

National Mental Health Services Survey (N-MHSS)

Substance Abuse and Mental Health Services Administration (SAMHSA)

Here are a few tips to help you complete this questionnaire quickly and easily:

- Although all browsers are supported, Chrome, Firefox, and Safari offer the best user experience completing the online survey. When using a mobile device, it is recommended that you view the screen horizontally (landscape orientation).
- To VIEW or MOVE down entire pages -- USE the scroll bar along the right side of your computer screen. Most screens contain more than one question on a page. By using the scroll bar, you will be able to view all of the questions on a page.
- Questions that will not apply to your facility will be grayed out on the screen and will not be available to be answered.
- To VIEW a question on a previous screen or to CHANGE your answer to an earlier question, you can either use the BACK button at the bottom of the questionnaire screen, or go to the "Review my answers" screen and jump to any previously answered question you would like to update.
- If you've answered any questions on that screen, be sure to click the "Submit and Continue" button prior to exiting. To SAVE responses and temporarily leave the questionnaire -- click on the QUIT button at the bottom of any screen. When you return to the questionnaire and login again, previous answers will have been saved and you will continue from the point where you left off. To change any previously submitted answers, go to the "Review my answers" screen and jump to those questions.
- On all screens, you will notice a "Save Progress" button. Clicking "Save Progress" will save your responses on that screen but will not advance you to the next page.
- To CONTINUE to the next page -- click on the "Submit and Continue" button at the bottom of any screen.
- To RESET the answers on the page you are viewing, if you have made an error in entering data -- click on the START PAGE OVER button at the bottom of any screen. You can then correct your mistake and click the "Submit and Continue" button.
- If you are inactive for 15 minutes, for security purposes, your session will time out. A warning will appear prior to your session timing out. All previously submitted answers will have been saved, and you will continue from the point where you left off, when you log back in to complete the survey.
- If you are resuming the survey and have been reporting for more than one facility, and a facility is no longer showing in your list when you believe it should be, please call the helpline at 1-866-778-9752.

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Here are a few additional tips to help you complete this questionnaire quickly and easily:

- Some questions may apply to some of your facilities but not others. Questions that will not apply to any individual facility will be grayed out on the screen and are not available to be answered.
- **Pagination** – Depending on the number of facilities you chose to respond for, and the number of facilities you chose to display on one page, you may notice page boxes above the facility columns. If you have more than one page of facilities displayed, you will need to view and respond to each page before you can click the “Submit and Continue” button.
- If you are responding for multiple facilities, it is recommended that you click “Save Progress” routinely to save your responses.
- **Copy and Paste function** – You will see a “Copy” button at the top of each facility’s column for each question. Clicking Copy will engage a “Paste” option at the top of each of the other columns. You can Paste the responses from the facility you Copied into any of the other facilities by clicking Paste in that column. When you have completed Pasting, click the “End Copy” button to continue responding to the survey.
- **Remove facilities** – Once you begin responding to the questionnaire, and you are unable to respond for one of your facilities, please click the “Remove facility” button to remove that facility from your list.
- If you are resuming the survey and have been reporting for more than one facility, and a facility is no longer showing in your list when you believe it should be, please call the helpline at 1-866-778-9752.