Troubleshooting Guide for ASA24-2014, ASA24-Kids-2014, and ASA24-Canada-2014: Common Issues Encountered by Study Participants

Getting Started

Usernames and passwords .... Strong passwords can be difficult for participants to remember and to type accurately. They may also misplace or lose usernames and passwords provided to them. Strong, but meaningful and easier to remember passwords can be specified by researchers when setting up user accounts on the Researcher website. See the Researcher Instructions for more information. Researchers can encourage participants to copy and paste usernames and passwords from an email with instructions for completing recalls in the ASA24®.

Downloading Silverlight .... Written instructions for how to download Silverlight on specific browsers can be provided to participants.

Using a smart phone or tablet .... Only ASA-2016 can be completed on a mobile device. Earlier versions were designed to be completed on a monitor size of at least 10", though greater than 13" is recommended.

Using an older Mac computer .... The ASA24 system will not run on Power PC Macs (i.e., Apple computers that are 6 or more years old) due to the fact that these devices do not support Silverlight.

Using Linux operating system .... The ASA24 system will not run on a computer using the Linux operating system.

Entering Recall Data

"Freezing" .... Participants may report that an ASA24 screen is "frozen." Usually, this is a result of the respondent not selecting an action that will lead to the next step or task to be completed.

This issue most occurs at the point where the participant has completed adding foods for a meal and does not know that they need to select either **Add a meal or snack** (to continue adding more foods) or **Done entering all meals and snacks** (if they have completed recording all foods and beverages consumed). Similarly, in the Supplement module, participants need to select **No supplements to report** or **Done entering supplements** to continue.

Opening food groups/subgroups.... Participants can either search or browse to find foods they want to report. Browsing food groups and subgroups requires a single click. Some respondents double-click instead which results in food groups quickly opening and closing.

Moving items… .... Moving items to "My Foods or Drinks" requires participants to select and highlight a food or drink on the left panel and then to select the arrow between the right and left panels that has the appropriate meal to which the food is to be entered listed.

Unable to log in.............................. If participants log in on the wrong day (for scheduled studies only) or try to log back in to an existing recall after the reporting period (24 or 36 hours, depending on option

selected by the researcher) has lapsed, or if they try to log back in for studies for which they are required to complete the ASA24 recall in one sitting, a message will be displayed. A message will also be displayed when participants of unscheduled studies exceed the number of recalls allowed, as defined by the researcher.

Turning the penguin off and on ...... While some participants appreciate the instructions provided by the animated penguin, others wish to progress through the ASA24 system without the penguin's guidance. The penguin can be turned off completely or just the audio only can be turned off.

The penguin can be turned off and context specific instructions are available to be repeated at any time. When participants log in to complete the ASA24 recall within 30 days of a prior visit to the site using the same user name, the option to turn the penguin on or off will be displayed immediately.

General problems .... Some respondents proceed quickly through the tool while others struggle. Those who struggle the most tend to be less computer savvy, older, and of lower literacy. For some populations, researchers may wish to consider having an interviewer administer the recall.

Updating a Completed Recall

Updating completed recall .... Sometimes participants remember a food or drink they consumed after the recall has already been completed. Once the participant indicates that he or she is done with the recall, it is closed and the participant cannot log back in to modify the data. The recall will also close out once the reporting period (24 or 36 hours, depending on the option selected by the researcher) lapses or if they have not completed the recall in one sitting (for those studies in which the researcher has selected this option). If the forgotten food or drink is reported to the study staff, the item can be entered in a separate recall and the nutrient and food group values added to the original output from the participant's recall outside of the ASA24 system. Note, in this situation, the "foodnum" and "codenum" variables will need to be adjusted in the file(s).