




Sound Off Surveys User Guide

This guide is a quick tutorial designed to introduce you to some of the best features of **Sound Off Surveys** (SOS). Make sure to read through it so you can get the most out of SOS right away.

Home Page

This is the most important page of the site as it is the central location to quickly access all the main SOS features. Always return to the **Home Page** by using your **Back** button or clicking on the **SOS Megaphone logo** in the top-left corner.

The top list of surveys is **important** because it is the **Sponsored** surveys from certified SOS members . Supporting our sponsors helps Sound Off Surveys as well as providing valuable information to our main promoters. The list of surveys below are the **User Surveys**. Note that columns are **sortable** and **searchable** (more info below).

Quick Links

Here you can **Login** or **Register** for a new account. You can use SOS without an account but all you will be able to do is view Survey Summary Responses. **To be able to answer surveys and create your own, you will need to create an account first.** Basic accounts are totally free.

Once logged in, the **Quick Links** section gives you access to the most useful areas of SOS.

Tips

The right bar includes a **Tips** section. These tips are hints about using SOS more effectively and many tips offer examples of what Subjects would fall under the various SOS Categories and Topics. A good grasp on categorizing your surveys is essential to posting surveys visible to the right audience.

Views Menu


You can change the main survey view using the **Views** menu. After you login to your account, you have the option to display surveys according to these choices:

Latest Surveys ▼ **Trending ▼** **My Interests ▼** **My Surveys ▼** **My Category ▼**

Latest Surveys -	The most recently posted surveys (default)
Trending -	Recent surveys with the most responses
My Interests -	The surveys that fall in your preferred Topics. Set your favorite Topics under the Settings - Preferences menu.
My Surveys -	List of all the surveys you have posted in the past
My Category -	The surveys that fall in your preferred Category. Set your favorite Category under the Settings - Preferences menu.

All surveys listed can be accessed but note that only surveys with a status of **Open** can be answered. **Closed** surveys are viewable but new answers are no longer accepted.

Finding Surveys

The main page survey list has a **Search** feature. Click on the magnifying glass  in the blue View title bar and type a search term. Also note that the survey lists may have multiple pages, use the **Pagination** at the bottom of the view to show more results.

Viewing Surveys

Survey responses can be viewed using two (2) different types of reporting. Begin by clicking on a survey Subject to display the **Summary Chart**.

Summary Charts

The **Response Summary** page shows a Pie Chart view of the survey responses so far. The chart displays the percentage (%) of responses for each answer and all possible answers are listed in a table under the chart.



The page has a context menu allowing you access to survey actions such as:

Search Related ► **Answer Survey ►** **Show Breakdown ▼**

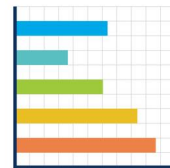
Search Related -	Returns all surveys closely matching the Subject and Category of the current Survey
-------------------------	---

- Answer Survey -** This choice is only shown if you have **not** answered this survey before and if you are logged in
- Show Breakdown -** Switches to a **Detailed View** of responses giving you unique information about the responses (see below for more information).
This option is only available for your own surveys or to Pro users.

Breakdown Charts

This feature is most likely one of the most useful and unique tools available in SOS!

The **Detailed Response Breakdown** page allows you to analyze the survey responses broken down by respondent's biographical data such as Age, Gender, Education, and so on.



as

First, select the **Breakdown factor** from the dropdown box and then click on **Switch Graph** to update the chart. Done!

By Age Group ▼

Switch Graph

Responses by Age Group

Writing Surveys

Creating good surveys is the key to getting effective and meaningful data back from respondents. For that reason, **it is extremely important to review all the information provided on the site**. There are two (2) steps to post a survey.

Create a Survey

In this step, you select the Category/Topic, Subject and Question. **Pay attention to the Single/Multiple choice input box**. This determines how many answers will a respondent be able to select when answering (default is 1, and up to 5).

Picking the right Category and Topic are essential decisions. **Be sure to consult the Guidelines (Help - Guidelines)** before you start a new survey. You should familiarize yourself with all the tips provided in the tabbed sections. **Especially the Topics tab** where you can **hover** over any Topic to see a list of examples that fall under it.

When done, click **Save & Continue**. This automatically saves your survey in draft form (which you can retrieve under **Surveys - My Drafts**) and starts the second step automatically.

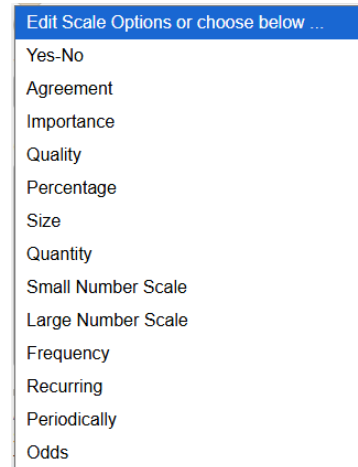
Post a Survey

The second step allows you to edit your Subject/Question and pick your multiple answer scale.

Note that at this point, the Category/Topic are not changeable.

Based on your draft, SOS will first display a list of **Possible Matches** that you **need to review before posting your final survey**. These are possible duplicates that have already been posted, you should not publish a survey that is redundant as it would dilute the responses and reports.

SOS provides a list of **pre-defined scales** (see figure) which you can pick from the Scales dropdown box. **We highly recommend that you review the list of pre-defined answers prior to creating a custom one for your survey**. Leave the dropdown selection on “Edit Scale Option...” and type your custom answer scale in the input fields below or pick a pre-defined scale that suits your needs.



The actions available at this stage are to: 1) **Delete**- delete the draft survey completely 2) **Save**- saves the current survey back to your drafts 3) **Publish**- post your survey to the public but **make sure you are completely satisfied with the survey as is, it cannot be changed afterwards**.

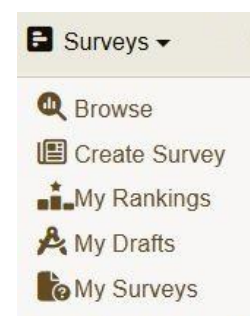
Edit Surveys

Although the survey (question and answers) cannot be changed, you can still change some settings. Go to **Surveys - My Surveys**. View the survey you wish to edit. From the survey Response Summary, select **Edit Survey**. From the Edit page, you will be able to change the survey **Status and its Expiry Date**. Make sure to **Save** before exiting.

[Search Related](#) ► [Show Breakdown](#) ▼ [Edit Survey](#) ► ◀

Surveys Menu

The top Surveys menu has valuable functions that you won't want to miss. You can have access to all your surveys not yet posted (**My Drafts**), or the ones you have posted (**My Surveys**). On top of that is the unique **Rankings** page.



The **Rankings** page has a lot of information about your level of activity in comparison to other SOS users. The top section of the page highlights your **Participation** level (surveys answered), **Pollster** level (surveys created), and **Alignment** (comparison of your answers to all other respondents). These scores are well defined in the Frequently Asked Questions page (**Help - FAQ**). **Note that your Rankings and Alignment only get updated when you visit the Rankings page, come back often!**

The middle chart shows your **Alignment** for each Category. You can examine your Alignment score for each Topic by selecting a Category from the dropdown box and clicking **Switch Graph**.



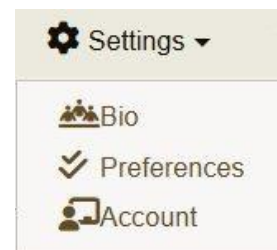
It is important to understand that **your Alignment score is based on all surveys you answered but only for surveys that have a minimum number of answers already posted.** Consequently, when answering a new or recently posted survey, **your Alignment remains zero** for that survey until more answers are recorded.

Settings Menu

The top Settings menu is very important as well.

Bio

The **Edit Profile** page is where you can update personal information such as your Residence, Education, Job, and so on. **Keep it up to date as it is vital for all SOS reports and Charts!**



Preferences

Another vitally important page to remember. **This should be the first page to visit after creating a new account.** Set your default **Home Page View**. If your preferred view is a Category, simply select **My Category** from the dropdown box and choose a Category.

Homepage Default View

A screenshot of the 'Homepage Default View' settings. It shows a dropdown menu with 'My Category' selected. Below it is a section titled 'Pick a Favorite Category below' with a dropdown menu showing 'Technology'.

From this page, you can also checkmark up to ten (10) of your favorite Topics to show under the **My Interests** view on the Home Page.

Accounts

Under **Settings - Accounts** is where you can change your password, email address, and security questions. You will receive email notifications for any of these changes. If you did not initiate an account change but receive a notice, contact Tech Support immediately.

Help and Contact

There are many ways to get help in SOS. Before contacting the SOS staff, please review the following pages as the information you seek is probably already documented.

News

This page highlights not only what is new in SOS but also what the developer is planning. Check it out.

Guidelines

Very important page when creating a survey. This page has valuable information about how to write great surveys.

Support

This is the form to start a Tech Support request. [Make sure to check the User Guide \(Help - User Guide\) and the FAQ \(Help - FAQ\) to ensure that the answer to your issue has not been documented first.](#) You can check the status of your tickets by using **Help - My Support Tickets** or using the link provided in the email notification you would have received. You do need a registered account to start a ticket.

Contact

This form can be used by any SOS user, even non-registered users, to send SOS staff comments or questions about Sound Off Surveys. However, if you are a **Beta user** and wish to provide input to the developers, please use the **Feedback** link in the top menu bar instead.



Legal Documents

Looking to find out our **Terms of Use** and **Policies**? You can always find these pages linked in most page's footnote bar.

Thank You!

