Online CTR Survey—Frequently Asked Questions (FAQs)

This is designed for the worksite Employer Transportation Coordinator (ETC), or the person in charge of conducting the worksite's CTR survey. Variations in formatting mimic the appearance of items in the online survey. So Submit indicates that you should be looking for a gray button labeled "Submit" to click, while **Surveys** indicates that you should be looking on the red menu bar that runs across the screen, for an area labeled "Surveys".

I'm an ETC. How do I submit my own survey?

Just as any employee would complete the survey:

1. Go to the survey site at https://www.ctrsurvey.org/.
2. Enter your regular employee e-mail address and click the Login button. On the next screen, choose your worksite, and click the Select button.
3. On the next screen, complete the survey and click the Submit button.

How do I get to the ETC tools?

Go to the ***ETC Login*** page at https://www.ctrsurvey.org/admnLogin.asp, enter the special ETC e-mail address that was created for you, enter the password you were given, and hit Submit. The password is not case-sensitive. The survey software will then open to the ***ETC's Tools*** section.

The draft communications message you suggested I send to our IT staff about the online survey mentions checking for "proxy server" issues. What does this mean? What are we looking for? What do we do if any turn up?

A proxy server is a computer that acts as a gateway between the Internet and an employer's computer network. Among other functions, a proxy server can serve as a form of firewall to limit interaction between the network and the Internet. It can also serve as a filter to prevent access to certain Internet sites or kinds of sites from within the employer's network. An employer may use several different proxy servers, perhaps one for its main desktop-based employee personal computers; another for dialup connections from offsite; perhaps another for connections from offsite internet portals. Our experience is that it is the proxy servers that serve off-site users (teleworkers, traveling staff, and so forth) that are the most likely to limit access to the electronic survey.

The best way for IT staff to determine whether this may be a problem is to visit and test the survey site (see **"What about security?"** below). If the IT staff determines that the proxy server(s) would limit access to the electronic survey site, then the ETC should request the IT staff to add the survey site to the employer's list of acceptable/authorized/preferred sites.

Normally, if a proxy server limits access to the electronic survey, the employee will receive a message that says s/he does not have access to this site and advising him/her to check settings or contact the (employer's) network administrator for assistance. If an employee is not allowed access to the site for any reason, s/he should contact the local IT technician. If an employee is allowed access to the site but is not allowed to login, see "**I have an employee who cannot get into the survey. What do I do?**"

What about computer security?

The survey software resides on its own server with a new cluster of drives. It operates behind a physical and software firewall. The server has virus protection and this protection is updated frequently.

The electronic software is Internet based. This means that you do not have to install anything at all on your employer's computer system. And your employees do not need to download anything in order to be able to complete the survey.

If you or your information technology staff want to test the survey software, you can do so at https://www.ctrsurvey.org/. Log in using a mock e-mail address under the @abc.com domain (example james@abc.com) and click on the Login button. Select one of the worksites set up for this demonstration, using the dropdown box, and click the Submit button. This will take you to the survey, which you can complete and submit to simulate an employee's experience when completing the survey.

What about privacy?

The survey software asks employees to register for the survey using their e-mail address. When an employee completes a survey and hits Submit, the software creates a record of survey responses that is linked to the employee e-mail address. This link remains active while the worksite is conducting its survey. It allows the ETC to check response rates, correct errors, and edit surveys or delete incomplete surveys. ETCs have these same abilities when they use paper surveys, so the employee has no inherent loss of privacy when using the electronic survey instead of the paper one.

When the site completed its survey and the survey has been closed out and sent to the Washington State Department of Transportation for processing, the closure of the survey breaks the link between e-mail addresses and individual survey records. After the survey has been sent for processing, it is not possible to find any individual's survey record.

The use of e-mail addresses is solely for the purpose of enabling the worksite and its employees to use the electronic survey. No further use is made of the e-mail addresses. The ETC has the ability to download these addresses again to help with tracking survey responses and sending reminders. Otherwise, they do not get downloaded, and they are not available to other parties for other uses. Once the Washington State Department of Transportation has received and processed the results for a survey, it deletes the e-mail addresses from the online survey system.

I need to survey some employees who do not have access to the Internet or who do not have their own e-mail addresses. How do I handle this?

You should have these employees complete a paper survey. Request copies of the paper survey from your jurisdiction representative, and plan your communications about the survey to these employees separately from those who will be using the electronic survey. When completed paper surveys are returned to you, you will need to enter them into the survey website. Assign each of these employees a dummy e-mail address using your company's registered domain name. If you are allowing blanket access for an e-mail domain, go to the survey website, Login with each dummy e-mail address, select the employee's worksite, and enter survey information from the paper copy into the electronic one. If you are allowing access only from a file of uploaded e-mail addresses, see **I'm using an uploaded file of e-mail addresses. How do I add addresses once my survey begins?**

Some of my employees cannot read English. Can they use the electronic survey?

The electronic survey is only available in English. Paper survey translations are available in the following languages: Cambodian, Chinese, Korean, Laotian, Russian, Spanish, Tagalog and Vietnamese.

Request appropriate survey translations from your jurisdiction representative. Make copies of each survey translation as needed, distribute to employees who do not read English, and ask them to complete these paper surveys translations. When completed paper surveys are returned to you, you will need to enter them into the survey website. Assign each of these employees a dummy e-mail address using your company's registered domain name. If you are allowing blanket access for an e-mail domain, go to the survey website, Login with each employee name, select the employee's worksite, and enter survey information from the paper copy into the electronic one. If you are allowing access only from a file of uploaded e-mail addresses, see **I'm using an uploaded file of e-mail addresses. How do I add addresses once my survey begins?**

After I sent the survey announcement to our employees, I learned that some of our employees who were supposed to be surveyed were missing from the list. What do I do now?

There are really three concerns here.

First, you need to determine how many employees were truly eligible to be surveyed. When you make this determination, contact your jurisdiction representative to correct "the number of surveys distributed." This is vital to the correct calculation of your survey response rate.

Second, you need to make sure the “missed” employees are informed about the survey. Send the survey instructions and link to the survey site to the “missed’ employees as soon as possible. You need to know who they are, for your tracking system and for reporting the number of surveys distributed.

Third, you need to make sure they have access to the survey. If you are allowing blanket access to the survey for all users of specific e-mail domains (for example, @YourDomain.com), then if these employees use these domains, they will have access. If you have uploaded a list of employee e-mail addresses into the system and are not using blanket access for users of specific e-mail domains, then you will need to login to the ***ETC’s Tools*** section and use the tools there to either upload a file of additional addresses, or add them to the list you have already uploaded.

After I sent the survey announcement to our employees, I learned that some people who were not supposed to be surveyed received the announcement and completed the survey. What do I do now?

The answer to this question depends on circumstances. It is best to contact your jurisdiction representative and discuss the issues and options.

I have an employee who cannot get into the survey. What do I do?

The answer depends. First, determine whether the employee is getting a message from his/her web browser, or whether the employee is getting a message from the survey system.

If the message is coming from the web browser, then s/he may be experiencing a problem with your employer’s proxy server, its security systems, or with software settings on his/her computer. If most of your other employees are reaching the survey successfully, then report this specific difficulty to your IT department for resolution.

If the message is coming from the survey system, then again it depends on whether you are allowing blanket access to all users of specific e-mail domains, or only to employees whose e-mail addresses you have uploaded. (See **Why would I want to upload and pre-enter a list of the employees I want to survey? I didn’t have to do this the last time I used the electronic CTR survey.**)

If you are allowing blanket access to all users of specific e-mail domains, check that the employee is using the correct domain. If s/he is, then Login to the ***ETC’s Tools*** section, go to **Surveys**, click on the worksite, click on Reports, select Not completed surveys from the dropdown box, and check whether the employee has submitted a survey. If you fail to find the employee at the site you think the employee is at, check the other sites. If you find the employee’s e-mail address listed at any site, then the employee has completed a survey. You can delete the employee and survey if you want, which will let the employee Login. Or you can check the submitted survey and let the employee know that you have received one.

If you have uploaded a list of e-mail addresses into the survey, check that the e-mail address the employee is entering has been uploaded and, if you are surveying more than one worksite, that it has been uploaded at the correct worksite. To do this, then Login to the ***ETC's Tools*** section, go to **Employees**, and check that the e-mail address has indeed been uploaded into the survey system. If it has not, use Add or Import data options to enter it into the system. If it has, then proceed, as in the preceding paragraph, to check whether the employee has already submitted a survey, and delete or accept it if you find it.

An employee partially completed the survey or knows they completed it incorrectly. What do I do?

You first need to check to see if the survey they submitted is either blank, partially complete or is fully complete. To do this, ask the employee for the e-mail address that they are trying to use. If you are surveying multiple sites electronically, ask for the worksite. Login to the ***ETC's Tools***, using your ETC address and password. Go to **Surveys**, click on the worksite, click on Reports, and then select Completed surveys from the dropdown box. Find the employee's name and click View Result next to it to view and edit that employee's survey.

- If the survey is blank or clearly incomplete, then go to **Surveys**, select the worksite in the box that lists all of your worksites, click on View Setup, find the employee's e-mail address, click on it to select it, and then click on Delete an employee's survey. This deletes the survey. Have the employee Login again, select the worksite, complete the survey from start to finish, and hit Submit.
- If the survey is nearly complete and the employee has told you what values to enter for the missing items, you can edit the survey directly. Advise the employee that you have done so, and that the employee's survey is now complete.
- If the survey looks complete, advise the employee of this and thank them for completing the survey.

I'm surveying several sites electronically, and some of my employees have completed the survey at the wrong site. How do I correct this?

You will need to Login to the ***ETC's Tools***, using your ETC address and password. You should first verify that the employee did indeed submit the survey at the wrong site. To verify this, go to **Surveys**, click on the worksite, click on Reports, and then select Completed surveys from the dropdown box. Find the employee's name and click View Result next to it to view that employee's survey.

When you have verified that the employee surveyed at the wrong worksite go to **Surveys**, select the worksite in the box that lists all of your worksites, click on View Setup, find the employee's e-mail address, click on it to select it, and then click on Delete an employee's survey. This deletes the survey. Have the employee Login again, select the worksite, complete the survey from start to finish, and hit Submit.

When I have done paper surveys in the past, I have given small prizes to the first 30 persons who turned in their survey forms. How do I do this with the electronic survey?

Login to the ***ETC's Tools***, using your ETC address and password. Go to **Surveys**, click on the worksite, click on Reports, and then select Completed surveys from the dropdown box. If there are more than the 30 respondents that you want to reward, click on the Download file button to download a file of e-mail addresses for the persons who have responded. You can them import this file into Excel, sort it by the submission date, and select the first 30.

When I have done paper surveys in the past, I have held a drawing for those who turned in their survey forms. How do I do this with the electronic survey?

Login to the ***ETC's Tools***, using your ETC address and password.. Go to **Surveys**, click on the worksite, click on Reports, and then select Completed surveys from the dropdown box. Click on the Download file button to download a file of e-mail addresses for the persons who have responded.

Do I need to bring someone from our IT staff to the Electronic Survey briefing? If so, whom should I bring?

Conducting an electronic survey requires a fair degree of familiarity with your employer's computer network system, e-mail system and policies, as well as requiring technical expertise with e-mailing a substantial portion of your employees. This may be a rather simple matter for smaller worksites or those with simple email systems but could be more complex for larger, multi-site employers. If you do not have this knowledge, or know where to find it at your employer, it may be a good idea to bring a colleague to the briefing.

Our experience with the electronic survey suggests that in order to use it successfully, you will need to interact with three types of IT staff. In a small organization, these might be the same person, but in a large organization they may be separate groups of people.

One type is the "systems/network" people. These people typically will be concerned about technical issues of bandwidth and security and would be concerned with two issues for the survey. First, are there any technical problems that would prevent employees from accessing the electronic survey? Second, and probably less common, do they have to give permission to use it? Systems/network questions and concerns are usually satisfied if they review **What about security?** and **What do proxy servers have to do with this?** and visit the test site.

The second is the "human resources" IT people – the people that understand and have access to the list of e-mail addresses of employees to be surveyed. If you plan to survey only CTR-affected employees or some worksites, you almost certainly will need help from these people to ensure that the right employees receive the emailed survey. *It may be appropriate for them* *to attend training with you*. They are likely to be concerned about privacy and security of the e-mail list information they provide to the ETC (see **What about privacy?**).

The third is the "applications" IT people, who are probably an excellent resource to help you actually do some of the mass e-mailing, or set up and use a tracking system. They probably will have enough familiarity with the HR IT system to be able to advise you on accessing or sorting email lists. If you are limited in your email capabilities, an "applications" IT person would also be appropriate to attend training.

How do I identify a list of persons who have not yet completed their surveys, so that I can send them a reminder?

How you do this depends on whether you are allowing blanket access to all users of specific e-mail domains, or only to employees whose e-mail addresses you have uploaded. In both cases you should Login to the ***ETC's Tools***, using your ETC address and password, then go to **Surveys**, click on a worksite in the box at the left, and select Reports.

If you have entered a list of e-mail addresses into the survey system (See **Why would I want to upload and pre-enter a list of the employees I want to survey? I didn't have to do this the last time I used the electronic CTR survey**), then select Not completed surveys from the dropdown box. You will see a list of e-mail addresses for persons who have not submitted surveys. Those with E beside their addresses in the "Status" column are for persons you uploaded who have not submitted surveys. If you are also allowing blanket access to users of a specific e-mail domain, then persons who access the survey under that option, but who do not submit a survey, will have an A beside their addresses. Click on the Download file button to download this list (with the Es and As) into a *.csv file, which you can then open in Excel or other programs and use to send reminder notices to non-respondents.

If you have not uploaded e-mail addresses, then the only non-respondents in this file will be persons who entered using the general e-mail domain. To generate a list of all non-respondents, you will need to select Completed surveys from the dropdown box, download the file of addresses of persons who have submitted surveys, and then compare this list with the list you used to notify your employees about the survey. We do not provide software to help you make this comparison because although the principles involved are very simple, there is a very wide range in the specific details that ETCs use to set up their e-mail addresses for notifying their employees. This is where you may want to request assistance from your "applications" IT staff (see **Do I need to bring someone from our IT staff to the Electronic Survey Briefing? If so, who should I bring?**)

An employee tried to type a response to one of the open-ended items but couldn't type all of the intended response? How come?

The software limits the length of responses to each of the open-ended items. The limits are 20 characters for question 4a (other transportation mode); 15 for question 5 (other work schedule); 20 for question 8 (other occupation type); and 42 for question 10s (other things to encourage use of alternative modes).

How do I close out my survey?

Notify your jurisdiction representative that your survey is finished, and have available for your representative information on any changes to the numbers of surveys distributed or the number of employees.

Why would I want to upload and pre-enter a list of the employees I want to survey? I didn't have to do this the last time I used the electronic CTR survey.

And you still don't have to do this. You still need to compile a list of e-mail addresses of you employees so that you can send them an announcement about the survey, and to check against the list of employees who submit an electronic survey so that you can send reminders to employees who still have not submitted one. But you don't have to give this list to anyone else, and you don't have to upload it into the survey.

But, here are some reasons you might want to:

- Uploading a list of employee e-mail addresses gives you greater control over who gets access to the survey. And, if you are surveying more than one worksite, it gives you a tool to check that your employees are surveying at the correct worksite. If you have a small number of employees who lack work-based e-mail addresses, but who could survey from their home e-mail addresses, you can upload their home addresses and they will be able to survey using these addresses.

- Uploading a list of employee e-mail addresses makes it easier to work with some of the ETC tools in the survey software. These are set to list e-mail addresses. If you upload names with your e-mail addresses, the survey software can list information by name instead of e-mail address. Some e-mail address systems assign addresses that are very clearly based on employee names (such as Firstname.Lastname@whatever.com), but others are more difficult (such as PartOfFirstNameFollowedByPartOfLastName@whatever.com)

- If you upload a list of employee e-mail addresses into the software, the software will allow you to download at any time a list of employees from your uploaded list who have not yet completed their surveys. This is often much easier to work with than downloading a list of those who have completed their surveys and comparing it against your original list. If you do not upload a list of employees, the software has no information that it could use to check on who has not yet submitted a survey, and all it can give you is a list of persons who have completed one.

- The survey software now in use allows you to upload this information in a file. In the old version, you would have had to type each name in manually.

- The survey software now in use has greater security than the version in use two years ago. It is on a more secure server. And the system has been redesigned so that as soon as WSDOT prints your survey results, they can go in and delete your e-mail addresses from the software. The old system would separate individual surveys from e-mail addresses as soon as your survey was closed out (just as the new one does), but the addresses remained in the system until it could be shut down for maintenance every year or so.

But, it is your choice, and if you don't want to upload a list of e-mail addresses into the system, you don't need to.

If I decide to upload a list of employees, how do I do it?

First, you will need to prepare the list in what is known as a "comma-delimited file". In many cases, the easiest way to do this is to construct your list in Excel, and then when you save the file you can choose to save the list in a *.csv format. But you can do so in other ways, including just using a text-editor, or requesting your IT staff to construct the file for you. Before you upload the file, please check it for duplicates and make sure that each e-mail address appears only once.

The file has 4 fields, which must appear in the following order, WITHOUT fieldnames or headers at the top of the file.

E-mail address, including domain, as UniqueIdentifier@whatever.com. This field is required if you upload a file of employees

Name of the worksite where you expect them to survey. This name must match the "vernacular" worksite name(s) you give your jurisdiction when you ask that they set up the electronic survey for you (the worksite name that your employees at the site use to refer to it, which is the worksite name that your employees will see in the dropdown box of worksite names when they login to survey). This field is required if you upload a file of employees.

Employee first name. This is optional. You don't have to provide it, but if you do it goes here. If you don't include it, then the lists of employees in the survey software will not be able to include employee names.

Employee last name. This is optional. You don't have to provide it, but if you do it goes here. If you don't include it, then the lists of employees in the survey software will not be able to include employee names.

If you decide not to include the employee first and last names, just leave them blank for all employees. For example,

UniqueIdentifier@whatever.com, WorksiteName, FirstName, LastName

includes all four fields for an employee

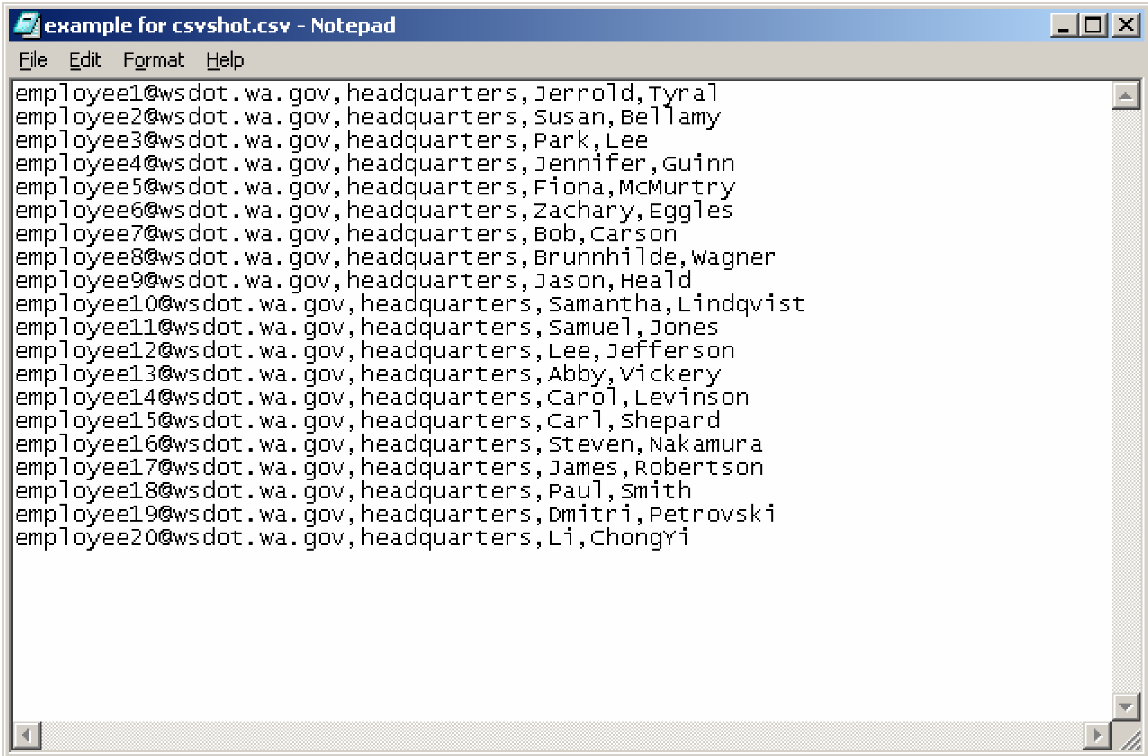
UniqueIdentifier@whatever.com, WorksiteName

includes just the e-mail address and the worksite name.

If you create the file in Microsoft Excel, then to save it as a .csv file, use File Save as and in the Save as type box at the bottom of the save dialog box, select "CSV (Comma delimited) (*.csv)". You will get a message that CSV does not support all of the features of the file and asking if you want to keep the workbook in this (CSV) format. Click Yes, and it will save the file as a CSV file. But this will not close the file. When you try to close the file, you will get a message asking if you want to save changes to the file, even if you have not made any changes since originally saving it as a CSV file. If you have not made any changes since then, click No, otherwise click Yes and, again, save it as a CSV file

If you create the *.csv file from Excel as described above, and then open the file again using Excel, be sure to use the File Save as option to save the file again as *.csv. Depending on how your Excel has been set up, if you open a *.csv file in Excel, Excel may change the file back to Excel format and save it in Excel format unless you consciously use the File Save as option to save it again as *.csv.

If you try to upload a file that is still in Excel format, you may get strange error messages, or you may get no error message at all, but your employees will not be able to login. Verify that you have saved the file in the correct format by opening Microsoft Word, or Notepad, or Wordpad, or any other text editing software, and then using that software's File Open option to select and open your *.csv file. You should see only your list of e-mail addresses, worksites, and employee names, separated by commas, as illustrated below.

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employee1@wsdot.wa.gov,headquarters,Jerrold,Tyral
employee2@wsdot.wa.gov,headquarters,Susan,Bellamy
employee3@wsdot.wa.gov,headquarters,Park,Lee
employee4@wsdot.wa.gov,headquarters,Jennifer,Guinn
employee5@wsdot.wa.gov,headquarters,Fiona,McMurtry
employee6@wsdot.wa.gov,headquarters,Zachary,Eggles
employee7@wsdot.wa.gov,headquarters,Bob,Carson
employee8@wsdot.wa.gov,headquarters,Brunnhilde,Wagner
employee9@wsdot.wa.gov,headquarters,Jason,Heald
employee10@wsdot.wa.gov,headquarters,Samantha,Lindqvist
employee11@wsdot.wa.gov,headquarters,Samuel,Jones
employee12@wsdot.wa.gov,headquarters,Lee,Jefferson
employee13@wsdot.wa.gov,headquarters,Abby,Vickery
employee14@wsdot.wa.gov,headquarters,Carol,Levinson
employee15@wsdot.wa.gov,headquarters,Carl,Shepard
employee16@wsdot.wa.gov,headquarters,Steven,Nakamura
employee17@wsdot.wa.gov,headquarters,James,Robertson
employee18@wsdot.wa.gov,headquarters,Paul,Smith
employee19@wsdot.wa.gov,headquarters,Dmitri,Petrovski
employee20@wsdot.wa.gov,headquarters,Li,ChongYi
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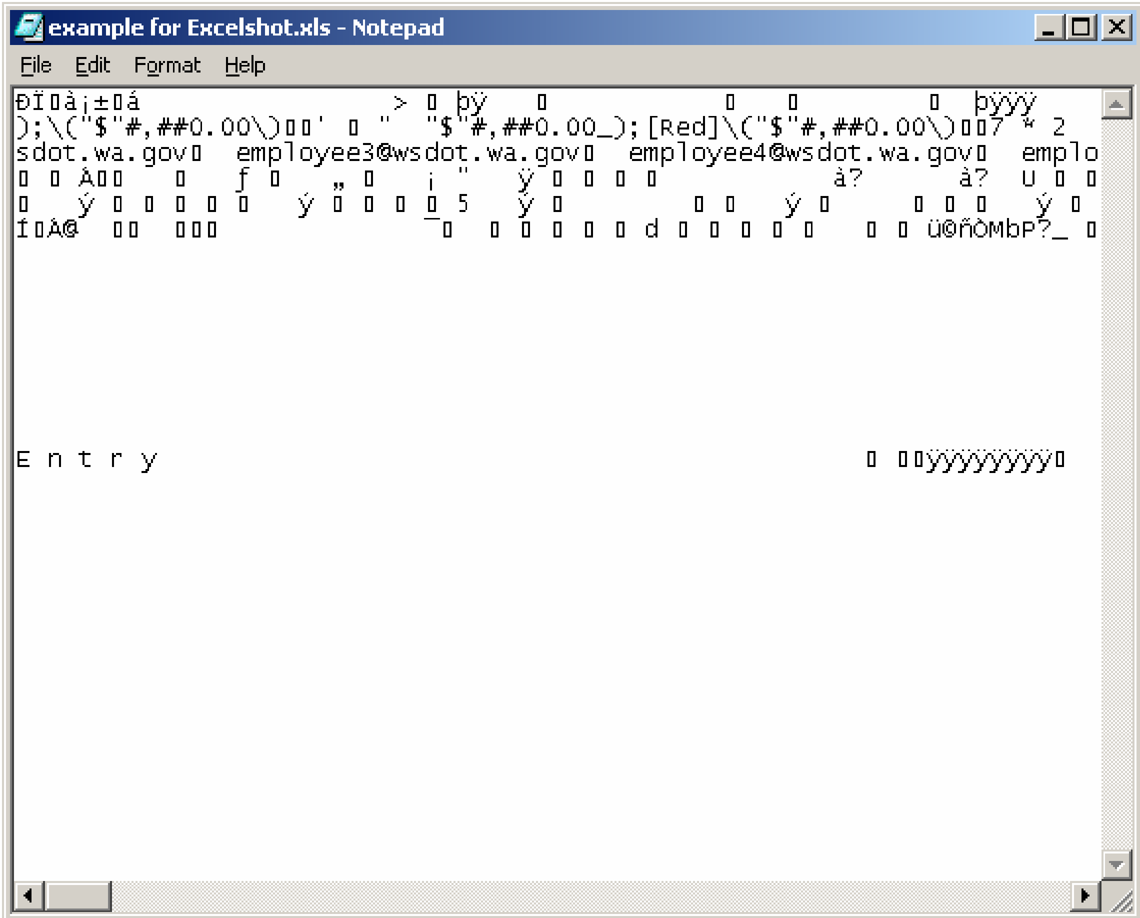
If you see other characters, or small rectangles, or “junk”, as illustrated below, your file is probably still in Excel format. Close the text-editor window, go back to Excel, open the file, and save the file in CSV format. When you have done this, repeat the test with the text-editor to verify that the file looks like the one above rather than the one below.



To actually upload the file, login to the survey giving the access e-mail and password provided by your jurisdiction.

On the red horizontal bar in the middle of the page, click on **Employees**.

When the Employees page loads, click the Import Data button.

When the File Uploader page loads, click on the Browse button and select the file that you want to upload; when you have highlighted the file for upload, click on Open and the system will display the file and directory information in the download field.

Click Upload file

You will see a screen with several buttons on it, and a window that lists the employee information from your file. Check the number of records that the upload software says it can import, and make sure it is the number you intended to import. If it is lower than you expected, then you should click Cancel and check your file for duplicate e-mail addresses. The list in the window is held “in between” your file and the survey system. The list is not transferred into the survey system until you choose either to Replace Employees List, which will use the contents of your list to replace all of the employees that you have previously uploaded (useful if you find you have made a mistake earlier); or until you choose to Add to Employees List, which will add them to whatever employees are already in the system. While the list is still "in between" your file and the survey system, you can highlight a name and Edit or Delete it. Once you have the employee list the way you want it, click the Replace Employees List or the Add to Employees List, or click Cancel and not use the list.

Note that once your employees have started submitting survey results, you CANNOT use the Replace Employees List option. You can use the Add to Employees List option. And you can use the Add function on the **Employees** page to add additional employees one at a time (see below)

If the system cannot match the worksite names in your upload file with the names it has stored for your worksites, it will prompt you to match the worksite names from your file to these names. This feature is intended to handle occasional misspellings. If you have a lot of names that do not match (perhaps because you misspelled the name when you created the file), you should probably click the Cancel button, re-create the upload file and start the upload again. If you find that the worksite name in the survey software system has been misspelled, please contact your jurisdiction and provide the correct spelling, so that we can correct the misspelled name.

If you upload a name at a worksite and later find that the employee has moved to another worksite, you can use the Edit function to change this. If this employee has already submitted a survey, editing the employee location will not move the survey from the old site to the new one; you will need to delete the survey from the old site and enter it into the new one, or else delete it and ask the employee to login and complete the survey again, this time at the new site.

If you later find that an employee in your uploaded list is no longer working for your employer, you can use the Delete function to remove the employee from your list. If the employee has completed a survey, you will receive a warning message to confirm that you are about to delete the survey as well as the employee.

If you find that an employee is missing from your list after you have uploaded it, you can use the Add function to enter a new employee and worksite into the survey software.

Once you have completed uploading your lists, the final step in the upload process is to click on **Surveys** in the red bar running through the middle of the page, then highlight the survey site in the window at the left, and click the View Setup button. This will open the setup page. Opening this page completes the transfer of the list into the tracking system (to let you download a list of persons who have not yet submitted a survey, or show the number who have not completed a survey). Click Save. You do not need to do anything else on this page to complete the upload, and this will take you back to the **Surveys** page. If you are surveying more than one site with an uploaded list, highlight each in turn on the **Surveys** page and click the View Setup button for it.

If you are surveying more than just one worksite, the window on the **Employees** page will show all employees that you have uploaded. If you want to see a list containing only those employees whom you have uploaded for a particular site, go to **Surveys**, select that site from the list of your sites by clicking on it, and then click on Change. In the window at the lower right, you will then see the list of employees for the site, sorted by e-mail address. If you want, you can import additional employees into the site using the Import button above this window. It operates the same way as the one described earlier on the **Employees** page.

How do I use the list of employees once I've uploaded it?

Controlling access to your survey

When an employee types in an e-mail address, s/he can access the survey for your sites only if you have uploaded the e-mail address. This is in contrast to allowing anyone with your employer's e-mail domain to access the survey by typing in any e-mail address and the domain. Any person who enters and e-mail address that is not in the list that you uploaded will get a message saying that the survey software cannot find an active survey for that address, and advising the employee to contact you to resolve the problem. You can then use the tools described above to add the employee to your list of uploaded addresses and thereby allow access to the survey.

If you are surveying more than one site, when your employees access the survey, they will be asked to choose their worksite from a dropdown box showing all of your sites that are surveying. If you have uploaded a list of e-mail addresses and worksite names, and if an employee chooses a worksite that is not the one that you uploaded, the system will give the employee a warning message asking him/her to contact you about this. You then can discuss this with the employee and, if necessary, edit the worksite information that you have uploaded for him/her to direct the survey to the proper worksite

Tracking progress

(See **How do I identify a list of persons who have not yet completed their surveys, so that I can send them a reminder?**)

I'm using an uploaded file of e-mail addresses. How do I add addresses once my survey begins?

The simplest way is to upload another file containing the addresses. Create this in exactly the same format used for the file that you uploaded (see **If I decide to upload a list of employees, how do I do it?**). Make certain that you do not duplicate any of the actual e-mail addresses you have already uploaded. If you are creating dummy artificial addresses so that you can transcribe data from paper surveys, and if you have multiple worksites, remember that it is the e-mail address that must be unique; you may want to create a list of unique addresses first and then add the worksite to each.

To actually upload the file, the process is virtually the same as uploading your original list. Login to the survey giving the access e-mail and password provided by your jurisdiction.

On the red horizontal bar in the middle of the page, click on **Employees**.

When the Employees page loads, click the Import Data button.

When the File Uploader page loads, click on the Browse button and select the file that you want to upload; when you have highlighted the file for upload, click on Open and the system will display the file and directory information in the download field.

Click Upload file

You will see a screen with several buttons on it, and a window that lists the employee information from your file. Check the number of records that the upload software says it can import, and make sure it is the number you intended to import. If it is lower than you expected, then you should click Cancel and check your file for duplicate e-mail addresses. The list in the window is held “in between” your file and the survey system. The list is not transferred into the survey system until you choose to Add to Employees List, which will add them to whatever employees are already in the system. While the list is still “in between” your file and the survey system, you can highlight a name and Edit or Delete it. Once you have the employee list the way you want it, click the Add to Employees List, or click Cancel and not use the list.

Once you have completed uploading your lists, the final step in the upload process is to click on **Surveys** in the red bar running through the middle of the page, then highlight the survey site in the window at the left, and click the View Setup button. This will open the setup page. Opening this page completes the transfer of the list into the tracking system (to let you download a list of persons who have not yet submitted a survey, or show the number who have not completed a survey). Click Save. You do not need to do anything else on this page to complete the upload, and this will take you back to the **Surveys** page. If you are surveying more than one site with an uploaded list, highlight each in turn on the **Surveys** page and click the View Setup button for it.