

# 2020 Census CQR Frequently Asked Questions (FAQs)

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***census.gov***

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## SECTION 1 INTRODUCTION

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### 1.1 What is the 2020 Census Count Question Resolution operation (CQR)?

The 2020 Census CQR provides a mechanism for tribal, state, and local governmental units to request that the Census Bureau review their 2020 Census results. Specifically, tribal chairpersons and the highest elected officials (or their representative) from state and local governmental units in the United States and Puerto Rico can submit a 2020 CQR case to request review of their official 2020 Census count of housing, and/or to correct boundary and housing count issues.

Through this formal process, the Census Bureau reviews cases received to determine whether certain geographic or processing errors affected the 2020 Census count of housing and population. Count corrections made by this operation will result in the issuance of new, official 2020 Census counts to the tribal chairperson or highest elected official of all affected GUs.

The revised counts are integrated into all population estimates released after the 2020 CQR case is closed. The Census Bureau will not incorporate CQR revisions into the 2020 Census data summary files and tables or re-tabulate any of the other 2020 Census data products.

### 1.2 When does 2020 CQR occur?

The 2020 CQR occurs between January 3, 2022 and June 30, 2023.

### 1.3 What is new for 2020 CQR?

The Geographic Update Partnership Software (GUPS) for use in preparing a digital case and the Secure Web Incoming Module (SWIM) for use in submitting a case digitally for review and processing are new for 2020 CQR. Additionally, you are only required to include a count of addresses by 2020 census tabulation blocks where you believe there are incorrect address counts. You won't need to submit a list of addresses for each block.

If you are requesting a review of your boundary(s), please provide a list of residential geocoded addresses for the blocks affected by the boundary correction, and a map showing the boundary in question. Address lists and maps may be prepared using GUPS, local GIS, or paper.

### 1.4 What type of cases are acceptable for 2020 CQR?

The Census Bureau accepts two case types for 2020 CQR.

1. Boundary cases are requests for a Census Bureau review of legal boundaries in effect as of January 1, 2020, and the associated addresses affected by the boundaries. Boundary cases may correct the inaccurate recording of legal boundaries in effect on January 1, 2020 and update the housing counts for the blocks affected by the boundary correction(s) if you supply the required individual, residential address records for the affected blocks.

2. **Housing count** cases are requests for a Census Bureau review of the geographic locations or placement of housing within your specified 2020 census tabulation blocks, as well as a review of the census records in specified 2020 census tabulation blocks for completeness of the housing inventory as of April 1, 2020.

A 2020 CQR case can include any combination of these case types (e.g., boundary case and/or housing count case). The Census Bureau requests that you include appropriate supporting documentation for your case type(s) with your submission.

### **1.5 What is a housing unit?**

A housing unit may be a single-family home, townhouse, condominium, mobile home, trailer, apartment, group of rooms, or a single room occupied as a separate living quarters or, if vacant, intended for occupancy as a separate living quarters.

### **1.6 What is a group quarters?**

A group quarters is a place where people live or stay, in a group living arrangement, owned or managed by an entity or organization providing housing and/or services for the residents. These services may include custodial or medical care as well as other types of assistance, and residency is commonly restricted to those receiving these services. People living in group quarters are usually not related to each other. This is not a typical household-type living arrangement.

Group quarters include such places as college residence halls, residential treatment centers, skilled nursing facilities, group homes, military barracks, correctional facilities, and workers' dormitories.

### **1.7 Can 2020 CQR correct the population count if we believe the Census Bureau missed people?**

No, 2020 CQR cannot correct the population count without identifying certain geographic or processing errors. The scope of 2020 CQR does not include a review of population within existing housing (e.g., housing units and group quarters) or a review of occupancy status (i.e., whether housing was vacant or occupied).

The Census Bureau cannot research whether the respondents or census enumerators made an incorrect determination of individual housing size or occupancy status. You must provide documentation with your case indicating that the Census Bureau missed housing, not simply missed population, during 2020 Census enumeration.

### **1.8 When must housing have been in existence for inclusion in the 2020 Census?**

If the housing existed on April 1, 2020, it is included in the census count of housing, whether vacant or occupied.

### **1.9 Will the Census Bureau publish a list of 2020 CQR case submissions?**

The Census Bureau will post the list of governmental units that submitted a 2020 CQR case on the CQR website. While the Census Bureau is unable to provide specific details about individual cases, as processing begins in January of 2022, the 2020 CQR case corrections will be available in errata data posted on the CQR website.

### **1.10 Will we receive notification of the outcome of our 2020 CQR case?**

Yes, the Census Bureau will notify all governmental units of the outcome of their case in an official determination letter, even if the case is out of scope for 2020 CQR.



## **SECTION 2            REGISTRATION AND PARTICIPATION**

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### **2.1        Is there a registration process for 2020 CQR?**

No, there is no formal registration process.

### **2.2        Who can participate in 2020 CQR?**

The Census Bureau will review, and if necessary, correct the housing counts for the following governmental units.

- Tribal areas, including federally recognized American Indian tribes with reservation and/or off-reservation trust lands, Alaska Native Regional Corporations, and Alaska Native villages.
- States and equivalent entities.
- Counties and equivalent entities.
- Minor civil divisions (e.g., townships).
- Consolidated cities.
- Incorporated places (e.g., villages, towns, cities).

The Census Bureau will not accept cases from any other type of statistical or legally defined areas other than those listed above.

### **2.3        Who can initiate a 2020 CQR case?**

The Census Bureau will only accept cases that initiate from the highest elected or appointed official of tribal, state, and local governmental units (GUs), or their designated representative. Regardless of who makes the case submission, the Census Bureau must receive notification from the highest elected or appointed official of the GU that indicates they want the Census Bureau to review their census data through the CQR process. This level of notification assures the Census Bureau that the highest level of leadership is informed and in agreement with filing a case on behalf of the GU. The notification can accompany the supporting documentation submitted with the case or be provided separately through email or letter.

### **2.4        What are the options to participate in 2020 CQR?**

The Census Bureau strongly encourages governmental units (GUs) participating in 2020 CQR to submit their case inquiry digitally. GUs participating digitally may either use the Census Bureau's Geographic Update Partnership Software (GUPS) or prepare their own files to submit their case. Please refer to the participant guides for specific instructions.

If you are unable to download materials, please contact us by phone at 1-888-369-3617 to discuss participation options.

## **2.5 To help us determine if we should participate, how did the Census Bureau count persons in various living situations?**

The Census Bureau applies residence criteria during the 2020 Census to determine how and where to count people in various living situations. Documented within the criteria are specific residence situations to illustrate how the criteria are applied.

To learn more about residence criteria, also known as residence rules, review the content [here](#).

## **2.6 Is training available for 2020 CQR?**

No; however, you can contact us by phone at 1-888-369-3617 if you have any specific questions.

## SECTION 3 MATERIALS

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### 3.1 How does the Census Bureau distribute 2020 CQR materials?

Please download the materials (e.g., instructions, files, maps, software, etc.) from the [CQR website](#). If you are unable to download materials, please contact us by phone at 1-888-369-3617 to discuss participation options.

### 3.2 What type of material is available for use in 2020 CQR?

Governmental units (GUs) must use a combination of data and map materials to review their 2020 Census results, specifically their housing counts and legal boundaries, to determine if they need to participate in 2020 CQR.

GUs can locate detailed 2020 Census data housing counts by 2020 census tabulation block within the CQR Block Count List Files.

GUs use maps with the CQR Block Count List Files to visualize their legal boundary and housing counts at the 2020 census tabulation block level. They may use these materials to prepare boundary corrections in a boundary case. Housing count cases do not require submission of updated map materials. Maps provided by the Census Bureau to support 2020 CQR include:

- 2021 Partnership Shapefiles.
- 2020 Census Block Maps.
- 2020 Census Work Maps (available if other map scale prohibits viewing blocks/boundaries and only upon request after discussing situation with the Census Bureau).

Should it be necessary for a GU to file a 2020 CQR case, the Census Bureau makes additional material available for use in creating a case.

- Geographic Update Partnership Software (GUPS).
- Address List Template File.
- CQR Block Count List Files, previously mentioned as a source for reviewing the counts.

All materials listed above have more detail in the participant guides.

### 3.3 What is the Address Count Listing Files Viewer and how do we use it?

The Address Count Listing Files Viewer is an interactive web-based map that shows the total number of residential addresses in the Master Address File (MAF) and the total number of addresses identified as group quarters in the MAF by census block. These numbers may not equate exactly with the CQR Block Count List Files because of the coding and summarization of the MAF, but the viewer is a useful tool while conducting research of the housing counts by census block.

The Address Count Listing Files Viewer is available [here](#).

### **3.4 What are the 2021 Partnership shapefiles and how do we use them?**

The 2021 Partnership shapefiles are extracts of selected geographic and cartographic information from the Master Address File/Topologically Integrated Geographic Encoding and Referencing (MAF/TIGER) database. The version used for 2020 CQR, version 2 (PVS\_20\_v2), includes the geographical boundaries as of January 1, 2020 for the United States, the District of Columbia, Puerto Rico, and the Island Areas. They include polygon features including boundaries of legal and statistical geographic areas, linear features including roads and hydrography, and point features including landmarks. The version 2 vintage is the first partnership shapefile source to include the 2020 census tabulation geography (i.e., the 2020 census tracts and 2020 census tabulation blocks).

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**IMPORTANT:** Regardless of the year (e.g., 2022-2023) the GU chooses to review the 2020 Census results and prepare a case; the 2021 Partnership shapefiles (e.g., the PVS\_20\_v2 file naming convention) is the version of shapefiles required for 2020 CQR. This version contains the official boundaries as of January 1, 2020, and the 2020 census tabulation blocks without any subsequent year's edits. Using a different version of shapefiles will prevent processing of your case.

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They do not include demographic data, but they do contain geographic entity codes (e.g., GEOIDs) that can be used to link to the block level demographic data in a geographic information system (GIS) software. After spatially joining (linking) the 2021 Partnership shapefiles to the block level housing data from the CQR Block Count List File, GUs can review their housing counts and perform comparisons/analyses with their own locally sourced data to determine if filing a case is necessary. A link to these files is available from the CQR website.

For participants using a GIS to generate their 2020 CQR case materials, updated spatial data is only needed for boundary cases. Spatial updates are not required for housing count cases. Participants using the Geographic Update Partnership Software (GUPS) to prepare a case use these shapefiles. Rather than downloading the shapefiles locally onto their computer, GUPS streamlines the process by uploading these files directly from the internet by using the "Census Web" option upon launch of the software. GUPS handles all the tasks necessary to prepare a valid case submission. It takes the guesswork out of using these shapefiles.

### **3.5 What are the 2020 Census Block Maps and how do we use them?**

The 2020 Census Block Maps are large-scale, GU-based maps produced to support the decennial census data release. They are large format (36"x32"), in Adobe Portable Document File (PDF) format. The Census Bureau recommends using them with the CQR Block Count List File to review housing counts at the block level because they display the 2020 census tabulation blocks and the legal boundaries in effect as of January 1, 2020.

These are available from a link on the CQR website. If you are unable to download materials, please contact us by phone at 1-888-369-3617 to discuss participation options.

### **3.6 What are the 2020 Census Block-based Work Maps and how do we use them?**

The 2020 Census Block Work Maps are small-scale, small format (11"x17"), individual block-based maps in Adobe Portable Document File (PDF) format available for all 2020 census tabulation blocks within a given county. These materials are only available upon request.

Governmental units only need these maps if the scale of the other available map materials prevents a review of the legal boundaries or blocks. If you are unable to download materials, please contact us by phone at 1-888-369-3617 to discuss participation options.

### **3.7 What are the CQR Block Count List Files and how do we use them?**

The CQR Block Count List Files are the recommended material for reviewing housing counts and are the material used to generate a 2020 CQR housing count case. These files are state-based, comma-delimited text files that include two additional blank fields for entering corrected block count information. One field (CQRHU) is for providing the corrected CQR block count of housing units while the other is for providing the corrected CQR block count of group quarters (CQRGQ).

This file automatically loads into the Geographic Update Partnership Software (GUPS) for use by participants. If a GU does not wish to use GUPS, the file is available for download from the CQR website. If you are unable to download materials, please contact us by phone at 1-888-369-3617 to discuss participation options.

### **3.8 What is the Address List Template File and how do we use it?**

The Address List Template File is a pre-formatted template for governments to use to submit individual residential addresses affected by a CQR boundary case. The template is available as a comma-separated value (.csv) file (i.e., comma-delimited text file) or as a Microsoft Excel workbook (.xls) file from the CQR website. It contains a header row with 25 fields of information formatted as text, and is described in the CQR participant guides.

The GUPS includes the User Address List which mimics the fields in this template. If a GU chooses to create their own file and not use this material, the locally created file must follow the structure of the Address List Template File exactly. The Census Bureau will not accept addresses in the incorrect format or with inadequate information.

If you are unable to download materials, please contact us by phone at 1-888-369-3617 to discuss participation options.

## SECTION 4      PREPARING A 2020 CQR CASE

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### 4.1      **How does our governmental unit review 2020 Census results to determine if we need to prepare a 2020 CQR case?**

Governmental units (GUs) use the Census Bureau’s data.census.gov website to review their total population and total housing counts from the 2020 Census. If those totals differ from local expectations, then GUs use the CQR Block Count List Files or the Address Count Listing Files Viewer to determine the housing counts at the 2020 census tabulation block level.

GUs may use the 2021 Partnership shapefiles in a geographic information system (GIS) software to review their legal boundaries and perform their own analysis using the CQR Block Count List Files.

For those who do not have a GIS, they may use online PDF maps from the CQR website to review their legal boundaries and view the location of the 2020 census tabulation blocks. They would still need to compare the housing count information by block to the maps to see a complete picture of the distribution of housing counts within their GU. Review the participant guides for detailed instructions on using all these tools.

If you are unable to review maps online, please contact us by phone at 1-888-369-3617 for assistance.

### 4.2      **What local data sources are suitable for preparing a 2020 CQR case?**

Some examples of suitable sources for use in preparing a 2020 CQR case include the following:

- A list of residential addresses by 2020 census tabulation block.
- Annexation records.
- Assessment/Parcel files or tax records (residential)
- Building permits, occupancy permits, or housing inspection records.
- Driver license files.
- E-911 address files.
- Imagery files (current as of April 1, 2020).
- School enrollment records.
- Utility records.
- Voter registration files.

### 4.3      **What must a boundary case include?**

A boundary case must include the following:

- A map (digital or hard copy) indicating the portion of the boundary that the Census Bureau potentially depicted incorrectly, as well as depicting the corrected boundary as of January 1, 2020.
  - Locally created maps must include the 2020 census tabulation blocks and block numbers associated with the boundary correction.

- GUs must follow boundary correction guidance as described in the appropriate Boundary and Annexation Survey (BAS) Respondent Guides.
- A list (digital or hard copy) of residential addresses in the 2020 census tabulation blocks affected by the incorrect boundary, indicating their correct coordinates or location in relationship to the boundary. This list must follow the style from the Address List Template File provided by the Census Bureau.
- Supporting documentation, which may include legal documentation for certain circumstances. Details on what this entails are in FAQ 4.5 and in the participant guide.

#### **4.4 What must a housing count case include?**

A housing count case must include the following:

- A list (digital or hard copy) that includes the contested 2020 census tabulation blocks in their GU, their current housing counts, and the corrected housing counts for both housing units and group quarters as of April 1, 2020. This list must follow the style used within the CQR Block Count List Files provided by the Census Bureau.
- Supporting documentation. Details on what this entails are in FAQ 4.5 and in the participant guide.

#### **4.5 What does supporting documentation include?**

Supporting documentation differs depending on whether a GU is submitting a boundary or housing count case. If a case includes both boundary and housing count components, the supporting documentation for both components must be included with the CQR submission.

Supporting documentation for a boundary case includes:

- Written correspondence from the highest elected or appointed official, or their designated representative, that:
  - Specifies the case disputes the location of a legal boundary within the GU. If the case also disputes the housing count, then review the information below that outlines the supporting documentation for a housing count case.
    - Consider inclusion of a summary that confirms the contents of the submission, i.e., like an inventory of the case.
  - Discusses and certifies the accuracy and validity of the source materials used to prepare the case by including information on the creation date/timeframe, usual use, and maintenance cycle.
    - Source(s) must include the legal boundary in effect as of January 1, 2020 and the addresses affected by the boundary correction as of April 1, 2020. More recent source material must include a way to determine the boundary and addresses that were valid on January 1, 2020 and April 1, 2020, respectively.
- Confirmation the boundary was legally in effect as of January 1, 2020.
  - If required by state law, the GU must provide evidence the required state agency approved the boundary change and provide a statement that the boundary is not under litigation.
- Legal documentation describing legal boundary changes to the GU, which may include annexations, incorporations, etc. Local laws, ordinances, or other types of legal documentation would fulfill this requirement.
  - Legal documentation is only required if it is applicable for the boundary correction submitted for CQR. It may not apply in all instances of boundary cases.

- Legal documentation, as cited in the Boundary and Annexation Survey materials, includes change type (e.g., annexation, deannexation, boundary correction, and other), authorization type (e.g., ordinance, resolution, local law, state level action, and other), documentation number, and effective date (i.e., month, date, year).
- Confirmation the individual addresses included in the Address List Template are residential and were available for occupancy on April 1, 2020.

Supporting documentation for a housing count case includes:

- Written correspondence from the highest elected or appointed official, or their designated representative, that:
  - Specifies the case disputes the housing counts for one or more 2020 census tabulation blocks within the GU and includes details, if known, about the suspected housing count error(s). If the case also disputes a GU boundary, review the information above that outlines the supporting documentation for a boundary case.
    - Provide as much detail as possible about the housing count discrepancy to assist the Census Bureau with its research of your GU's case. Examples of valid details to include might be information about the conversion of a commercial building into residential housing units prior to April 1, 2020, or an incorrect geocode of an address to the incorrect side of the street.
    - Consider inclusion of a summary that confirms the contents of the submission, i.e., like an inventory of the case.
  - Discusses and certifies the accuracy and validity of the source materials used to prepare the case by including information on the creation date/timeframe, usual use, and maintenance cycle.
    - Source(s) to revise the housing counts must include the addresses as of April 1, 2020. More recent source material must include a way to determine the addresses that were valid on April 1, 2020.
- Confirmation that the updated count information includes only residential addresses that existed and were available for occupancy on April 1, 2020.

#### **4.6 How do we report an incorrect boundary for our governmental unit that does not affect our housing or population counts?**

Boundary inaccuracies that do not affect housing or population counts are out of scope for 2020 CQR. This is a Boundary and Annexation Survey (BAS) matter. More information about the BAS is available [here](#).

#### **4.7 How do we certify the existence of housing as of April 1, 2020 in our governmental unit?**

The highest elected or appointed official, or their designated representative, prepares a written statement that the housing included in the 2020 CQR case existed and was available for occupancy on April 1, 2020. This written statement serves as the certification of existence.



#### **4.8 How do we submit our 2020 CQR case to the Census Bureau?**

Governmental units use the Census Bureau's Secure Web Incoming Module (SWIM) to submit either their GUPS generated .zip file or their own digitally created .zip file for 2020 CQR to the Census Bureau. Refer to the participant guide for instruction.

If you cannot use SWIM, please ship your submission to the following address:

U.S. Census Bureau  
National Processing Center  
ATTN: CQR Geography Bldg 63E  
1201 E 10<sup>th</sup> St  
Jeffersonville, IN 47132

The Census Bureau recommends using a method of shipping that offers a tracing capability and provides a tracking number. Refer to the participant guide for detailed packaging instructions to protect any individual address or map spot information.

#### **4.9 What is the deadline to submit a 2020 CQR case?**

The Census Bureau will accept 2020 CQR cases through June 30, 2023. If submitting a case by mail, ensure the postmark is no later than June 30, 2023.

## **SECTION 5                    PROCESSING CASES AND PROVIDING RESULTS**

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### **5.1            How does the Census Bureau review a 2020 CQR case?**

Upon receipt of a case, Census Bureau staff determine if the case is within the scope of 2020 CQR. If the case is out of scope, the Census Bureau notifies the governmental unit (GU) through a letter of determination. If in scope, staff use the case materials to establish the universe of blocks and/or boundaries to research. The nature of the research depends on the type of case (e.g., boundary and/or count) and the documentation that accompanied the case in support of the request for review.

Staff review the legal boundary of the GU and/or the 2020 Census records against the documentation provided with the case and correct certain errors in the census data. Upon completion of research and any correction, the Census Bureau prepares a determination letter for the GU that submitted the case, as well as other GUs affected by the corrections.

If warranted based on the corrections, staff prepare revised count data to post on the CQR website, and update our records for use in the annual postcensal estimates released for the years after a decennial census.

### **5.2            Does our governmental unit receive feedback regarding our 2020 CQR case?**

Yes, in several forms of communication. For digital submissions, the Secure Web Incoming Module (SWIM) generates a message on-screen indicating a successful transmission of the CQR .zip file. For paper submissions, and to further confirm a digital submission, the Census Bureau intends to send a separate email confirming receipt of the case. If questions or problems arise with the case, the Census Bureau will reach out to you by phone or email for clarification.

The Census Bureau will respond to all cases in writing, even if the case is out of scope, and will notify all affected governmental units (GUs) of any correction to their official counts resulting from a CQR decision by issuing determination letters.

For GUs submitting a boundary case, the Census Bureau seeks acceptance of the proposed correction(s) before finalization. They do so by distributing a verification map product for the GU to review the correction. If they agree with the work, the Census Bureau moves forward with finalizing the boundary correction in the census spatial data. If they disagree, the two groups work closely to capture the correction accurately.

### **5.3            If the Census Bureau issues revised counts because of 2020 CQR, in what data will those revisions appear?**

Revisions, or errata, from 2020 CQR case corrections will be available from the CQR website as cases are processed. The revised counts are integrated into all population estimates released after the case is closed. The American Community Survey (ACS) uses population totals from the Population Estimates Program at the incorporated place, minor civil division, and county level

to adjust the population totals published by the survey. Thus, to the extent that population estimates incorporate the 2020 CQR results, the ACS will also reflect those revisions. The Census Bureau will not incorporate CQR revisions into the 2020 Census data summary files and tables or re-tabulate any of the other 2020 Census data products.

#### **5.4 If the Census Bureau corrects a governmental unit's legal boundary during 2020 CQR, in what material will the correction appear?**

Prior to finalizing boundary corrections in the census spatial data, the Census Bureau prepares a verification map product to distribute to the governmental unit (GU) for agreement that the Census Bureau made the correction(s) to their satisfaction. This is the first product where the proposed boundary correction appears. If the GU agrees, the Census Bureau moves forward with finalizing the correction.

Corrected boundaries become the current boundaries in Census Bureau generated shapefiles. The version of shapefiles in which they appear depends on the timing of receipt of the submission and completion of Census Bureau processing. The earliest the updated boundaries could appear is 2022 and the latest in which they would first appear is 2024. Once corrected, they will appear in all subsequent Census Bureau (e.g., TIGER/Line and Partnership) shapefile releases unless modified further with the annual Boundary and Annexation Survey.

#### **5.5 Will the Census Bureau notify our governmental unit if they do not revise our counts or make a boundary correction in 2020 CQR?**

Yes, the Census Bureau will provide determination letters to all governmental units that submitted a 2020 CQR case, regardless of whether they made a count revision or boundary correction.

## **SECTION 6      GEOGRAPHIC UPDATE PARTNERSHIP SOFTWARE (GUPS)**

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### **6.1      What is GUPS?**

The Geographic Update Partnership Software, or GUPS, is a self-contained, customized geographic information system (GIS) software application provided to participants by the Census Bureau for use in completing many of their geographic programs and operations. Each geographic program supported by GUPS includes a unique set of tools built to run within the QGIS environment. For CQR GUPS is programmed with all the components needed to prepare a case, including built-in access to the TIGER partnership shapefiles used for CQR through a “Census Web” Map Management option.

Designed with the user in mind, GUPS is user-friendly. It includes a review tool requiring the validation of the data to the program criteria before creating a 2020 CQR case .zip file. GUPS ensures the case is valid and allows for easier processing once received by the Census Bureau. GUPS does not require an internet connection to function, but one is necessary to use the recommended “Census Web” option and the built-in imagery server.

GUPS allows governmental units to add external geospatial data (e.g., shapefiles, geodatabases, and imagery) and tabular data (e.g., text files in the .txt or .csv format) for comparison and update purposes.

### **6.2      Who does the Census Bureau recommend use GUPS for 2020 CQR?**

GUPS can be used by all eligible governmental units (GUs); however, the GUPS organizes work by county-level geography. As a result, tribal or incorporated place GUs that extend into more than one county may not wish to use the GUPS to prepare their case because they will have to work each portion of their GU by county. Larger (both geographically and population-wise) GUs may also find GUPS cumbersome to use as they prepare their case.

The Census Bureau believes GUPS is the best choice for smaller GUs (both geographically and population-wise) and for GUs within a single county who are submitting a boundary and/or housing count case.

### **6.3      Are there specific hardware or system requirements to install and use GUPS?**

GUPS can be installed on both Windows® and Apple® operating systems. GUPS requires a minimum of 4 gigabytes (GB) of disk space and a minimum of 4 GB of RAM (8 GB preferred for optimal performance) to run. Disk space to store shapefiles varies by size of the shapefiles. Instructions for installation are in the GUPS Guide.

#### **6.4 Can our governmental unit use a previous version of GUPS for 2020 CQR?**

No, you must install an updated version of GUPS to participate in 2020 CQR. The updated version is available from the CQR website. Confirm the version installed by using the GUPS→About GUPS menu.

#### **6.5 Our governmental unit has downloaded GUPS from the CQR website, but cannot install it. What should we do?**

Many agencies/organizations require certain security privileges to download and install external software. Work with your local Information Technology (IT) staff person to gain those rights or ask they assist with installation. Refer to the GUPS Guide for installation guidance.

If you are still having problems, please call us at 1-888-369-3617 to discuss participation options.

#### **6.6 Our governmental unit prohibits downloading .zip files from an external website onto its network. How can we obtain the new GUPS version?**

If you are unable to download GUPS from our website, please call us at 1-888-369-3617 to discuss participation options.

#### **6.7 Where does GUPS save the exported .zip file(s) of our 2020 CQR case?**

GUPS saves the exported CQR .zip file(s) to C:\GUPSGIS\gupsdata\CQR20\output. Please note the drive label (e.g., C:\) may differ on your machine if the default installation directory changed during the installation process.

The file naming convention for the GUPS exported CQR .zip file begins with “cqr20\_” and ends with “return.zip”. If you cannot locate the file, perform a file search for “cqr20\_\*.zip”.

## SECTION 7      SECURE WEB INCOMING MODULE (SWIM)

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### 7.1      What is SWIM?

The Secure Web Incoming Module, also known as SWIM, is the official web portal for secure upload of partnership materials to the Census Bureau. Because of Census Bureau IT Security policies, governmental units use SWIM to provide digital case submissions to the Census Bureau. Access SWIM [here](#).

### 7.2      What internet browsers support the use of SWIM?

SWIM runs on the two most recent versions of each of the four major internet browsers (e.g., Internet Explorer®, Google Chrome®, Mozilla Firefox®, and Apple Safari®). If you encounter issues with using SWIM, confirm the browser version and update it if it is not one of the latest two versions.

### 7.3      Can I use an existing SWIM account for 2020 CQR?

Yes, individuals can use existing SWIM accounts for 2020 CQR. SWIM accounts are for individuals, not GUs or for specific programs.

### 7.4      How do I determine if I have an existing SWIM account?

To determine whether a SWIM account exists, click the “Forgot your password” link on the main SWIM page and enter the email address to check for account existence. If SWIM does not locate an account associated with the email address, it will return the following message, “*No account registered for this email. Go to Account Registration.*” Choosing the ‘Account Registration’ link opens a window to establish a new SWIM account.

To establish a new account, a SWIM token is required. If you need one, please call us at 1-888-369-3617 to obtain a SWIM token.

### 7.5      How do I resolve problems logging into SWIM?

First, the email and password components of the SWIM system accounts are case-sensitive. If you have forgotten the case-sensitive format used when establishing the SWIM account, this may be the source of your login problems.

SWIM allows four attempts to login before it temporarily locks your account for 15 minutes. If you have attempted to login four times, after the 15-minute lock expires, try to login again using different case sensitive combinations for your email address. If you have simply forgotten your password, you may reset your password using the ‘Forgot your password’ link on the login page. This functionality works in the same manner as other online websites; however, if you cannot remember the case-sensitive format used for the email address, this password reset functionality will not work. To attempt to reset your password, follow the prompts for entering your case-sensitive email address and providing your security answer. If the security answer is

correct, the SWIM system will send a password reset link to the email account for use in resetting the password.

If you are still having issues, please call us at 1-888-369-3617 for assistance.

## **7.6 How do I reset my SWIM password?**

If you have forgotten your SWIM password, you can reset your password on the SWIM website by selecting “Forgot your password?” on the login page. SWIM allows you to reset your password information and security question.

Once selected, follow the prompts to enter your email address and provide your security answer. If the security answer is correct, the SWIM system sends a password reset link to the email account for use in resetting the password.

Once logged into SWIM, users can modify their password and security answer by selecting the ‘Change Security’ link at the top, right-hand side of the page.

If you are still having issues, please call us at 1-888-369-3617 for assistance.

## **7.7 How do I upload our governmental unit’s 2020 CQR case using SWIM?**

Access SWIM from the following website: [<respond.census.gov/swim/>](https://respond.census.gov/swim/) and follow the screen instructions to choose the operation and type of entity being reported as well as the actual entity and file location information. Refer to the participant guide for examples of the SWIM screens and overall submission process.

## **7.8 How do I resolve SWIM issues encountered when attempting to upload our governmental unit’s 2020 CQR case?**

Three of the most common issues with SWIM involve the web browser, the file extension, and the file size. SWIM supports the two most recent versions of Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari. If your version is older, upgrade to a newer browser version and try uploading again.

SWIM only recognizes “.zip” file extensions, so ensure the file you are attempting to submit is in the .zip file format. If you attempt to post a file that is not in .zip file format, you will receive the following error message, “*Error uploading file. Reason: File is not a .zip file.*” Additionally, the .zip file must not contain another .zip file as part of its components.

Lastly, SWIM currently has a size limitation of 250 megabytes for .zip files. If your .zip file is larger than 250 megabytes, ensure to only include spatial data and address records for the blocks affected by the boundary case and that the block counts file only includes blocks in question for the housing count case. Most submissions will easily fall beneath the 250 megabytes size limitation if they only include the necessary/edited information.

If your file is larger than 250 megabytes, please call us at 1-888-369-3617 for assistance.