

TIPS FOR DOING THE ONLINE QUESTIONNAIRES

Most of us believe we are computer literate and can do a range of things on a computer very easily. If things don't 'go right', any of us may be very quick to blame the computer programme, the software or the website and say it doesn't work properly.

Before you start into the steps to 'do' the Full set or the Update set of Questionnaires on the Smithells®NZ website, www.smithellsnz.co.nz there are some important do's and don'ts that will make your experience go more smoothly and be more enjoyable.

Please read each of the following recommendations carefully BEFORE you even register to do the Questionnaires. Each recommendation will save you time and or hassle.

Firstly, remember it is important that you (not your parents, friends, brothers or sisters) answer all the Questionnaires yourself. It is you who will do the career planning for your future. The answers need to be your own answers, preferences and choices.

- **Instructions.** Please **follow all instructions carefully.**
- **Compatible web browser.** These and other highly interactive and secure websites are much more compatible with certain web browsers. It is strongly recommended you use **Firefox** or **Chrome** as your browser.
 - **Firefox** can be downloaded for free at <https://www.firefox.com> or from www.mozilla.org/en-US/firefox/new/
 - **Chrome** can be downloaded for free at <https://www.google.com/chrome/>
- **Smithells®NZ's email address.** As recommended on the registration and login pages, please **add the Smithells®NZ email address info@smithellsnz.co.nz to your email address book**, so that any emails sent to you by Smithells®NZ do not end up in your spam or junk mail.
- **Activation key.** If you cannot find immediately the **activation key** emailed to you, check your inbox for the email with 'Smithells®NZ Questionnaires Information' in the subject. The activation key is the long list of numbers and letters at the top of the main email. It is labelled 'activation key'. The tax invoice is an attached document. Remember also to check in your junk mail or spam.
- **Buttons on your web browser. Avoid going back to a previous page or refreshing any pages, or clicking on any button multiple times.** Doing any of these actions might cause problems with the Questionnaire you are working on **or** log you out **or** stop you completing that Questionnaire. In the unlikely event of this happening, log out, then log back in and keep going.
- **Interrupted?** If you were interrupted or timed out partway through a Questionnaire, when you log back in again, you are taken back to the start of the Questionnaire you were working on. Everything before that will have been saved.
- **'Completed' message & your appointment.** When you receive the '**Completed**' message on screen, stay online and logged in for another couple of minutes to ensure the server is able to fully generate your *Career Information Summary*. Wait until the message on screen tells you that this has been done.

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- **Confirming or requesting an appointment.**
IF you have already arranged an appointment with an Approved Smithells® Professional, **THEN** simply forward the email to him/her with your *Summary* attached. All email addresses for Approved Smithells® Professionals are on Page 2 of your *Summary*.
IF you want to arrange an appointment with an Approved Smithells® Professional, go to Page 2 of your *Summary*, choose who you want to see from the list, contact him/her, book an appointment, **THEN** forward the email with your *Summary* attached to him/her.
- **<CONTACT – ABOUT QUESTIONNAIRES> button.** In the unlikely event that you do have questions or issues when doing the Questionnaires please send a clear description of what is happening (when you are registering and / or doing your Questionnaires) to Smithells®NZ using the **<CONTACT - ABOUT QUESTIONNAIRES>** message system provided on the Smithells®NZ website Home Page. The Smithells®NZ web team will then be better placed to help you. **Note:** Your selected Approved Smithells® Professional does not have access to check and sort out this sort of issue.
- **Trouble-shooting steps:**
 - Am I using Firefox or Chrome? See '**Compatible web browser**' above.
 - Have I gone back to a previous page or refreshed any pages or clicked more than once on a button? See '**Buttons ...**' above.
 - Have I tried doing the Questionnaire(s) on a different internet-capable device?
 - Have I tried using a different internet connection, or tried from a different location?

Please note that the web team at Smithells®NZ typically works 9 hours a day, 5 days a week, Mondays to Fridays, and may not be able to respond to your message outside regular working hours or during holiday periods that include public holidays.

We do not provide a phone number for you to contact us. It is important that we receive your Contact message so that we can correctly identify you as a user & check on your situation so that the web team can send an accurate response to your message.

Thank you. We wish you well with your career planning.