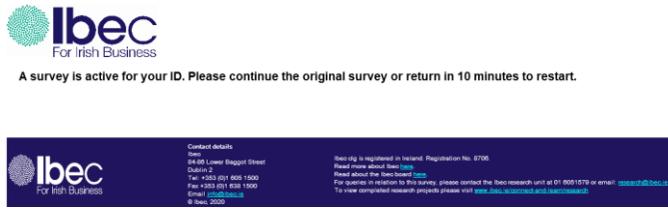


1 Error: You receive the following: “A survey is active for your ID” screen as shown below. This means your survey link is currently in use or has been left open.



Solution: Please try closing all of your open web browsers. Wait 10 – 15 minutes and then re-accessing the survey from the original link that you received.

2 Error: You receive the following: “The page cannot be displayed” screen with the details as shown below.

The page cannot be displayed

The page you are looking for is currently unavailable. The page may not exist, the web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the [Refresh](#) button, or try again later.
- If you typed the page address, make sure that it is spelled correctly.
- Click the Back button to try another link
- Open the research.ibec.ie home page, and then look for links to the information you want.

Technical Information (for support personnel)

- Details:
 - Page - https://research.ibec.ie/mriWeb/mriWeb.dll?I.Project=SALARY_SURVEY&Id=Testid21&Year=2019
 - HTTP 400 - Bad Request
 - Subcode 0
 - Source - Interviewer Server Web Tier

Copy the link underlined

Solution: To access the survey copy the highlighted link that you receive in the box as shown above. Paste this link into your web browser to go to the survey.

3 Error: You receive “The page cannot be displayed” screen and no details are provided onscreen.

The pay survey link you received is made up of 3 separate elements:

1
https://research.ibec.ie/mriWeb/mriWeb.dll?I.Project=SALARY_SURVEY
2 &Id=[testid21](#)
3 &Year=[2019](#)

Survey link
Id
Year

Solution: 1. Make a note of the ID 2 and the YEAR 3 from the link you have received

2. Copy the Survey link 1 and paste this into your web browser (or click the link above)

3. Enter the ID 2 and YEAR 3 into the boxes on the authentication screen (as seen below)

Id

Year

If you have tried the methods outlined above and you are still having issues trying to access the questionnaire, please contact the research unit at research@ibec.ie