

Webform Troubleshooting

If you are having difficulties accessing your Business Survey online, the following steps will outline the process to follow to try to gain access:

- Check entered login details are correct
- Check internet connection
- Internet settings
- Blocked due to multiple incorrect login information entries
- Form not loading properly

Check entered login details are correct

To ensure the security of all data you provide, only exact login details will give access to your survey form.

Sometimes typos are the reason that access is denied. The email we sent you has all the necessary login details. Copy and paste these to ensure accuracy, checking that there are no unintentional spaces pasted with the login information.

You should also check that the “mailto:” text did not paste with the email address.

Check Internet Connection

Sometimes the survey website is not denying access, but a poor internet connection is blocking access to the site. Checking the internet is connected successfully may fix the issue and allow connection to the survey website.

Internet Settings

Some businesses require higher levels of security for their internet settings to stop access to certain websites. Your IT team may have restricted access to our survey website, so it may be useful to check that this is not one of the websites that is blocked.

It is worth noting that it is very rare that our survey website would be a blocked site.

Blocked Due to Multiple Incorrect Login Information Entries

One of our main aims is to keep the business data you provide secure. One of the security measures that we have in place is a time out period if there are too many incorrect login attempts. Below is the information on this time out security feature:

Maximum number of failed login attempts – 5 attempts

Locked out time period – 15 minutes

Idle timeout – form no longer used – 60 minutes

Idle timeout – form never used – 30 minutes

If you have had 5 incorrect attempts you will be locked out of the form for a period of 15 minutes. Once the 15 minutes is over, you can attempt to log in again, however if you input incorrect data again you may receive a further locked out time period.

If you are logged in and have left the form idle for 60 minutes, you will also be timed out on the system and will have to log in again. If you have logged in and not used the survey at all since login, you will be timed out after 30 minutes, you will then have to log in again.

If you are having issues accessing your survey form after a time out, you should try to open a new browser tab or close the browser and open it again to try to log in.

You may also wish to ensure caps lock is not on when entering.

Form Not Loading Properly

If you have been able to get access to the form but there seems to be issues with the way the form loads (for example, if there are buttons saying "Calculate" etc.) then there could be an issue with the JavaScript settings on your computer.

Annex A will outline the troubleshooting for this on all of the major browser types.

If you do not have the permissions to change the JavaScript settings on your computer, you may have to get in touch with your IT Department.

Annex A

How to enable JavaScript:

Google Chrome

1. On your computer, open Chrome
2. At the top right click the settings button (looks like three dots in a vertical line)
3. Select "Settings"
4. On the left hand side expand "Advanced"
5. Click on "Privacy and Security" under advanced at the left hand side
6. Choose "Site Settings"
7. Click JavaScript
8. Ensure this is switched to "Allowed (recommended)"
9. JavaScript should be enabled

Internet Explorer

1. Open Internet Explorer
2. Select the 'Tools' menu (In Internet Explorer 6,7 or 8, 'Tools' is a menu at the top of the screen; In Internet Explorer 9 and higher, 'Tools' is found by clicking the gear icon on the right-hand side of the browser window)
3. Select 'Internet Options' (In Internet Explorer 6, 7 or 8, 'Internet Options' is the bottom menu item; In Internet Explorer 9 and higher, 'Internet Options' is the second-last option)
4. Select the 'Security' tab
5. Click the 'Custom Level...' button
6. Scroll down and change the Active Scripting setting
7. Confirm the change
8. Close 'Internet Options'
9. JavaScript is now enabled

Mozilla Firefox

1. Click into the address bar (the address bar is at the top of the Firefox window and usually shows the URL of the website you're looking at)
2. In the address bar, type in "about:config" and press enter
3. A warning message will appear about changing settings, click the "I'll be careful, I promise" button
4. This will take you to your advanced preferences page
5. Click the button to show all advanced settings
6. In the search bar at the top, search for "javascript"
7. Look for the "javascript.enabled" preference (it will say this in the Preference Name column)
8. If this says "false" in the Value column, then this will need to be toggled to true (right click on the word "false" and select "Toggle" from the list that appears)
9. "false" should now be changed to "true", JavaScript is now enabled and you can close this tab

Microsoft Edge

1. Press the keyboard shortcut "Windows+R" (the windows button on the keyboard looks like four boxes)
2. In the opened window type "gpedit.msc" and press enter
3. Expand the "User Configuration" – "Administrative Templates" – "Windows Components" – "Microsoft Edge" – Double-click allows you to run scripts, like JavaScript
4. In the opened window click "Enable" and press "OK" to apply that
5. JavaScript is now enabled for Edge

(Failing this there is a simple option as follows)

1. On the "more" menu (at the top, which looks like three dots going horizontally) select "Open with Internet Explorer"

2. Now follow the procedure we have outlined for Internet Explorer

Safari

1. Click the 'Safari' menu, choose 'Preferences'
2. Click on the 'Security' tab
3. Click the 'Enable JavaScript' checkbox to enable or disable JavaScript
4. Close the 'Preferences' window
5. JavaScript is now enabled

Safari for iPhone

1. Tap the Settings icon on your iPhone home screen
2. Scroll the Settings page down and find the "Safari" option
3. Tap the "Safari" menu option
4. Scroll Safari's options down and find the "Advanced" option
5. Tap on the "Advanced" menu item
6. Slide the JavaScript setting control to the right to enable it
7. JavaScript is now enabled