



1. How do I obtain a Username (UID) and Password (PW)?
 - a. If you are a company/respondent the UID and PW should have been mailed to you in your mailing packet with your forms.
 - b. If you are a Census Bureau employee, a UID and PW will be generated and provided to you by your survey manager.
2. Why won't my attachment work?
 - a. The requirements for sending a file as an attachment are:
 - i. The file name must not have any spaces
 1. For example, Company Survey.pdf must be changed to Company_Survey.pdf or CompanySurvey.pdf
 - ii. The file size cannot be greater than 65 megabytes
 - iii. The file is invalid because the company's name is not found within the contents of the file
 - iv. The file type is not valid (File type/extension must be: .CSV, .DAT, .DOC, .PDF, .TXT, .WPD, .XLS, .XML, .ZIP and Census Bureau Manifests).
3. How do I know the system is really secure?
 - a. The URL should start out as "https://" as opposed to "http://" the "s" means that the website you are visiting is a secure site.
4. I have additional questions where can I find more information?
 - a. Please visit <http://www.census.gov/econhelp/smc> and view the User Guides for more information.
 - b. If you require additional information, please contact 1-800-838-2640