

Figure 1. New PIN Screen with Security Questions

The screenshot shows the 'New PIN Screen with Security Questions' for the American Community Survey. At the top left is the United States Census Bureau logo. The page title is 'American Community Survey'. A navigation bar contains 'Instructions', 'FAQs', and 'Save & Logout'. The main content area includes instructions on the PIN, the PIN number '1811', and a security question dropdown menu with a list of options. A 'Next >>' button is at the bottom left of the form area. The footer contains 'Contact Us', 'Accessibility', 'Privacy', and 'Security' links.

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American Community Survey

Instructions      FAQs      Save & Logout

➔ Please make note of the PIN below.

➔ It will allow you to log back into the survey if the session times out or you need to stop and come back later. The session will time out if left idle for more than 15 minutes. This survey will take approximately 40 minutes to complete.

**PIN: 1811**

Please select a security question to answer. If you forget your PIN, you will be asked to provide this answer to re-enter the survey.

Security Question:  ▾

Answer:

- What color was your first car?
- What is your high school's mascot?
- What is the name of your first pet?
- In what city were you born?

Next >>

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Figure 2. New Return Login Screen with Option to go to Security Question


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U.S. Department of Commerce | Economic and Statistics Administration

American Community Survey

Welcome to the American Community Survey. You will need the materials we mailed to you to start the survey.  
All the information that you provide will remain completely confidential.  
[Para completar en español, oprima aquí.](#)

**Please Log In**

  
ACS 000 000 000 99 999 9999 99  
SEQ000.00000  
TO THE RESIDENT OF:  
101 Main Street  
Anytown, MD 20000

Example User ID

➔ Enter the 10-digit User ID found below the barcode on the materials we mailed to you.  
User ID:  -

➔ Enter the 4-digit PIN we gave you.  
PIN:   
[Click here if you do not know your PIN.](#)

The Census Bureau estimates that, for the average household, this survey will take 40 minutes to complete, including the time for reviewing the instructions and answers. You may email comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing burden, to: Paperwork@census.gov. Use "Paperwork Project 0607-0936" as the subject. Or you may send comments to: Paperwork Project 0607-0936, U.S. Census Bureau, 4600 Silver Hill Road, AMED - 3K138, Washington, D.C. 20233.

Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget. The 8-digit number appears in the left side of the green bar at the bottom of the survey screen.

\*\*\*WARNING\*\*\*  
You have accessed a UNITED STATES GOVERNMENT computer. Use of this computer without authorization or for purposes for which authorization has not been extended is a violation of federal law and can be punished with fines or imprisonment (PUBLIC LAW 99-474). System usage may be monitored, recorded, and subject to audit. Use of this system indicates consent to monitoring and recording.

OMB Number: 0607-0936      Approval Expires: 12/31/2015

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The \*\*\*WARNING\*\*\* will read “**You have accessed a UNITED STATES GOVERNMENT computer. Use of this computer without authorization or for purposes for which authorization has not been extended is a violation of Federal law and can be punished with fines or imprisonment (PUBLIC LAW 99-474). System usage may be monitored, recorded, and subject to audit. Any information you enter into this system may be used by the Census Bureau for statistical purposes, including but not limited to improving the efficiency of our programs. For information regarding the use of this system, and how your privacy is protected, visit our online privacy webpage at [http://www.census.gov/privacy/privacy\\_policy/](http://www.census.gov/privacy/privacy_policy/). Use of this system indicates consent to the collection, monitoring, recording, and use of information provided inside this system.**”

Also, the OMB number on this screen will be the production clearance number followed by the Methods Panel clearance number (i.e., “0607-0810/0607-0936”).

Figure 3. New Security Question Verification Screen

The screenshot shows the top header with the United States Census Bureau logo and the title "American Community Survey". Below the header, it says "U.S. Department of Commerce | Economic and Statistics Administration". The main content area contains a message: "Please provide the answer to the following security question to reset your PIN and return to your survey." The security question is "What is your high school's mascot?" with a note "(Not case-sensitive)". There is an input field for the answer, followed by the text "If you do not know the answer to your security question, please call 1-888-369-3603 for assistance." and a "Next >>" button. The footer includes "Contact Us", "Accessibility", "Privacy", and "Security" links.

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American Community Survey

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➔ Please provide the answer to the following security question to reset your PIN and return to your survey.

What is your high school's mascot?  
*(Not case-sensitive)*

Answer:

If you do not know the answer to your security question, please call 1-888-369-3603 for assistance.

Next >>

Contact Us  
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Figure 4. New PIN Screen after Security Question Reset

The screenshot shows the top header with the United States Census Bureau logo and the title "American Community Survey". Below the header, it says "U.S. Department of Commerce | Economic and Statistics Administration". The main content area contains the message: "Your PIN has been reset. New PIN: 8438". Below this, it says "Please login using this new PIN to access your account." and a "Return to Login" button. The footer includes "Contact Us", "Accessibility", "Privacy", and "Security" links.

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Your PIN has been reset.  
New PIN: **8438**

Please login using this new PIN to access your account.

Return to Login

Contact Us  
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Figure 5. New Screen if no Security Question was Selected

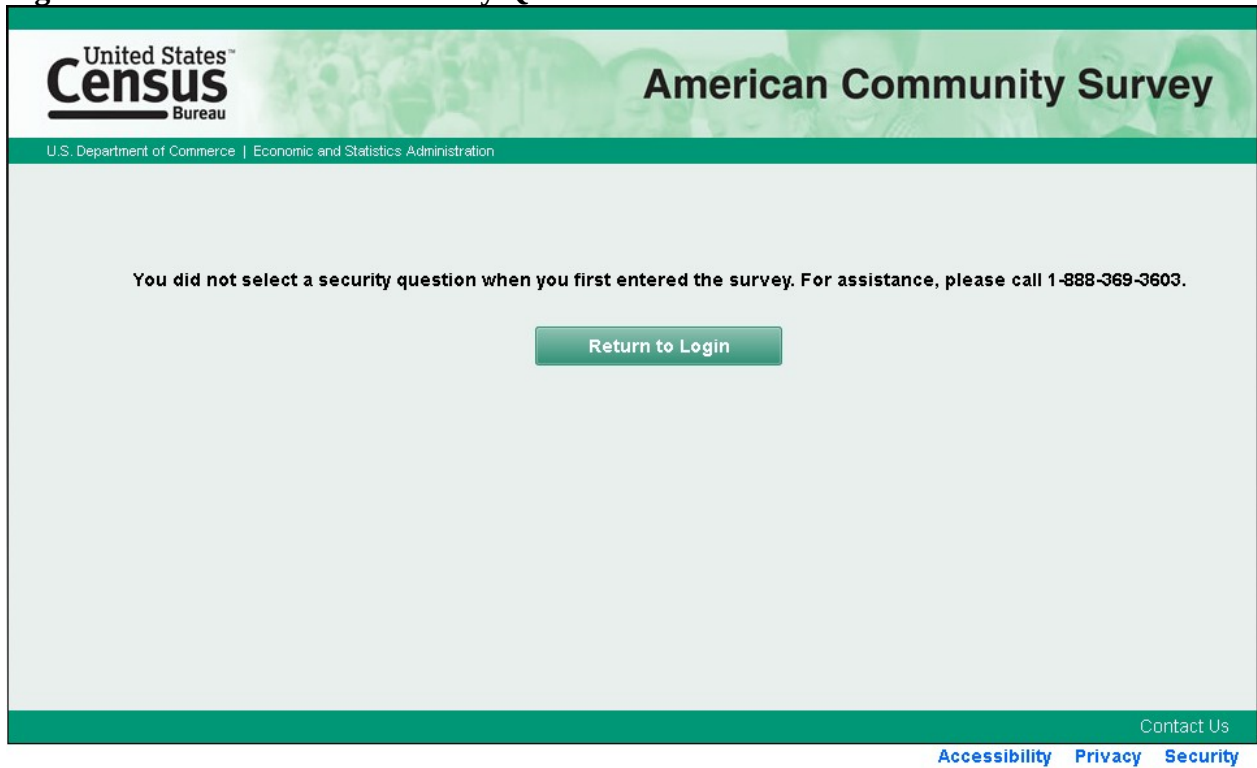


Figure 6. Updated Ancestry Question with Larger Text Box



Figure 7. Highlighting of Multiple Task Questions

The screenshot shows the American Community Survey interface. At the top left is the United States Census Bureau logo. The main title is 'American Community Survey'. Below the title are navigation links: 'Instructions', 'FAQs', and 'Save & Logout'. On the right side, there is a 'Where You Are' sidebar with a list of sections: 'Basic Info', 'Housing Questions', 'Person Info', and 'Big G'. The main content area displays a question: '7 Where was Big G born? (Help)'. Below the question are two radio button options: 'In the United States - Select name of state.' and 'Outside the United States - Enter name of foreign country, or Puerto Rico, Guam, etc.'. The first option is selected, and a dropdown menu labeled 'Select Name' is open. At the bottom of the main content area are two buttons: '<< Previous' and 'Next >>'. At the bottom right of the page are links for 'Contact Us', 'Accessibility', 'Privacy', and 'Security'.

Figure 8. Original Saved Person Screen

The screenshot shows the American Community Survey interface. At the top is the USCENSUSBUREAU logo with the tagline 'Helping You Make Informed Decisions'. Below the logo is the text 'AMERICAN COMMUNITY SURVEY'. The main content area displays a confirmation message: 'The information you provided for John T Doe has been saved. At the end of the survey you will be able to review or change your answers. Click Next to continue with the survey.' Below the message are two buttons: '<< Previous' and 'Next >>'. On the right side, there is a 'Where You Are' sidebar with a list of sections: 'Basic Info', 'Housing Questions', 'Person Info', and a list of names: 'John T Doe', 'Jane N Doe', and 'Tommy C Doe'. At the bottom right of the page are links for 'Contact Us', 'Accessibility', 'Privacy', and 'Security'.

Figure 9. Original Pick Next Person Screen

USCENSUSBUREAU  
Helping You Make Informed Decisions

**AMERICAN COMMUNITY SURVEY**

Instructions      FAQs      Save & Logout

➔ The next questions are about each person in the household. Select a name to begin answering questions about that person. If you cannot answer now for any person on the list, click Save & Logout.

John T Doe  
 Jane N Doe  
 Tommy C Doe

<< Previous      Next >>

Where You Are  
 Basic Info  
 Housing Questions  
**Person Info**  
 • John T Doe  
 • Jane N Doe  
 • Tommy C Doe

Contact Us  
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Figure 10. New Pick Next Person Screen (first time viewed)

United States  
**Census**  
Bureau

**American Community Survey**

Instructions      FAQs      Save & Logout

➔ The next questions are about each person in the household. Select a name to begin answering questions about that person. Please answer as many questions as you can.

You will be able to review or change your answers at the end of the survey.

John T Doe  
 Jane N Doe  
 Tommy C Doe

<< Previous      Next >>

Where You Are  
 Basic Info  
 Housing Questions  
**Person Info**  
 • John T Doe  
 • Jane N Doe  
 • Tommy C Doe

Contact Us  
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Figure 11. New Pick Next Person Screen (subsequent viewings except last)

United States™  
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Bureau

# American Community Survey

Instructions      FAQs      Save & Logout

➔ The information you provided for John T Doe has been saved.

Select another name to begin answering questions about that person. Please answer as many questions as you can.

You will be able to review or change your answers at the end of the survey.

Jane N Doe  
 Tommy C Doe

<< Previous      Next >>

Where You Are

- Basic Info
- Housing Questions
- Person Info**
  - John T Doe
  - Jane N Doe
  - Tommy C Doe

Contact Us

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Figure 12. New Pick Next Person Screen (one person left on roster)

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# American Community Survey

Instructions      FAQs      Save & Logout

➔ The information you provided for Jane N Doe has been saved.

The next questions are about Tommy C Doe. Please answer as many questions as you can.

You will be able to review or change your answers at the end of the survey.

<< Previous      Next >>

Where You Are

- Basic Info
- Housing Questions
- Person Info**
  - John T Doe
  - Jane N Doe
  - Tommy C Doe

Contact Us

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**Figure 13. Updated Respondent Name Screen with Email Capture**

The screenshot shows the 'United States Census Bureau' logo and 'American Community Survey' title. Navigation links include 'Instructions', 'FAQs', and 'Save & Logout'. The main question is: 'What is your name, telephone number, and email address? We may contact you if there is a question. (Help)'. The form includes fields for 'First Name', 'MI', and 'Last Name'; 'Area Code' and 'Number'; 'Email Address'; and 'Confirm Email Address'. A 'Next >>' button is at the bottom left. Footer links include 'Contact Us', 'Accessibility', 'Privacy', and 'Security'.

**Figure 14. Proposed Language on New Respondent Name Screen**

After question: “We will only contact you if needed for official Census Bureau business.”

Help screen:

Why we ask?

We ask for a respondent’s name **and contact information** in case we need to contact someone to ask about incomplete or missing survey information.

Help:

- Names, phone numbers, and email addresses are kept confidential.
- Providing a name helps eliminate confusion as you proceed through the interview to know about whom questions are being asked.
- The phone number and email address you provide will **only** be used **if needed for official Census Bureau business. You may be asked to participate in other Census Bureau surveys.**