

# **Internet Self-Response Portal: The Online Option**

# This Overview Includes:

- Key things to know about the Internet Self-Response Portal (ISR), commonly referred to as the “online option”
- A draft letter that housing units will start to receive in mid-March 2020
- Type of Enumeration (TEA) maps that show which kind of mailing census tracts will receive
- A screenshot review of the experience
- Guidelines for setting up a census kiosk

# Key Things to Know:

- Housing units will receive a letter w 12-digit code. Ideally, this code is entered into the ISR to begin filling out the form. If someone does not have a code, it is possible to start the form without it.
- The form must be completed the form in one sitting. If there is no activity for 13 minutes, a reminder will pop up to complete the form. If there is no activity for 15 minutes, the session will end and the respondent will have to start from the beginning.
- Resources for organizations setting up census kiosks are available at the end of this document.

# What to Expect: Housing Units Receive a Letter



United States  
**Census  
2020**

**U.S. Census Bureau**

Washington, DC 20233-0001

Office of the Director

March 12, 2020

A Message from the Director, U.S. Census Bureau

Dear Resident:

This is your invitation to respond to the **2020 Census**. We need your help to count everyone in the United States by providing basic information about all adults, children, and babies living or staying at this address.

Results from the 2020 Census will be used to:

- Direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Help your community prepare to meet transportation and emergency readiness needs.
- Determine the number of seats each state has in the U.S. House of Representatives and your political representation at all levels of government.

Respond by April 1st at:  
**XXXX.XXXX.gov**

Your Census ID is:

The Census Bureau is using the internet to securely collect your information. Responding online helps us conserve natural resources, save taxpayer money, and process data more efficiently. If you are unable to complete your 2020 Census questionnaire online, we will send you a paper questionnaire in a few weeks for you to complete and mail back.

The census is so important that your response is required by law, and your answers are kept completely confidential. If you do not respond, we will need to send a Census Bureau interviewer to your home to collect your answers in person. If you need help completing your 2020 Census questionnaire, please call toll-free 1-844-330-2020.

Thank you in advance for your prompt response.

Enclosures

**Mensaje importante:** Para completar su cuestionario del Censo del 2020, visite **xxxx.xxxx.gov** o llame gratis al 1-844-468-2020.



Note the mention that paper forms will be mailed a few weeks after the initial letter, as well as a phone number to call for assistance.

The Census Bureau is using the internet to securely collect your information. Responding online helps us conserve natural resources, save taxpayer money, and process data more efficiently. If you are unable to complete your 2020 Census questionnaire online, we will send you a paper questionnaire in a few weeks for you to complete and mail back.

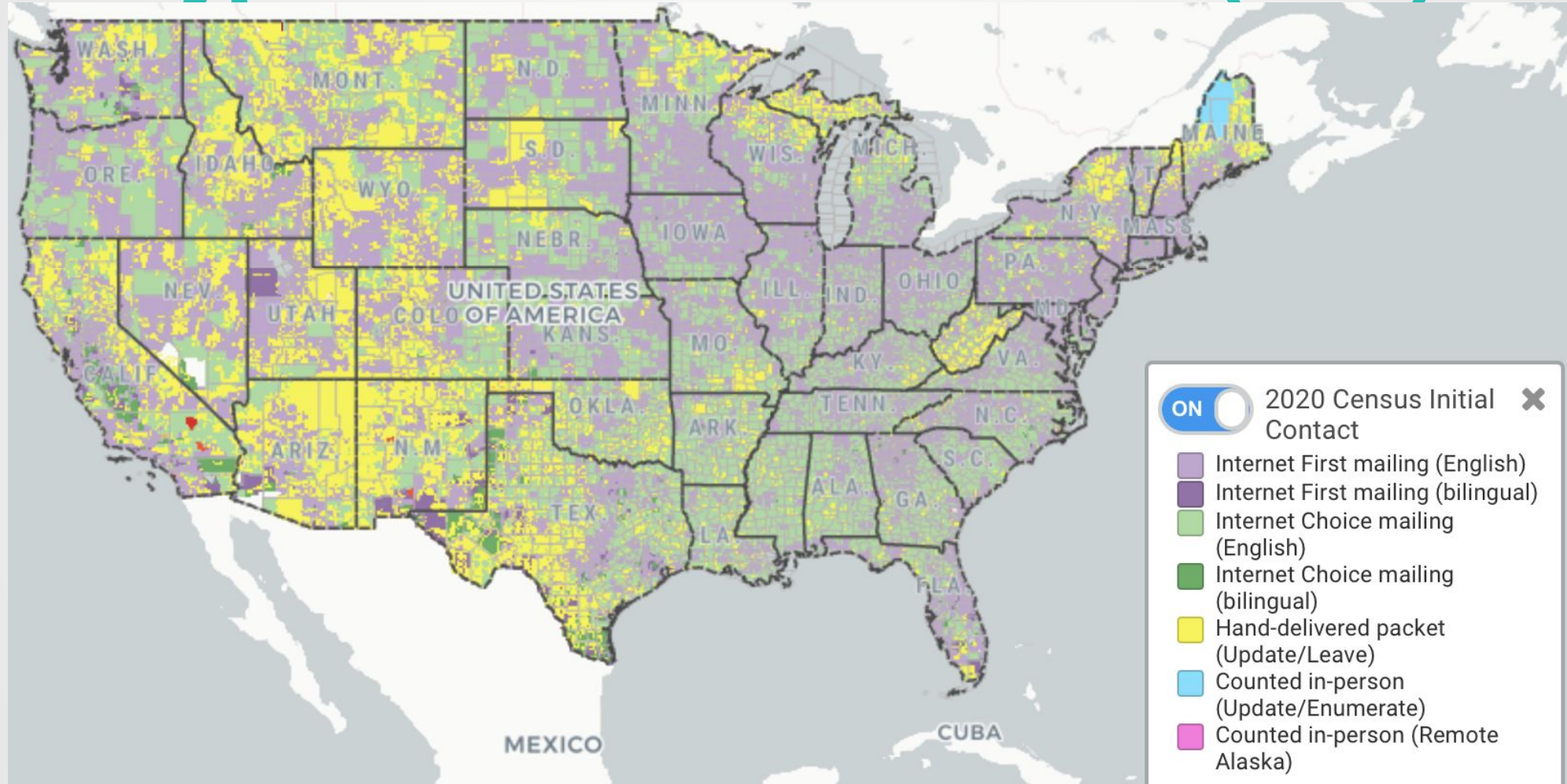
The census is so important that your response is required by law, and your answers are kept completely confidential. If you do not respond, we will need to send a Census Bureau interviewer to your home to collect your answers in person. If you need help completing your 2020 Census questionnaire, please call toll-free 1-844-330-2020.

Thank you in advance for your prompt response.

Enclosures

**Mensaje importante:** Para completar su cuestionario del Censo del 2020, visite **xxxx.xxxx.gov** o llame gratis al 1-844-468-2020.

# Where to Expect It: Type of Enumeration Area (TEA)



source: [censushardtcountmaps2020.us](https://censushardtcountmaps2020.us)

see also: [census.gov/roam](https://census.gov/roam); [2020census.gov](https://2020census.gov)

# The Internet Self Response Portal (ISR)

(Live demo available -  
[census.gov/about/cac/nac/meetings/2019-11-meeting.html](https://census.gov/about/cac/nac/meetings/2019-11-meeting.html)  
session is day 2, at 1 hour and 54 minutes)



# The Landing Page



## Welcome to the 2020 Census

- It's quick and easy. The 2020 Census questionnaire will take about 10 minutes to complete.
- It's safe, secure, and confidential. Your information and privacy are protected.
- Your response helps to direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Results from the 2020 Census will be used to determine the number of seats each state has in Congress and your political representation at all levels of government.

### Getting started:

- You must complete your questionnaire once you begin. If you leave the questionnaire and return later, you will have to start over.
- Do not use the web browser buttons (back, forward, or close browser). Use the buttons within the questionnaire to navigate.
- For best results, use the latest version of Chrome, Firefox, Internet Explorer, or Safari. Enable cookies.

Shape  
your future  
START HERE >

United States®  
Census  
2020

Start Questionnaire



# (12 non-English languages available)

الربنية



كلمات

الأسئلة المتناولة

United States  
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2020

PORTUGUÊS

KREYÒL AYISYEN

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بدء تشغيل الإختيار

## مرحبا بكم إلى التعداد السكاني لسنة 2020

- هي سهلة وسريعة. إن إختيار التعداد السكاني لسنة 2020 سيحتاج لحوالي 10 دقائق لملئه.
- هو آمن، ومحمي وسري. معلوماتك وخصوصيتك محمية.
- إيجابتك تساعد على توزيع المليارات من الدولارات من الأموال الفدرالية إلى المجتمعات المحلية للمدارس والطرق والخدمات العامة الأخرى.
- سوف تستخدم نتائج التعداد السكاني لسنة 2020 لتحديد عدد المقاعد لكل ولاية في مجلس النواب الأمريكي والمساعدة في ضمان التمثيل السياسي لمجتمعك على جميع مستويات الحكومة.

### للبدء:

- يجب إكمال الإختيار الخاص بك بمجرد أن تبدأ. إذا تركت الإختيار، ثم تعود إليه في وقت لاحق، ستجبر على البدء من جديد.
- لا تستخدم أزرار متصفح الويب (الرجوع أو الأمام أو إغلاق المتصفح). استخدام الأزرار داخل الإختيار للتقليل.
- للحصول على أفضل النتائج، استخدم أحدث إصدار من كروم أو فيرفوكس أو إنترنت إكسبلورر أو سفاري (Chrome, Firefox, Internet Explorer, or Safari). تمكين ملفات تعريف الارتباط.

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# The ID Response: Enter 12 Digit ID and Login



Address Verification

Household Questions

People Questions

Final Questions

## Please Log In

Use the materials we mailed to you or left at your door.  
All the information that you provide will remain confidential.

[Where can I find my 12-digit Census ID?](#)

Please enter the 12-digit Census ID found in the materials we mailed to you or left at your door.

6Z4H - | -

Login

[If you do not have a Census ID, click here.](#)

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# Verify Your Address

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Census  
2020

[FAQ](#) [INSTRUCTIONS](#)



ENGLISH

Address Verification

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Are you completing the 2020 Census questionnaire for the address below?

[Help](#)

1307 BARNARD DR Sim Data ZZ 89102 1805  
Sim Data NV 89102

Yes

No

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# Confirm Address on April 1, 2020

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FAQ INSTRUCTIONS  ENGLISH

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On April 1, 2020, will you be living or staying at 1307 BARNARD DR Sim Data ZZ 89102 1805? [Help ?](#)

Yes

No

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# Enter Name and Phone Number

(phone number is optional)

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**What is your name and telephone number?** [Help?](#)

*We will only contact you if needed for official Census Bureau business.*

**First Name**  **Middle Name**  **Last Name(s)**

**Telephone Number**  
 -  -

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# Have a Question?

# Use the FAQs!

## Help

Enter the number of people that will be living or staying at 1307 BARNARD DR Sim Data ZZ 89102 1805 most of the time, as of April 1, 2020.

Our goal is to count people once, only once, and in the right place, according to where they will be living on April 1, 2020. Keeping this goal in mind, we ask you to use our guidelines to determine who to count at 1307 BARNARD DR Sim Data ZZ 89102 1805.

- Count people where they usually live and sleep.
- For people with more than one place to live, count them at the place where they sleep most of the time.
- For people who will be moving from one residence to another, count them at the residence where they will be living on April 1, 2020.
- For people who do not have a usual residence, or who cannot determine a usual residence, count them where they will be staying on April 1, 2020.


Using those guidelines, be sure to INCLUDE the following types of people if they will be living or staying at 1307 BARNARD DR Sim Data ZZ 89102 1805 most of the time around April 1, 2020:

- Babies and children of all ages (even newborns and infants), including biological, step, and adopted children, as well as grandchildren, foster children, and children in joint custody arrangements.


Close

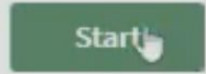
# Begin with Household Questions


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 **Household Questions**  
Next, you will be asked some questions about your household. Press START to begin.



 **People Questions**

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# Enter the Names of Everyone in the Household


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What is the name of each person who will be living or staying at 1307 BARNARD DR Sim Data ZZ 89102 1805 on April 1, 2020?

[For more information on who to include, click here.](#) 

*Enter names until you have listed everyone who will be living or staying there, then continue to the next page.*

The names listed so far are:

Jane Smith


First Name


Middle Name


Last Name(s)


John

Smith

 Remove

 Add another person

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We do not want to miss any people who might be staying at 1307 BARNARD DR Sim Data ZZ 89102 1805 on April 1, 2020.

For example:

- Children, related or unrelated, such as newborn babies, grandchildren, or foster children
- Relatives, such as adult children, nieces, nephews, cousins, or in-laws
- Roommates or other nonrelatives
- People without a permanent place to live

The names listed so far are:

- Jane Smith
- John Smith

Will there be any ADDITIONAL people that you did not already list?

[For more information on who to include, click here.](#) ?

- Yes
- No

A Reminder to Include Everyone!

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# Select Type of Housing Unit

Address Verification

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On April 1, 2020, will the house, apartment, or mobile home at 1307 BARNARD DR Sim Data ZZ 89102 1805 be -

[Help?](#)

- Owned by you or someone in this household with a mortgage or loan (including home equity loans)?
- Owned by you or someone in this household free and clear (without a mortgage or loan)?
- Rented?
- Occupied without payment of rent?

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# Select Home Owner (if applicable)

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Of the people who will be living at 1307 BARNARD DR Sim Data ZZ 89102 1805, who will own the house, apartment, or mobile home on April 1, 2020?

[Help?](#)

Select all that apply.

- Jane Smith
- John Smith
- Jim Smith
- None of the above



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# Next is Questions about People

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Household Questions



People Questions

Please continue answering the questions by selecting the START button for a person.



John Smith

Select START to begin answering the questions about this person.

Start



Jane Smith

Select START to begin answering the questions about this person.


Remove

Start



# Select Sex

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**Census 2020**

FAQ INSTRUCTIONS  ENGLISH

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[Home](#) > [Sex](#)

What is John Smith's sex? [Help?](#)

Male

Female

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# Enter Date of Birth

(age is automatically calculated but can be manually changed)



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[Home](#) > [Sex](#) > [Age](#)

What is John Smith's date of birth?

[If you don't know the date of birth, click here.](#)

Month

Day

Year

04 - April

1

1975

Verify or enter correct age as of April 1, 2020. *For babies less than 1 year old, do not enter the age in months. Enter 0 as the age.*

45

years

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# Select Hispanic Origin



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[Home](#) > [Sex](#) > [Age](#) > [Hispanic Origin](#)

Is John Smith of Hispanic, Latino, or Spanish origin?

[Help](#) ?

- No, not of Hispanic, Latino, or Spanish origin
- Yes, Mexican, Mexican American, Chicano
- Yes, Puerto Rican
- Yes, Cuban
- Yes, another Hispanic, Latino, or Spanish origin

Enter, for example, Salvadoran, Dominican, Colombian, Guatemalan, Spaniard, Ecuadorian, etc.

Dd

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# Select Race

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[Home](#) > [Sex](#) > [Age](#) > [Hispanic Origin](#) > [Race](#)

## What is John Smith's race?

Select one or more boxes **AND** enter origins. For this census, Hispanic origins are not races.



White

Enter, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.

Black or African American

Enter, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.

American Indian or Alaska Native

Enter name of enrolled or principal tribe(s), for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Community, etc.

Here's all the options!

American Indian or Alaska Native

Enter name of enrolled or principal tribe(s), for example, Na Community, etc.

Chinese

Filipino

Asian Indian

Vietnamese

Korean

Japanese

Other Asian

Enter, for example, Pakistani, Cambodian, Hmong, etc.

Native Hawaiian

# Optional: Include Origin Details

(text boxes will expand to include more information)



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[Home](#) Loading...

**i** Please provide a response. If this person does not have an answer, continue to the next page.

What is John Smith's race?

[Help](#)

Select one or more boxes **AND** enter origins. For this census, Hispanic origins are not races.

White

Enter, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.

Black or African American

Enter, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.

American Indian or Alaska Native

Enter name of enrolled or principal tribe(s), for example, Navajo Nation, Blackfoot Tribe, Moynihan, Arapaho, Navajo, Nation, Village of Gamsu, Inupiat Traditional Government, Nome Eskimo



# Make Edits or Start with the Next Person

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**John Smith**

John Smith's questions have been completed. To change or view your answers, select EDIT.

 Edit



**Jane Smith**

Select START to begin answering the questions about this person.

# Select Relationship to Person 1

Address Verification

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[Home](#) > [Relationship](#)

How is Jane Smith related to John Smith?

Jane Smith is John Smith's...

- Opposite-sex husband/wife/spouse
- Opposite-sex unmarried partner
- Same-sex husband/wife/spouse
- Same-sex unmarried partner
- Biological son or daughter
- Adopted son or daughter
- Stepson or stepdaughter
- Brother or sister

Here's all the options!

- Stepson or stepdaughter
- Brother or sister
- Father or mother
- Grandchild
- Parent-in-law
- Son-in-law or daughter-in-law
- Other relative
- Roommate or housemate
- Foster child
- Other nonrelative

[Help?](#)

# Questions About Person 2

What is Jane Smith's sex?

- Male
- Female

ENGLISH ESPAÑOL 中文(简体)

What is Jane Smith's date of birth?

[If you don't know the date of birth, click here.](#) ?

Month

Day

Year

01 - January

02 - February

03 - March

04 - April

05 - May

06 - June

07 - July

08 - August

09 - September

10 - October

11 - November

12 - December

age as of April 1, 2020. For babies less than 1 year old, enter the date of birth.

ESPAÑOL 中文(简体) TIẾNG VIỆT

What is Jane Smith's race?

Select one or more boxes **AND** enter origins. For this census, you can select more than one race.

White

Enter, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.

Black or African American

Enter, for example, African American, Jamaican, Haitian, Nigerian, etc.

American Indian or Alaska Native

Enter name of enrolled or principal tribe(s), for example, Navajo Community, etc.

Chinese

# When All People Are Entered, Go to Final Questions

The screenshot displays a quiz management interface. At the top, two entries for 'John Smith' and 'Jane Smith' are shown, each with a green checkmark icon and the text 'John Smith's questions have been completed. To change or view your answers, select EDIT.' Below these is a '+ Add another person' button. The 'Final Question(s)' section is highlighted with a red oval and contains a list icon, the text 'Final Question(s)', and a green 'Start' button. At the bottom, a language selection bar includes: ENGLISH, ESPAÑOL, 中文(简体), TIẾNG VIỆT, 한국어, РУССКИЙ, العربية, TAGALOG, POLSKI, FRANÇAIS, KREYÒL AYISYEN, PORTUGUÉS, and 日本語.

# Ensuring Everyone is Counted Only Once



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We would like to make sure everyone is only counted once. Some people live or stay in more than one place.

[Help?](#)

For example:

- With a parent, grandparent, or other person
- While attending college
- For a military assignment
- To be closer to a job or business
- In a nursing home or group home
- In a jail or prison
- At a seasonal or second residence

Do any of the following people usually live or stay somewhere else, other than 1307 BARNARD DR Sim Data ZZ 89102 1805?


Select all that apply.

- John Smith
- Jane Smith
- None of the above



# Last Chance to Make Changes

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2020**

FAQ INSTRUCTIONS  ENGLISH

Address Verification Household Questions People Questions **Final Questions**

You are almost finished and are now ready to send your responses. Once your questionnaire is submitted, you will not be able to access your information or change any of your responses. After you submit your responses and are shown the confirmation page, you may close the web browser.

**You must select SUBMIT to complete your questionnaire. Would you like to submit your responses now?**

[Edit Questionnaire](#) [Submit Questionnaire](#)

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# A Confirmation that Form is Submitted

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**2020**

Address Verification

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Thank you for completing the 2020 Census questionnaire for:

1307 BARNARD DR Sim Data ZZ 89102 1805  
Sim Data NV 89102

November 8, 2019 10:56:02 AM EST

If you receive other mail from the Census Bureau about the 2020 Census in the next few days, please disregard it. That mail may have been sent out before today.

If you have any questions, please call the phone number printed in your materials or listed below.

1-844-330-2020

*Confirmation #: 176039113*

[Visit 2020Census.gov](https://www.census.gov/2020census)

Save or Print this Screen

You may close the browser.

**Don't Have an ID?**

**No Worries!**

**The Start of the Form is Slightly Different...**

# Select “...do not have a Census ID...”



Address Verification

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## Please Log In

Use the materials we mailed to you or left at your door.  
All the information that you provide will remain confidential.

[Where can I find my 12-digit Census ID?](#)

Please enter the 12-digit Census ID found in the materials we mailed to you or left at your door.

 -  - 

Login

[If you do not have a Census ID, click here.](#)

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# Select Where You Will Live on April 1, 2020

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In order to collect your address, we first need to know where you will be living on April 1, 2020.

[Help?](#)

Please select where you will be living on April 1, 2020.

- A U.S. state or the District of Columbia
- Puerto Rico
- Somewhere else

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# Enter a Street Address if Applicable

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Where will you be living on April 1, 2020?

[Help](#)

Please provide a complete street address for your residence. Provide the street address you would use to have a package delivered directly to your residence, not a Rural Route or P.O. Box address used for mailing purposes. A street address is the most helpful for processing your response.

Address Number

Street Name

Apt/Unit

Ex: 101

Ex: N Main St

Ex: Apt 23

City

State

ZIP Code

I do not have a street address

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# Select Rural Address

Address Verification

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Do you have a Rural Route address?

[Help ?](#)

Yes

No

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# Select Homelessness

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Will you be experiencing homelessness on April 1, 2020?

[Help](#)

Yes

No

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# Enter as Much Detail as Possible



Address Verification

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Please provide a city and state, or ZIP Code where you will be living on April 1, 2020.

Also, describe the physical location in the space provided.

City

State

ZIP Code

Please provide as much information as possible.

For example:

- a location description such as “The apartment over the gas station” or “The brick house with the screened porch on the northeast corner of Farm Road and HC 46” or
- a name of a park, street intersection or shelter, if you will be experiencing homelessness on April 1, 2020, as well as the name of the city and state. For example, “Friendship Park, Anywhere, PA.”

[Help](#) ?

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# Guidelines for Setting up a Census Kiosk

- **Censuscounts.org**
  - GOTC toolkit, [censuscounts.org/gotc-toolkit-cybersecurity/](https://censuscounts.org/gotc-toolkit-cybersecurity/)
  - Tech FAQs, [censuscounts.org/resources/census-2020-technology-faqs/](https://censuscounts.org/resources/census-2020-technology-faqs/)
- **Other resources**
  - American Library Association, [ala.org/news/press-releases/2019/05/ala-releases-new-libraries-guide-2020-census](https://ala.org/news/press-releases/2019/05/ala-releases-new-libraries-guide-2020-census)
  - Digital Equity Lab, [digitalequitylab.org](https://digitalequitylab.org)
  - Code for America is helping to build digital capacity for the count. Find out if they're in your city, [brigade.codeforamerica.org](https://brigade.codeforamerica.org)

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