

Chapter 14: Tips, Traps & FAQ

In this chapter, we describe some of the tips, traps and frequently asked questions that relate to PocketSurvey at a general level, whether you are creating small simple questionnaires or large-scale complex ones.

This chapter may help you if you get in a mess but it is no substitute for proper user training. Contact us if you want to take out a [support contract](#) or attend one of our training courses.

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Tips

- Save your survey design often. When it needs saving you will see 'modified' in the title bar.

Once you have sent your questionnaire to your handheld and started collecting data **DO NOT** change your questionnaire until you have received your results back to your desktop PC and imported the collected data into you database system.

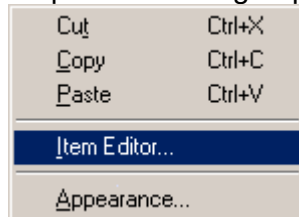
Unless you are testing your questionnaires, always follow this sequence:

DESIGN >>> SEND >>> COLLECT >>> RECEIVE >>> IMPORT

- Click the left mouse button to display a popup menu in the question display area or the questionnaire structure area
- Double click on a question or the diamond  in the questions display area to bring up the questions definition screen.
- When testing your survey make you sections random so you navigate around your survey easily and retry different questions.
- When testing a survey make your questions 'optional' rather than 'must answer', this will save you time when navigating the survey.
- The quickest way to browse around the online manual is to click the 'Next' button.

Speed Tip

If you right click on any item in the item display areas a small popup menu appears offering some common options relating to questions and groups .



Traps

- Remember to save your survey design before testing or transferring to your handheld computer.

Once you have sent your questionnaire to your handheld and started collecting data **DO NOT** change your questionnaire until you have received your results back to your desktop PC and imported the collected data into your database system.

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- If you use a picklist to define short and long descriptions for multiple choice questions, make sure your database field is long enough to hold the longest description.

Frequently Asked Questions

- **ActiveSync is not working, what do I do?**

Most problems with ActiveSync are because it fails to communicate with your handheld. See “[Appendixes — ActiveSync](#)” for some advice and then contact Microsoft or your hardware supplier.

- **Why shouldn't I change my Questionnaire design while I am collecting data?**

When you change your questionnaire design it is most likely that the structure of the data will also change. No computer in the world will be able to understand and collate data if the format or layouts are different!

Once you have sent your questionnaire to your handheld and started collecting data **DO NOT** change your questionnaire until you have received your results back to your desktop PC and imported the collected data into your database system.

Unless you are testing your questionnaires, always follow this sequence:

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