SHINE: Pupil mental health and wellbeing survey

TECHNICAL TROUBLESHOOTING ADVICE

We strongly recommend you check that the survey web page and login work on your school's system before any session with pupils.

We recommend using chrome as your web browser for this survey. Other compatible browsers include Safari, Firefox and Edge. Please **do not** use Internet Explorer as this is an old web browser and is not compatible.

We hope there will be no difficulties accessing the online survey, most problems can be resolved locally by following the advice below.

As of August 2022, schools who have registered to participate in the SHINE mental health survey will be emailed the survey link, the school's unique login code and a QR code. Schools who use ipads may find the QR code works best with their systems. Please note that when using the QR code the login box is automatically filled with the school's unique digital code – participants should just click on "next" to begin.

When testing the QR code, please just check it loads correctly on a school device but **do not complete the survey** as this risks being incorporated in the pupil results. If you would like to view the survey questions online, please use the test ID code provided or refer to the pdf of the questionnaire in the SHINE members' resources area in the school's SHINE digital folder.

The URL /webpage does not work

Check that there are no issues with the internet connection and that your device is connected to the internet.

Copy the url link from File 8 and paste it into a clear browser – do not try to access the survey by clicking directly on the link in the pdf document in your SHINE digital folder.

Refresh the webpage – particularly if the survey has been opened on the device before.

Check that you are using Chrome as your web browser.

Double check that you have used the correct link and it has been entered correctly.

Some school networks might block the survey website so please contact your system administrator to mark the webpage as safe in advance of the pupil session.

If none of the above work, please contact us.

The login does not work

If the webpage loads but the login code does not work, then please try again, refreshing the page.

Check that you are using Chrome as your web browser. If after several attempts this does not work, please contact us.

If you entered the school unique login code by copying and pasting in the number, please check that you haven't copied in an additional space by mistake, as this will stop it working.

Check that you have allowed up to two weeks since your membership registration was confirmed, to allow the code to be activated by the SHINE IT team.

Check that you have the correct login code. This should not be confused with the secure link and password which are sent to the school's SHINE lead as part of two membership confirmation e-mails. The link and password sent at the time of membership confirmation provide access to your school's SHINE digital folder. Your school's unique login code for the mental health survey will be emailed to you by the SHINE network manager once you have completed the pre-survey registration online form at https://uofg.qualtrics.com/jfe/form/SV_8CVJ5bs3pOBR6ke

Nothing happens when you click "next"

Allow a few seconds for the webpage to load when you click "next" – do not click repeatedly as this will delay the loading further.

Refresh the webpage

Make sure that the url link has been copied and pasted into a clear browser

If you have large numbers of pupils accessing the survey at the same time, stagger the log-ins by a couple of minutes per smaller groups

The internet goes down during a session or a pupil closes the browser

After a pupil answers each question, the data is submitted so if the session accidentally ends before survey completion, we will have all the data submitted up until that point. Please note that there is no submit button, but each point a pupil clicks 'next' the data is submitted to us.

If the internet goes down, a pupil on the same machine may be able to pick up where they left off. However, if the browser is closed then the pupil will not be able to access the questionnaire from where they left it. In the case of the latter, depending on the

time available and/or how much of the survey has been completed, the pupil may start again. We will however use all data (even partially completed surveys) in our reporting.

Managing the class if technical difficulties occur

Please be aware that the SHINE team does not have the capacity to operate a dedicated 24/7 IT support service for the mental health survey, so phone calls or emails may not be answered immediately

When planning to do the survey with larger year groups, please factor in weak or inconsistent wi-fi if this is a regular issue in school. It may be easier to conduct the survey in smaller groups over a few weeks, rather than all in one day.

For further help, please contact the school's designated SHINE Lead who has access to all the support documents associated with the survey. If this does not resolve the issue, please contact Dawn Haughton, SHINE Network Manager at sphsu-shine@glasgow.ac.uk . Please include **MH Survey Query** in the subject line of the e-mail. Please note that this email address is not manned 24/7 and you may not receive an immediate reply, however, we will aim to get back to you within 48 hours.