1. How can I get help regarding the ALS survey?
   There are two ways you can get help. The first choice for help is using the online help files that include instructions, these FAQs (frequently asked questions), Edit messages and conditions, and other files available within the ALS Web survey application. If your question cannot be answered by referring to one of these sources, contact the ALS Help Desk at 1-877-749-4925 or via email at govs.aclib@census.gov.

2. How do I get to the Web site?
   Enter the registration address or URL in the address box of the browser. The registration address is http://surveys.nces.ed.gov/libraries/als. You may need to append a "/" to the word "libraries" in the address, depending on your Web access provider. It is a good idea to add the URL to your Favorites list, so you can easily find it.

3. Should I enter the library mailing address on the identification screen?
   Yes, if that address is different from the institution, or adds detail to assist the mail to reach the library.

4. Do I need to register before I can edit data for my ALS?
   The ALS key holder must register before anyone can edit the data for the ALS.

5. Can my ALS have more than one Key Holder?
   No, only one person can serve as the Key Holder for an ALS. This person is responsible for locking the data and ensuring the data submitted for the survey are correct. Up to six additional persons may have login IDs in order to enter or review data for the survey.

6. What are the required browser settings needed to enter, verify, and lock data for this survey?
   The browser should be set to always accept cookies. The browser should be set to enable Java Script. Browsers should also be set to look for the newest version of a stored page. In Microsoft Internet Explorer, for newer versions of stored pages, select "every visit to the page." In Netscape Navigator set the amount of cache memory to zero. Version 4.x or higher of the Microsoft or Netscape browser is highly recommended.

7. How do I get the edit messages to fully display in the edit pop-up box?
   Please verify that your display properties setting is Small Fonts (96 dpi). To do this, go to your desk top and right click your mouse which will open a pop-up box; select Properties from the drop-down list which will open a Display Properties box; select Settings, and then click on the Advanced button to identify your current display font size. If your display is not set to Small Fonts (96 dpi), select Small Fonts from the drop down box, and then select Apply. If you do not have administrative rights to change the setting, you will receive a message indicating this and will need to have your administrator change the setting for you.

8. At what point will I no longer be able to edit the data?

Data will not be available for the ALS to modify after the Key Holder has "locked" the data. At that point, the data will still be available for viewing by persons possessing valid user IDs.

9. Can I submit data in hard copy or in a data file rather than using the Web application?
   No, all ALS data must be submitted via the Web.

10. I have updated data in the ALS Web application, so why do I still see the old data on my screen?
    Your screen may not be getting refreshed. Change your browser to the settings recommended for ALS survey. See FAQ #6.

11. How do I submit the survey data?
    When the survey has been completed and all edit messages have been resolved, you will receive the following message: "You are ready to submit data." Note: To submit the data, you must run the Edit Report, and the "Accepted" column of the Edit Report must display "Yes" for each message. You must then return to the survey page by selecting "Survey" on the top menu bar--do not use the Back button of the browser--and then select the new Submit Data option at the top of the page. If you are on the last screen, and all edit messages are resolved, and you select the Save option, you will still need to select the Edit Report option, then select "Survey" on the top menu bar, and finally select the Submit Data option. The Key Holder must select Submit Data to officially complete the survey submission process and to notify Census that the survey is ready for their review. Once the user selects Submit Data, the data will automatically be submitted and an e-mail message will be sent to the user indicating that the survey data have been submitted.