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**Department of Health and Human Services (HHS)  
Office of the Secretary (OS)**

**Assistant Secretary for Public Affairs (ASPA)  
Digital Communications Division (DCD)**

**Voice of Consumer Training Manual**

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## Introduction

The HHS Voice of Consumer (VOC) tool is a key component of the website performance measurement framework being developed by the Digital Communications Division (DCD). By integrating data collected from site visitors through the VOC tool into other web analytics data, such as clickstream (Google Analytics) and site search (Google Search Appliance) metrics, DCD can gather user-generated, actionable insights to identify best practices and areas of improvements for HHS priority websites.

This document is intended for people who are going to be creating and maintaining surveys as well as users who will be analyzing survey responses. Some of the key features of the VOC tool are the ability to create customizable surveys, the ability to create custom views of your surveys, the ability to view and export survey responses, and the ability to set up rules that allow key words to be flagged and make for easier searching of your saved surveys. Below you will find an example of a 3-question survey from HHS.gov that was created using the VOC.

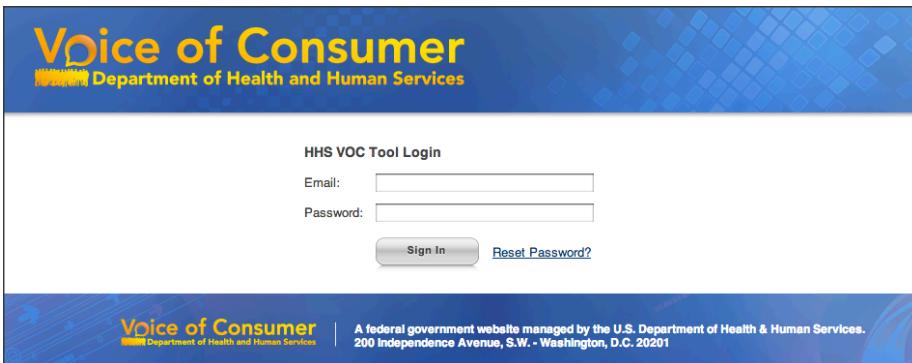
The screenshot shows a web browser window with a survey titled "How was your visit to HHS.gov?". The survey consists of three questions:

1. What were you looking for on HHS.gov today?
  - Get information about HHS and offices within HHS
  - Learn more about the HHS Secretary
  - Get health information privacy (HIPAA) information
  - Learn about a specific disease or health condition
  - Get answers for health insurance questions
  - Get news and updates about HHS.gov
  - I had nothing specific in mind when I came to the website today.
  - Other
2. Other
3. Were you able to find what you were looking for?
   
 Yes    Partially    No

At the top right, there are text size controls (A A A), social sharing icons (Facebook, Twitter, Email), and a "Share" button. At the bottom, there are "Previous Page" and "Next Page" links.

## 1. Login Page

To get started please enter your HHS email and password information into the VOC login screen (*see figure 1*).



*Figure 1*

\*If you are an HHS user, you would authenticate through single sign on (SSO)/AMS.

If your password is not working correctly or you forgot what your password has been set as, you can reset your password using the “Reset Password” link on the Login Page. On the Reset Password screen (*see figure 2*) you will be prompted to enter your HHS email address where instructions on resetting your password will be provided through email.

Please enter the email address you wish to reset the password for.  
After clicking submit, an email will be sent to the specified address.

Email Address:

*Figure 2*

## 2. Administrative Controls Home Page

Once logged in you will be navigated to the Voice of Consumer (VOC) home page (*see figure 3*).

**All Surveys**

Description	Type	Site
Test	Site	Test.gov
test	Page	Test.gov
test	Site	Test.gov
Test embedded iFrame on Healthcare.gov	Site	HealthCare.gov
StopBullying.gov site-level survey for visitor demographics	Site	StopBullying.gov
StopBullying.gov site-level survey for visitor feedback	Site	StopBullying.gov
Test	Site	Test.gov
Kaya's phase 2 test - poll survey	Site	Test.gov
this test includes lots of questions	Page	HHS.gov
testing matrix questions	Page	StopBullying.gov

**New Survey**

1. Primary Navigation

- o Home
- o Create New Survey
- o View Responses
- o Manage Images
- o Manage Account (Displayed only for VOC “User” role)
- o Manage Users (Displayed only for VOC “Admin” role)

*Figure 3*

### 1. Primary Navigation

- o Home
- o Create New Survey
- o View Responses
- o Manage Images
- o Manage Account (Displayed only for VOC “User” role)
- o Manage Users (Displayed only for VOC “Admin” role)

- Manage Sites (Displayed only for VOC “Admin” role)
  - Logout
2. Link to create a New Survey
  3. Search tool for filtering surveys by key words
  4. Survey Table that displays all available surveys or filtered list
  5. Page number of survey results

## 2.1 Search Survey Tool

The search feature on the Home screen (*see item 3 in figure 3 above*) provides the ability to search all surveys for which the user has access to within the VOC tool through the search survey tool. When entering keyword(s) into the search box, the VOC tool will generate a survey table listing all surveys that have key word(s).

The ability to use “and”, “or”, “and not” is available to use in the search feature.

In order to search for a specific set of exact words in the exact order without change you may use quotation marks in the search to obtain the desired results.

## 2.2 Survey Table

When first landing on the VOC tool home page, the Survey Table is defaulted to show all surveys and contains 7 columns (*see item 4 in figure 3 above*):

1. Edit – Icon to edit page for the specified survey.
2. View Versions – Link to view different versions of the specified survey.
3. Survey Name – Displays tiles of each survey. Can be sorted in ascending or descending order by clicking on the “Name” table heading.
4. Survey Description – Displays the description of each survey.
5. Survey Types – Indicates whether the survey is Site or Page Level.
6. View Site – Indicates what site the survey is for.
7. Delete – Icon to delete the survey.

## 3. Creating a New Survey

To create a new survey simply select the “Create New Survey” from the navigation links at the top of the page or “New Survey” link from the Home page. This will generate the New Survey screen (*see figure 4*).

There are 15 fields that show up on this screen. Below you will find what must be filled out and required to proceed vs. what is optional:

1. Site – Site where the survey will be placed. This must be filled out.
2. Name – This is the name of the survey. This must be filled out.
3. Description – Describe the type of survey. This must be filled out.
4. Survey Type – This must be filled out.
  - Site – Intended to be comprehensive surveys for site content and does allow Matrix type questions
  - Page – Intended to be small, quick 1-3 question surveys pertaining to individual page content
  - Poll – Displays results after submission. No matrix questions allowed.
5. Previous Page Text – If you do not want the generic “Previous Page” to display for your survey, you can enter the text that you wish to appear instead. This is optional.
6. Next Page Text – If you do not want the generic “Next Page” to display for your survey, you can enter the text that you wish to appear instead. This is optional.
7. Submit Button Text – If you do not want the generic “Submit Survey” to display for your survey, you can enter the text that you wish to appear instead. This is optional.
8. Error for required Fields Text – If you do not want the generic “Please answer all required questions before moving on to the next page” to display for your survey, you can enter the text you wish to appear instead. This is optional.

9. Desktop Invitation Percent – This is an opt-in (optional) feature and deals with the pop up survey. This number is the percentage of desktop users that should get invited to take the pop up survey.
10. Desktop Invitation Interval in Days – This is an opt-in (optional) feature and deals with the pop up survey. This number is the minimum amount of time before the user becomes eligible to be invited to take the survey again. For instance if it is set to 3 days, and the user visits the survey every day, they will only have a chance of being invited to take the survey every 3 days.
11. Invitation Text – This is an opt-in (optional) feature and deals with the pop up survey. This allows you to control what the invitation says.
12. Invitation Accept Button Text – This is an opt-in (optional) feature and deals with the pop up survey. This lets you customize the accept button on the invitation.
13. Invitation Reject Button Text – This is an opt-in (optional) feature and deals with the pop up survey. This lets you customize the reject button on the invitation.
14. Enable Daily Alarm Notifications – This is an opt-in (optional) feature and deals with the pop up survey. If checked, the VOC system will send an email to the address specified in the “Daily Alarm Notification Email” field if no surveys have been submitted within the past 24 hours.
15. Daily Alarm Notification Email – This is an opt-in (optional) feature and deals with the pop up survey. This would be the email that you want the notifications to go to if you check the “Enable Daily Alarm Notifications”.

To opt-in for the pop-up survey (fields 9-15), you would simply need to fill out those fields. To opt-out or not activate this functionality, you would simply leave those fields blank. You would also need to embed a JavaScript endpoint to enable those fields for the popup functionality. The JavaScript endpoint example code is below:

#### Javascript Widget Instructions:

1. Add an empty DIV element and define an ID attribute; for example:

```
<div id="survey_target"></div>
```

2. Immediately after the new DIV, add the following for users without JavaScript (the IFRAME version):

```
<noscript>
  <iframe src="http://comment-app.hhs.gov/surveys/132"></iframe>
</noscript>
```

3. Add this line to your JavaScript includes, ensuring the target\_id parameter matches the DIV ID attribute:

```
<script type="text/javascript"
  src="http://comment-app.hhs.gov/widget/invitation.js?survey_id=132&target_id=survey_target"></script>
```

The screenshot shows the 'Voice of Consumer' software interface for creating a new survey. The top navigation bar includes links for Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The user is logged in as 'sysadmin@ctacorp.com'. The main section is titled 'New Survey'.

**Survey Configuration Fields:**

- Site: HHS.gov
- Name: User Guide Example
- Description: This is a sample for the VOC user guide
- Survey Type: Site
- Previous Page Text: First Page
- Next Page Text: Last Page
- Submit Button Text: End Survey
- Error for Required Fields Text: You forgot to answer a required question. Please go back and answer before continuing survey.
- Desktop Invitation Percent: 100
- Desktop Invitation Interval in Days: 30
- Invitation Text: (Empty text area)
- Invitation Accept Button Text: (Empty text area)
- Invitation Reject Button Text: (Empty text area)
- Enable Daily Alarm Notifications:
- Daily Alarm Notifications Email: (Empty text area)

At the bottom right are 'Cancel' and 'Create Survey' buttons. The footer contains the 'Voice of Consumer' logo and a note: 'A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Figure 4

Once the fields have been properly entered the “Create Survey” button must be selected at the bottom of the form. There is also a “Cancel” button on this page if the survey should not be saved.

Once properly saved, the Edit Survey page will generate (*see figure 5*) and display a confirmation message indicating that the “Survey was successfully created.” All newly created surveys are assigned as version 1.0 automatically. Within this Survey Version page, the ability to create additional versions or clone a survey is available.

To create an additional version, click on the “New Version” link. This will create a brand new version and will be a blank survey keeping the same name and survey configurations (e.g. Site, Name, Description, Custom Button Text...). When creating a new survey version the survey version number will incrementally change to the next whole number. For example if the current survey version is 1.4 and a new survey version is created then the survey version number will be 2.0.

To clone a survey, click on the green plus sign next to the survey version you wish to clone, which will keep all the survey configurations as well as the survey question and set up (e.g. Required Fields, Flow Control...). When cloning a survey the version number will incrementally change to the next decimal increment. For example if the current survey version is 1.4 and the survey is cloned then the survey version number will be 1.5.

To see the “New Version” link and the green plus sign (see *figure 10*).

**Edit Survey Version**

**Survey was successfully created.**

**Survey:** User Guide Example  
**Version:** 1.0

[View All Versions](#) [Preview Survey](#) [Publish](#)

[Pg. 1](#) [Add an open-ended question](#) [Add a multiple-choice question](#) [Add matrix question](#) [Add snippet](#)

[Add New Page](#)

[View All Versions](#) [Preview Survey](#) [Publish](#)

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*Figure 5*

An example of the pop up survey is shown below (see *figure 6*).

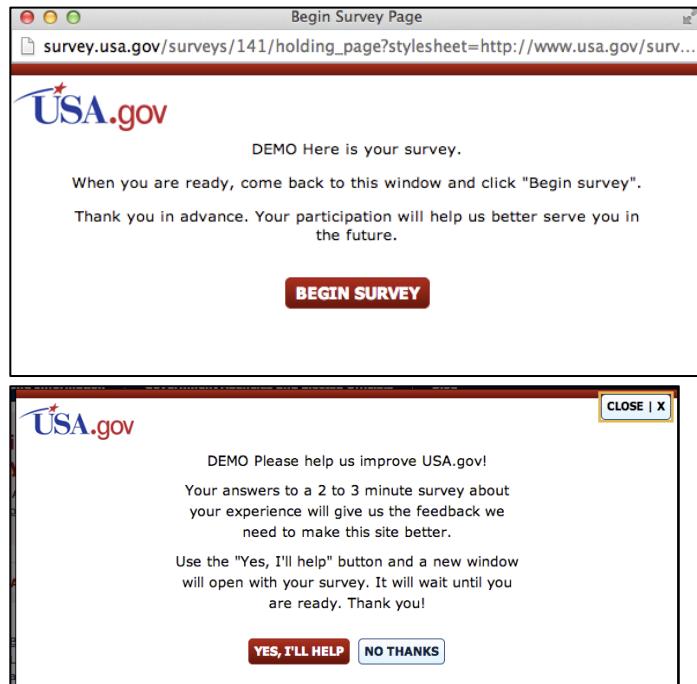


Figure 6

## 4. Edit Survey Page

From the home screen on the VOC tool, a user can edit only the surveys they have access to by clicking the edit icon. A system administrator can edit any of the Survey Pages by selecting the edit icon in the Survey Table on the Home screen (*see figure 7*). For further information on roles (user or system administrator), please see section 10.1.

The screenshot shows the VOC system's survey management interface. At the top, there's a blue header bar with the VOC logo and navigation links: Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. On the right of the header are user details (sysadmin@ctacorp.com) and a Logout link. Below the header is a light blue navigation bar with links for Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites.

The main content area is titled "All Surveys". It features a table listing various surveys. The columns are: Edit, Ver., Survey (with a dropdown arrow), Description, Type, Site, and a delete icon. The "Edit" column for the first survey is circled in red. The table rows include:

Edit	Ver.	Survey	Description	Type	Site
		Anthony's 508 Review Test Survey	Test	Site	Test.gov
		Anthony's 508 Review Test Survey Page	test	Page	Test.gov
		delete me	test	Site	Test.gov
		Healthcare.gov Test	Test embedded iFrame on Healthcare.gov	Site	HealthCare.gov
		Help us improve our website	StopBullying.gov site-level survey for visitor demographics	Site	StopBullying.gov
		How was your visit to StopBullying.gov?	StopBullying.gov site-level survey for visitor feedback	Site	StopBullying.gov
		Jocelyn Test 3	Test	Site	Test.gov
		KPT2 - Poll	Kaya's phase 2 test - poll survey	Site	Test.gov
		Lots of questions	this test includes lots of questions	Page	HHS.gov
		Matrix Question Test	testing matrix questions	Page	StopBullying.gov

Below the table, there are links for "New Survey" and "View all surveys". At the bottom of the page, there's a footer with the VOC logo and text: "A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201".

Figure 7

This will allow the system administrator to edit the main survey settings (site, name, description, customizable previous/next/submit buttons, customizable required fields text, and the GSA pop up invitation information) but not the questions (*see figure 8*). To edit the survey questions, the View Versions link on the home page must be selected and is described in section 5.

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Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

## Edit Survey

**Site:** HHS.gov

**Name:** User Guide Example

**Description:** This is a sample for the VOC user guide

**Survey Type:** Site

**Previous Page Text:** First Page

**Next Page Text:** Last Page

**Submit Button Text:** End Survey

**Error for Required Fields Text:** You forgot to answer a required question. Please go back and answer before continuing survey.

**Desktop Invitation Percent:** 100

**Desktop Invitation Interval in Days:** 30

**Invitation Text:**

**Invitation Accept Button Text:**

**Invitation Reject Button Text:**

**Enable Daily Alarm Notifications:**

**Daily Alarm Notifications Email:**

**Buttons:** Cancel | Update Survey

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Figure 8

## 5. Survey Versions

To add/remove/edit survey questions, to modify the layout of a survey, or to view different versions of a particular survey, select the View Versions icon from the VOC Home screen (*see figure 9*).

<a href="#">Edit</a>	<a href="#">Ver.</a>	<a href="#">Survey</a> <small>(click to view responses)</small>	Description	Type	Site
		<a href="#">Test Survey</a> Created by rake task on 2012-08-07 19:52:19 +0000	Test Survey	Page	Test Site created by rake task
		<a href="#">Testing HTML Answer Options</a>	Testing HTML Answer Options	Site	HHS.gov
		<a href="#">User Guide Example</a>	This is a sample for the VOC user guide	Site	Test.gov
		<a href="#">Was This BeTobaccoFree.gov Page Helpful?</a>	BeTobaccoFree.gov page-level survey	Page	Test.gov
		<a href="#">Was this page helpful?</a>	page-level survey for StopBullying.gov	Page	StopBullying.gov

[New Survey](#)

Search Surveys  [View all surveys](#)

[« First](#) [« Prev](#) [1](#) [2](#) [3](#)

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Figure 9

The Versions screen will display all the different versions that have been created for the selected survey (see figure 10). If there is only one version, then the screen will display with only one result. The table on the Versions screen will have the following columns:

- Edit – Icon where a system administrator will add/remove/edit survey questions or modify the layout of a survey. You are also able to edit a published survey (e.g. a typo was made and you noticed it after you published it).
- Survey Version – Displays the system generated version number with 1 being the original.
- Export CSV – Allows the system administrator to export to a CSV file.
- Thank You Page – Where the text displayed upon submission of a survey by a survey participant can be added/edited.
- Published – Indicates if the survey is published (e.g. Green check = active). Click to publish/unpublished. Once a survey version is published it locked down and is no longer editable. To edit, the survey version must be cloned (see below)
- Created – The creation date of the survey versions.
- Updated – Indicates the last time the survey was modified (e.g. any question within the survey saved).
- Clone – Icon duplicates a survey version and all of its questions.
- Delete – Icon will permanently remove the version of a survey from the system.

To create a new version of a survey, select the “New Version” link on the Versions screen.

The screenshot shows the 'Survey Versions' page of the Voice of Consumer system. At the top, there's a success message: 'Successfully cloned new minor version'. Below that, the survey details are listed: Site: Hhs.Gov, Survey: User Guide Example, Description: This is a sample for the VOC user guide. The main table displays two survey versions:

Edit	Survey Version	Export CSV	Thank You Page	Published	Created	Updated	New Version	View All Surveys
<a href="#"></a>	1.0 User Guide Example	<a href="#">export</a>	<a href="#"></a>	<input checked="" type="checkbox"/>	07/22/2014	07/23/2014 10:46:17	<a href="#"></a>	<a href="#">View All Surveys</a>
<a href="#"></a>	1.1 User Guide Example	<a href="#">export</a>	<a href="#"></a>	<input checked="" type="checkbox"/>	07/23/2014	07/23/2014 10:50:40	<a href="#"></a>	<a href="#">View All Surveys</a>

Below the table, there are sections for 'IFRAME Instructions' and 'Javascript Widget Instructions' with corresponding code snippets.

**IFRAME Instructions:**  
To link to published survey version, use: <iframe src="http://dev-voc.cloud.hhs.gov/surveys/228"></iframe>

**Javascript Widget Instructions:**

1. Add an empty DIV element and define an ID attribute; for example:  
`<div id="survey_target"></div>`
2. Immediately after the new DIV, add the following for users without JavaScript (the IFRAME version):  
`<noscript><iframe src="http://dev-voc.cloud.hhs.gov/surveys/228"></iframe></noscript>`
3. Add this line to your JavaScript includes, ensuring the target\_id parameter matches the DIV ID attribute:  
`<script type="text/javascript" src="http://dev-voc.cloud.hhs.gov/widget/widget.js?survey_id=228&target_id=survey_target"></script>`

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Figure 10

## 6. Adding/Editing Survey Questions and Layout

The Edit Survey allows you to add/remove/edit several different question types to the selected survey as well as adding/deleting/moving page(s) to the survey:

- Open-ended question
- Multiple-choice question (Radio, dropdown, multi-select, or check boxes)
- Matrix question
- Snippet

### 6.1 Open-ended Question

Open-ended questions are long answer questions that are limited to 50, 75, 100, 1,000, or 5,000 characters. To create an open-ended question, select the “Add an open-ended question” link from the Edit Survey page (*see figure 11*). That will generate an open-ended question settings box (*see figure 12*).

The screenshot shows the 'Edit Survey Version' page for the 'User Guide Example' survey, version 1.2. The interface includes a navigation bar with links for Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The main area displays the survey structure:

- Pg. 1**: Control flow to: Next Page
  - 1. What is your favorite movie? (Field)
  - 2. Is this a test survey? (Checkbox)
    - 1. Yes
    - 2. No
    - 3. Not applicable
  - 3. Please answer the following based on US holidays (Matrix)
    - Questions (rows):
      - 1. What holiday is your favorite?
      - 2. What holiday is your least favorite?
    - Radio Options (columns):
      - 1. New Years
      - 2. Valentines
      - 3. 4th of July
      - 4. Halloween
      - 5. Thanksgiving
      - 6. Christmas
      - 7. Other
  - This is for informational purposes. The next section is about your driving habits. (HTML Snippet)
  - 4. Do you like apples? (Radio, Contains Flow Control)
    - 1. Yes (Flows to Pg. 2, Default)
    - 2. No (Flows to Pg. 3)

At the bottom of the page are buttons for adding different question types: Add an open-ended question, Add a multiple-choice question, Add a matrix question, and Add snippet.

*Figure 11*

When setting up, you may select the Answer Type of Field or Area. The row size can be 3, 4, or 5 lines when displayed to the survey participant (*see figure 12*).

Any question can be marked as required by selecting the check box marked “Require an answer to this questions (optional)”. By default all questions are optional. If a question is required, it will have an asterisk.

The text box allows you to define the question text to be displayed on the survey.

The page selection allows you to specify what page the question should appear on.

To save the question, select the “Create Question” button.

New Text Question

Answer Type:  Field  Area

Answer Size: 50 Characters Row Size:

Require an answer to this question (optional)

Question:

Page: 1

Cancel Create Question

Figure 12

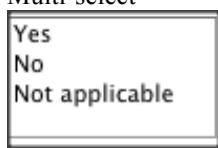
## 6.2 Multiple-choice Question

Multiple-choice questions are questions that have several fixed answer options to select from. To create a multiple-choice question, select the “Add a multiple-choice question” link from the Edit Survey page (*see figure 11*). That will generate a multiple-choice question settings box (*see figure 13*).

Any question can be marked as required by selecting the check box marked “Require an answer to this questions (optional)”. By default all questions are optional.

The text box allows you to define the question text to be displayed on the survey. Multiple-choice questions can be set up with the following answer options:

- Radio buttons  
 Yes  No  Not applicable
- Dropdown  

- Multi-select  

- Check boxes  
 Yes  No  Not applicable

\*These are just an example of the answer choices you can enter. You may choose any combination of answers you wish.

By default there are four (4) answer fields where the answer text can be entered. At least one answer field must contain data to be allowed to proceed to save. To add more answer options, select “Add Answer” after the fourth answer field.

The “Default?” check boxes will automatically select the answer for the survey participant when going through the survey. For Radio and Dropdown style questions there can only be one default answer selected. For Multi-select and Check box style questions there can be multiple default answers displayed.

The page selection allows you to specify what page the question should appear on.

To save the question, select the “Create Question” button.

For information on Flow control see section 6.5.

The screenshot shows the 'New Choice Question' dialog box. It includes the following fields:

- Require an answer to this question (optional)**: An unchecked checkbox.
- Flow control**: A checked checkbox.
- Question:** A large text input area.
- Answer Type:** A dropdown menu set to "Radio".
- Go to next page when answer is chosen (will only apply to radio buttons):** An unchecked checkbox.
- Answer:** Four separate text input fields, each with a "Default?" checkbox and up/down arrow buttons for reordering.
- Add Answer**: A green plus sign button.
- Answer Placement:** A dropdown menu set to "horizontal (side-by-side)".
- Page:** A dropdown menu set to "1".
- Create Question**: A large blue button.
- Cancel**: A small button.

Figure 13

## 6.3 Matrix Question

Matrix questions are questions that have several fixed answer options to select from but have a series of related questions (e.g. on a scale of 1-5). To create a matrix question, select the “Add a matrix question” link from the Edit Survey page (*see figure 11*). That will generate a matrix question settings box (*see figure 14*).

**New Matrix Question**

Require an answer to this question (optional)  
Statement:

Require an answer to this question (optional)  
Question: ▲ ▼ ✖

+ Add Question

Answer:  ▲ ▼ ✖

Answer:  ▲ ▼ ✖

Answer:  ▲ ▼ ✖

Answer:  ▲ ▼ ✖

+ Add Answer

Page: 1 ▼

Cancel Create Question

*Figure 14*

The statement is to be used for instructions or information for the survey user (e.g. the following pertains to your experience, Please rate the following on a scale of 1-5 with 1 being least likely and 5 being most likely...*(see figure 15)*).

The question box(es) are for the question(s) to be answered by the survey participant. By default there is only one question but more may be added by selecting the “Add Question” link.

Default answers cannot be set for matrix questions.

The page selection allows you to specify what page the question should appear on.

To save the question, select the “Create Question” button.

Any question can be marked as required by selecting the check box marked “Require an answer to this questions (optional)”. By default all questions are optional. If a question is required, it will have an asterisk. If you check on “Require an answer to this questions (optional)” for the Statement, it would make any questions underneath the matrix question required. If you check on “Require an answer to this questions (optional)” for a particular question, it would only make the question(s) you select required. The other question(s) that are unchecked would not be required.

Figures 15 and 16 are examples of a sample question and how it displays to the survey participant in relation to the data inputted into the settings of a matrix question.

**Edit Matrix Question**

Statement:  Require an answer to this question (optional)  
Please answer the following based on US holidays

Question:  Require an answer to this question (optional)   
What holiday is your favorite?

Question:  Require an answer to this question (optional)   
What holiday to you is your least favorite?

Add Question

Answer: New Years

Answer: Valentines

Answer: 4th of July

Answer: Halloween

Answer: Thanksgiving

Answer: Christmas

Answer: Other

Add Answer

Page:

Figure 15

3. Please answer the following based on US holidays

New Years	Valentines	4th of July	Halloween	Thanksgiving	Christmas	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>What holiday is your favorite?</b>						
<b>What holiday to you is your least favorite?</b>	<input type="radio"/>					

Figure 16

## 6.4 Snippet

A snippet is used for adding plain text to a page to provide survey users information or instructions. There is no answer related to a snippet, it is simply display text.

The page selection allows you to specify what page the snippet should appear on.

To save the snippet, select the “Create Snippet” button.

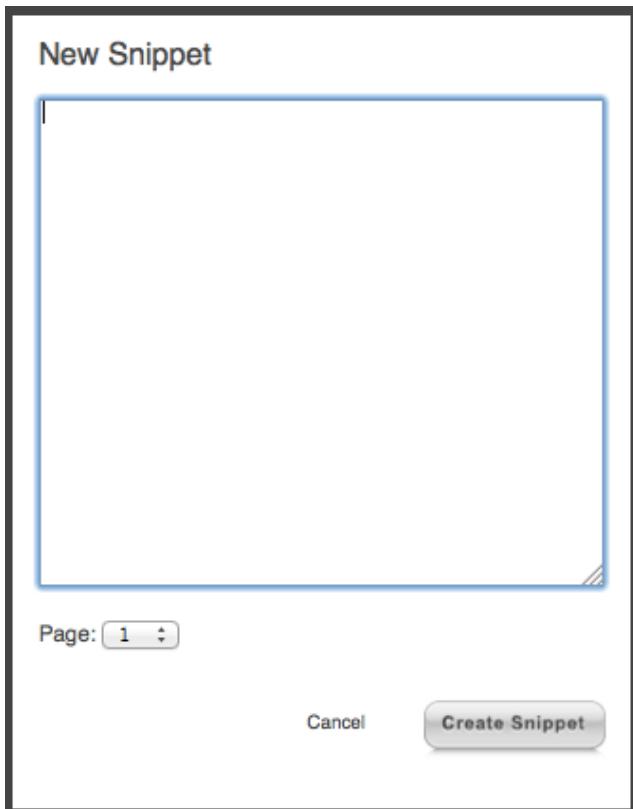


Figure 17

## 6.5 Flow Control

The check box for “Flow Control”, on the Multiple-Choice when selected will display trigger functionality that allows different paths through the survey (*see figure 18*). The selection of a specific answer will bring the survey user to a specified page. For example; if the question is “Do you like apples?” and the survey participant selects “Yes” (which has been set up with flow control), and the question is set up to bring the survey participant to page 2, which asks additional questions specific to apples. If the survey participant selects “No”, the question is set up to bring them to page 3.

Edit Choice Question

Require an answer to this question (optional)  
 Flow control

Question:  
Do you like apples?

Answer Type:

Go to next page when answer is chosen (will only apply to radio buttons):

Answer: Yes Go To Page:  Default?    
 

Answer: No Go To Page:  Default?    
 

 Add Answer

Answer Placement:

Page:

Figure 18

## 6.6 Thank You Page

To customize the text displayed on the Thank You page of a survey, select the “Thank You Page” link on the survey versions screen (*see figure 10*). The Edit Custom Thank You page will generate (*see figure 19*), where the system user can enter the message to be displayed on the Thank You page at the end of the survey. HTML is permitted on the Thank You page to allow for custom styling.

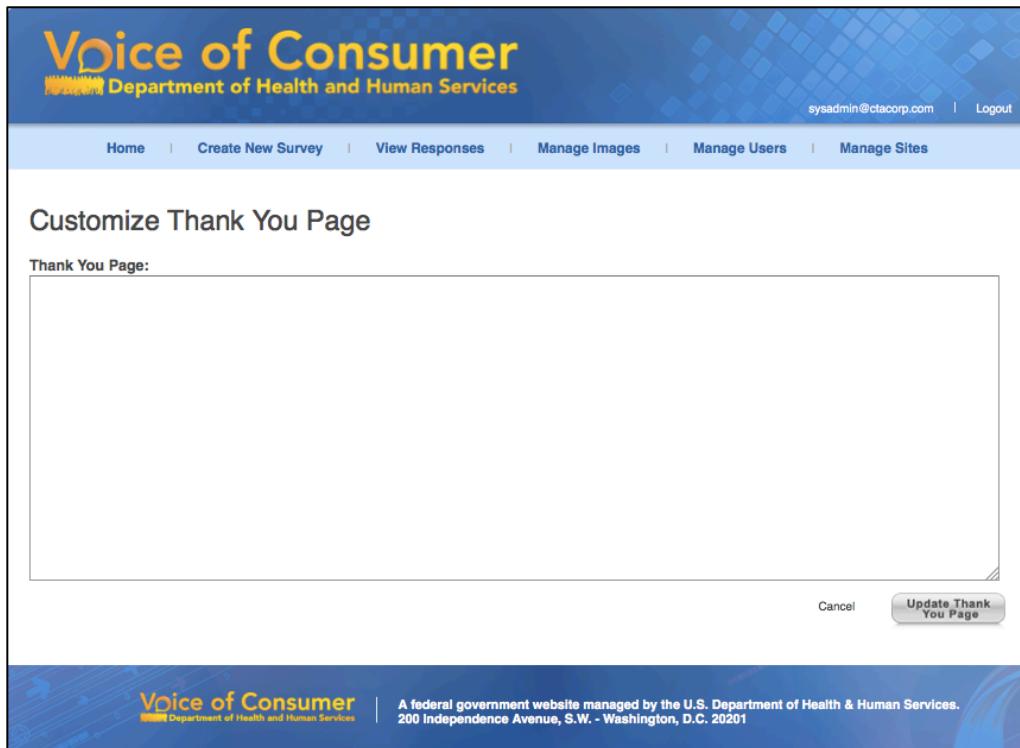


Figure 19

## 6.7 Preview

To preview and test any version of a survey, regardless of Published status, select the “Preview” link on the survey versions screen (*see figure 11*).

This will allow a VOC admin tool user the ability to test a survey by answering questions in the selected survey and view the flow of pages based on their answers to the questions (*see figure 20*).

**Voice of Consumer**  
Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

### Preview Survey

Survey: **User Guide Example**

Version: 1.1

1. What is your favorite movie? \*

2. Is this a test survey?

Yes  No  Not applicable

3. Please answer the following based on US holidays

New Years	Valentines	4th of July	Halloween	Thanksgiving	Christmas	Other
-----------	------------	-------------	-----------	--------------	-----------	-------

What holiday is your favorite?

What holiday is your least favorite?

This is for informational purposes. The next section is about your driving habits.

4. Do you like apples?

Yes  No

[Next Page](#)

[Edit](#) [Publish](#) [View All Versions](#)

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*Figure 20*

## 7. View Responses Page

From the home screen on the VOC tool, a user can view only the survey responses they have access to by clicking on the survey name in the survey table. A system administrator can view all Survey Responses by selecting the survey name in the Survey Table on the Home screen (*see figure 21*).

The screenshot shows the 'All Surveys' page of the Voice of Consumer website. At the top, there's a navigation bar with links for Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. The user is logged in as 'sysadmin@ctacorp.com'. Below the navigation is a search bar and a link to 'View all surveys'. The main content area is titled 'All Surveys' and contains a table of survey entries. The columns are labeled 'Edit', 'Ver.', 'Survey' (with a red circle around it), 'Description', 'Type', and 'Site'. The table lists various surveys like '13th test', 'A Test Survey', and 'App Security Scan Test Survey'. At the bottom of the table are links for 'New Survey', '1', '2', '3', '4', '5', '...', 'Next >', and 'Last »'.

Figure 21

This can also be accomplished by selecting the “View Responses” tab at the top of any screen, taking the user to the Survey Responses screen where the survey and version must be selected (*see figure 22*).

The screenshot shows the 'Survey Responses' page of the Voice of Consumer website. The top navigation bar includes 'View Responses' (which has a red circle around it), 'Create New Survey', 'Manage Images', 'Manage Users', and 'Manage Sites'. The user is still logged in as 'sysadmin@ctacorp.com'. The main content area is titled 'Survey Responses' and features a search bar for 'Survey' and 'Version'. At the bottom, there's a footer with the 'Voice of Consumer' logo and the text 'A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Figure 22

This will take you to the Survey Responses page (*see figure 23*) for the selected survey version. This is where all of the completed survey answers can be viewed. The page URL and dates that show up within the Survey Responses are not controlled here, but rather they are displayed for informational purposes to indicate from what URL page the response was submitted and the date/time the response was submitted.

Survey: App Security Scan Test Survey - DO NOT DELETE Version: 1.0 Refresh

Total number of survey responses: 1

Export to CSV Manage Rules **Manage Display Fields** Select View: Standard View Add New View Edit Current View Delete Current View

Delete/ Edit	Date	Page URL	Test Question 1	Test Question 2
	03/05/2014 - 16:55:05	http://Comment-app.hhs.gov/surveys/188		

Export to CSV Manage Rules Manage Display Fields Select View: Standard View Add New View Edit Current View Delete Current View

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Figure 23

## 7.1. Exporting Survey Results

The completed survey results can be exported into a .CSV file. To request a .CSV file of the survey results, select the “Export as CSV” link on the Survey Responses page. Once the link has been selected, a confirmation message will display verifying that the request is being processed (see figure 24).

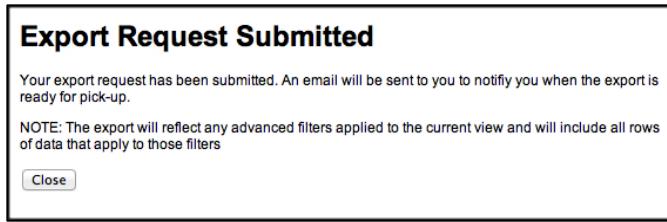


Figure 24

## 7.2. Rules and Displays

Within the VOC tool, there is the ability to add rules for surveys. There are two types of actions that may be taken with rules (Database action or email notification). The database action allows for updating or setting a field value. For example, a survey can be set up to flag key words by using the Database Action Rule and Display Fields (see section 7.6). For instance you may have a question that asks “What can we do to improve this page?” as well as a Display Field called “Comment Topic” which can be used to classify survey responses. By setting a Rule to look for certain key words (e.g. Print, Link, Details, Contact) that rule can be set to take a Database Action to update the “Comment Topic” display field to “Website Issue” so that when going through responses it is easier to analyze or flag types of responses (see figure 25).

The difference between the Add and Update boxes beneath the rule will depend on when the rule is triggered. The Add box will trigger the rule when a new response comes in. The Update box will trigger the rule when a display field is updated, most likely by a different rule.

The screenshot shows the 'Edit Rule' page on the Voice of Consumer website. At the top, there's a blue header bar with the 'Voice of Consumer' logo and 'Department of Health and Human Services'. On the right side of the header, there are links for 'j davies@ctacorp.com' and 'Logout'. Below the header is a navigation menu with links for 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The main content area is titled 'Edit Rule'. It has several sections: 'Name' (containing 'Website Issue: Printing Issues - Keyword: print'), 'Type' (with options for 'Database Action' and 'Email Notification', where 'Database Action' is selected), 'This rule will execute when a survey is' (with checkboxes for 'Add' and 'Update', both checked), 'Criteria' (containing a search bar for 'What can we do to improve this page?(display field)' with 'contains' operator and value 'print'), 'Actions' (containing 'Update with Comment Topic' and 'or Website Issue'), and 'Add Action' (a link to add more actions). At the bottom right are 'Cancel' and 'Update Rule' buttons. The footer of the page includes the 'Voice of Consumer' logo, a statement that it's a federal government website managed by the U.S. Department of Health & Human Services, and its address: 200 Independence Avenue, S.W. - Washington, D.C. 20201.

*Figure 25*

Email notification allows for an automated email to be sent out when a survey response is submitted that meets the criteria of a rule. The ability to select when this rule goes into effect is also available for selection (the rule may be executed when a survey is either added or updated). For example, a survey can be set up to send an email to specified email addresses by using the Database Action Rule. For instance you may have a question that asks “What can we do to improve this page?” and setting a Rule to look for certain key words (e.g. Print, Link, Details, Contact) that rule can be set up to send an email out for notification (see figure 26).

**Voice of Consumer**  
Department of Health and Human Services

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

**Edit Rule**

**Name:**  
Website Issue: Add Link/Broken Link/Wrong Link - Keyw

**Type**  
 Database Action: allows you to update or set a field value  
 Email Notification: allows you to send out an automated email when something happens

**This rule will execute when a survey is**  
 Add  Update

**Criteria**  
 What can we do to improve this page?(display field) contains link

**Add Criteria**

**Actions**  
**Send email to:** test@test.com Separate email addresses with a comma  
**Subject Line:** Broken Link  
**Message Content:**  
 A broken link has been reported on Test.com. Please see survey responses!

Cancel **Update Rule**

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Figure 26

### 7.3. Add New Rule Page

To add a new rule to the survey responses, select the “Manage Rules” link on the Display Fields screen (*see figure 23*). This will take you to the View Rules page (*see figure 27*) where all the rules for each survey question can be viewed. Select the “Add New Rule” icon to generate the form to be filled to apply a new rule (*see figure 28*). The green arrow (Run) will run the rule so that you can test it (*see figure 27*).

The screenshot shows the 'View Rules' page for a survey titled 'User Guide Example' (Version 1.1). The page lists 11 survey questions, each with a pencil icon for editing. To the right of the list are buttons for 'Move Up', 'Move Down', 'Run', and 'Delete'. At the bottom are links for 'Add New Rule' and 'View Survey Responses'.

**Survey:** User Guide Example  
**Version:** 1.1

**Edit Rule (click to see details)**

1. What is your favorite movie?
2. Is this a test survey?
3. Please select all that apply: What holiday is your favorite?
4. Please select all that apply: What holiday to you is your least favorite?
5. Do you like apples?
6. Please describe what you like about apples.
7. Do you enjoy the following: Apple pie
8. Do you enjoy the following: Apple turnovers
9. Do you enjoy the following: Applesauce
10. Do you enjoy the following: Apple marmalade
11. Please provide any additional information you feel would be helpful.

**Add New Rule** **View Survey Responses**

**Move** **Move**  
**Up** **Down** **Run** **Delete**

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Figure 27

The screenshot shows the 'New Rule' configuration page. It includes fields for 'Name', 'Type' (set to 'Database Action'), 'Criteria' (a dropdown menu showing 'What is your favorite movie?(Question)'), 'Actions' (an 'Update' section with dropdown menus for 'with' and 'or'), and a 'Create Rule' button. The page also features the standard HHS footer.

**Name:**

**Type**  
 Database Action: allows you to update or set a field value  
 Email Notification: allows you to send out an automated email when something happens

**This rule will execute when a survey is**  
 Add  Update

**Criteria**  
 What is your favorite movie?(Question)

**Actions**  
**Update** What is your favorite movie?  
**with**  or

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*Figure 28*

Once the form has been successfully completed, select the “Create Rule” button to save the changes.

## 7.4. Edit Rules Page

To edit an existing rule to the survey responses, select the “Manage Rules” link on the Display Fields screen (*see figure 23*). This will take you to the View Rules page (*see figure 27*) where all the rules for each survey question can be viewed. Select the pencil icon to generate the form that contains the details of the rules to be edited (*see figure 29*).

Once the needed changes have been made to the existing rule, select the “Update Rule” button to save the changes.

**Edit Rule**

Name:

Type  
 Database Action: allows you to update or set a field value  
 Email Notification: allows you to send out an automated email when something happens

This rule will execute when a survey is  
 Add  Update

Criteria  
 Do you like apples? (display field)  
 Yes

Add Criteria

Actions  
 Send email to:  Separate email addresses with a comma  
 Subject Line:   
 Message Content:  
 This response should be reviewed and addressed.

Cancel

*Figure 29*

## 7.5. Delete Rules

To delete an existing rule to the survey responses, select the “Manage Rules” link on the Display Fields screen (*see figure 23*). This will take you to the View Rules page (*see figure 27*) where all the rules for each survey question can be viewed. Select the red X icon to delete a rule (*see figure 30*).

**Voice of Consumer**  
Department of Health and Human Services

sysadmin@ctacorp.com | Logout

Home | Create New Survey | View Responses | Manage Images | Manage Users | Manage Sites

### View Rules

Successfully deleted rule.

**Survey:** User Guide Example  
**Version:** 1.1

[+ Add New Rule](#) [View Survey Responses](#)

Rule (click to see details)	Move Up	Move Down	Run
1. What is your favorite movie?	↑	↓	↻
2. Is this a test survey?	↑	↓	↻
3. Please select all that apply: What holiday is your favorite?	↑	↓	↻
4. Please select all that apply: What holiday to you is your least favorite?	↑	↓	↻
5. Do you like apples?	↑	↓	↻
6. Please describe what you like about apples.	↑	↓	↻
7. Do you enjoy the following: Apple pie	↑	↓	↻
8. Do you enjoy the following: Apple turnovers	↑	↓	↻
9. Do you enjoy the following: Applesauce	↑	↓	↻
10. Do you enjoy the following: Apple marmalade	↑	↓	↻
11. Please provide any additional information you feel would be helpful.	↑	↓	↻

[+ Add New Rule](#) [View Survey Responses](#)

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Figure 30

## 7.6. Manage Display Fields

To preview and edit display fields, select the “Manage Display Fields” link on the survey responses screen (*see figure 23*).

This allows for editing the order in which the survey responses can be viewed. This will not alter the survey itself as that is accomplished through the Edit Survey (*see section 6*).

Use the up or down arrows to re-arrange the order in which the survey responses will display on the Survey Responses screen. The position of each display field can only be moved one line at a time.

Display Fields added to the survey responses (*see section 7.7*) can be moved by using the move up/move down arrows as well as deleted from the Manage Display Fields screen by selecting the red x.

Display Field	Type	Move Up	Move Down
1 What is your favorite movie?	DisplayFieldText	↑	↓
2 Is this a test survey?	DisplayFieldText	↑	↓
3 Please answer the following based on US holidays: What holiday is your favorite?	DisplayFieldText	↑	↓
4 Please answer the following based on US holidays: What holiday to you is your least favorite?	DisplayFieldText	↑	↓
5 Do you like apples?	DisplayFieldText	↑	↓
6 Please describe what you like about apples.	DisplayFieldText	↑	↓
7 Do you enjoy the following: Apple pie	DisplayFieldText	↑	↓
8 Do you enjoy the following: Apple turnovers	DisplayFieldText	↑	↓
9 Do you enjoy the following: Applesauce	DisplayFieldText	↑	↓
10 Do you enjoy the following: Apple marmalade	DisplayFieldText	↑	↓
11 Please provide any additional information you feel would be helpful.	DisplayFieldText	↑	↓
12 Jocelyn Test	DisplayFieldChoiceMultiselect	↑	↓

*Figure 31*

## 7.7. Add New Display Field Page

To add a new display field, select the “Add New Display Field” link on the Display Fields screen (*see figure 31*).

Enter the name of the field to be displayed in the “Name” text box.

There are 3 types of display fields that can be added to survey responses:

- Text – Allows the admin user to add comments or notes to survey responses.
- Dropdown – Allows the admin user to provide feedback by selecting one option from a predefined list.
- Checkboxes – Allows the admin user to provide feedback via one or more option(s) from a predefined list.

Text and Dropdown display types allow for the option of adding a default value. To utilize this, simply enter the text of the default value.

To save the new display field, select the “Create Display Field” button on the bottom right of the screen. To cancel and go back to the Display Fields screen (*figure 31*), select the “Cancel” link on the bottom right of the screen.

The screenshot shows the 'Voice of Consumer' website interface. At the top, there's a blue header bar with the 'Voice of Consumer' logo and the text 'Department of Health and Human Services'. On the right side of the header, there are links for 'sysadmin@ctacorp.com' and 'Logout'. Below the header, a navigation menu includes 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The main content area has a white background and features a form titled 'New Display Field'. The form has three input fields: 'Name:' (with an empty text input), 'Type:' (set to 'Text' in a dropdown menu), and 'Default Value:' (with an empty text input). To the right of the form are two buttons: 'Cancel' and a grey rounded rectangle button labeled 'Create Display Field'. At the bottom of the page, there's a footer bar with the 'Voice of Consumer' logo, the text 'A federal government website managed by the U.S. Department of Health & Human Services.', and the address '200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Figure 32

## 7.8. Custom View

The view on the Survey Responses screen can be customized to meet the users needs. Select the “Add New View” link on the Survey Responses screen, which will generate the New Custom View screen (*see figure 33*).

The screenshot shows the 'Voice of Consumer' website interface, similar to Figure 32 but with a different page content. The main content area has a white background and features a form titled 'New Custom View'. The form is divided into several sections:

- Options**: Contains fields for 'Name:' (empty text input) and 'Default View:' (radio buttons for 'Yes' and 'No', with 'Yes' selected).
- Display Fields (Columns)**: This section contains a list of survey questions in a box on the left:
  - 'What is your favorite movie?
  - 'Is this a test survey?
  - 'Please answer the following based on US holidays: What ho
  - 'Please answer the following based on US holidays: What ho
  - 'Do you like apples?
  - 'Please describe what you like about apples.
  - 'Do you enjoy the following: Apple pie'
 To the right of the list are buttons for 'ADD >>', '<< REMOVE', and a set of up/down arrows for sorting. Below the list are buttons for 'Manage Display Fields' and '+ Add Display Field'.
- Default Sort**: Contains three sections for 'First Sort By', 'Then By', and 'Then By', each with a 'SELECT COLUMN' dropdown and radio buttons for 'Ascending' or 'Descending'.
- NOTE:** A note at the bottom states 'Users will always be able to sort by clicking on the column headers.'

To the right of the form are two buttons: 'Cancel' and a grey rounded rectangle button labeled 'Create Custom View'.

At the bottom of the page, there's a footer bar with the 'Voice of Consumer' logo, the text 'A federal government website managed by the U.S. Department of Health & Human Services.', and the address '200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Figure 33

Complete the form to enable the custom view setting, and then select the “Create Custom View” button to save settings. Once saved the custom view can be enabled by selecting it in the “Select View” dropdown from the Survey Responses screen.

## 7.9. Advanced Search

Advanced Search allows for a more refined search of the survey. Within Advanced Search, the ability to search on any of the fields is available. The user has a range of customization for the search (e.g. can include or exclude any of the fields, have the search bring back exact matches, greater than, begins with, etc). The search can be done across one criteria field or multiple criteria fields. To delete criteria that are no longer needed, click on the red x (see *figure 34*). Once your advanced search is complete, click on the search link to bring back the results. Only the search results that meet your criteria will be returned.

The screenshot shows the VOC Survey Responses interface. At the top, there's a blue header bar with the VOC logo and navigation links: Home, Create New Survey, View Responses, Manage Images, Manage Users, and Manage Sites. A user account is logged in as 'sysadmin@ctacorp.com'. Below the header, the main title is 'Survey Responses'. A search bar at the top right contains 'Survey: User Guide Example' and 'Version: 1.1'. A 'Refresh' button is also present. The main content area displays a message: 'Total number of survey responses: 0'. Below this, there's a large 'Advanced Search' panel. This panel includes several search criteria fields. One field has 'Yes' selected under 'Include' and 'Is this a test survey?' with 'Exactly Matches' selected. Another field has 'No' selected under 'Include' and 'Do you like apples?' with 'Exactly Matches' selected. There are also 'Add Criteria' and 'Search' buttons. A 'Clear Settings' link is located in the top right corner of the search panel.

*Figure 34*

## 8. Manage Images

Manage Images is a functionality that is available for both users and admins. Users have the ability to only place the images onto the surveys that they have access to. Admins have the ability to place the images in any surveys. It should be noted that any images that are added will be seen and can be used by all VOC users.

When the Manage Images tab is clicked, an All Images screen will appear. From here, new images can be added by clicking on the “Add New Image” link (see *figure 35*).



Figure 35

Once the Add New Image link is clicked on, the ability to select and upload the file is made available. To select a file, click on the Browse button. Once the file has been selected, click on the Upload button to bring the image into the VOC tool (see figure 36).



Figure 36

Upon successful upload, a screen that states the image was successfully uploaded will appear. Within this screen, the ability to view the image or delete the image is available (see figure 37). To delete the image, click on the red x under the Actions column. To view the image (and see the instructions for how to place the snippet into the desired survey that the image should appear in), click on the image file link name (e.g. Screen Shot 2014-09-12 at 11:36:38 am.png). Upon doing so, the instructions and image will appear on the screen (see figure 38). In order to bring the image into the desired survey, the snippet code would need to be copied and pasted into the survey. Within the survey, the Add Snippet link would be selected and the code would be placed in there (see section 6.4).

The screenshot shows the 'Manage Images' section of the Voice of Consumer website. At the top, there's a blue header bar with the 'Voice of Consumer' logo and the 'Department of Health and Human Services' text. On the right side of the header are links for 'sysadmin@ctacorp.com' and 'Logout'. Below the header is a navigation bar with links for 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The main content area has a title 'All Images' and a green success message box stating 'Image was successfully uploaded.' Below this, there's a table with one row containing a file named 'Screen Shot 2014-09-12 at 11.36.38 AM.png'. The table includes columns for 'Actions' (with a delete icon) and 'Add New Image'. At the bottom of the page is a footer with the 'Voice of Consumer' logo and the text 'A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Figure 37

Within this screen, the ability to return to View All Images is available. To return to All Images, click on the View All Images link at the bottom left hand side of the screen (see figure 38).

The screenshot shows the 'Display Image' page of the Voice of Consumer website. The top navigation bar and footer are identical to Figure 37. The main content area has a title 'Display Image' and a section for 'Image:' with a link to 'Screen Shot 2014-09-12 at 11.36.38 AM.png'. Below this is an 'Instructions:' section with a red oval highlighting the text: 'Place the following into a snippet to display the image in a survey: <img src='/images/hhs\_image\_lib/Screen Shot 2014-09-12 at 11.36.38 AM.png' />'. The bottom part of the page shows the 'Add New Image' form, which includes fields for 'Select File:' (with 'Browse...' and 'Upload' buttons), 'View All Images', and the same footer as the other pages.

Figure 38

## 9. Manage Account

Manage Account is a functionality that only users set up with the “User” role have access to, which allows an individual VOC admin site user to edit their profile. From the home screen on the VOC tool, a system user can edit their account information by selecting the “Manage Account” tab on the top of the Home screen or any other screen (*see figure 7*). The following screen (*see figure 39*) will generate, allowing the information below to be updated by a “User”:

- First Name
- Last Name
- Password

Figure 39

\*If accessing from HHS AMS, you will be able to change first name, last name, email address, or HHS ID. You will not be able to change your password through HHS AMS.

## 10. Manage Users Page

Managing users is a functionality that only users set up with the “Admin” role have access to. From the Home screen on the VOC tool, a system administrator can create/edit/delete admin site users by selecting the “Manage Users” tab on the top of the Home screen or any other screen (*see figure 7*).

On the Manage Users screen (*see figure 40*), a table of all users will be presented which will have 6 columns

- Edit – Allows the modification of the user settings (Name, Email, Role, and Sites).
- User Name – First and Last name of user.
- Role – Allows you to see if a user is an Admin or User (column is also sortable if you click on the arrow next to role).
- Email – Email address for the user.
- HHS ID – Shows the HHS ID of the user.
- Delete – removes the user from VOC access.

The screenshot shows the VOC Admin tool's user management interface. At the top, there's a blue header bar with the VOC logo and the Department of Health and Human Services seal. On the right side of the header, there are links for 'sysadmin@ctacorp.com' and 'Logout'. Below the header is a navigation bar with links for 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The main content area is titled 'All Users' and contains a table of users. The table has columns for 'Edit', 'User Name', 'Role', 'Email', 'HHS ID', and 'Delete'. There are two entries: 'Test User ZZ' (User, testemail@email.com, 123456789) and 'Test ZZZ' (Admin, testadmin@email.com, 12345). Below the table, there are 'New User' and 'Edit User' buttons. At the bottom of the page, there's a footer with the VOC logo and a note: 'A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Figure 40

## 10.1. Roles

There are two types of roles that exist within the VOC Admin tool. There are Users and Administrators. The breakdown of what these roles can do is as follows:

### Users:

- Create New Surveys – Can only create surveys that they have access to
- Edit Surveys – Can only edit surveys that have access to
- View Responses – Can only view survey responses they have access to
- Manage Images – Can add images to only the surveys that they have access to
- Manage Account – Can make updates to only their account (e.g. first name, last name, email, HHS ID).
- Manage Rules – Can only manage rules for surveys that they have access to
- Manage Display Fields – Can only manage display fields for surveys that they have access to

### Admins:

- Create New Survey – Can create surveys for any sites
- Edit Surveys – Can edit any surveys within the VOC tool
- View Responses – Can view any survey responses within the VOC tool
- Manage Images – Can add images to any surveys within the VOC tool
- Manage Users – Can edit, add, and delete users
- Manage Sites – Can edit, add, and delete sites
- Manage Rules – Can manage rules for any surveys
- Manage Display Fields – Can manage display fields for any surveys

## 10.2. Add New User

To add a new user, under the Manage Users select the “New User” link. A new window will pop up (*see figure 41*) to enter the following new user information:

- First Name
- Last Name
- Email
- HHS ID

- Role
- Site(s)

Once the new user information has been entered, the “Create User” button at the bottom of the form will save the user in the VOC admin tool.

The screenshot shows a web-based form titled "Add A New User". It contains five input fields: "First Name", "Last Name", "Email", and "HHS ID", each with a corresponding text input box. Below these is a "Role" section with two radio buttons: "Admin" (unchecked) and "User" (checked). The "User" radio button is highlighted with a blue circle.

*Figure 41*

### 10.3. Edit User

To edit an existing VOC admin tool user, the “Edit” link can be used which triggers an Edit User window (*see figure 42*) where the user settings and information can be edited:

- First Name
- Last Name
- Email
- HHS ID
- Role

Once the new user information has been entered, the “Update User” button at the bottom of the form will save the changes.

---

**Edit User**

First Name:

Last Name:

Email:

HHS ID:

**Role:**  
 Admin  User

Figure 42

## 11. Manage Sites

Manage Sites is a functionality that allows system administrators the rights to add additional sites that would be included as part of the dropdown Site selection when creating or editing a survey (see *figure 4* or *figure 8*). On the Manage Sites screen (see *figure 43*), a table of all sites will be presented with 5 columns.

- Edit – Allows the modification of a site.
- Name – Shows the name of the site.
- URL – Shows the URL for the site.
- Description – Shows the description for the site.
- Delete – removes the site.

Edit	Name	URL	Description
	ACF	http://www.acf.hhs.gov	Administration for Children & Families
	BeTobaccoFree.gov	http://www.betobaccofree.gov	HHS Hub for Tobacco & Smoking Content
	Flu.gov	http://www.flu.gov	Get the seasonal and pandemic flu information you need at Flu.gov.
	FoodSafety.gov	http://www.foodsafety.gov	Your gateway to Federal food safety information
	GlobalHealth.gov	http://www.globalhealth.gov	OGA serves as the primary point within HHS for setting priorities for international engagements and developing and strengthening relationships with USG agencies, foreign ministries of health, multilateral partners at headquarters and in the field, and with civil society and the private sector.
	HealthCare.gov	http://www.healthcare.gov	Take health care into your own hands; find out how the Affordable Care Act affects you. Get the answers at HealthCare.gov.
	HHS HealthBeat	http://www.hhs.gov/news/healthbeat/	Launched on July 11, 2005, this service provides health promotion and disease prevention tips 5 days a week in audio and text formats.
	HHS.gov	http://www.hhs.gov	The official website of the U.S. Department of Health and Human Services
	HHS.gov Digital Strategy	http://www.hhs.gov/digitalstrategy	Making a difference in how people find health information, today and into the future.
	HHS.gov Open Government	http://www.hhs.gov/open	Open Government at HHS showcases its commitment to providing open access to its data and information, building public-private partnerships, enhancing communication with its senior leadership, and expanding overall opportunities for citizens' involvement and interaction.

1 2 3 Next » Last »

[New Site](#)

**Voice of Consumer**  
Department of Health and Human Services

A federal government website managed by the U.S. Department of Health & Human Services.  
200 Independence Avenue, S.W. - Washington, D.C. 20201

Figure 43

## 11.1. Add New Site

To add a new site, under the Manage Sites select the “New Site” link. A new window will pop up (see figure 44) to enter the following site information:

- Name
- URL
- Description

Once the new site information has been entered, the “Create Site” button at the bottom of the form will save the site in the VOC admin tool.

The screenshot shows the 'Voice of Consumer' website interface. At the top, there's a blue header bar with the 'Voice of Consumer' logo and the text 'Department of Health and Human Services'. On the right side of the header, there are links for 'sysadmin@ctacorp.com' and 'Logout'. Below the header is a navigation bar with links for 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The main content area has a title 'Create New Site'. It contains three input fields: 'Name' (with a placeholder box), 'URL: (format: http://www.site.gov)' (with a placeholder box), and 'Description' (with a large text area). At the bottom right of the form are two buttons: 'Cancel' and 'Create Site' (which is highlighted with a grey border).

*Figure 44*

## 11.2. Edit Site

To edit an existing site, the “Edit” link can be used which triggers the Edit Site window (see *figure 45*) where the site information can be edited:

- Name
- URL
- Description

Once the new site information has been entered, the “Update Site” button at the bottom of the form will save the changes.

The screenshot shows the 'Edit Site' page of the Voice of Consumer website. At the top, there's a blue header bar with the 'Voice of Consumer' logo and the 'Department of Health and Human Services' text. On the right side of the header, there are links for 'sysadmin@ctacorp.com' and 'Logout'. Below the header, a light blue navigation bar contains links for 'Home', 'Create New Survey', 'View Responses', 'Manage Images', 'Manage Users', and 'Manage Sites'. The main content area has a white background and features a form titled 'Edit Site'. The form includes fields for 'Name' (containing 'zTesting'), 'URL' (containing 'http://www.test.gov'), and a 'Description' text area (containing 'These are surveys for testing'). At the bottom right of the form area are two buttons: 'Cancel' and 'Update Site'. A footer bar at the bottom of the page contains the 'Voice of Consumer' logo and the text 'A federal government website managed by the U.S. Department of Health & Human Services. 200 Independence Avenue, S.W. - Washington, D.C. 20201'.

Name: zTesting

URL: (format:  
http://www.site.gov) http://www.test.gov

Description: These are surveys for testing

Cancel Update Site

Figure 45