

Guide for completing your survey online

The 2021 online survey will be open from **21 June to 20 September 2021**. The survey should be completed on a laptop or personal computer (PC). Please note this survey **is not** designed to be completed on a mobile device (smartphone or tablet).

Go to the online survey website growingupinaustralia.gov.au/survey and select '**Log in or Create your Survey Account**'.

From here, there are two common scenarios – please follow the scenario that best suits you.

Scenario A

I have NOT previously completed a *Growing Up in Australia* or an Australian Bureau of Statistics (ABS) online survey.

- You will need to create an ABS Survey Account before you can log in. Select 'Create' on the right-hand side of the log-in page.
- You will need to provide an email address, a mobile phone number and create a password.
- You may also optionally provide your name.
- You will be asked to validate your email address.
- You will be emailed a 6-digit security key by the Australian Bureau of Statistics (ABS) – this may take up to 10 minutes to arrive.
- Enter this 6-digit security key (NOT the 9-character Form Access Code) into the survey account webpage to validate your account.
- You have now created your ABS Survey Account.

You can now log into your account:

- Enter your email address, the one you just used to create your account.
- Enter the password you just used to create your account.
- You can now enter your 9-character Form Access Code (this includes the hyphen and is case sensitive) to start your survey. This code can be found on the postcard we mailed you or in the email *Growing Up in Australia* sent to you.

Scenario B

I have previously completed a *Growing Up in Australia* or an Australian Bureau of Statistics (ABS) online survey.

- You will need to log in to your ABS Survey Account. On the right-hand side of the log-in page, enter the email address you used to create your account previously.
- Enter the password you set for your account.
- You can now enter your 9-character Form Access Code (this includes the hyphen and is case sensitive) to start your survey – this can be found on the postcard we mailed you or in the email we sent you.

NOTE: The *Growing Up in Australia* survey is completed using an Australian Bureau of Statistics (ABS) Survey Account. If you have previously completed an online survey for the Australian Bureau of Statistics you will already have an ABS Survey Account and you can use this account to complete your *Growing Up in Australia* survey.

Troubleshooting Guide

Logging in to the survey account

Issue	Solution
<i>I am unsure how to get back into my previous account</i>	If you have already created an account previously, you do not need to re-create another account. You can log in by using the email address and password you used for your previous account.
<i>I can't remember the email address I used last time</i>	If you can't remember the email address you used last time, you will need to create a new account.
<i>I have forgotten my password</i>	If you forget your password, you can use the link next to 'Forgot your password?' on the log-in page to reset it. You will need the email address and mobile phone number you previously used for your account.
<i>I have forgotten or changed my mobile number</i>	You will need to call 1800 005 508 (during office hours 9am to 5pm AEST) to have a team member help you reset your password.

Creating an account

<i>I get this message – "An account using this email already exists. To continue, please use a different email address."</i>	An online survey account has already been created for this email address. This could have been for a previous <i>Growing Up in Australia</i> online survey, or an online survey you may have completed for the Australian Bureau of Statistics. You can either: <ul style="list-style-type: none"> • Log in using this email address and the password for this account; OR • Create a new account with a different email address.
<i>I get this message – "Field to be hidden error"</i>	To fix this, you need to remove the zero from the start of your mobile number.
<i>I get this message – "500" or "502"</i>	To fix this, try the following: <ul style="list-style-type: none"> • Try another web browser - Google Chrome is preferred • Clear your cache/browsing history and try the survey link again • The system may be inaccessible right now, try again later
<i>I get this message – "Error 404"</i>	This message may display if you are trying to complete your survey on a mobile device (smartphone or tablet). Please complete the survey on a PC or laptop.
<i>I haven't received the Security Key email. What do I do?</i>	Please check your spam or junk mail. Although we have taken measures to ensure the Survey Account request emails get through, occasionally they may be blocked. If there is no confirmation email after 10 minutes, you can start the 'Create' process again to ensure all details have been entered correctly.
<i>My Security Key doesn't work</i>	The security code is valid for 15 minutes after it is sent from the Australian Bureau of Statistics. If it takes longer than 15 minutes to reach your inbox, the code will expire. Repeat the process to create an account and a new Security Key will be sent.

	When entering your Security Key make sure it is a 6-digit code (NOT the 9-character Form Access Code).
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Entering Form Access Code / starting survey

<i>How do I start my survey?</i>	Use your case sensitive Form Access Code to open the online survey exactly as it on your postcard or in your email noting there are 9 characters, including the hyphen (-).
<i>What is a Form Access Code?</i>	Your Form Access Code is unique to you and you will need it to access your online survey. Your Form Access Code is made up of 9 alpha-numeric symbols, including a hyphen (-) in the middle. It is important that you include the hyphen in the Form Access Code as it forms part of the actual code.
<i>Where will I find my Form Access Code?</i>	<ul style="list-style-type: none"> Your Form Access Code is located on the postcard that was sent to you. If you have given us your email address in the past, we will have sent you an email which also contains your Form Access Code. Enter the Form Access Code in to the Form Access Code box on the screen exactly as shown on your postcard or in your email. <p>If you cannot find your Form Access Code you can call the <i>Growing Up in Australia</i> team on 1800 005 508 (during office hours 9am to 5pm AEST), and it can be provided to you over the phone.</p>
<i>I am having trouble entering my Form Access Code</i>	If you are having issues entering your Form Access Code, ensure you are including the hyphen (-) and that it matches exactly what is printed on your postcard. Your Form Access Code shouldn't have any spaces.
<i>Form Access Code has already been claimed</i>	Call <i>Growing Up in Australia</i> on 1800 005 508 (during office hours 9am to 5pm AEST) for assistance.

Completing the survey

<i>I am having trouble entering or reading my online survey form</i>	You may need to try a different web browser or screened device. This online survey form is optimised for PCs, laptops and larger screened devices rather than mobile devices (smart phone or tablet).
<i>I am having problems viewing the online survey form</i>	If your survey form is not displaying correctly or you are having trouble moving to the next screen it may be because you do not have JavaScript enabled in your web browser. This is most common for older versions of web browsers. In most instances, JavaScript can be enabled in 'Options', under the 'Tools' menu. If you need web browser assistance, you can try the 'Help' menu in your web browser.
<i>I am getting an error message</i>	If you are getting an error message and need assistance, you can contact the <i>Growing Up in Australia</i> team on 1800 005 508 (during office hours 9am to 5pm AEST).
<i>I am having trouble establishing a session/completing the survey account set-up</i>	It may be because you are using an older browser version which does not fully support HTML. Please try an alternative browser or update your browser to the latest version.

<i>Do I have to complete the survey in one go?</i>	If you do not wish to complete the survey in one go, 'Save and Exit' can be used at any time allowing you to complete the remainder of the survey later.
<i>I can't access my online survey form or submit my answers</i>	<p>If you are having problems accessing your online survey or submitting answers, please try the following:</p> <ul style="list-style-type: none"> • Save and close your internet browser. Open a new browser window and try logging back in. • Open your Survey Account and survey form in a different web browser software. • Clear your cache/browsing history by referring to your browser's instructions. <p>If you are still having problems please contact the <i>Growing Up in Australia</i> team on 1800 005 508 (during office hours 9am to 5pm AEST).</p>
<i>My online survey closed before I had finished it</i>	Your online survey will close after 20 minutes of inactivity. This is to protect your privacy. You may need to close the browser session to re-access your survey. The survey should re-open at the page you were last on.
<i>How do I know if my completed survey has been received by Growing Up in Australia?</i>	<p>Once you have completed and submitted your survey form, the final page will include a confirmation message that you can print or save.</p> <p>You can check that your survey form has been submitted by logging into your Survey Account and checking that your survey form in the 'My survey form history' section has a status of 'submitted'.</p>
<i>I have submitted my survey but I have received a reminder. Why?</i>	<p>If you have received a reminder from <i>Growing Up in Australia</i>, it could be that it was sent prior to you submitting the survey form. If this is the case you do not need to take any further action.</p> <p>Alternatively: Once you have finished a survey form you need to click 'Submit' on the last page to ensure your data is submitted correctly. You can check this has been done by logging into your Survey Account and checking that your survey form is in the 'My survey form history' section. If the survey form status is 'In Progress' you can click 'Resume' and ensure the survey form has been correctly submitted.</p>

For any other issues, please contact the *Growing Up in Australia* team on 1800 005 508 (during office hours 9am to 5pm AEST) for assistance.