1. **Finding the url**: Many, if not most, of the inquiries have to do with members not being able to "find" the survey. What we have found is they are entering only the first string of characters (www.snapsurveys.com/wh/s.asp?k=) without the 12 digit code needed to find the correct survey; or they are missing one of the characters in the string when they type it in (often the "=" sign); or they are typing the address in a search engine, which will not take them to the survey page. To help them, we have started to circulate the direct links below. Sending them the hyperlinks has helped them immensely.

www.snapsurveys.com/wh/s.asp?k=156926903069   President

www.snapsurveys.com/wh/s.asp?k=156943997654   Secretary

www.snapsurveys.com/wh/s.asp?k=156944019290   Treasurer

www.snapsurveys.com/wh/s.asp?k=156943965320   Past President

www.snapsurveys.com/wh/s.asp?k=156944009403   Spiritual Development

www.snapsurveys.com/wh/s.asp?k=156944014530   Organization

www.snapsurveys.com/wh/s.asp?k=156943984467   Christian Family Life

www.snapsurveys.com/wh/s.asp?k=156943989981   Community Life

www.snapsurveys.com/wh/s.asp?k=156943956603   Education and Health

www.snapsurveys.com/wh/s.asp?k=156944061608   Communications

www.snapsurveys.com/wh/s.asp?k=156943971120   Resolutions

www.snapsurveys.com/wh/s.asp?k=156944003471   Legislation

2. **Knowing their council code:** Sometimes the members are not aware of their council code, which is required to begin the survey. The council code is alphanumeric (e.g. O-034, the 34th council in Ottawa to be established). You can assist them with this by having a list of the council codes in your area at the ready.

3. **Unable to advance to the next page:** This challenge is most often encountered when a member has not answered a question that is coded as MANDATORY. If the survey will not advance, then the member should scroll up the page looking for red horizontal lines. The red lines indicate which question they have not answered. (HINT: If the buttons are round, they MUST supply an answer. If they are square, answering the question is optional.)

4.   Message that the survey has already been completed: This means that the member (or someone else) has already submitted the survey for the council. We have found that multiple members within the same council are doing the report, or that a member of another council has mistakenly entered the wrong council code. This survey is protected to ensure that only one report per council can be submitted, however, at national office, there is a method for finding out which member completed the report in error and the power to override the safeguard, if need be. If you hear of this problem, ask the members to notify national office and we will fix their issue in the New Year.

5.   Unable to "print": This challenge arises when a member's operating system has the pop-up blocker setting on. The print version of the survey is a pop-up, so pop-ups must be allowed. It is usually easiest to ask the member to find someone in her area to assist her, if she does not know how to correct it herself. Once a member has corrected this, then she simply needs to right click on the report and the list of possible printing devices connected to her computer will come up. I strongly recommend that she choose to print the file as a pdf onto her hard drive. Then she has a soft copy available for her records and can print a copy at any time.

6.   Cannot find "saved" file: The save function saves the work in progress TO THE WEBSITE, not to the member's computer. This function allows a member to pick up where she left off and is particularly helpful when she wants to complete the work over multiple sittings. The member will not find the report saved to her computer using this button. To have a soft copy, she should follow the instructions in #5.

7.   Cannot find "submit" button: This is occurring toward the end of the survey. A member will successfully get the print pop-up to work, but she may not realize that this pop-up is a window layered on top of the true survey page. She must first close the pop-up in order to go back to the survey screen and "submit". (Simply click the "x" associated with that window at the top of the screen).