# SurveyMonkey Technical Resolutions 2024

We are sorry to hear that you are experiencing difficulties with the survey - your contributions are really important to us, so thank you for getting in contact and for persevering.

The most common reasons for experiencing these sorts of difficulties are due to technical issues with the user's settings/network.

However, it's worth checking to see if SurveyMonkey, the survey hosting platform, are having an issue their end first; this can be done by checking their operational status page here. If SurveyMonkey are reporting widespread issues, this is unfortunately out of our control, and we ask that you please try to complete the survey again another time.

If there are no issues reported at SurveyMonkey's end, there are a number of alternative steps you are recommended to try:

- Please double check the link is accurate – either by clicking it directly or copying and pasting it into your browser
- Ensure your JavaScript and cookies are enabled
- Clear your browsing history, cookies, and cache
- Add SurveyMonkey IP addresses and domains to your allow list so that they are not blocked by your firewall (if possible)
- Using a different browser (Google Chrome, Mozilla Firefox, Internet Explorer, Safari, etc.)
- Ensure your internet browser is the latest version
- Using a different device (Desktop, PC, Smart Phone, Tablet)
- Ensure that you're not using a proxy server (you can check this with your network administrator)

If you are having trouble with the survey after you have gained access it could be due to the way you are navigating through the survey. As such it is important to remember the following:

- Do not attempt to progress forward or backward through survey pages using your browser's forward and backward buttons
- **To progress forward** click the next button at the bottom of each survey question and your response will be automatically submitted
- **To go back** so you can change an answer previously given use the back button located at the bottom of each survey question

If you are still experiencing issues after taking these steps, please feel free to reach out directly to the project team at researchanddatacollection@polfed.org.