded data genuinely falls outside of the range given, please email censusatschool@ntu.ac.uk explaining the situation.

- Finally, it is possible that the data entered might be invalid in some other way. For example, in the question asking which products your household recycles the option "Nothing" is included. If the nothing checkbox is selected, no other answer should be given for this question. If the warning message is not sufficiently clear, look at what the question is asking and the answer given.

- If you cannot see the problem, please email censusatschool@ntu.ac.uk, giving as much detail as possible to enable us to response in a helpful way.