

Troubleshooting issues that arise with the questionnaires

If you started a questionnaire, took a break, and then tried to resume, but when you open the link it brings you back to the beginning....

We can generate you a new link that should have your prior answers pre-populated. Please contact us so we can send you this new link. The new link will log you in to the beginning of the questionnaire, so you will need to click through your pre-populated answers to find where you left off, but you won't need to answer everything again.

Other error messages you might see

“Unable to login with the information provided.”

- This is a problem on our end, but it has an easy fix if you let us know.

“Unable to login with the information provided. (Duplicate panel member).”

- Also an issue on our end. Let us know and we can take care of it.

“You have either already completed the survey or your session has expired.”

1. You may have actually already completed this questionnaire.
 - If you are not sure if you have completed a particular questionnaire, check the timeline provided below or contact us and we can double check for you.
2. If you have an email service that scans your messages, it may test the links provided in the emails. This can result in Qualtrics thinking you have taken the survey when you have not.
 - Try clearing your cookies and opening the link again (see below for guidance on how to clear cookies).
 - If clearing the cookies doesn't solve the problem, let us know
3. You may be trying to log back in to a survey you have already started and resume from where you left off.
 - Please let us know and we can create you a new functional link with your previous answers prepopulated.

“You are not authorized to resume this session”

- Please let us know if you get this error message and we can get you a new working link that will let you login to begin, or resume from where you left off, if applicable.

“Sorry, a network error has occurred”

- This is typically an issue with the link itself. Please close out the survey page, and navigate to our website page with the links to each questionnaire

(<http://contemplative-coping-covid-19.ucdavis.edu/study-timeline.html>). Select the link for the questionnaire you are trying to complete from our website.

- If you still receive a network error message, please let us know and we will get you a different link.

Cookies

[Cookies](#) are small pieces of data sent from a [website](#) and stored on the user's computer by the user's [web browser](#) while the user is browsing. Qualtrics uses cookies to facilitate the online questionnaire processes—this is what enables you to save and continue later. However, these only work if you are using the same computer and browser, and they do not work all of the time. In some cases, cookies can prevent you from starting a survey, because your device thinks you have already completed that survey. If you know you have not completed a survey, but you see an error message saying that you have, clearing your browser cookies might help.

Here are some instructions on how to clear cookies from different browsers

Chrome:

<https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DDesktop&hl=en>

Safari:

<https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/13.0/mac/10.15>

FireFox:

<https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>