

# NAP5 Data Collection Website

## Frequently Asked Questions

### **I have multiple cases to report. Will I have different User IDs?**

Each case will have its own User ID. Although you can use the same email address(es) for more than one case.

### **What should I do if I have forgotten my password?**

As long as you remember your User ID you can easily reset your password. Please follow this link to access the password reset form:

<http://nap5.org/nap5/index.php/UserInfoC/forgotPwdLoad>

Enter your User ID and click 'Request Password' button. You will receive a temporary password. This is a one-time password. You will be asked to change your password when you log in with this password.

### **I have forgotten my User ID and password. How can I recover the detail?**

If you are not able to retrieve the User ID from your email, please send an email to [nap5@nap5.org](mailto:nap5@nap5.org) with your name, email addresses and the date the User ID was created. We will try to locate your User ID.

### **Where can I report errors in the website?**

Please send details of the errors with your User ID to [nap5@nap5.org](mailto:nap5@nap5.org) who will forward the queries to the technical team.

### **I have accidentally submitted my form ('Finalise and Submit Data' button) and am unable to enter any more details. What should I do?**

When you click the 'Finalise and Submit Button' your form is tagged as 'complete' so you will not be able to make anymore changes. However, if you have done this accidentally and have got a few more details to complete then please email [nap5@nap5.org](mailto:nap5@nap5.org). We will reset the status of the form so you will be able to continue entering data.