HBSC Scotland Survey 2026

Technical Troubleshooting guidance

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

We strongly recommend you test the survey in advance of the pupil session to check it works well on the school's system. Please see 'Testing the survey in advance' on page 3 of the Class teacher instructions. Please do NOT enter any responses in the survey.

You must use an up-to-date browser such as Chrome, Safari, Firefox or Edge. Please do not use Internet Explorer as this is an old web browser.

Scenario one:

The URL/ Webpage doesn't work

- Check there are no problems with the internet connection and the device is properly connected to the internet.
- Try refreshing the webpage, particularly if the survey has been opened on the device before.
- Check you are using a recommended web browser (Chrome, Safari, Firefox or Edge).
- Double check the link is correct.
- 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 the HBSC Team.

Scenario two:

The internet goes down during a session or a pupil accidentally 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 - every time a pupil clicks 'next' the data is submitted.

- 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.

Scenario three:

Unstable or unreliable internet connection

- If the wi-fi in your school is consistently weak or inconsistent it may be useful to conduct the survey in smaller groups over a number of different sessions to minimise lags or problems with the survey.

Contacting the HBSC Team

In the first instance, we recommend you contact your local IT support as they are more likely to be able to resolve the issue locally.

In case of other queries, or you are seeking additional help please contact the HBSC team by emailing: shw-hbscscotland@glasgow.ac.uk.

Please note that this email address is not manned 24/7 and you may not receive an immediate reply, however, we will get back to you as soon as possible.