fiftyfive5

SURVEY SUPPORT – FAQs

1. **I have clicked 'back' on my browser, but the 'next' button is now disabled**
   It is best to navigate with 'next' and 'back' the buttons within the survey.
   If you've accidently used the arrows in your browser, use the > arrows again to take you back to the last page of survey you had filled in. Your previous answers will remain. Alternatively, you can press 'refresh' and you will be able to reload the page again.

2. **I don't have time to finish the survey in one sitting.**
   Leave the browser opened, and you can return to the survey at a later time.

3. **It is asking me to enable Javascript.**
   The survey requires Javascript to load correctly, so it will need to be enabled in order to complete the survey.

4. **I am not able to progress to the next question if I leave an answer blank.**
   You will need to answer all the questions on the page before you can skip to the next question. There is often an option for 'None of these' or 'Other' if none of the answer options are applicable to you. Check the details of the error message for what is required at each question.

5. **What will you do with my information?**
   The information gathered in our surveys is combined with the responses from all other people that took the survey. We then produce a report that shows the % of people who selected each answer, if order to answer the specific research questions from our clients. We do not report an individual person's scores, they are always combined to get an understanding of the 'total population', or specific groups of people e.g. males vs. females, brand users vs. non-users.

6. **What is your privacy policy?**

   We follow a strict privacy policy on all of our projects. You can find details of it here:
   https://fiftyfive5.com/privacy-policy

7. **I'm still having issues – can I speak to someone?**
   Of course – your first point of contact is emailing us at surveysupport@fiftyfive5.com
   Alternatively, you can call Emma at 0414 536 558 who will support you to be able to complete the survey.