

## **Portal Issues**

### **Q My password is not working when I return to the portal page.**

**A** If you have been re-directed to the panel portal page after completing the questionnaire, you do not need to login to submit your answers. Your responses have already been submitted. You are re-directed to the panel portal page by default should you wish to update or change any of your account information.

If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the panel. Check your e-mail for this confirmation and follow the steps to complete your entrance into the panel.

When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.

### **Q I get an “e-mail does not exist” message when I try to login.**

**A** If you did not complete the first survey you were invited to and click the link in your confirmation e-mail, you are not fully registered in the panel. If you have completed these steps and still can not login, try closing the portal page and returning in a few minutes.

If you got to the portal page after completing a questionnaire, there is no need for you to login to submit your responses. Your responses have already been submitted.

### **I can't remember my password.**

**A** If you cannot remember your password, simply click on the “Forgot password” button on the panel login page to have it e-mailed to yourself. If you continue to experience problems you can [e-mail support](#).

### **Q I can't login with my e-mail address. The message says it is not in the database.**

**A** After completing the questionnaire, you should have received an e-mail asking you to confirm your e-mail address. The system will not recognize your address until it has been confirmed by clicking on the link in that e-mail.

Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your e-mail provider, it may have been directed to your Junk Mail folder.

### **Q I didn't receive my password after clicking on the “Forgot password” button.**

**A** Depending on the e-mail provider, the e-mail might have been directed to your Junk Mail folder. Some providers automatically divert e-mails sent from an automated system to the Junk Mail folder. To avoid this, add our address to your address book or safe list.

## **Panel Questions**

**Q Are there any prizes for filling out the survey?**

**A** If there is a prize or a contest being offered for this particular survey, you will find the details in either your survey invitation (e-mail) or within the survey itself. Be sure to read the information provided so you are familiar with the terms and procedures for the prize fulfillment.

**Q I've been disqualified from the survey. Why?**

**A** Each panel is made up of a number of categories with a specific quota to ensure the accuracy of the data. Based on your profile, the quota for a particular survey may have already been filled.

## **Recruit Questions**

**Q My zip/postal code is not being accepted.**

**A** There are certain “validations” on each question to ensure that the information is filled out properly. Make sure that there are no blank spaces before, within, or after your zip/postal code; the system reads these spaces as characters. Double check that the order of numbers and/or letters is correct and that if your code contains zeros, be sure to use the number 0 as opposed to the letter O.

**Q Why do you need my personal information?**

**A** Your responses may be grouped together with others for statistical research purposes including, for example, grouping together responses of people with similar profiles.

**Q My e-mail address is refused when I fill out the questionnaire.**

**A** Our system currently does not handle e-mail addresses that start with numbers, or contains an underscore (\_), before the @ symbol. We are working on fixing this problem and suggest that you use a different e-mail address in the meantime.

**Q I'm having trouble creating my password.**

**A** Your password must be 6-12 characters long and must include at least one number. Ensure that there are no spaces before, in the middle, or at the end of your password.

**Q What happens after I join?**

**A** Once you have been accepted, you will receive a confirmation e-mail with a link that you must click on to become an active member of the panel. When a survey becomes available, you will receive an invitation e-mail with a link to the survey. You can also access any active studies to which you have been invited to participate through the panel portal site under “Open Studies”.

**Q I've joined, but there are no open studies on the site.**

**A** Studies are launched from time to time. If there are no studies listed under the “Open Studies” area of the panel site, there are no current studies available to take. An e-mail invitation will be sent to you when a survey is launched and it will also become accessible through the “Open Studies” area on the portal page.

**Q I didn’t receive the confirmation e-mail.**

**A** This may be the result of one of two things:

1. Depending upon your e-mail provider and your personal e-mail settings, some e-mails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book.
2. You may have entered your email address incorrectly, which would have sent your confirmation to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this happening.

## **Technical Problems**

**Q Why am I not receiving the e-mail notifications?**

**A** Some e-mail providers have spam filtering systems that automatically direct e-mails sent from an automated system directly into the Junk Mail folder. To ensure the receipt of your survey invitations, it is best to add the panel address to your safe list or address book.

**Q How do I add this panel to my safe list?**

**A** If you are using Microsoft Hotmail, following are the steps to ensure that your survey

1. Open your Mailbox.
2. Click on "Mail" tab.
3. Click on "Options" (It is located on the top right of the page, on the same level as the four tabs labeled Today, Mail, Calendar and Contacts).
4. Click on "Junk E-mail Protection".
5. Click on "Safe List".
6. Type "support@officemaxtalk.com" and click "Add".

**| If you use Hotmail, Yahoo or another email program or web-based email provider, please consult the ‘Help’ menu regarding specific instructions on adding the email [support@officemaxtalk.com](mailto:support@officemaxtalk.com) to your safe list or address book.**

**Q The link in my e-mail invitation is not working.**

**A** Depending on your service provider, or the size of your e-mail window, the link to the survey may be broken onto two or more lines. You may also have a link that is not completely underlined or active. You must select the entire link in order to access the

survey correctly. If necessary, copy and paste the entire link into a web browser address bar to access the survey.

If this solution doesn't work, you can also find the survey under "Open Studies" on the panel portal page. (Please note that this is only effective for surveys and not the profiling questionnaire, for which you will need to access the link provided in the email.)

**Q Why can't I get past the first page?**

**A** Be sure that your browser's "cookies" are enabled. For assistance, please refer to the "Help" menu in your web browser.

If you are still experiencing problems, it might be your security settings or a conflict with another software application on your system.

Please check the Privacy tab of your Internet Options to ensure that the "Override Automatic Cookie Handling" is NOT selected. If this doesn't help, check to see if you have any security software installed such as Norton Internet security, personal firewall software, pop-up blockers, or spam blockers. Any of these might be blocking the page from loading.

If you continue to experience problems, please [support@officemaxtalk.com](mailto:support@officemaxtalk.com) with as much detail on the problem as possible (i.e. what platform you are using – Windows or Macintosh and what type of browser – Internet Explorer, Netscape, Safari, etc.)

**Q I can't see the video.**

**A** Please make sure you have the correct software installed to view the videos. If you already have the correct software, check the privacy setting on your browser:

1. Click the "Advanced" option (from the Tools – Internet Options – Privacy).
2. Make sure that "Override Automatic Cookie Handling" is NOT selected.

If you continue to experience problems, please contact Support with as many details as possible (i.e. what type of platform and browser you are using).

**Q The e-mail I received is all in code.**

**A** If you are using Microsoft Outlook, check to see if you can switch from Plain Text to HTML. At the top of your e-mail window there is a small field with the words "Plain Text" in it. Click on the down arrow to select HTML.

If you continue to experience problems, please contact Support. Email [support@officemaxtalk.com](mailto:support@officemaxtalk.com)

**Q How do I copy and paste?**

**A** To copy an item, move your cursor to the beginning of the word or sentence you want to copy. Left click and drag your mouse to the end of it to highlight the selection. Right

click anywhere on the highlighted selection and select Copy. You can then right click on the spot where you wish to paste the selection and click on “Paste.”

If you want to replace something with your copied selection, simply highlight what you want replaced and then right click and select “Paste”.

**Q The page timed out.**

**A** If you leave your computer or leave the survey on the same page for a long period of time, the page can time out. Although the page has timed out, your previous answers are not lost. To finish the survey, click on the link again and it will take you right to where you left off.

## **Miscellaneous Questions**

**Q Am I still registered in the panel? I haven't received a survey invitation for a while.**

**A** Surveys are often sent depending on region, age group, gender, or other criteria. When a survey matching your profile is launched, you will receive an e-mail invitation. If you have not received an invitation, it is most likely because there have not been any studies released that match your profile.

**Q Did you get my responses?**

**A** If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.